



An Introduction to VRS (Visitor Registration System)

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1. Introduction

Who is a visitor to the University?

There are a significant number of people who need access to University facilities or services but who are not recorded on either the Human Resources Management System (HR) or Student Record System (EUCLID). These people are regarded as visitors to the University.

The **Visitor Registration System (VRS)** is used to record the details of these people and the visits they make to the University. Visitor details are automatically passed from the VRS to other computer systems to provide services such as computer access and library cards.

Conditions for visitors

- A visit only needs to be recorded on VRS if it's duration is five days or longer
- **Only one visit per visitor can be current at any time.**
- Every visit needs to be approved by a University department with someone with appropriate authority
- Visit Approvers are responsible for the behaviour of their visitors and their compliance with University policy such as the computing regulations, health and safety policy and other relevant policies.

GDPR

As you will be aware, GDPR comes into force on 25th May 2018. We have prepared a privacy notice which you will need to convey to all visitors when you register them in the Visitor Registration System. We recommend that you direct your existing visitors to the notice as well. The notice is here:

<https://www.ed.ac.uk/information-services/computing/application-development/vrs/privacy-notice-for-visitor-registration>

There is also a link to it on the Visitor Registration System itself.

You can check your current Visitors by filtering within VRS or by requesting a BI Suite report via Helpline.

Staff visitors

This does not only include people who are in fact 'visiting', but also any affiliated members of the University such as honorary staff members, temporary staff members, contractors etc.

Student visitors

All visiting students (excluding some COL students and some Confucius Institute students) who attend the University for more than two weeks must be recorded on the University's student record system EUCLID. Visiting students must **not** be recorded on the Visitor Registration System or as a staff visitor. See the [Visiting Student Policy and Procedure](#) for more information.

Becoming an originator and/or approver of visits

- The first stage is to appoint someone (or group) within the school to be responsible for the coordination and management of visitors, if one doesn't already exist. That person (or group) should then decide how visitor management within the school will operationally and procedurally dovetail with the Visitor Registration System.
- In particular, who is going to key visitor details into the Visitor Registration System, who is going to approve visitor records and indeed how visitor details are going to be gathered and passed to the person(s) keying the details into the system in the first place.
- Once your school has decided how it will manage visitor registrations, those individuals who need access to the Visitor Registration System will need training in how to use it.

The VRS is available at <https://www.vrs.mis.ed.ac.uk/>

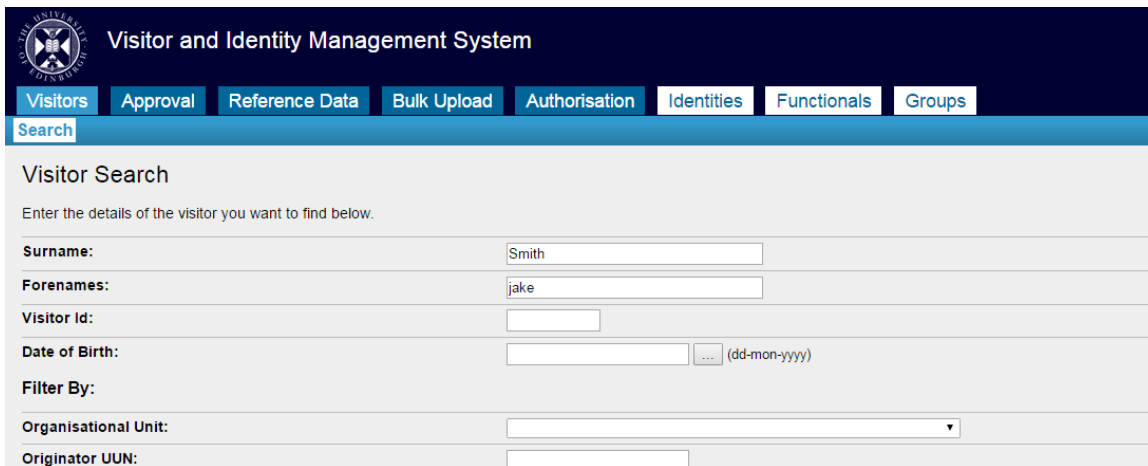
To apply for access fill in the online form at :

<https://www.edweb.ed.ac.uk/information-services/computing/application-development/vrs/availability-visman>

2. Adding a visitor

Search for visitor

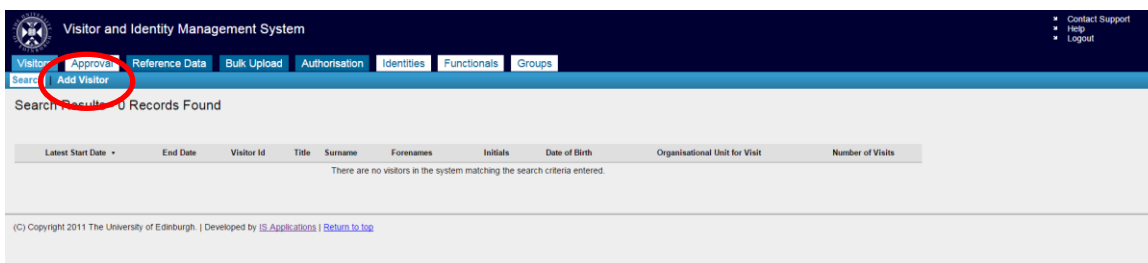
To create a new visitor you first have to perform a simple search without filters to make sure they do not exist in the system.



