







# Welcome to Sine Visitor Software

Sine is a visitor & contractor management system to help you save time and go paperless at SAPOL. This guide will help you get started straight away and have you set up in minutes.



**SOUTH  
AUSTRALIA  
POLICE**

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## General Contractor

The first time a contractor attends a site, they will need to complete the General Induction. This is a yearly induction that allows them to complete works based on reading and agreeing to SAPOL requirements.

The link below shows you what the contractor will be filling out. You can send this via your dashboard or it will automatically be sent via SMS to those 'Un-inducted' contractors.

There is also Asbestos Documentation that will be completed at the relevant sites and a Contractor Safety | Site Risk Exchange.

### General Contractor Induction

<https://dashboard.sine.co/workflows/visitor/rqEWNpiT>

### Asbestos

<https://dashboard.sine.co/workflows/visitor/sLeWRvP3>

### Site Risk Exchange

<https://dashboard.sine.co/workflows/visitor/vntRtXzb/1>



Scan to download Sine

## Staff Gym

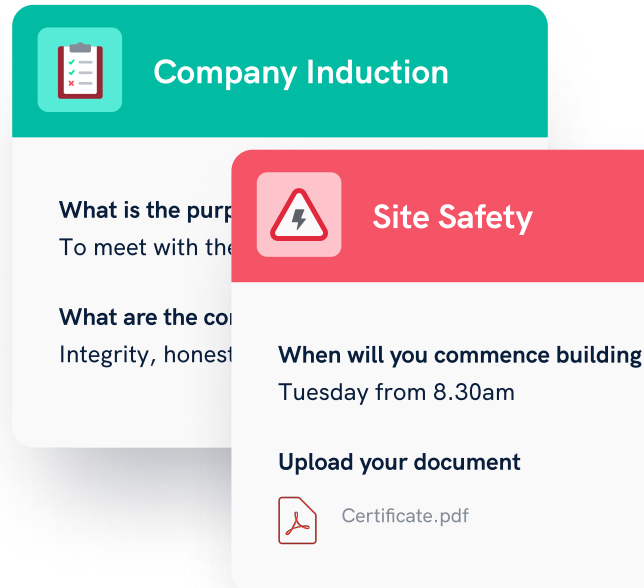
The paper base book at all SAPOL Gym's are being replaced by a QR code sign in option on your mobile.

Please download the Sine Pro App by scanning the QR code below with your mobile's camera.

You will be required to complete a yearly Gym Induction which can also be found below and answer some questions each time you visit the Gym. You will auto checked out when you leave the facility. The video below explains the process.

### SAPOL | Staff Gym Induction

<https://dashboard.sine.co/workflows/visitor/ieMzfqkz>





# Check in/out

## Checking In

Visitors and contractors can check-in via an iPad located at your site, a web dashboard your team operates or via the SinePro mobile App for Android & iPhone.



# Sine for mobile explained

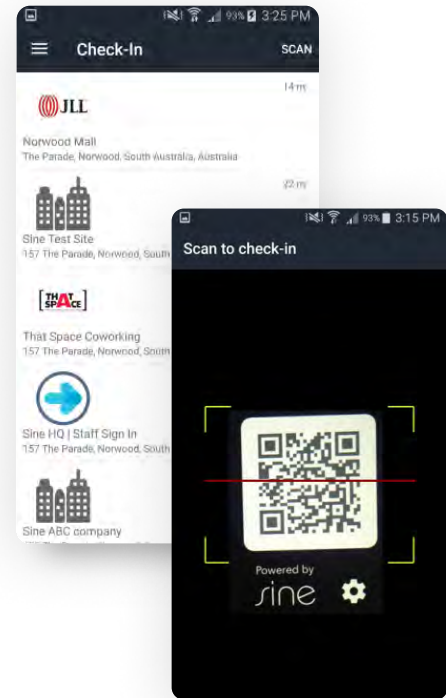
Checking into and out of a site using Sine mobile app

## Check-in

Guests with the Sine App on their iPhone or Android device can tap on the Site they wish to check into by navigating to the **Check-in** tab. This method of check-in uses location based services to ensure the guest is within the relevant location of the Site.

Alternatively, guests can press **Scan** on the Check-in tab, so that they can scan the QR code displayed on the SinePoint iPad device at site. This will also generate a guest Pass.

Android Sine app users can take on NFC tags at relevant sites that have displayed the NFC Check-in option.



## Check-out

Sine app users with location-based services enabled will be sent a push notification when they leave the geofence of the Site, as set by the site administrator. App users can then confirm their check-out from the site. iOS app users can turn on **Automatic Check-out**, and when they leave the site's geofence they are automatically checked-out without confirmation.

App users can scan the **QR code** displayed in the bottom-right-hand corner on SinePoint iPad or the NFC tags to check-out.

App users can press the **Check-out** button on their open pass to manually check-out.

