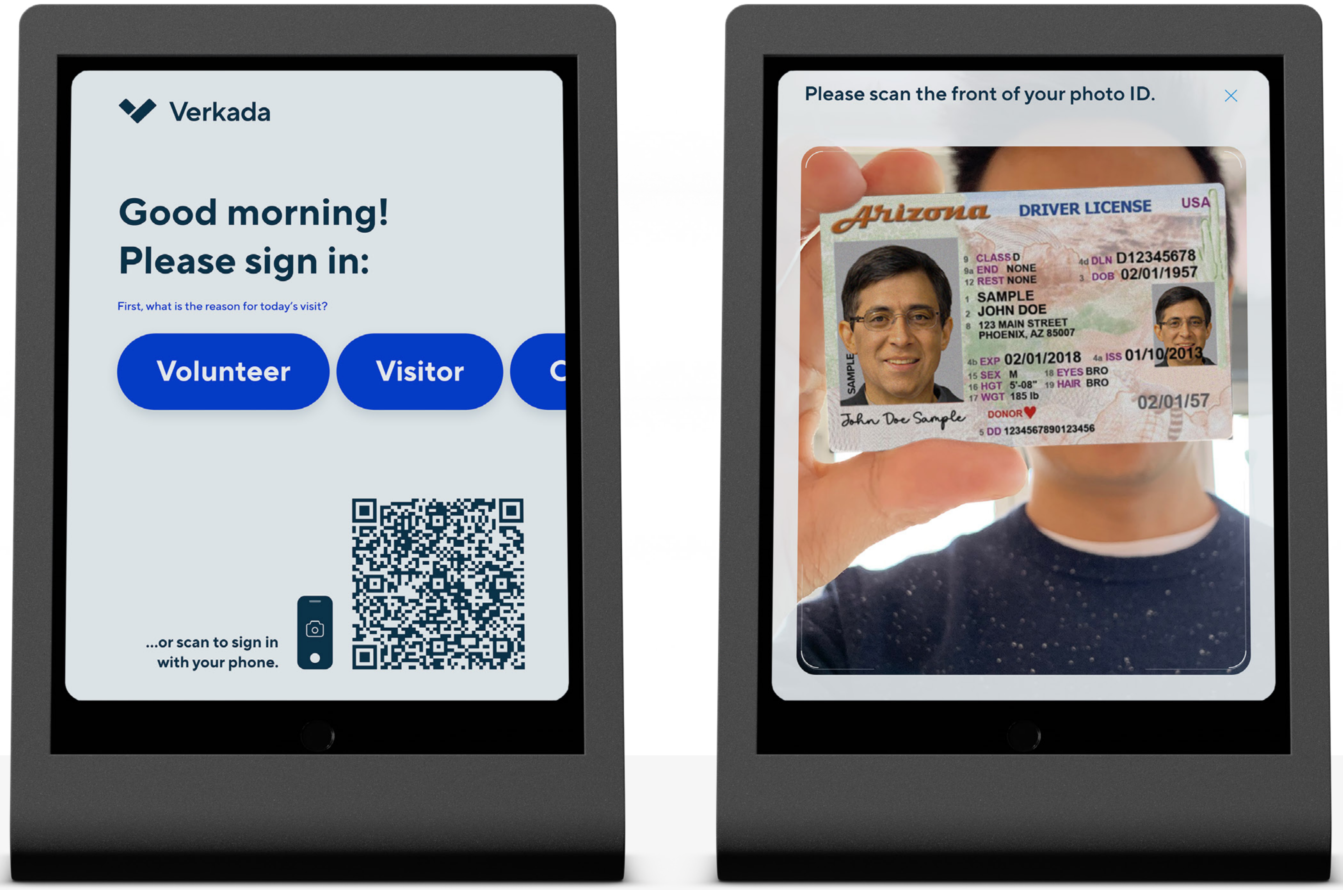
Verkada

Verkada Guest Security Screen


Verkada
Good morning!
Please sign in:
First, what is the reason for today's visit?
Volunteer
Visitor
...or scan to sign in with your phone.
Please scan the front of your photo ID.
Arizona
DRIVER LICENSE
USA