The screenshot shows the 'Visitor and Identity Management System' interface. The top navigation bar includes links for Visitors, Approval, Reference Data, Bulk Upload, Authorisation, Identities, Functionals, and Groups. Below this is a 'Search' button. The main section is titled 'Visitor Search' and contains a form with the following fields:

- Surname:** Text input with 'Smith' entered.
- Forenames:** Text input with 'jake' entered.
- Visitor Id:** Empty text input.
- Date of Birth:** Date picker with a dropdown arrow and a placeholder '(dd-mon-yyyy)'.
- Filter By:** Empty dropdown menu.
- Organisational Unit:** Empty dropdown menu.
- Originator UUN:** Empty text input.

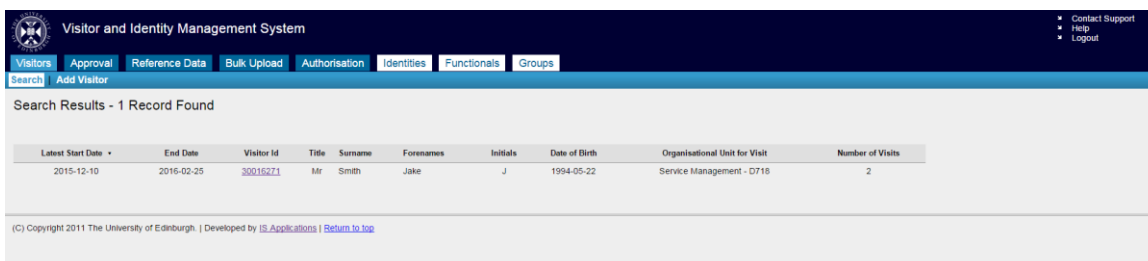
If the user does not exist in the system you will then be given the option to 'Add Visitor' (then go to Section 3, below).



The screenshot shows the 'Visitor and Identity Management System' interface with the 'Add Visitor' button highlighted by a red circle. The main section is titled 'Search Results - 0 Records Found'. Below this is a table with the following columns: Latest Start Date, End Date, Visitor Id, Title, Surname, Forenames, Initials, Date of Birth, Organisational Unit for Visit, and Number of Visits. The table is empty, and a message states: 'There are no visitors in the system matching the search criteria entered.'

Existing visitors

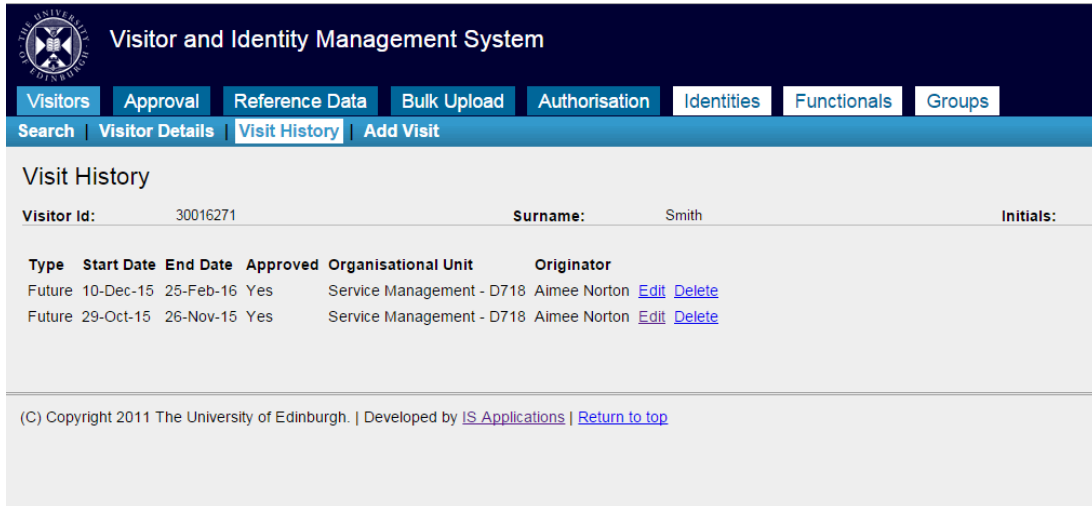
If the user already exists in the system then select their record and update their details if necessary.



