QUT Visitor Registry (QVR)
Quick Reference Guide
Version 3.6
Integration Services, EIS
Contents

Introduction .................................................................................................................................1
Authorization ..............................................................................................................................1
Functions ...............................................................................................................................1
QUT Access Client Details .....................................................................................................1
QVR Procedures .........................................................................................................................2
Entering a New Record .............................................................................................................2
Search ......................................................................................................................................2
Adding a New Client ...............................................................................................................5
Confirmation ..........................................................................................................................6
Important Notes ......................................................................................................................7
Password Retrieval ..................................................................................................................7
Extensions ................................................................................................................................7
Terminating an Existing Visitor ............................................................................................7
Contacts ....................................................................................................................................7

* * * * *
QUT Visitor Registry (QVR)

Quick Reference Guide

Introduction
The QUT Visitor Registry (QVR) has been developed to allow QUT to give approved visitors access to online services. It is part of the Identity and Access Management (IAM) System, commonly known as the Provisioning System.

QVR is the name of the repository which holds the details and role information pertaining to visitors such as Visitor, Mentor, Council Member, etc and it is accessible via a browser such as Internet Explorer. The URL is: https://access.qut.edu.au/provisioning/search_client.do

This document details the process of entering visitor data into QVR to enable individuals to receive a temporary QUT Access Account.

Authorization
Users need to be authorized in order to access QVR. To request authorization use the Heat Service Offering called “Access to QVR Application” OR alternatively use the link http://tinyurl.com/jqymrf5 . The appropriate ITS Team will grant access and arrange for appropriate training if needed.

Functions
Authorised Users of QVR are able to:

1. Search for existing Visitors;
2. Add a new Visitor;
3. Update an existing Visitor’s personal and job details (role occupancies);
4. Terminate and/or delete a Visitor’s role (within certain limits);

QUT Access Client Details
As a manager of client details, it is recommended that you request access to a facility called “Account Administration” within the Access web site which will allow you to retrieve more detailed information about clients within the University. To request this access, insert a General Request within Heat, giving reasons of why you requesting access.

Once your access has been enabled, you can view client details in the following way:

1. Login to the Access website: https://access.qut.edu.au
2. Click on Account Administration tab at the top of the page;
3. Type in the username in the space provided; and
4. Click on the Search button (magnifying glass).
QVR Procedures

Entering a New Record

To enter a new visitor into QUT’s Visitor Registry you must first perform a search to check that the client record does not already exist.

Searching

1. Log on to the QVR Provisioning search page:
   https://access.qut.edu.au/provisioning/search_client.do

   The following page will appear:

   ![Search & Add Visitor](image)

   2. Search for the client by entering First Name & Surname into the appropriate fields in the above screen. Click on the Search button.

   3. When searching for details, please refer to the QVR Tips and Tricks page:

   4. All visitors with a matching name will be retrieved and displayed. See example below:
4. Check the **Birth Date** field to verify whether the client has already been added.

5. If none of the search results are appropriate, click on the **Add New Client** button and proceed to step 9 below.

6. If a record matches your details, highlight it and click on the **Use This Client** button. From this Client Details view you can add an additional Role or Role Occupancy:
7. Click on **Add Role** or **Add Occupancy** to access the Visitor Form. Note: some details may already be populated.

8. The insertion of an External Email Address and / or Australian Mobile Number is extremely important to aid the Visitor in the retrieval of their own QUT Access Password via the Password Retrieval Facility.

9. Update the information in the appropriate fields as required (this may include a change to address and phone numbers) and click **Submit**.
Adding a New Client

10. If there is no record which matches your search criteria at step 2 above, the Search and Add Visitor page will be automatically displayed:

11. Ensure that either an External Email Account (such as Hotmail or Gmail) and/or Mobile Number are inserted to aid the Visitor to reset their QUT Access Password via the Password Retrieval Service.

12. Insert Address details if the Visitors is required to borrow resources from the QUT Library;

13. Choose the appropriate role from the drop down list at the Role in QUT field. For visitors who only require physical access to QUT facilities, use the ‘Basic_visitor’ role.

If a visitor requires access to facilities and IT resources, ‘Visitor’ is usually the most appropriate role, however, there are other categories available.

Definitions for each role are included below:

**Basic_visitor:** use this category for visitors who only require physical access to QUT facilities, such as contractors carrying out repairs. These visitors will not receive access to IT resources.

**CPE_Student:** use this category for continuing professional education (CPE) students. CPE students will be granted access to IT resources, but will not have physical access to rooms requiring a swipe card.

**External_supervisor:** use this category for PhD supervisors who are external to QUT, but require visitor access to QUT resources and facilities to help them assist a QUT student who they are supervising.
**Mentor:** as part of QUT’s mentoring program, students may be mentored by an expert working in their field of study. Use this category for mentors who are external to QUT but require visitor access to QUT resources and facilities to better assist their mentee.

**QUTIC Student:** use this category for QUT International College (QUTIC) students who are not in the SAMS system due to the nature of their course, but require visitor access to QUT resources and facilities.

**Research Student:** use this category to provide visitor access for research students who aren’t in the SAMS system, such as those on short term programs or exchange students. This category can also be used for research participants who require access to QUT IT resources.