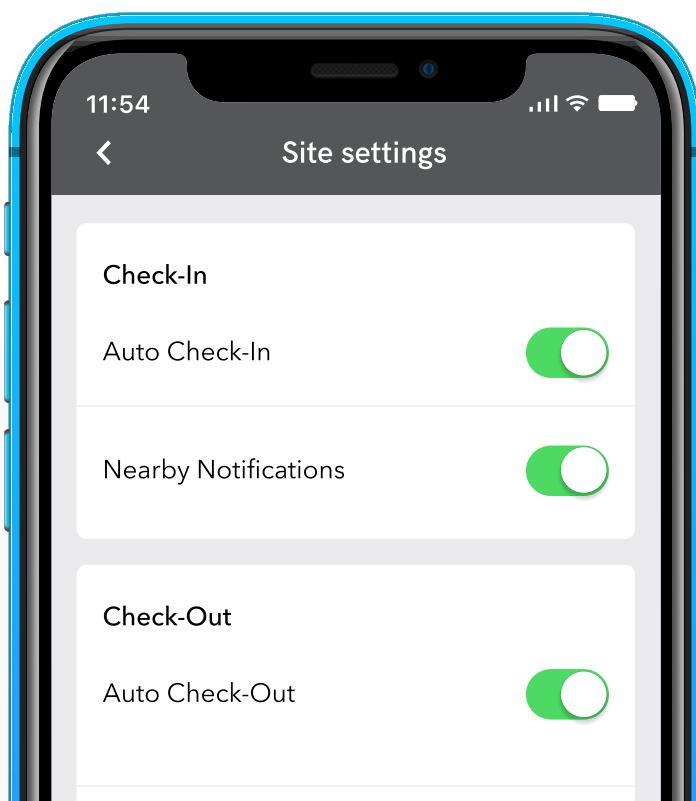


# Mobile auto check out

## Auto Check-out

If you leave the geofence of the Site with Auto Check-out enabled, Sine Pro will automatically check you out of that Site! This feature allows you to ensure you will always have accurate times for your attendance at a Site or allow the users monitoring the Site to accurately keep a record of who is currently checked in.

*Note: This feature can be switched on by the Sine Pro mobile users or be enforced by Administrators of the Site. If enforced, this will override the profile setting of Sine Pro mobile users.*



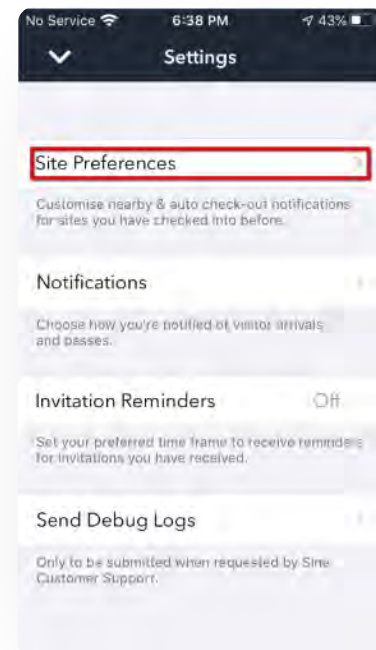
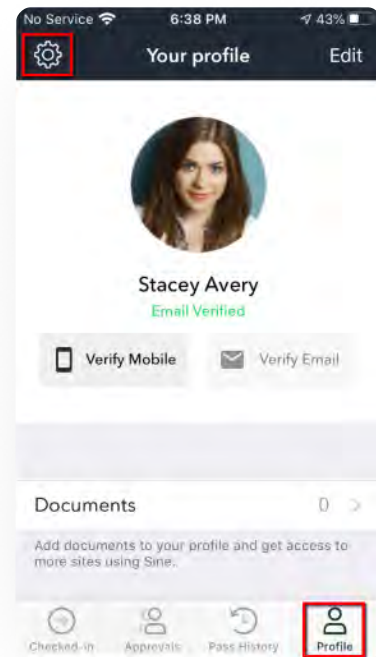
# Mobile auto check out

## Turning Auto Check-out On

Please follow the guide for your specific platform, listed below

iOS:

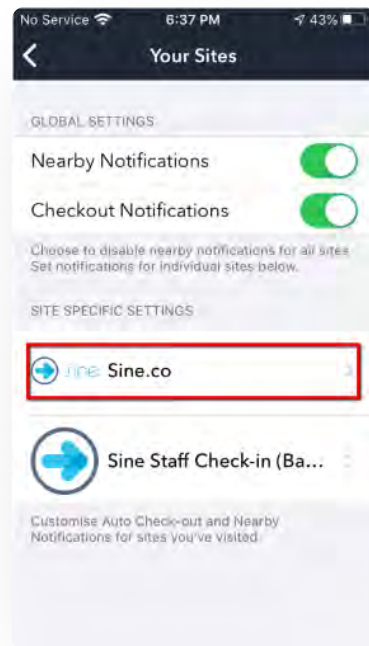
1. Login to the Sine Pro mobile app, go to Settings by tapping the cogwheel button on the top left of the screen on your Profile page.