The screenshot shows the 'Visitor and Identity Management System' interface with the 'Add Visitor' button highlighted by a red circle. The main section is titled 'Search Results - 1 Record Found'. Below this is a table with the following columns: Latest Start Date, End Date, Visitor Id, Title, Surname, Forenames, Initials, Date of Birth, Organisational Unit for Visit, and Number of Visits. The table contains one record:

Latest Start Date	End Date	Visitor Id	Title	Surname	Forenames	Initials	Date of Birth	Organisational Unit for Visit	Number of Visits
2015-12-10	2016-02-25	30016271	Mr	Smith	Jake	J	1994-05-22	Service Management - D718	2

Select the Visit History tab and from here you will be able to select 'Add Visit'



The screenshot displays the 'Visitor and Identity Management System' interface. At the top left is the University of Edinburgh logo. The main header is 'Visitor and Identity Management System'. Below this is a navigation bar with tabs: 'Visitors', 'Approval', 'Reference Data', 'Bulk Upload', 'Authorisation', 'Identities', 'Functionals', and 'Groups'. A secondary navigation bar contains 'Search', 'Visitor Details', 'Visit History' (which is highlighted), and 'Add Visit'. The 'Visit History' section shows a table with columns: 'Type', 'Start Date', 'End Date', 'Approved', 'Organisational Unit', and 'Originator'. The table contains two rows of data. Below the table, there is a footer with copyright information and links to 'IS Applications' and 'Return to top'.

Visitor Id:	Surname:	Initials:			
30016271	Smith				
Type	Start Date	End Date	Approved	Organisational Unit	Originator
Future	10-Dec-15	25-Feb-16	Yes	Service Management - D718	Aimee Norton Edit Delete
Future	29-Oct-15	26-Nov-15	Yes	Service Management - D718	Aimee Norton Edit Delete

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3. Add a visit

Fill in the *Visitor* details form.

Visitor and Identity Management System

Visitors | Approval | Reference Data | Bulk Upload | Authorisation | Identities | Functionals | Groups

Search | Add Visitor

Add Visitor Details

Enter the details of the visitor below. * indicates a required field.

Title: Mr *
 Forenames: Jake *
 Surname: Smith *
 Initials: J *
 Preferred Forename: Jake *
 Date of Birth: 22-May-1994 (dd-mon-yyyy)
 Gender: Male
 Home Institution:
 EU/Non-EU National: EU
 Visitors Preferred Email: for Correspondence: Non-UoE Email Account *
 UoE Email Address:
 Non-UoE Email Address: j.smith@hotmail.com
 Mobility Impaired: No
 Wheelchair user: No
 Staff ID:
 ** If Visitor is a former member of staff, please enter the numeric staff id

Only some fields are mandatory, but you may wish to record some of the non-mandatory details for your own records.

If the Visitor is to have a University email address, you should select UoE email account and follow the process for applying for an account outwith VRS.

In many cases you may just wish to record their home institution's email address or their personal address.

If you want to choose the 'Library Services' option in service selection, you will have to enter an email address here.

Fill in the *Visit* details form

Visitor and Identity Management System

Visitors | Approval | Reference Data | Bulk Upload | Authorisation | Identities | Functionals | Groups

Search | Visitor Details | Add Visit

Add Visit

Enter details of this visit below. * indicates a required field.

Visitor ID: 30016271 Surname: Smith Initials: J
 Organisational Unit For Visit: Applications Service Management - D718
 Visit Type: VisitorStaff *
 UoE Contact Address for this visit: Old College *
 Category: Non Payroll Staff
 Primary Purpose: Admin support
 Start Date: 29-Oct-2015 (dd-mon-yyyy)
 End Date: 02-Nov-2015 (dd-mon-yyyy)
 Postcode: EH8 9YL
 Telephone Number:
 Staff ID:
 ** If Visitor is a former member of staff, please enter the numeric staff id

If you wish to have a University Card for the start of the person's visit, you should set the start date a few days in advance to allow time for the card to be made and sent out.

Field descriptions

Field	Description	Mandatory
Category	Specific type of Visitor	Y
End Date	Date which the Visit will end	Y
Organisational Unit For Visit	Where the Visitor is being assigned to	Y
Primary Purpose	Description of reason for visit	Y
Staff ID	If Visitor is a former member of staff enter their numeric staff ID	N
Start Date	Date which the Visit will start	Y
UoE Contact Address	Address of where Visitor will be based in the University	
Visit Type	Visiting Staff or Visiting Student	Y

4. Service selection

The next stage is to assign services to the visitor.

NOTE : Services can generally not be added after a visit has been approved except for PURE. If the service entitlements are not correct, create a new visit, lasting one day, starting the day after the current visit ends. Then approve the new visit, and allocate the correct services. See here for further details: [Changing Service Entitlements for a Visitor](#). Contact Helpline if you encounter any issues.

