



Guest Registration by:



Modern, Enterprise-Class Solution for Visitor Management



Welcome to Enterprise Personal Access Security Solution (ePASS)

ePASS Visitor Manager manages all types of physical identities and automates the entire visitor identity management lifecycle. ePASS Visitor Manager is a highly intuitive and enterprise class web-based solution that includes capabilities for visitor pre-registration, registration, security checks, access authorization, check-in/check-out, badge printing, centralized reporting, parking and audit trail functions.

Key Features

- Single Sign On (SSO)
- Available on personal device (with ping ID)
- Host receives SMS message when Visitor arrives
- Host receives automated e-mail when Visitor arrives
- Visitor receives location information prior to meeting
- Review your registered Visits from the self-service screen



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Click [here](#) for more information on ePass

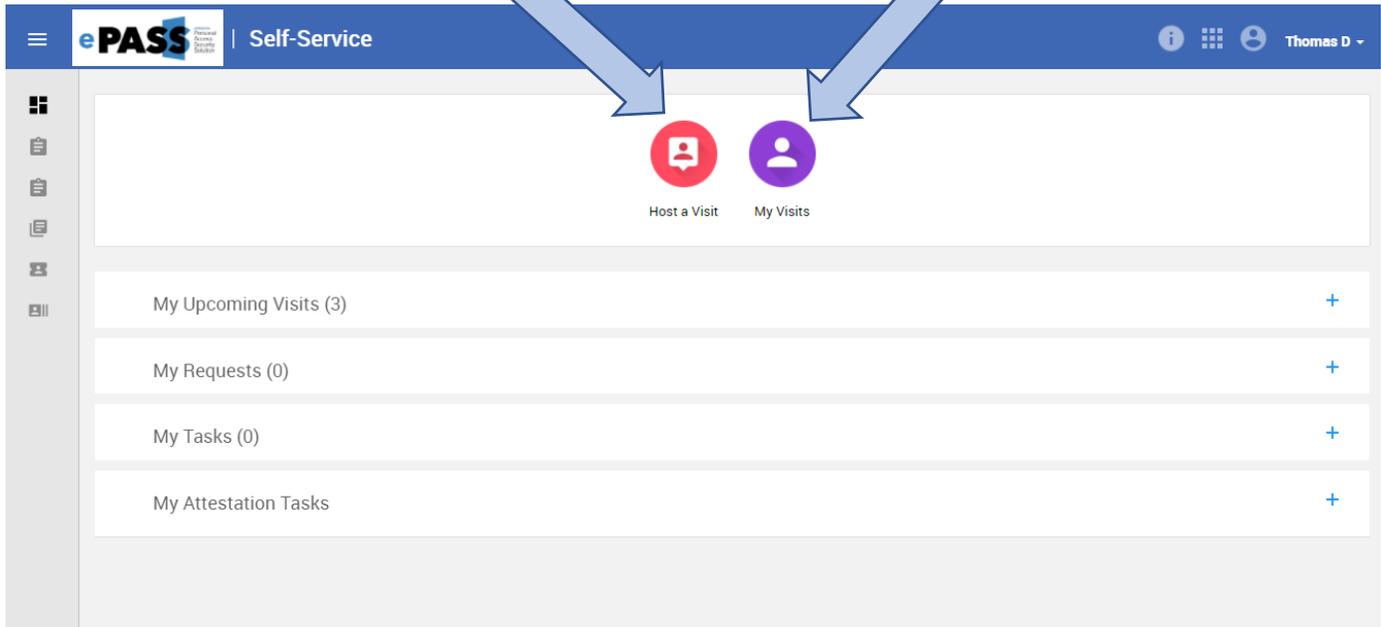
CICA@Prudential.com

CICA Help Line 973-367-2697 7:30 AM - 5:30 PM EST

Navigating ePASS (Self Service Main Page) Phase 1 includes Hosting a visit and reviewing my visits