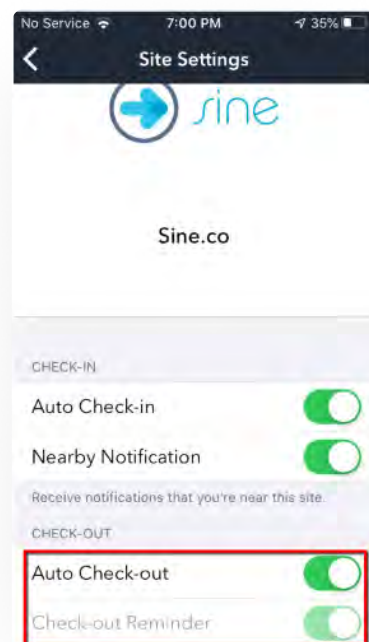
2. Select Site Preferences

# Mobile auto check out

3. Select which Site you wish to Auto Check-out from



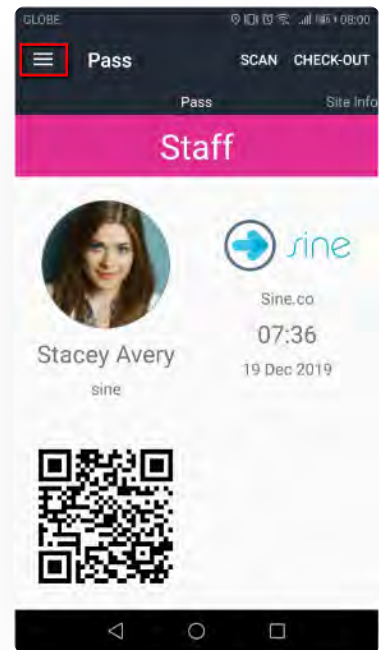
4. Toggle Auto Check-out to On



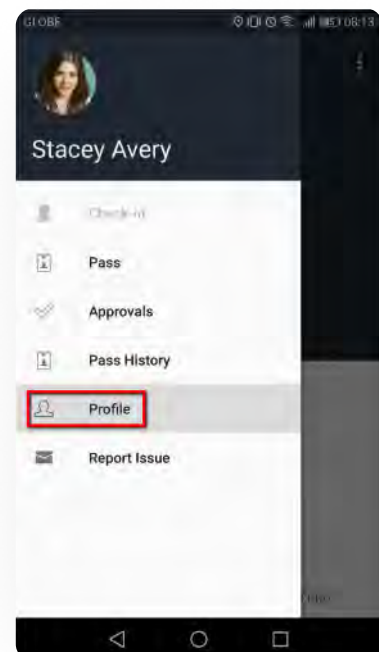
# Mobile auto check out

## Android:

1. Login to the Sine Pro Mobile app and tap on the Settings page

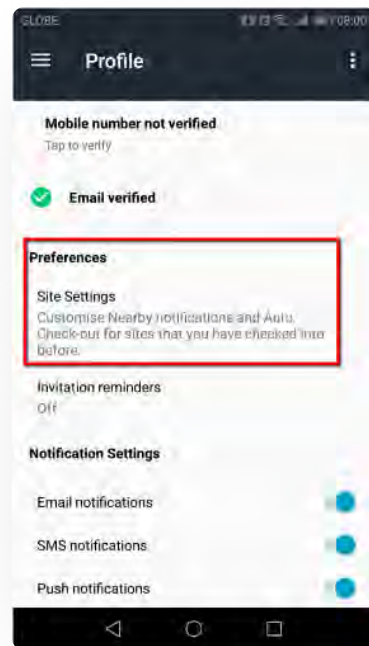


2. Navigate to your Profile Page

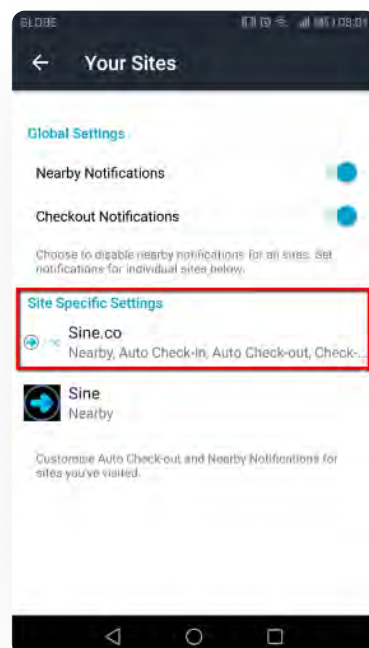


# Mobile auto check out

3. Select Site Settings under Preferences

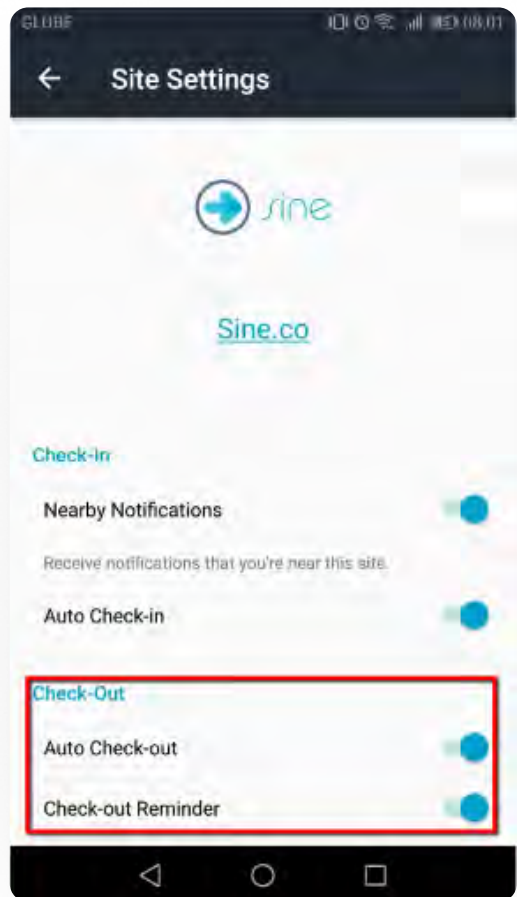


4. Select which Site you wish to Auto Check-out from



# Mobile auto check out

5. Toggle Auto Check-out to On





## Security

### When a contractor checks-in – Their visit will go into a pending stage.

The front desk and security user at each site will be notified by email, can then go to the Sine dashboard, check the contractor's details against the SAPOL 'Approved Contractor's' list and then accept / reject that visit by selecting the check in marked 'pending' open it and hitting accept or reject.