Default services

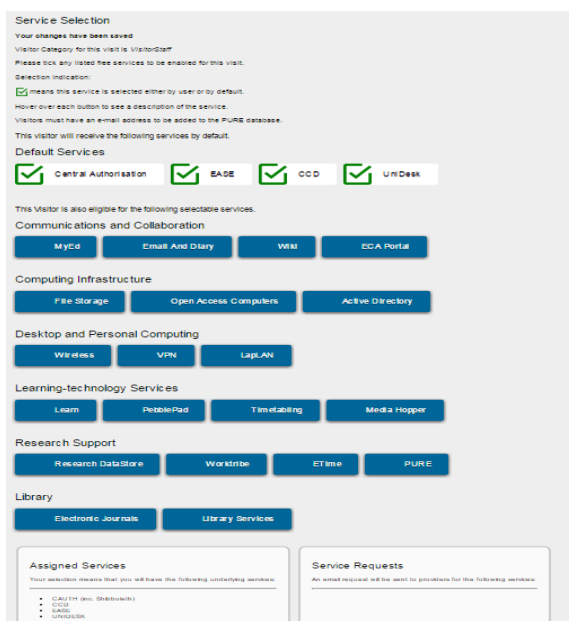
Every visitor will receive default services: Central Authorisation, EASE, CCD and UniDesk.



Selecting further services

A selection of Services can then be selected as required by the visitor.

- Service Descriptions can be found by hovering over each service tab
- Once a service is selected it changes to a green tick and appears in the Assigned services / Service Requests area.
- Service requests go to the service owners who will process the request.



Electronic Resources (Electronic Journals)

Many licensing arrangements restrict access to University of Edinburgh staff and students only; though there are some exceptions (listed below).

Only permit 'Electronic Resources' access using the Visitor Registration System, where you are confident that the Visitor falls into one of the following categories:

- University Honorary Staff member
- University fellow
- University staff not on the main payroll
- Temporary University staff
- Postgraduate workers
- Unregistered (not recorded in EUCLID) students on credit-bearing courses

The following users are **not entitled** to use electronic resources:

- Staff of other UK or non-UK HEIs
- Staff of UoE companies (e.g. ERI)
- Retired staff (unless a specific licence agreement is in place for specific titles)
- School/College visitors
- NHS Trust Staff (unless also affiliated with the University)
- Staff of University affiliated institutions
- Students at other UK or non-UK HEIs
- Unregistered students (not recorded in EUCLID) on non-credit-bearing courses
- Alumni (except where specific licence agreements are in place for specific titles - access should be granted via the Alumni portal)

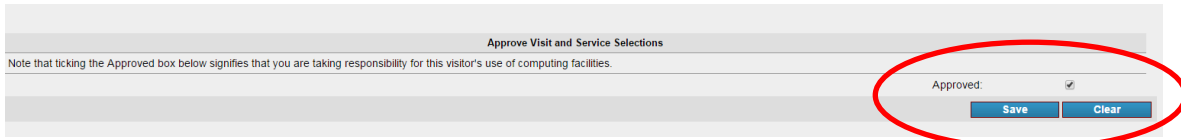
For more information, see: <http://www.ed.ac.uk/information-services/library-museum-gallery/using-library/accessing-eresources/eresources-who>."

PURE

Only select the service 'PURE' if the Visitor is a *researcher*

5. Visit approval

If you are a VRS Approver then you will see an option to approve the Visit at the bottom of the service selection page



If you have Originator access in the VRS then you will not see this option and the visit will have to be authorised before the services become available.

You can find the list of Approvers here:

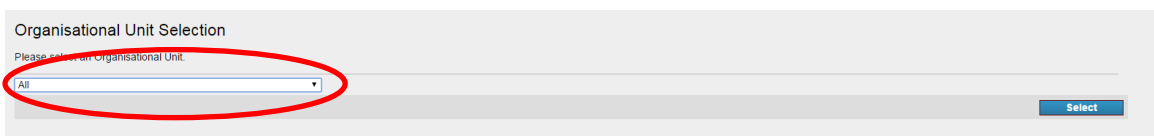
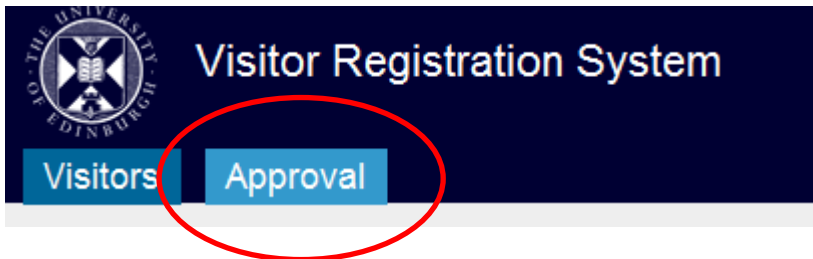
<http://www.ed.ac.uk/information-services/computing/application-development/vrs/availability-visman>

Approving visits that have been originated by someone else

To approve pending visits for your area or department please log in to www.vrs.mis.ed.ac.uk.