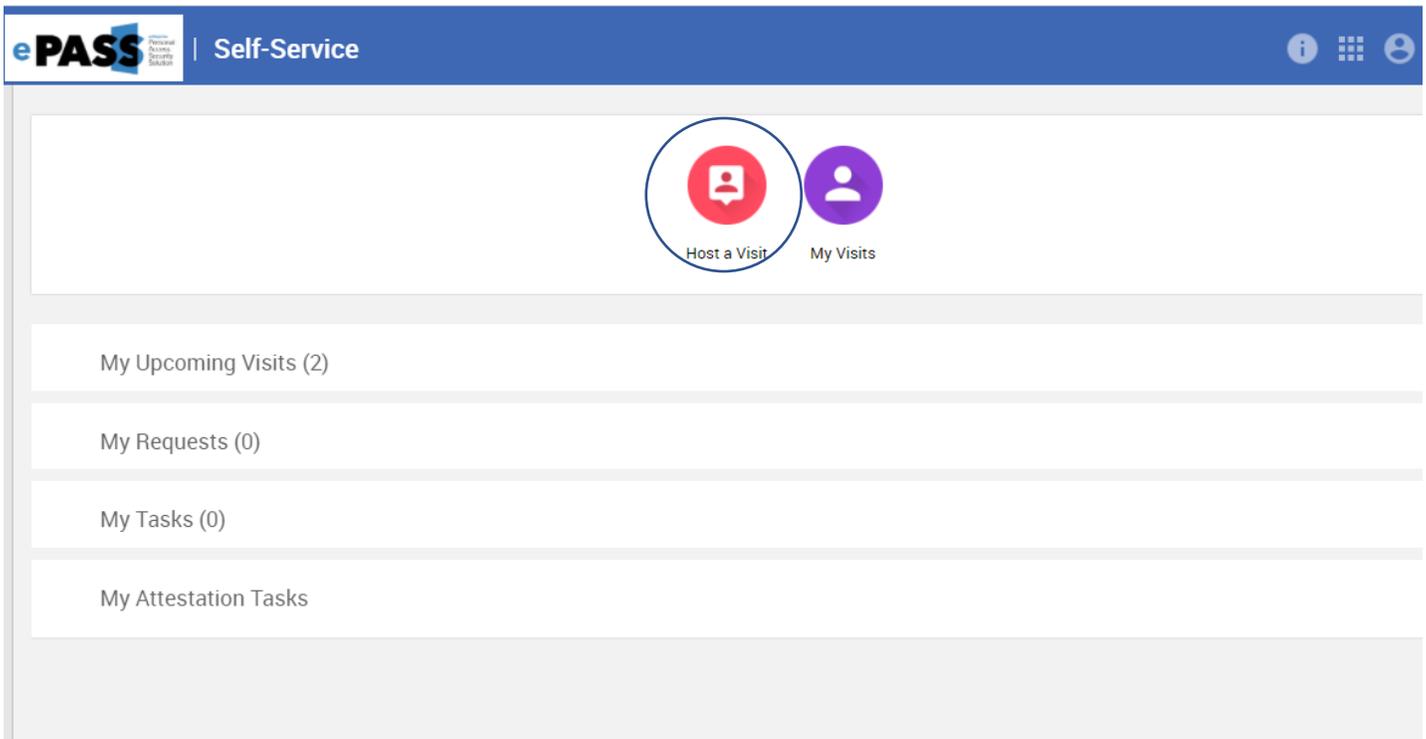
Host a Visit Icon

My Visits Icon (Already scheduled)



Hosting a Visit How do I register a new visitor?

1 - Select Host a Visit from the self-service screen



2 – Complete Visit Information, Location Information and Access & Approvals (most information will default based on last visit hosted)

Host a Visit CANCEL [SUBMIT REQUEST](#)

Visit Information

VISIT DESCRIPTION (Required)

VISIT TYPE (Required)

START DATE (Required)

START TIME (Required)

END DATE (Required)

END TIME (Required)

ALL DAY MEETING

RECURRING VISIT
 Yes No

Location Information

COUNTRY (Required)

STATE (Required)

LOCATION (Required)

BUILDINGS (Required)

ADDITIONALLY NOTIFY

Access & Approvals

HOST/SPONSOR (Required)

ESCORT (Required)

SHUTTLE REQUIRED?