Please see the next page for more instructions.



# Accepting and Rejecting Visitors as a Host

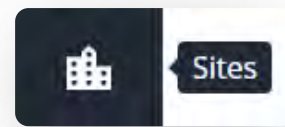
Sine Pro allows you to accept or reject visitors before they become checked-in.

Sine Pro allows you to accept or reject guests before they become checked-in. Each host can accept or reject their guests, or an allocated Site/Team Administrator can do so from the web dashboard for all hosts. Approvals can be controlled on a per-site basis.

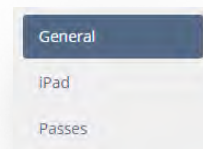
## Enabling Guest Check-in Approvals

To enable guest Check-in Approvals:

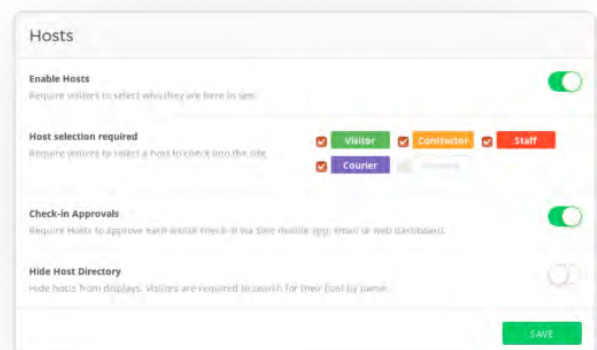
1. From the web dashboard, click Sites from the side-menu and elect the site for which you would like to enable Check-in Approvals.



2. Ensure you have selected the General tab from the sidebar.



3. Navigate to the Hosts subsection by scrolling down the page.

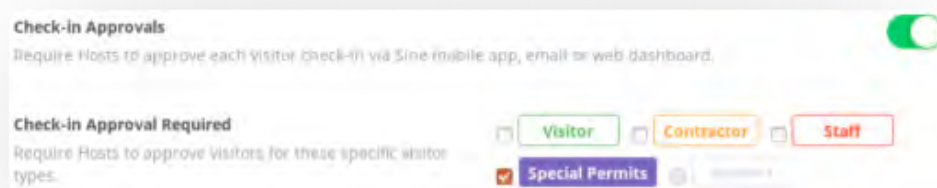


# Accepting and Rejecting Visitors as a Host

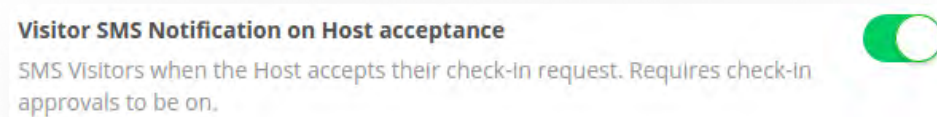
Sine Pro allows you to accept or reject visitors before they become checked-in.

4. Turn Enable Hosts to On, then turn on Check-in Approvals.

*Note: guests will now need to select the host they are here to see.*



5. If you wish the guest to be sent an SMS when they are accepted, navigate to the Notifications tab and enable Visitor SMS Notification on Host Acceptance.



Guests, as they check-in, will see a message indicating that they need to be approved, and will now be pending until a Host or Team Administrator accepts/rejects their check-in request.

*Note: Delegates will not receive guest check-in notifications when Check-in Approvals are enabled*

# Accepting and Rejecting Visitors as a Host

Sine Pro allows you to accept or reject visitors before they become checked-in.

## Accepting and Rejecting Requests

There are two ways to accept or reject a guest:

Using the web dashboard or using the Sine Pro mobile app.

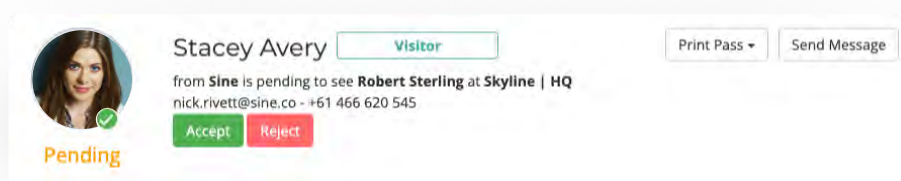
*Note: Delegates cannot accept or reject guests on behalf of the actual host*

### Using the web dashboard:

1. On the Activity screen, guests which require approval will appear as Pending.



2. Selecting this pass will allow you to accept or reject their check-in request:



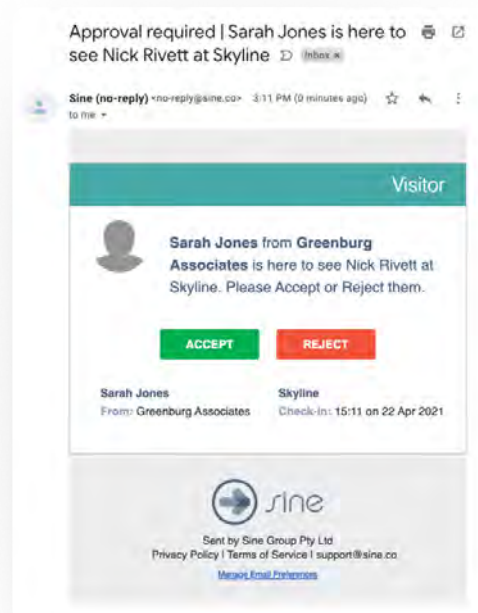
3. Select Accept or Reject as necessary. Guests will appear in the Activity feed as they are approved and their visitor badge will be printed.