If you have the required authoriser access then you will see the "Approval" tab

Select the Approval tab



From the drop down menu select the organisational unit of the visitor you wish to approve

A list of pending visits in that specific department will be displayed

Choose the Visitor you would like to approve

Visitor and Identity Management System			
Visitors Approval Reference Data Bulk Upload Authorisation Identities Functionals Groups			
Pending Visits for Applications - P5J			
Visitor	Start Date	End Date	Originator
Kay E	17-Dec-2015	28-Jan-2016	Aimee Norton
Wilson C	11-Nov-2015	25-Nov-2015	Aimee Norton
Brown H	28-Oct-2015	30-Oct-2015	Adam Wheavil
Wheavil AP	23-Oct-2015	25-Oct-2015	Adam Wheavil
Norton N	22-Oct-2015	19-Nov-2015	Aimee Norton
Jones J	21-Oct-2015	23-Oct-2015	Christopher McKay
Baxter J	21-Oct-2015	23-Oct-2015	Christopher McKay
Brown D	21-Oct-2015	23-Oct-2015	Christopher McKay
Fred F	20-Oct-2015	21-Oct-2015	Christopher McKay
Foreman B	14-Oct-2015	16-Oct-2015	Christopher McKay
Wheavil M	14-Oct-2015	16-Oct-2015	Adam Wheavil
Wheavil APW	13-Oct-2015	15-Oct-2015	Adam Wheavil
Testing T	12-Oct-2015	16-Oct-2015	Christopher McKay
Ramone J	07-Oct-2015	11-Oct-2015	Christopher McKay
Bryce K	07-Oct-2015	23-Dec-2015	Aimee Norton

The Visit details will be displayed make sure these details are correct and select 'Save'

Visitor and Identity Management System						
Visitors Approval Reference Data Bulk Upload Authorisation Identities Functionals Groups						
Search Visitor Details Visit History Add Visit Service Selection						
Edit Visit Details						
* indicates a required field.						
Visitor ID:	30016290	Surname:	Bryce			
Initials:	K					
Organisational Unit For Visit:	Applications Service Management - D718					
Visit Type:	VisitoStaff	UoE Contact Address for this visit:	Old College			
Category:	NHS Trust Staff	South Bridge				
Primary Purpose:	Admin support	Edinburgh				
Start Date:	07-Oct-2015	Postcode:	EH8 9YL			
End Date:	23-Dec-2015	Telephone Number:				
Staff ID:						
Originated By/Date:	Aimee Norton / 30-Oct-2015					
Approved By/Date:	N/A					
Save Clear						
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The Service Selection page will appear, Ensure the visitor's service entitlement details are correct

Visitor and Identity Management System

Visitors | Approval | Reference Data | Bulk Upload | Authorisation | Identities | Functionals | Groups

Search | Visitor Details | Visit History | Add Visit | **Service Selection**

Service Selection

Visitor Category for this visit is *VisitorStaff*

Please tick any listed free services to be enabled for this visit.

Selection Indication:

☒ means this service is selected either by user or by default.

Hover over each button to see a description of the service.

This visitor will receive the following services by default.

Default Services

☒ Central Authorisation ☒ EASE ☒ CCD ☒ UniDesk

This Visitor is also eligible for the following selectable services.

Communications and Collaboration

MyEd | Email And Diary | Wiki | ECA Portal

Computing Infrastructure

File Storage | Open Access Computers

At the bottom of the service selection page there is an 'Approve Visit and Service Selections' Section

- Check the 'Approved' box
- Select Save

Approve Visit and Service Selections

Note that ticking the Approved box below signifies that you are taking responsibility for this visitor's use of computing facilities.

Approved: ☐

Save Clear

The visit is now be approved and the services will be made available to the visitor within 24 hours if not sooner.

6. Changing entitlements

Adding a day

In general, service entitlements for an existing visit cannot be changed, with the exception of PURE.

