

What happens when assigning an active badge to a visitor during sign in or signing out a visitor in the Front Desk application?

Last Modified on 06/09/2025 5:09 pm EDT

Question

What happens when assigning an active badge to a visitor when signing in or signing out a visitor in the Front Desk application?

Answer

In the Front Desk application, badges and access levels are modified when an active badge is assigned to a visitor during sign in and can also be modified when a visitor is signed out.

This is what happens when assigning an active badge to a visitor during sign in:

1. Any access levels assigned to the new active badge are removed if they are not in a segment shared by both the visitor and badge type. All other access levels assignments remain.
2. Any active badges previously assigned to the visitor are disabled according to the "badge status for sign out" configured on the "Visits" tab of the "Cardholder Options" screen. The disabled badges remain assigned to the visitor.
3. The new active badge's activate and deactivate dates are synchronized with the event if "synchronize active badges and active visits" is enabled in System Administration on the "Visits" tab of the "Cardholder Options" screen. If "prompt user" is selected in System Administration, synchronization only happens if the user selects "update badge activate and deactivate dates" when assigning an active badge.
4. The new active badge is activated.

This is what happens when a visitor is signed out:

1. Any active badges assigned to the visitor are disabled according to the "badge status for sign out" configured on the "Visits" tab of the "Cardholder Options" screen. The disabled badges remain assigned to the visitor.

Applies To

Browser-Based Applications; OnGuard (All versions)

Additional Information

Changes to badges and access levels are downloaded to the panels by the Configuration Download Service, which must be running for these changes to take effect.

