

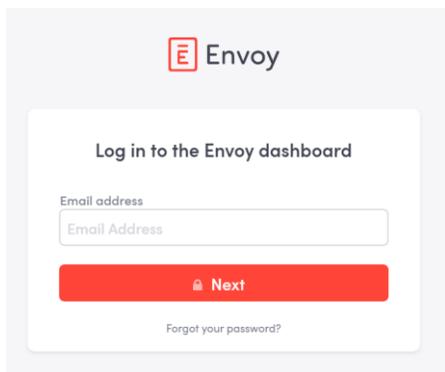
Envoy Visitor Management System Faculty and Staff Directions

Hello Faculty and Staff,

As we continue to implement a number of new policies and procedures designed to keep our community safe as we begin to return to campus, the Campus Opening Task Force has decided to implement a system for visitor management on campus. We believe this will be a great tool to streamline the visitor notification process for our campus safety staff at the front gate, and will also give us great information about who is coming onto campus and where they visited in the event that we need to do contact tracing within our population. While at this time it is still recommended that we limit the number of visitors to campus as much as possible, we also understand that there will be times when it is operationally critical to have visitors on our campus. In these cases the process would be as follows:

1) Any faculty or staff member with a valid Goucher username and password will be able to submit a visitor invite by visiting <https://visitor.goucher.edu> . Prior to submitting a visitor invite, any person who wishes to invite a visitor to campus should notify their Vice President or Department head to get a verbal or emailed approval for that visitor. This does not have to be a formal process but the invite will ask for the name of the VP or Department head who approved this visit. VP's and department heads will decide who in their areas will make these approvals.

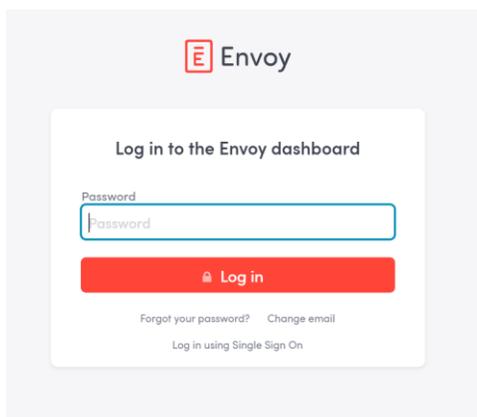
2) After you have internal approval for your visitor, you will navigate in a web browser to <https://visitor.goucher.edu> . You will be re-directed to a login page for a system called Envoy.



The screenshot shows the Envoy login interface. At the top, there is a red 'E' logo followed by the word 'Envoy'. Below this is a white box with the heading 'Log in to the Envoy dashboard'. Inside the box, there is a label 'Email address' above a text input field containing the placeholder text 'Email Address'. Below the input field is a red button with a white lock icon and the text 'Next'. At the bottom of the white box, there is a link that says 'Forgot your password?'.

You should enter your Goucher email address and hit next.

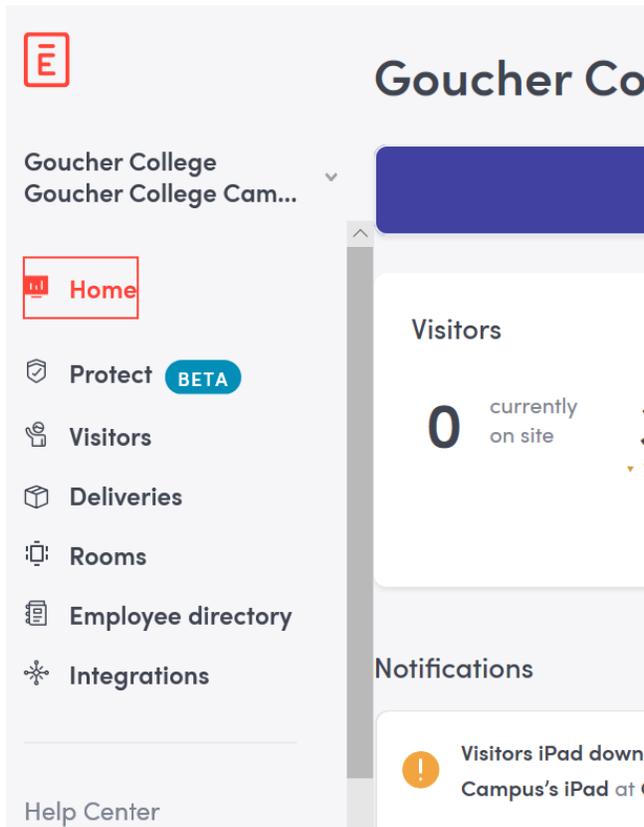
2) You will then be prompted to enter your password, you should enter the password you use for your Goucher email address and hit login.



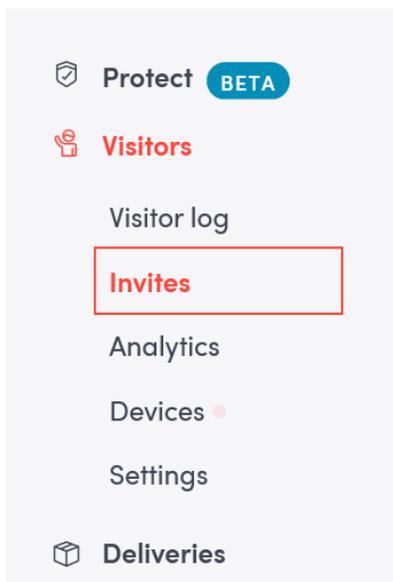
The screenshot shows the second step of the Envoy login interface. It features the same red 'E' logo and 'Envoy' text at the top. The white box contains the heading 'Log in to the Envoy dashboard'. Below this, there is a label 'Password' above a text input field containing the placeholder text 'Password'. Below the input field is a red button with a white lock icon and the text 'Log in'. At the bottom of the white box, there are two links: 'Forgot your password?' and 'Change email', and a smaller link that says 'Log in using Single Sign On'.