If you need to change service entitlements for a visitor, the easiest option is as follows:

- 1) Create a new visit, lasting one day, that starts the day after the end date of the current visit. (Ensure that the Org Unit is the same as the current visit)
- 2) Approve the new visit in VRS, ensuring that the correct services are selected

Note: *All services need to be reselected, not just those you wished to add or remove.*

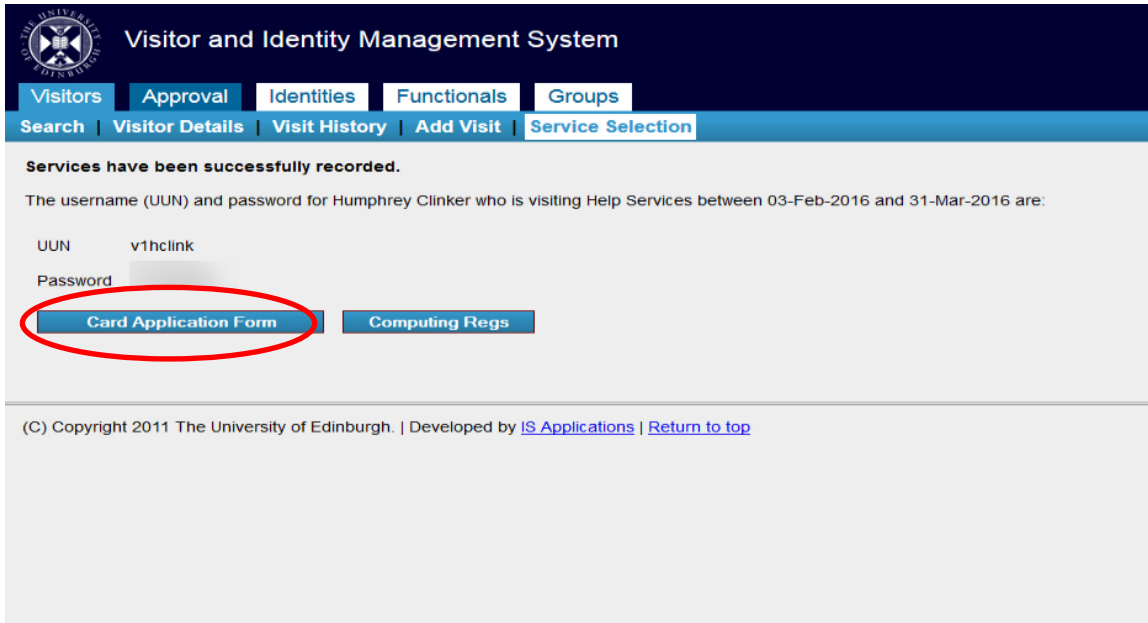
- 3) This will then allocate the correct services to the Identity in IDM
- 4) Please raise a Unidesk incident if you encounter any issues.

7. University cards

Printing the card application form

After the approval stage you should print off the Card Application Form and ask the visitor to attach a colour passport-sized photo to it and send to Card Services.

The card will be sent out to the address given in the VRS form



Visitor and Identity Management System

Visitors | Approval | Identities | Functionals | Groups

Search | Visitor Details | Visit History | Add Visit | Service Selection

Services have been successfully recorded.

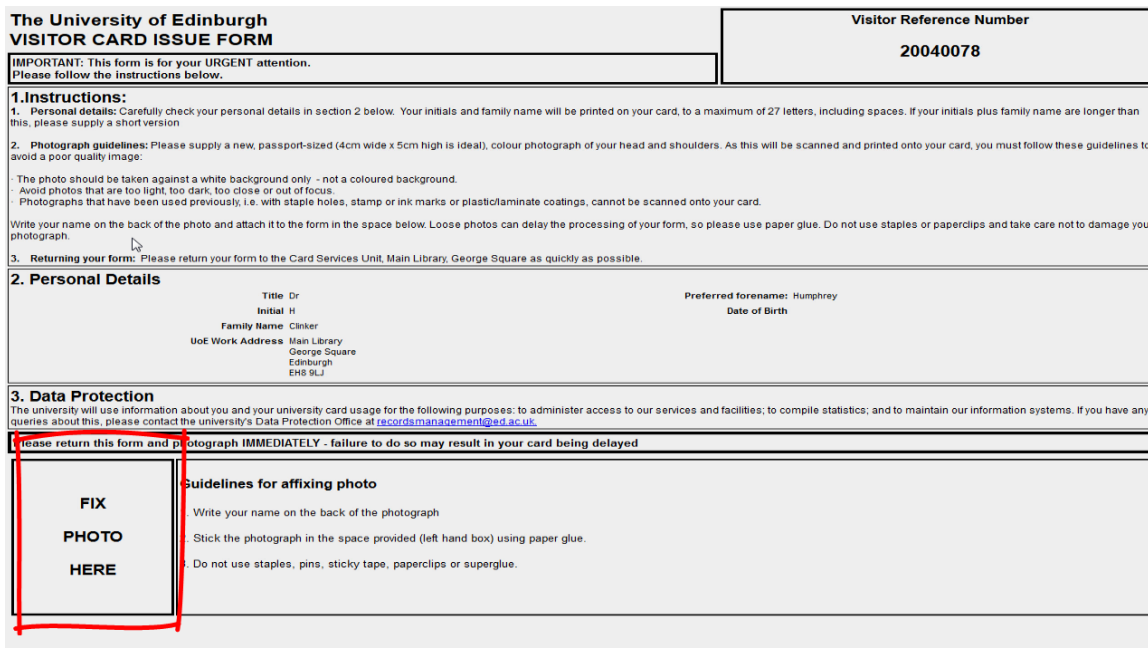
The username (UUN) and password for Humphrey Clinker who is visiting Help Services between 03-Feb-2016 and 31-Mar-2016 are:

UUN: v1hclink

Password: [REDACTED]

Card Application Form | Computing Regs

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The University of Edinburgh
VISITOR CARD ISSUE FORM

Visitor Reference Number
20040078

IMPORTANT: This form is for your URGENT attention. Please follow the instructions below.

