

# "Could not sign in visitor. An error occurred while processing the business rule BeforeSaveBadge"

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## Symptom

When assigning a badge in Visitor Management front desk, you receive the following error:

*Could not sign in visitor. An error occurred while processing the business rule BeforeSaveBadge. See the server log for more detailed information.*

You might see this error if you follow the limited permissions required in the Visitor Management Front Desk User Guide.

## Resolution

You must add the following permission in addition to the ones listed in the guide:

*System Administration - Access Control - Access Level*

## Applies To

OnGuard (All versions)

## Additional Information

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