NOTE TO VISITORS

SEND SMS TO HOST WHEN VISITORS CHECK-IN

3 – Scroll down to add visitors

Visitors [+ ADD A VISITOR](#) [+ GROUP IMPORT](#) [+ INVITE EMPLOYEE](#)

Must contain at least 1 visitor

4 – Search for Visitors (By name, company or e-mail) and click add on the right next to their name. If the visitor is not in the database click Add new visitor from the top of the screen

Visitors [ADD NEW VISITOR](#) [DONE](#)

Search: [Add hid global as a Visitor](#)

First Name	Last Name	Company	Email	Phone	
Clifford	Brennan	Hid Global			ADD
DUANE	FOOTE	HID Global			ADD
Lou	Caputzal	Hid Global			ADD

5 – Submit the request to complete the pre-registration

The screenshot shows the 'Host a Visit' form with three main sections: Visit Information, Location Information, and Access & Approvals. The 'SUBMIT REQUEST' button in the top right corner is circled in blue. The form fields are as follows:

Section	Field Name	Value
Visit Information	VISIT DESCRIPTION (Required)	Visit Description
	VISIT TYPE (Required)	Business Meeting
	START DATE (Required)	Sep 10, 2020
	END DATE (Required)	Sep 11, 2020
Location Information	COUNTRY (Required)	United States
	STATE (Required)	New Jersey
	LOCATION (Required)	Newark Campus
	BUILDINGS (Required)	Plaza
Access & Approvals	HOST/SPONSOR (Required)	Thomas Dymowski
	ESCORT (Required)	Thomas Dymowski
	SHUTTLE REQUIRED?	<input type="checkbox"/>
	SEND SMS TO HOST WHEN VISITORS CHECK-IN	<input type="checkbox"/>

How can I schedule a group of visitors?

In the visitor section click on "Group Import" and then enter visitor information into the provided Excel file and then upload the saved document. To finalize, click on the "Import" button to have the names populate into the request.

The screenshot shows the 'Group Import Visitors' interface. The 'GROUP IMPORT' button is circled in blue. Below the main interface, there is a detailed instruction box:

Group Import Visitors

To create the data file, download the sample file and add data

Upload the excel/csv format to process the list of visitors

OR

Files(excel/csv) other than the format provided will not be imported

The instruction box includes icons for 'Sample Excel File' and 'Sample Csv File', and a 'BROWSE...' button. The 'IMPORT' button in the top right of the instruction box is also circled in blue.

How can I schedule a recurring visit?

1 - Within "Host a Visit" navigate to the "Visit" information and click "Yes" under 'Recurring visit.

The screenshot shows a form for scheduling a visit. The 'RECURRING VISIT' section has 'Yes' selected. Other fields include: START DATE (Sep 14, 2020), START TIME (1:00 PM), LOCATION (Scottsdale 16260 N 71 st), END DATE (Sep 14, 2020), END TIME (5:00 PM), BUILDINGS (-Select Building-), and an 'ADDITIONALLY NOTIFY' field. There are also checkboxes for 'SHUTTLE REQUIRED?', 'SEND SMS TO HOST WHEN VISITORS CHECK-IN', and a 'NOTE TO VISITORS' text area.

2 - Scroll down to "Recurring Visits" and click on Custom Recurrence.

The screenshot shows the 'Recurring Visits (1)' section. At the top right, there are two buttons: 'CUSTOM RECURRENCES' (circled in blue) and 'WEEKLY RECURRENCE'. Below is a table with columns: Visit Day of Week, Visit Start Date/Time, Visit End Date/Time, and Remove.