1. Instructions:

- Personal details:** Carefully check your personal details in section 2 below. Your initials and family name will be printed on your card, to a maximum of 27 letters, including spaces. If your initials plus family name are longer than this, please supply a short version.
- Photograph guidelines:** Please supply a new, passport-sized (4cm wide x 5cm high is ideal), colour photograph of your head and shoulders. As this will be scanned and printed onto your card, you must follow these guidelines to avoid a poor quality image:
 - The photo should be taken against a white background only - not a coloured background.
 - Avoid photos that are too light, too dark, too close or out of focus.
 - Photographs that have been used previously, i.e. with staple holes, stamp or ink marks or plastolamine coatings, cannot be scanned onto your card.

Write your name on the back of the photo and attach it to the form in the space below. Loose photos can delay the processing of your form, so please use paper glue. Do not use staples or paperclips and take care not to damage your photograph.

3. Returning your form: Please return your form to the Card Services Unit, Main Library, George Square as quickly as possible.

2. Personal Details

Title: Dr
Initial: H
Family Name: Clinker
UoE Work Address: Main Library
George Square
Edinburgh
EH8 9LJ

Preferred forename: Humphrey
Date of Birth: [REDACTED]

3. Data Protection

The university will use information about you and your university card usage for the following purposes: to administer access to our services and facilities; to compile statistics; and to maintain our information systems. If you have any queries about this, please contact the university's Data Protection Office at recordsmanagement@ed.ac.uk.

Please return this form and photograph IMMEDIATELY - failure to do so may result in your card being delayed

FIX PHOTO HERE

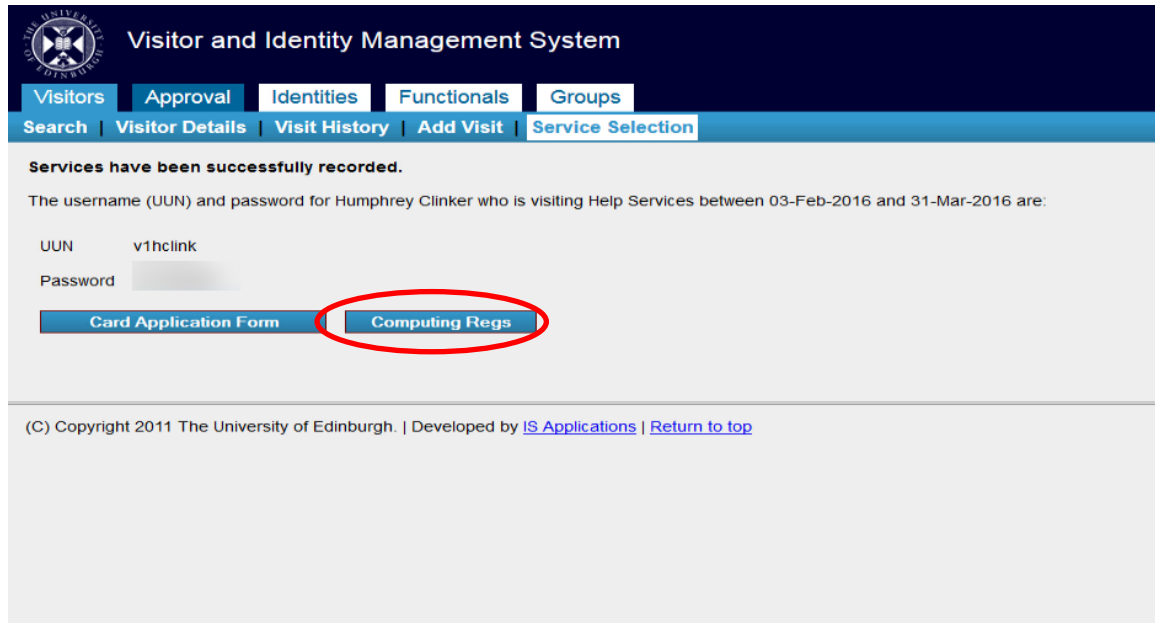
Guidelines for affixing photo

- Write your name on the back of the photograph
- Stick the photograph in the space provided (left hand box) using paper glue.
- Do not use staples, pins, sticky tape, paperclips or superglue.