Overview

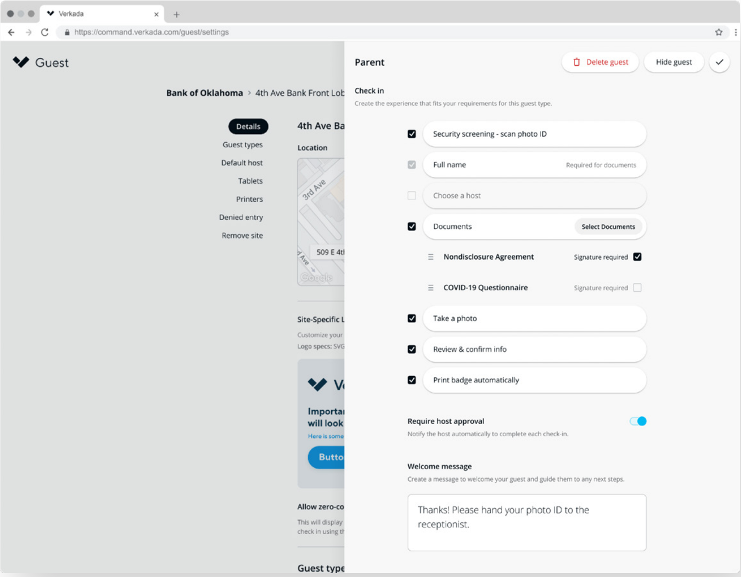
Verkada Guest is a visitor management system that simplifies check-in while strengthening security. With features like touchless check-in, customized flows by guest type and an intuitive interface to manage visitor activity, visitor management has never been easier.

And because it's built within the Verkada Command platform, visitor management is now more secure. Guest enables organizations to better manage the visitor experience, from check-in to check-out. By integrating visitor management with cameras and door access control, users can review footage of visitor activity and remotely unlock doors for specific guests.

To strengthen customers' oversight of their campuses and sites, Guest also offers an optional security screen feature. Within Guest, administrators can enable additional screening for sex offenders, alerting staff to those who pose a risk to children, students and staff. Electronically screening visitors through the Verkada Guest kiosk allows schools and other organizations to gather more information to better control access to their sites.

Easy to implement

The security screen feature is easy to set up and use. Included in Guest as an optional feature, the Guest Administrator or Guest Site Manager simply selects the “Security Screen” checkbox on a specific Guest Type (e.g. "Visitor", "Parent", etc.) upon setup. That way, some guests can be prompted for security screens and not others.



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https://command.verkada.com/guest/settings

Guest

Bank of Oklahoma > 4th Ave Bank Front Lob

Details
Guest types
Default host
Tablets
Printers
Denied entry
Remove site

4th Ave Ba
Location

Parent

Delete guest | Hide guest | ✓

Check in
Create the experience that fits your requirements for this guest type.

☑ Security screening - scan photo ID
☑ Full name — Required for documents
□ Choose a host
☑ Documents — Select Documents
- Nondisclosure Agreement — Signature required ☑
- COVID-19 Questionnaire — Signature required □

☑ Take a photo
☑ Review & confirm info
☑ Print badge automatically

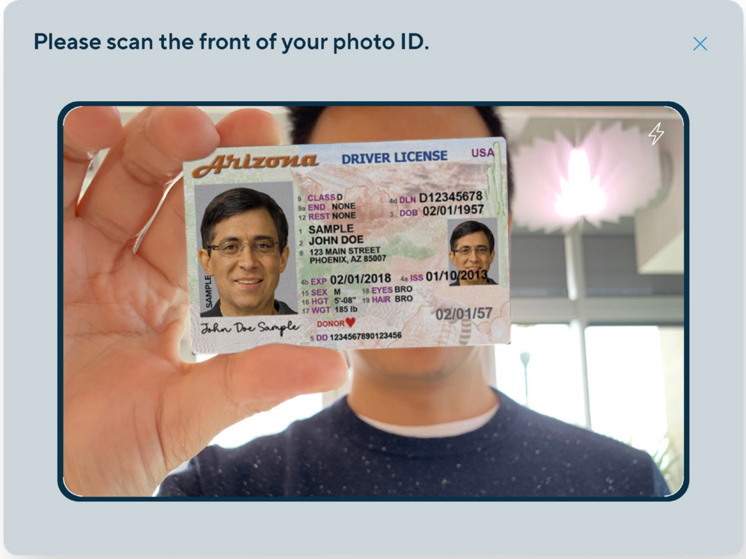
Require host approval
Notify the host automatically to complete each check-in.

Welcome message
Create a message to welcome your guest and guide them to any next steps.

Thanks! Please hand your photo ID to the receptionist.