# Accepting and Rejecting Visitors as a Host

Sine Pro allows you to accept or reject visitors before they become checked-in.

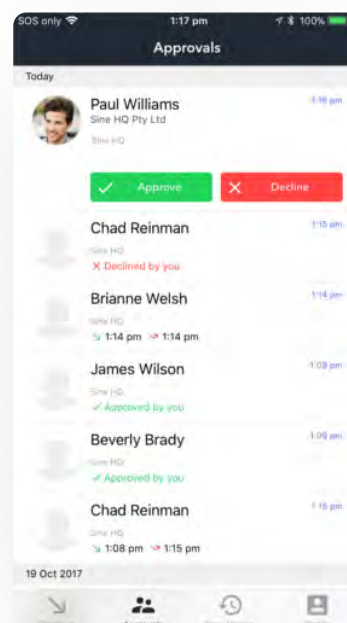
## Using email notifications:

When a guest requests to check in, you will receive a notification email. To accept or reject this check-in request, simply click the desired option within the email.



## Using Sine Pro Mobile App:

When a guest requests to check in, you will receive a notification email. To accept or reject this check-in request, simply click the desired option within the email.



Accepting a request will present the guest with their mobile pass. Rejecting a request will return the guest to the check-in screen in Sine Pro. Guests checking in via iPad will only be shown upon check-in that their Host may approve them.

# Security | Onboarding Guide

Looking to enhance security in your workplace? Here's the key features you'll want to setup.

If you're looking to improve security in your workplace, managing your people flow is a great place to start. With Sine, we make it easy to manage and maintain visibility over every person who enters your site.



## Here are some of the key features of Sine that can be used to improve on-site security:



Visitor types



Invitation Required



Host Approvals



Badge printing



Activity Feed



Watchlists



Face Check



ID Scanning



Integrations



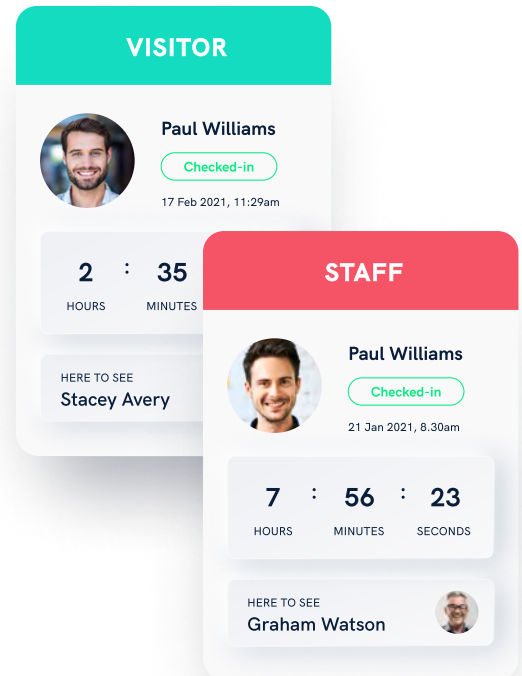
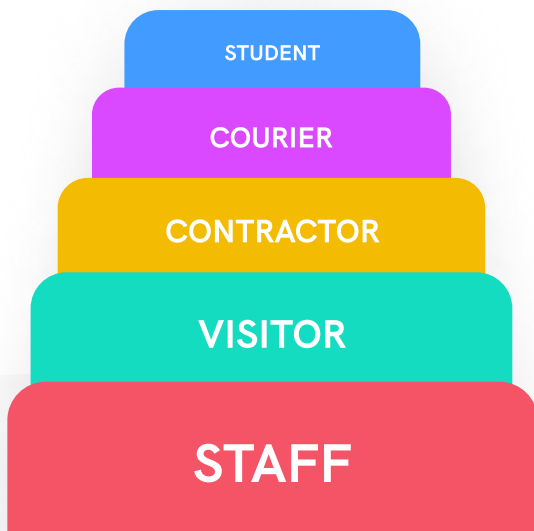
## Visitor types

The first thing you'll want to set up is your Visitor Types. These will vary depending on your operations and the variety of people entering your facility. In setting your visitor types, you will want to consider the different check-in flows you will require, as these can be customised to provide a unique flow per visitor type.

It is also useful to consider the user experience and choose names for your visitor types that will be clear to users when they select which type they are checking in as.

At a basic level, we often start with the below visitor types:

- Visitor
- Contractor
- Staff
- Delivery



However, you can create as many custom visitor types as you may require for your operations. For each visitor type, you can select a name and colour to be associated with that visitor type.

To edit your visitor types, you will need to navigate to **Sites** and then select Settings for the relevant site. You can then find **Visitor Types** within the **General** section.



## Invitation required

Everyone knows the most exclusive places are invite-only, so why shouldn't your workplace be too?