Visit Day of Week	Visit Start Date/Time	Visit End Date/Time	Remove
Monday	Sep 14, 2020 1:00 PM	Sep 14, 2020 5:00 PM	

3 – Add dates times form the recurrence (a new date entry box will auto add after you add the first date)

The screenshot shows a dialog box titled 'Add Custom Recurrences'. It has 'CANCEL' and 'SAVE' buttons at the top right. Below are three input fields: 'SCHEDULING START DATE' (with a 'Date' placeholder), 'START TIME' (with a 'Time' placeholder), and 'END TIME' (with a 'Time' placeholder).

ePass Notifications

What notification options do I have as the host?

- E-mail notifications are standard with all hosted visits
- SMS notifications are available. (You must click on Send SMS to Host when Visitors Check In and verify mobile number and carrier)

Can Internal individuals to be notified of an upcoming visit?

Within "Host a Visit" navigate to "Location Information" and type a valid e-mail address into the section called "Additionally Notify." If multiple notifications are needed you can enter multiple email addresses separated by a semicolon.

Will my Visitor receive any confirmation?

Yes, a confirmation e-mail will be sent to your visitor once the request has been submitted. (Many Visitors in the database do not have e-mail addresses so click on the visitor after selecting to update with a current e-mail) This will ensure the visitor will receive conformation of the visit, a calendar entry and location information.

1 – After adding the visitor verify an e-mail is being reflected in your selection (example below does not have an e-mail)

First Name	Last Name	Company	Email	Parking (View Availability) ?	License PlateNo	Vehicle State
Sample	Test	Test Company		Select	License PlateNo	Select

2 – Click on the visitor and the information box opens where you can add the e-mail and update the profile

Edit Visitor Details

CANCEL UPDATE

FIRST NAME (Required)
Sample

LAST NAME (Required)
Test

COMPANY (Required)
Test Company

VISITOR TYPE
Visitor

EMAIL

If email is blank, no notification is sent to the visitor.

Visitor Escorts

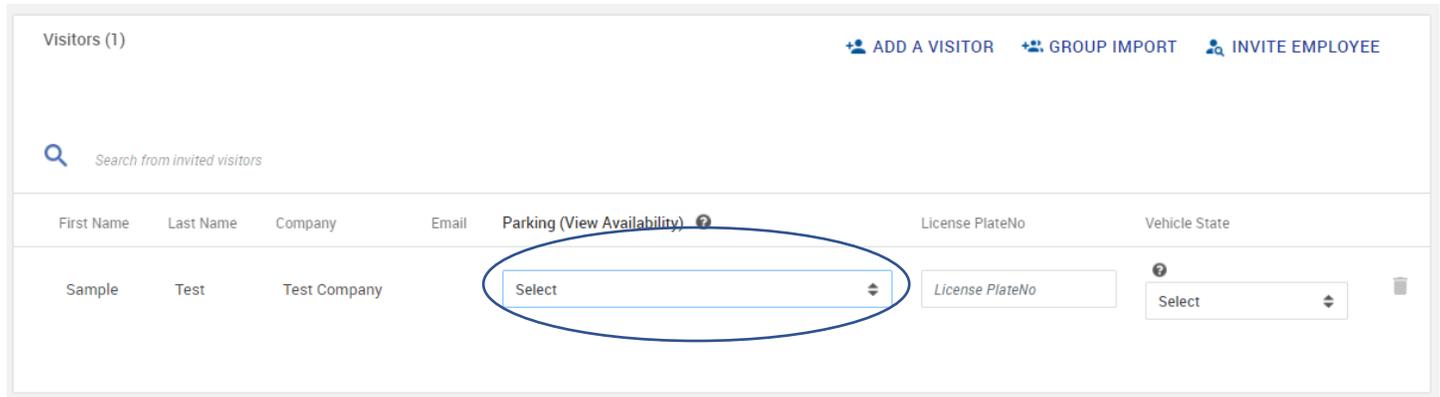
Can an escort be added into the visit request?

Yes. Within "Host a Visit" navigate to "Access and Approvals" and search for the additional escort's name within the "Escort" field.