8. Usernames and passwords

Printing the Username and password

Print out the visitor's username and password, drawing their attention to the Computing Regulations. This page also has details of how the visitor should register for EASE.



Visitor and Identity Management System

Visitors | Approval | Identities | Functionals | Groups

Search | Visitor Details | Visit History | Add Visit | Service Selection

Services have been successfully recorded.

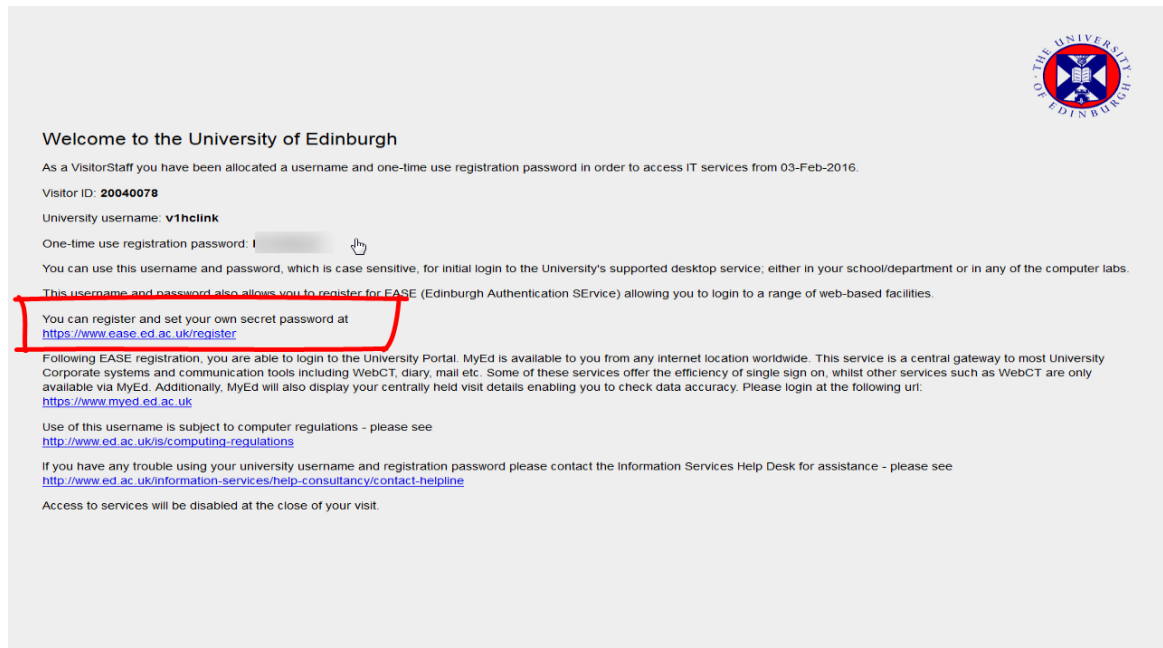
The username (UUN) and password for Humphrey Clinker who is visiting Help Services between 03-Feb-2016 and 31-Mar-2016 are:


UUN v1hclink

Password [masked]

[Card Application Form](#) [Computing Regs](#)

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Welcome to the University of Edinburgh

As a VisitorStaff you have been allocated a username and one-time use registration password in order to access IT services from 03-Feb-2016.

Visitor ID: **20040078**

University username: **v1hclink**

One-time use registration password: [masked]

You can use this username and password, which is case sensitive, for initial login to the University's supported desktop service; either in your school/department or in any of the computer labs.

This username and password also allows you to register for EASE (Edinburgh Authentication Service) allowing you to login to a range of web-based facilities.

You can register and set your own secret password at <https://www.ease.ed.ac.uk/register>

Following EASE registration, you are able to login to the University Portal. MyEd is available to you from any internet location worldwide. This service is a central gateway to most University Corporate systems and communication tools including WebCT, diary, mail etc. Some of these services offer the efficiency of single sign on, whilst other services such as WebCT are only available via MyEd. Additionally, MyEd will also display your centrally held visit details enabling you to check data accuracy. Please login at the following url: <https://www.myed.ed.ac.uk>

Use of this username is subject to computer regulations - please see <http://www.ed.ac.uk/is/computing-regulations>

If you have any trouble using your university username and registration password please contact the Information Services Help Desk for assistance - please see <http://www.ed.ac.uk/information-services/help-consultancy/contact-helpline>

Access to services will be disabled at the close of your visit.

9. Getting help

IS Helpline

- Self service portal: <https://ed.unidesk.ac.uk/tas/public/>
- Email: is.helpline@ed.ac.uk
- Phone: 515151

Documents Catalogue

- www.ed.ac.uk/is/skills/documents-catalogue

VRS web pages

- <http://www.ed.ac.uk/information-services/computing/application-development/vrs/visman-help>