If security is your focus, then consider whether **Invitation Required** might make sense for your operations. When you enable **Invitation Required**, users will only be able to check-in if their details match those on an existing invitation that your team have added in Sine. Or, for an even simpler check-in experience, they can use the handy Fast Track QR code that will be emailed to them upon creation of the invitation to check-in and skip entering details that you already have!

### Create invitation

First name	Last name
<input type="text" value="Sarah"/>	<input type="text" value="Jones"/>
Valid from	Valid to
<input type="text" value="2 June at 9:00 am"/>	<input type="text" value="2 June at 11:30 am"/>

[Create](#)

## VISITOR




**Sarah Jones**

Approval pending

12 Jan 2021, 11:29am

HERE TO SEE

**Stacey Avery**



LOCATION

**Stanley Lawyers**

24 Maple st, Melbourne VIC 3006



## Host approvals

With host approvals, every check-in attempt will be sent to a selected host for approval before the check-in process is completed. This is a great way for your staff to verify that the person checking in is someone who they recognise and are expecting to meet with.

You can set the host approvals requirement per visitor type, in order to suit your operations. For example, you may require visitors to be approved by hosts, but not staff or contractor check-ins.

You can read about setting up host approvals on [page 11](#).



## Badge Printing

A printed badge, or lack thereof, is a simple way to quickly identify someone who should not be on-site. With Sine, you can easily print badges for visitors as part of the check-in process, containing important details such as their name, contact details, who they are seeing and even a photo for added verification.

To print badges, you will need to have a printer connected to your check-in kiosk. You can read more about these hardware options at <https://www.sine.co/guides/sine-hardware/>

If you have your printer already, you can read more about getting it setup below:



### Connecting your badge printer via Bluetooth

<https://sine.support/en/articles/3981218-connecting-your-badge-printer-via-bluetooth>

### Connecting your Brother QL-810W or QL-820NWB to WPA-2 Enterprise Networks

<https://sine.support/en/articles/3431480-connecting-your-brother-ql-810w-or-ql-820nwb-to-wpa-2-enterprise-networks>

### Print by Visitor Type

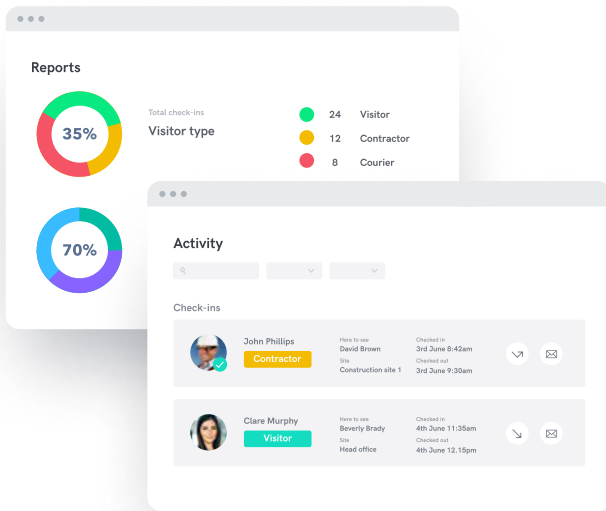
<https://sine.support/en/articles/2597372-print-by-visitor-type>



## Activity Feed

The Activity Feed gives you a real-time view of the activity on your site. You can see at a glance everyone who is currently checked-in, expected arrivals and also anyone who has recently checked-out.

If you're looking to maintain visibility across your site, this is your one-stop hub! You can read more about utilising the Activity Feed at <https://sine.support/en/articles/2103465-using-the-activity-feed>

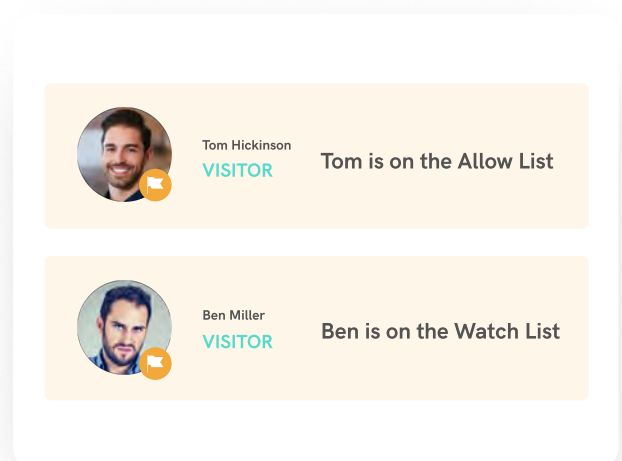


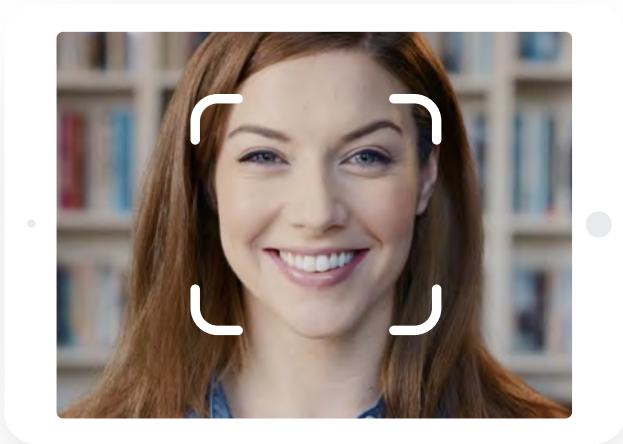
## Watchlists

With Watchlists, you can flag users based on information they provide at check-in. When a user matches the details of someone on one of your watchlists, their check-in will be highlighted within the Activity Feed, and a notification sent to your designated 'watchers'.

