HAYAKUM- Visitor Management System
Online - User Manual

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CLASSIFICATION: External
Getting Started

Using the Link https://hayakum.tip.ae/
An online user can be any one who is coming to TIP from outside. To make a visit to TIP he/ she need to make a visit from online. If the visitor has already one account in the system, He/ She can login to the system and create the visit or He/ She need to register to make a new account. Fig.1 shows how a registered user can login to the system.

To create a visit, select the ‘Online User’ Tab and Type the username and password and press login button. The user will be redirected to the account once he/she agree with the terms and conditions as shown in Fig.2. The user will be redirected to his/her home page. From the home page go to the menu to create the visit and complete the application. 
(We will illustrate how an online user can create a visit and types of visits that the same can create later in this manual)
Fig.3 shows the Home page.
If the user is not registered he/she needs to create a new account. Fig. 4 shows where a new online user can create a new account. Click ‘Register’ (The red arrow marked in Fig. 4), It will redirected to the registration page as shown in (Fig. 5).

We have two types of registration:
- Visit as Personal
- Visit as Contractor (Company)
Visit as Personal
To make a visit as Personal, from the registration page select ‘Register As’ and select ‘Personal’. Complete the registration. The user will get a notification from TIP once finished the registration and once the account approved. The activated user can login to the system and he/she can start request for visits. For the account registered as ‘Personal’ can create only Normal Visit.
Fig. 6 Shows the Registration page when selected Personal in Registered As.

If the user is a UAE resident, Emirates ID is mandatory otherwise passport and Visa Copy are required. Attach these details accordingly and complete the registration. Fig. 7 shows the Home Page for the ‘Personal’ visit.
From the menu shown in Fig.7 user can create Normal Visit. Creating Visit is same in all cases for both contractor visit and Personal Visit. Only the difference is for Material Visit. We will illustrate these cases in details later in this manual.

**Contractor Visit**

The Contractor visit is to make a visit to TIP from an organization. To make a contractor visit go to the ‘Register’ area in the Fig.4 and select Company as ‘Register As’ in the registration page. So he/she needs to select the name of the Company(in Fig.8 green arrow shows the company). If the company is in TIP, then he/she can select the company and update the trade license if needed. If the contractor visit is from an outsider he/she need to add new company by click in ‘Add New’ button. The red arrow in Fig.8 shows how to create new company. Click ‘Add New’ link if he/she is from outside.

![Fig.8](image)

Fig.8 shows the page for new company. Add new name, Trade License Number, Trade License Expiry Date etc. And click ‘Attach’ button. Now new company added. Then complete the registration. A notification will be sent from TIP to the user once he/she completed the registration and account approved from TIP.

Once the account has been approved the user can create visit. As it is a contractor he/she can create any types of visit like Normal Visit, Material IN/Material Out, Contractor Visit etc.Fig.10 shows the home page for the account registered as contractor.

In general the user can update the details provided during registration in both Personal and Contractor Visit. In the home page go to ‘My Profile’ in the menu. If the user update any details he/she need to wait until the changes to approved from TIP.

Visitor Management System
To follow up the status of the application created, go to ‘Visits Follow Up’ in the menu.

![Picture of the Visitor Management System interface]

Fig. 9

![Another view of the Visitor Management System interface]

Fig. 10
Creating Visit Request

An online user with an approved account can create a visit. But the users holding account Registered as ‘Personal’ can create only Normal Visit. Both Contractor and Personal can create Normal Visit.

Create Normal Visit

Login to the account and go to Visit Request in the menu. A page will be appeared as shown in Fig.11.

![Normal Visitor](image)

Fig.11

First the user needs to create the visit. After the visit the visitors details need to specify. If the visitor is coming with some devices/Equipment’s she/he need to specify them as assets in the Visitors tab and save. Fill the Vehicle tab and Attachment tab if needed. Then complete the visit from online by clicking...
Submit in the ‘Visit Finish’ tab. Fig. 12 shows the visitors tab.

![Visitor Management System](image)

Fig. 12

Now the request for visit finished. This application needs approval from TIP. Once approved user will get a Visit Number.

**Create Material Visit IN (TIP/Subsidiaries)**

This visit is to bring some materials to TIP/Subsidiaries. Creating visit is same for both TIP and Subsidiaries. From the home page go to Material-IN and select TIP/Subsidiaries. Fig. 13, Fig. 14 shows the Material-IN visit page for TIP and Subsidiaries.

![Material Visit IN (TIP/Subsidiaries)](image)

Fig. 13

Visitor Management System
In Material Visit, the difference from Normal Visit is to mention the materials come in and all other tabs are identical to Normal Visit. First he/she needs to create the visit, Visitors, Materials, Vehicles, Attachment. Fig.15 shows the Material tab. Enter all details related to the materials and fill vehicles and Attachment tabs if needed.

Complete the request by Submit click. The user will be getting notification once it’s approved from TIP and visit number generated.
Create Material Visit OUT (TIP/Subsidiaries)

This visit is to take out some materials from TIP/Subsidiaries. Creating Martial Out visit is same for both TIP and Subsidiaries. From the home page go to Material-Out and select TIP/Subsidiaries. Fig .16, Fig.17 shows the Material-Out visit page for TIP and Subsidiaries.
In Material Visit, the difference from Normal visit is to mention the materials takes out and all other tabs are identical to Normal Visit. He/she needs to fill the tabs visit, Visitors, Materials, Vehicles, Attachment etc. Fig.18 shows the Material tab. Enter all details related to the materials and fill vehicles and Attachment tabs if needed.

Complete the request by Submit click. The user will be getting notification once it’s approved from TIP and Visit Number generated.

![Material Visit Tab](image)

**Contractor Visit**

Creating Visit in a Contractor visit is same except one change in the Visit tab. From Fig.19 he/she need to select Contractor Type. Two types are there.

- Normal Visit
- Render A Work
Creating Contractor visit from Tip and Subsidiaries are identical for online user. From the home page go to Contractor→TIP/Subsidiaries. Fig.19, Fig.20 shows the visit request page for TIP and Subsidiaries.

In Contractor Visit he/she needs to create the visit and fill the following tabs Visitors, Materials, Vehicles, Attachment (Fig.19). Complete the request by Submit Click. The user will be getting notification once it’s approved from TIP and Visit Number generated.
**Change Password**

The Online user can change the password if needed. The user needs to enter their username. And request for new password by click OK in the page Fig.22. So new mail will be sent to your mail ID with a new password generated from TIP. If the user is ready to change their password, then type the password from the mail to New Password and Confirm password boxes. Now user should use new password to login.
Fig. 21

![Forget Password Form]

In order to get a new Password from TIP please enter your user id in the below shown box and press OK.
We will send you a new Password. Please Confirm the Password if you are ready to change old one.

Username (Email Address)

New Password

Confirm New Password

Change Password

Fig. 22