**Visitor:** most visitors who require access to QUT’s physical and IT resources fall into this category. It includes exchange staff members, visiting academics, honorary doctorate recipients, employment agency staff and consultants.

14. Enter the **Start Date** and **End Date** from the drop down lists. Note: QUT Visitor Accounts are not created until 7 days before the clients start date.

15. Add the **CLevel** which will automatically populate the Division and Organisational Unit fields. Alternatively, skip **CLevel** which will automatically populate when an Organisational Unit is selected.

16. Select the **Division / Faculty / Institute** from the drop down list – use the Upper/lower case version e.g. Faculty of Health not FACULTY OF HEALTH,

17. Select the **Organisational Unit** from the drop down list – includes the CLevel (7 digits – six from the Cost Centre Code field, plus a leading digit of one e.g. 1170060) which automatically populates the CLevel field.

18. Check the data again, then click the **Submit** button once only.

**Confirmation**

19. If the process is successful, a new window will be displayed confirming the successful submission and the visitor’s name and a QVR number (quote this number if there is a problem with the record).

20. Within 30 minutes, a confirmation email will also be sent to the person who entered the record, from qvr-support@qut.edu.au, with the subject: **QVR Visitor Application**. If multiple applications have been added in quick succession, the confirmation may contain more than one record. Note: The email confirmation is only sent once the visitor’s start date is within 7 days.

21. The confirmation email states the visitor’s username and assigned email address. The visitor needs to obtain their QUT Access Password by following the steps in the email.
Important Notes
Once the visitor record is created, the timing for the following services to be available is as follows:

1. All Services will not be available until the Start Date of the Visitor Role Instance.
2. QUT Access Account, email address, and Internet Access Service (IAS) will be available in approximately 30 minutes of the Start Date. The requester of the Visitor Account will be notified via email of the creation of the Account.
3. QUT Digital Workplace access will be granted overnight.
4. An ID card can be obtained from a Student Centre the day after the record has been created.
5. Library Access will be granted two days after the ID Card has been issued.
6. Email address will only be available on the start date of the visitor’s role at QUT.

Please note: The information relating to IT access does not apply to those with the ‘Basic_visitor’ role. Passwords for visitors who are located off campus may use the self-service Password Retrieval facility described below.

Password Retrieval

Visitors may retrieve their initial password via an external email address or SMS by following these steps:-

1. Go to https://access.qut.edu.au/selfservice/password/recover
2. Enter your QUT username
3. Click SMS or email verification
4. Follow the prompts to reset the password

A video guide is also available for Password Recovery via Mobile Phone Number: https://www.ithelpdesk.qut.edu.au/pages/guides/displayguide.jsp?ID=47

Extensions

For visitor accounts which need to be extended: perform a search for the visitor record on the Search and Add Visitor screen. A record should already exist for extensions so it is a simple matter of entering the new end date.

Terminating an Existing Visitor

For visitor accounts which need to be terminated: perform a search for the visitor record on the Search and Add Visitor screen. Once the Visitor is retrieved, click on the link “Edit/View” on the RHS which will display the Edit Role screen. At the top of the Screen, click on the button called “Terminate Role”. This Visitor’s role will be terminated within 48 Hours.

Contacts

If you experience difficulties with the QVR or require any further information please contact: QVR Support Team: qvr-support@qut.edu.au.
Revision History

<table>
<thead>
<tr>
<th>Version</th>
<th>Date</th>
<th>Who</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>23-Apr-09</td>
<td>Brendan Irwin</td>
<td>Created</td>
</tr>
<tr>
<td>2.0</td>
<td>27-Apr-10</td>
<td>Deb Stubbs</td>
<td>Formatting and refinement</td>
</tr>
<tr>
<td>3.0</td>
<td>19/7/10</td>
<td>Loy D’Souza and Tracy Smith</td>
<td>Updated to reflect input by Faculty/Divisional staff. Screen shots updated.</td>
</tr>
<tr>
<td>3.2</td>
<td>21/9/10</td>
<td>Tracy Smith</td>
<td>Updated following training session with R&amp;C and Science and Technology</td>
</tr>
<tr>
<td>3.3</td>
<td>27-Sep-12</td>
<td>James Prato</td>
<td>Removed references to the IT Help Desk Email address and included a generic email address to contact for assistance, that is, <a href="mailto:its-iam-qvr@qut.edu.au">its-iam-qvr@qut.edu.au</a>.</td>
</tr>
<tr>
<td>3.4</td>
<td>15-Dec-14</td>
<td>James Prato</td>
<td>Included details on Password retrieval and notes on the importance of inserting an external email address and / or a mobile phone number.</td>
</tr>
<tr>
<td>3.5</td>
<td>27-Jun-16</td>
<td>Kenny Helyer</td>
<td>Added definitions for visitor roles, and updated to reflect new visitor access process.</td>
</tr>
<tr>
<td>3.6</td>
<td>07-Jul-16</td>
<td>James Prato</td>
<td>Changed the Introduction; Important Notes; Password Retrieval; Terminating an Existing Visitor.</td>
</tr>
</tbody>
</table>