These lists can be used in a variety of ways, whether it's identifying VIP visitors who require the top level of service, or alerting security personnel to the arrival of someone who is not permitted on site.

Watchlists can be further enhanced through our integrations, available to synchronise your watchlist with screening platforms, such as Descartes MK Denial or the US Offender Search.





## Face check

With Face Check, your face is now the pass into the workplace!

Using Face Check is a great way to ensure that credentials aren't being shared and returning users are who they say they are. To get started with Face Check, have a read of these articles available online:

### **An introduction to Face Check and facial recognition with Sine**

<https://sine.support/en/articles/2770608-an-introduction-to-face-check-and-facial-recognition-with-sine>

### **Check-in with facial recognition (Face Check)**

<https://sine.support/en/articles/2773216-check-in-with-facial-recognition-face-check>

### **Check-out by facial recognition (Face Check)**

<https://sine.support/en/articles/2107177-check-out-by-facial-recognition-face-check>

## ID Scanning\*

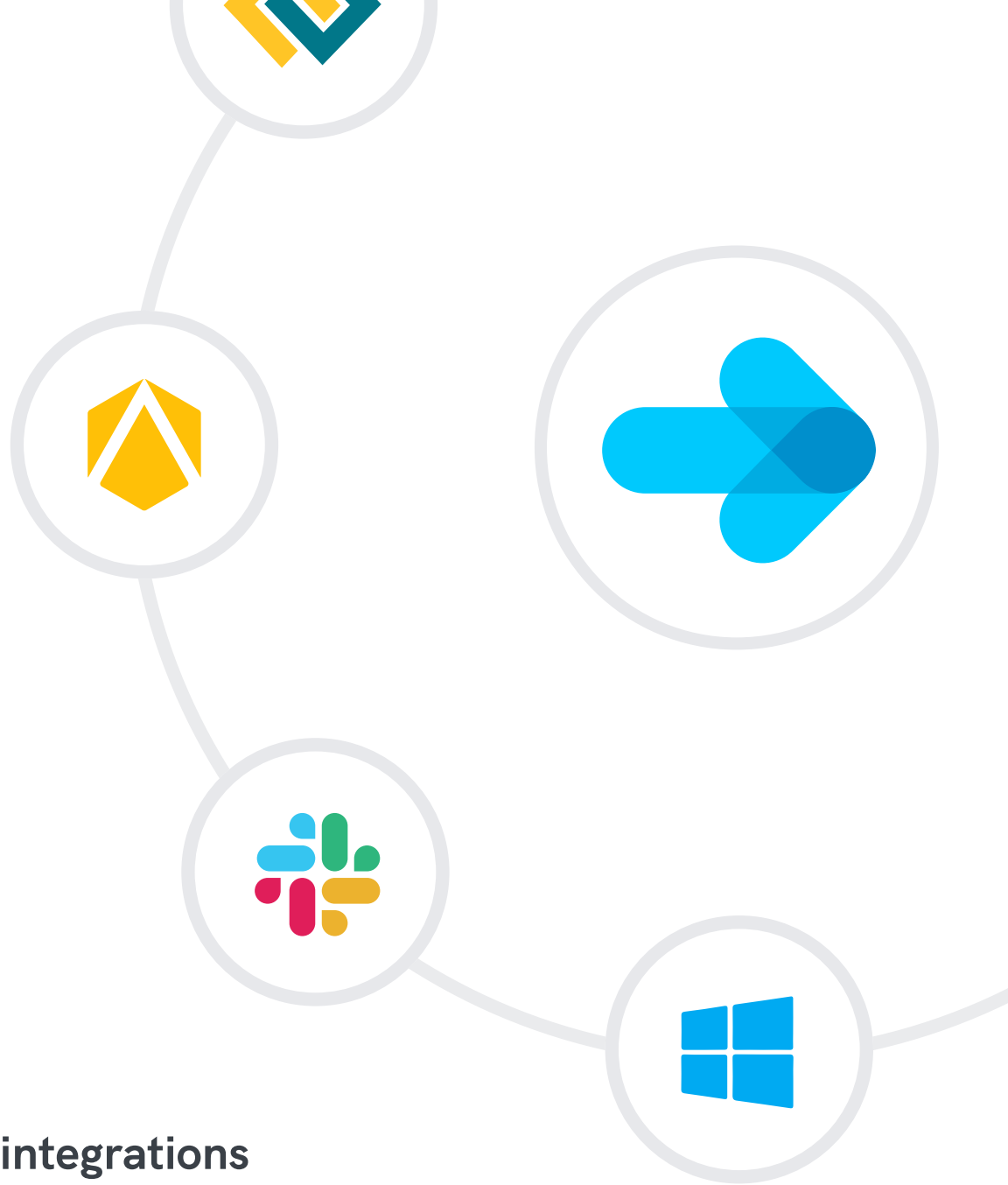
With ID Check, you can add further security to your check-in process through the requirement to present a valid US drivers license. When enabled, you can choose how the absence of a license (or an expired one) should be handled. You can permit the check-in to continue, or set these check-ins to a 'Require Approval' state, for your hosts to review the license presented and then approve or reject the visitor.