Screen visitors instantly

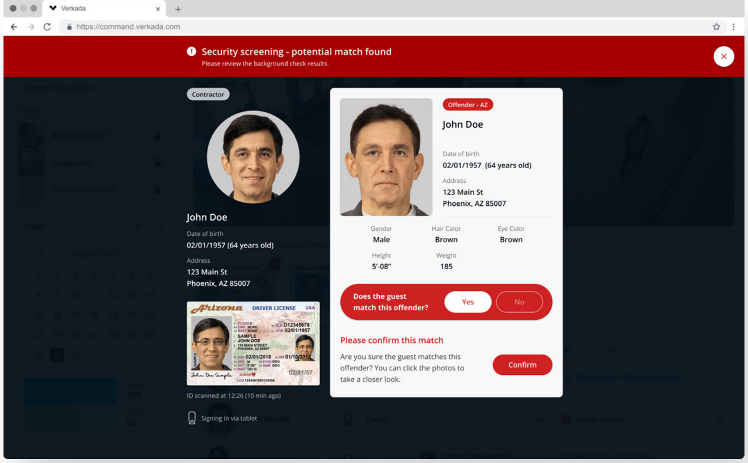
Upon check-in, visitors are asked to explicitly provide their consent to scan their photo ID. Once consent has been given, a visitor simply takes a photo of their US state issued driver's license or ID card. The visitor's full name and date of birth are extracted and sent to a third party database provider to search all state-level US sex offender registries for matching records. Within seconds, Guest will share the results and - depending on the results - allow the front desk personnel to either print a badge or review a potential match.



Please scan the front of your photo ID.

Validate potential matches

For visitors where a potential match is received, the Guest interface will display the visitor’s check-in photo and driver’s license information compared to the information received from aggregated sex offender registries. The front desk personnel must confirm whether there is a positive match.



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https://command.verkada.com

Security screening - potential match found
Please review the background check results.

Contractor

John Doe
Date of birth
02/01/1957 (64 years old)
Address
123 Main St
Phoenix, AZ 85007

ID scanned at 12:26 (10 min ago)
Signing in via tablet

Offender - AZ
John Doe
Date of birth
02/01/1957 (64 years old)
Address
123 Main St
Phoenix, AZ 85007

Gender	Hair Color	Eye Color
Male	Brown	Brown

Height	Weight
5’-08”	185

Does the guest match this offender? Yes | No

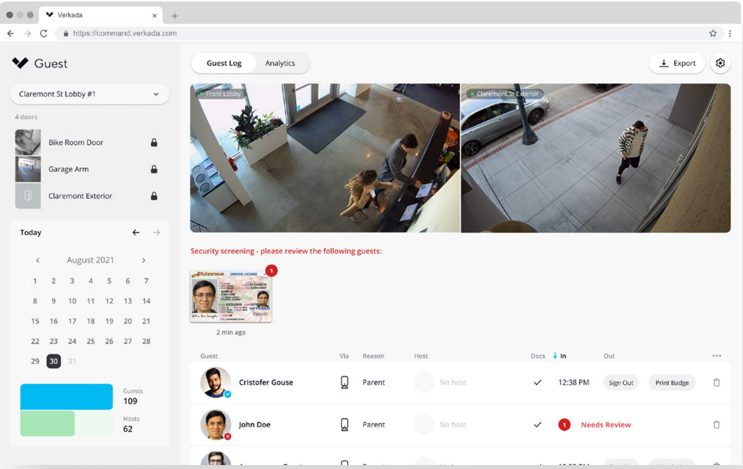
Please confirm this match
Are you sure the guest matches this offender? You can click the photos to take a closer look.

Confirm

Deny entry to unwanted visitors

For confirmed matches, the Guest interface will display a custom message to the denied visitor, and log that the visitor was denied entry due to a confirmed match. Based on the safety protocols of the organizations, the front desk personnel may override the denied entry and allow the guest to enter the premises.

If the picture or identifying characteristics from the sex offender registry are clearly not the same person as the visitor, the front desk personnel can validate there is no match. The Guest interface will then print a visitor badge and the check-in will continue as normal.



Security screening - please review the following guests:

Guest	Via	Reason	Host	Docs	In	Out	
Cristofer Gouse		Parent	No host	✓	12:38 PM	Sign Out	Print Badge
John Doe		Parent	No host	✓	1 Needs Review		

Maintain data privacy

Verkada Guest visitor management helps maintain privacy with strict security screen controls.

For data scanned against the local and state-level US registered sex offender registries:

- Visitors are asked to provide affirmative consent at the start of the screening process.
- Only the visitor's full name and date of birth are extracted from the ID via API to a third party database provider to search state and local sex offender registries for matching records.
- No imagery is used from Verkada Cameras or the Verkada Guest kiosk to do biometrics searches within the third party database.
- The results of the search are not shared with any other third parties or across customers.
- All communications to the system are fully encrypted when it transit and rest.