Shuttle/Parking (Parking reservations are only available for Newark Campus)

How can I request parking for my visitor?

1 - Within "Host a Visit" once visitor information is displayed, click on "Parking" and view availability." You can choose the available garage and enter the visitor's vehicle information.

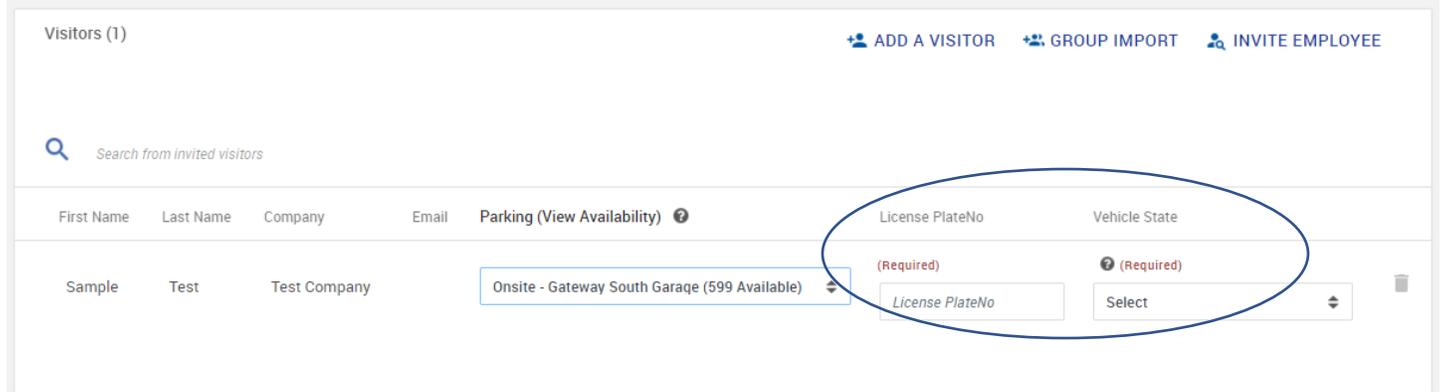


Visitors (1) ADD A VISITOR GROUP IMPORT INVITE EMPLOYEE

Search from invited visitors

First Name	Last Name	Company	Email	Parking (View Availability) ?	License PlateNo	Vehicle State
Sample	Test	Test Company		Select	License PlateNo	Select

2 -Once you select a garage you must fill in the license plate number and Vehicle state before submitting the request



Visitors (1) ADD A VISITOR GROUP IMPORT INVITE EMPLOYEE

Search from invited visitors

First Name	Last Name	Company	Email	Parking (View Availability) ?	License PlateNo	Vehicle State
Sample	Test	Test Company		Onsite - Gateway South Garage (599 Available)	(Required) License PlateNo	(Required) Select

How can I request shuttle service for my visitor?

Within "Host a Visit" navigate to "Access and Approvals" and check the corresponding shuttle service box.

Updating/Re-Scheduling/Cancellations

How can I update information on a scheduled visit?

On the ePass home page, click on "My Upcoming Visits" and select the desired registration. From there, you can update any information that you need to change. Then click "Save Visit" to submit the update.

How can I cancel a visit?

On the ePass home page, click on "My Upcoming Visits" and select the desired registration. Once open, click the "Cancel Visit" button on the top right-hand corner. You will receive a cancellation confirmation via e-mail.



Phase II – Physical Identity & Access Management including:

- ***Area Access Request portal***
- ***“Selfie” function to capture badge photo***
- ***New or replacement badge request***
- ***Access recertification portal for Area Owners***
- ***Available on your personal device***
- ***Native language support for International offices***

Phase III – Parking (Newark Campus)

- ***Streamlines parking request for temporary or permanent parking***
- ***Request portal on personal device***
- ***Automated approval process***

Phase IV – Travel Integration

- ***Streamline area access requests when travel is booked***