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3) Once you login, you will be directed to the Envoy dashboard. You will see menu options on the left hand side of the screen. Locate and click on “Visitors”.



4) After clicking on the “Visitors” menu option, additional menu options will drop down underneath the “Visitors” section. Locate and click on “Invites”.



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5) After clicking “Invites”, the Invite screen will populate the right hand side of the screen. You will see any visitors you have invited for that day listed. There will also be a button in the top right hand side of the screen labeled “New Invite”. Click that button to invite a new visitor to campus.

<input type="checkbox"/>	Name	Host	Name of vp or department head who approved the visit	Host's phone number	Buildings or rooms they will visit	Private notes	Due at	Signed in
<input type="checkbox"/>	UPS Truck Deliveries	Host: Gläser, Ryan	Campus Operations	410-337-3052	FMS	Ongoing placeholder for all UPS deliveries	6:00 am	Not yet

6) After clicking “New Invite” the invitation form will populate the center section of the screen and will ask information about your visitor. If you have only one visitor or one group of people to invite, you can use the “Single Invite” form which is displayed by default. Fill in the date of the visit, estimated arrival time (visits can be repeated and you can see the repeat options in the repeat drop down menu) Full first and last name of the visitor (for company visits where the specific individual’s name is unknown, the company name is sufficient, ie. Red Hot Fire Alarm Company), and the visitor’s email address. The visitor’s email address can be sent an invite notification by clicking the check box directly under the email address field.

← New invite

Single invite Group invite

Visitor type

Arrival date Arrival time (EDT)

Repeat

Full Name

Visitor email address

Send an invite email

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7) Scroll down on the form to reveal the rest of the fields. After the visitor's email address, you can select the host (which will be yourself). You can click on this field and search for your name. Add your phone number in case campus safety needs to contact you when your guest arrives. Add which building or rooms the visitor will visit. (This will be important information to include if we have then need to do any covid-19 contact tracing). Add the name of the VP or Department who approved this visit and finally, there is a section for private notes which will only be seen internally and by campus safety. If you have any specific information for campus safety, it can be put in this field. Once all the information is entered you can click "invite" at the bottom of the screen, or "Invite and add another" to invite this visitor and add another one.

Host •

Glaeser, Ryan ▼

Host's Phone Number

Buildings or rooms they will visit

Name of VP or Department Head who approved the visit

Private notes

8) Once you click invite a few things will happen. The visitor will be added to the official approved visitors list used by the campus safety gatehouse to provide access to campus. You will receive an automated email from Envoy which will just confirm the details for the visitor you just invited. Lastly, if you checked the box to send the visitor an email, the visitor will also receive an email letting them know that you have invited them to Goucher College on the date and time you had entered. If all the information was entered correctly, you are all set at this point.

9) 24 hours prior to the scheduled visit, the visitor will receive a reminder email for their visit along with the following information about expectations of visitors on campus:

We are looking forward to your visit to the Goucher campus!

In order to create a safe environment for the Goucher community and its visitors, you will need to bring and wear a face covering. You will also be asked if you:

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- Have experienced Symptoms of COVID-19: fever, shortness of breath or difficulty breathing, cough, chills, muscle pain, sore throat, new loss of taste or smell, nausea, vomiting, or diarrhea
- Had a positive test for COVID-19 infection within the past 14 days
- Have been within six (6) feet for longer than 5 minutes with someone who has suspected or confirmed COVID-19 infection

If any of these conditions are true, you will not be allowed to enter the campus for safety reasons.

When you arrive at the gatehouse, please:

- State your name
- Present your Envoy QR code for contact less check-in or indicate that you signed in using the Envoy app
- Show the campus safety officer your face covering

We look forward to seeing you soon!

Sample of the Email you will receive:



Fri 7/10/2020 9:41 AM

Envoy <no-reply@envoy.com>

You invited Mast Tennis Academy to visit Goucher College on a recurring basis

To: Glaeser, Ryan

i If there are problems with how this message is displayed, click here to view it in a web browser.
Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

Mast Tennis Academy is coming to visit.

You invited them to visit Goucher College Goucher College Campus weekly until August 15, 2020 on Weekdays at 8:00 am starting Monday, July 13

Mast Tennis Academy

FULL NAME

ryan.glaeser@goucher.edu

EMAIL ADDRESS

on-going tennis camp every day m-f until

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Example of what the Visitor receives:

The image shows a mobile app interface. At the top, there is a notification: "You invited Skywalkers Lacr... Wed 12:16 P..." with a subtext "You invited them to visit". Below this is a card for "Goucher College" with the text "Glaeser, Ryan has invited yo... Wed 12:16 P..." and "Glaeser, Ryan has invited you to".

The main part of the screenshot is a white card with the Goucher College logo in the top left. The title is "You're invited to Goucher College". The text below reads: "Glaeser, Ryan invited you to visit Goucher College Goucher College Campus every Tuesday at 5:30 pm starting Tuesday, July 14, and ending Tuesday, August 4."

Below the card, there is a line of text: "Let us know you're coming and skip the line when you arrive." followed by a blue button with the text "Check in now" and a right-pointing arrow.

Further down, there is a section titled "Introducing touchless sign in" with the text: "Using the Envoy Mobile app you can sign in without ever touching a shared surface." Below this is a link: "Download on the App Store" with a right-pointing arrow.