The third party database provider deletes the information used to conduct the search once completed, no more than up to 24 hours.

For data captured after sign-in:

- When a background screen has come back without a match, Verkada immediately expunges the personal data used to run the security screen, including driver's license image and DOB.
- In the event of a human verified and confirmed match, the matching data (name, date of birth, ID scan) are retained in the Verkada Guest system for up to 90 days, based on settings defined by the customer's Organization Admin during setup. For the vast majority of visitors whose information does not match, their scanned name, date of birth and ID scan are immediately removed from our datastores. Data remains with our 3rd party providers for no more than 24 hours, after which it is expunged from their system.

To learn more about Verkada's privacy practices, please visit https://www.verkada.com/privacy/.

Additional FAQs

How does the Security Screen feature work?

To enable, the Guest org or site administrator simply selects the "Security Screen" checkbox on a specific Guest Type workflow. Visitors follow the prompts to check-in and, once they have consented, Guest will extract the visitor's full name and DOB from their US drivers' license and search the state and local sex offender registries for matching records.

- **If no match is made:** it then prints a visitor badge and check-in continues as normal
- **If a potential match is received:**
  - The Guest interface will display the photo of the visitor next to the photo of the person on the sex offender registry.
  - The designated operator has the opportunity to validate whether there is a positive match
- **If a potential match is confirmed:**
  - An alert by email and/or text message will be sent to designated staff and the visitor can be denied entry
  - The Guest interface will also log that the visitor was denied entry due to a confirmed match
- **If a potential match is not confirmed:**
  - If the pictures or identifying characteristics are clearly not of the same person, an administrator can designate that there is no match
  - The Guest interface will then print a visitor badge and check-in can continue as normal

Does the security screen feature enable customers to satisfy legal obligations?

The security screen feature is intended to add an additional layer of security to a customer's existing visitor management practices. It is not meant to address any particular legal requirements to which a customer may be subject.

Is Verkada performing the sex offender scan?

Verkada has partnered with a third party database provider to search sex offender registries for matching records. Our third party data provider aggregates records from local and state-level US registered sex offender registries, which includes Level 1, 2, and 3 offenders.

What types of IDs will work with Guest's security screen feature?

All U.S. state-issued driver's license or ID cards. Passports and other forms of identification will not be accepted. At this time, the receptionist or other personnel designated by the customer are not able to type in the full name or date of birth of the visitor.

Is an ID card scan necessary each time a person comes into the building?

Verkada Guest allows the security screen feature to be optional for repeat guests. Both Guest Admins and Guest Site Managers can configure Guest to allow repeat visitors to avoid additional security screens on future visits.

Must visitors give their consent before conducting the security screen?

Yes. Before a visitor shares a photo of their identification, the visitor must consent to having their information screened against a public database.

Additional FAQs

What information is Verkada taking from drivers' licenses?

Verkada scans the drivers' licenses to extract the visitor's full name, photo, address, and date of birth. The data that is being sent to the third party database is only the full name and date of birth, which is the minimum information required to screen entrants. If there is a potential match, the third party database returns full name, date of birth, height, weight, and address of the match so that the receptionist or other personnel can compare in real-time if the potential match is real.

Who has access to the data? What access do Verkada employees have to the data?

- An organization's employees can access the data based on their assigned roles and permissions within Guest. To learn more about the Guest user roles and permissions, review this article.
- Verkada Support employees can only access the data through explicit approval of the customer using the 'Enable Support Access' feature in order to help troubleshoot issues via Command.

Does Guest run criminal background checks?

No, Guest does not perform criminal background checks. The security screen feature only uses the visitor's first name, last name and date of birth that is captured with the ID scan to check against sex offender registries.

Is there an additional cost for the security screen feature?

No, there is no additional cost to enable and perform security screens.

Can anyone within the organization turn on this feature?

Only the Guest Admin and Guest Site Manager roles can configure Guest workflows, including enabling the security screen feature. To learn more about the Guest user roles and permissions, review this article.

Q: Is this feature available outside of the United States?

This feature is only available in the United States (including Washington D.C.) and Puerto Rico. For customers outside of these geographies, the security screen feature will not be present within the UI to enable.

Is there a limit to the number of security screens that can be scanned?

While Guest offers unlimited number of visitor check-ins/month, security screens are capped at 1,000/month per customer organization. If you need additional security screens per month, please reach out to your account representative.

To learn more about Guest visitor management, contact Verkada at (888)829-0668 or sales@verkada.com.