To get started with ID Check, please check out the following article online:

<https://sine.support/en/articles/3477122-id-check>

*\*US customers only*





## Further integrations

Sine has a wide range of integrations available to help enhance security at your organisation and enable Sine to operate seamlessly alongside other platforms you already know and love.

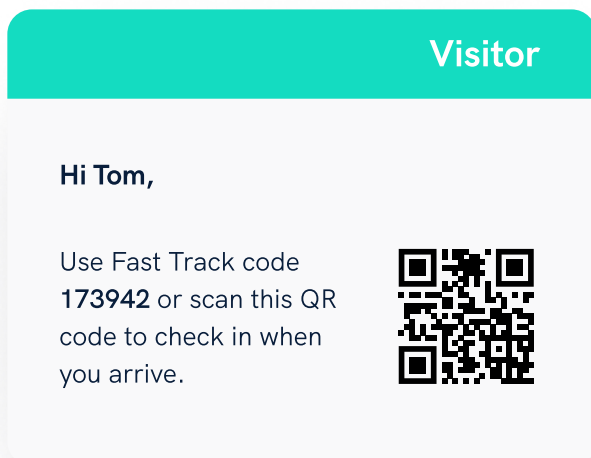
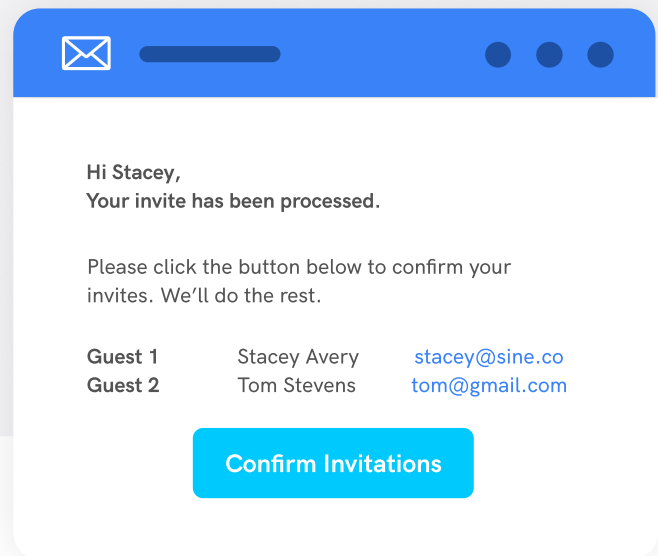
Whether it's access control, asset management of compliance and contractor management, we have an ever-growing list of integrations available.



# Inviting Guests to SAPOL

## Invites are easy

An 'approved contractor' can be invited onsite to conduct works in the invites tab in your Sine dashboard.



## Invite guests to SAPOL

Now you are set up as a Host at SAPOL, you can invite guests to your meetings by following the steps on page 23.

Invites generated from the SineWeb Dashboard will allow invited guests to check in with a Fast Track Code. Enable FTCs by following the steps at page 27.

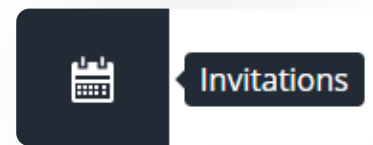
# Inviting Guests to a Site

Note: To invite guests to a Site, you will need to be a host. Please contact your Site administrator if you cannot find the invites button

## Invite Guests

To invite guests to a Site:

1. Navigate to the **Invitations** tab in the web dashboard.



2. At the top of the page, click the **Create Invitation** button.







3. The **Invite Guests** form will appear.

A screenshot of the "Create Invitation" form. The form has a title "Create Invitation" and a close button (X) in the top right corner. It contains several input fields: "First Name", "Last Name", "Email (optional)", "Mobile (optional)", "Company (optional)", "Invite Subject", and "Notes (optional) and not visible to guests". There are also dropdown menus for "Site" (set to "CM3 Integration Only") and "Visitor Type" (set to "Visitor"). Below these are two tabs: "Elapsed Time" (selected) and "Specific Time". The "Valid From" field is set to "Tuesday, 8th Aug 17, 4:00 pm" and the "Expire After" field is set to "1 hours" and "Tuesday, 8th Aug 17, 5:00 pm". At the bottom, there is a "Message to Guest" section with a link "Add a custom message to the invitee" and a checked checkbox "Notify guest with an email invitation". Two buttons are at the bottom: "CREATE INVITATION" (green) and "CANCEL" (grey).

# Inviting Guests to a Site

Note: To invite guests to a Site, you will need to be a host. Please contact your Site administrator if you cannot find the invites button

4. Add guests by adding first and last names, and optionally mobile numbers and email addresses.

First Name	Last Name	Email (optional)	Mobile (optional)	
Stacey	Avery	hello@sine.co	 +61 2 545 620	
First Name	Last Name	Email (optional)	Mobile (optional)	
Paul	Williams		 0459 689 722	

*Note: If you wish to contact guests, an email or mobile number MUST be provided. When entering mobile numbers, select the country to automatically apply the '+' code to the number i.e. selecting Australia applies the +61 code*

5. **(Optional)** Click **Add another invitee** to invite multiple guests at once. A new row will be added every time you click the button.

[Add another invitee](#)

6. **(Optional)** Add their company in the **Company** field.

**Company** (optional)

7. **(Optional)** Click **Add note** to display a field which you can enter notes into.  
*These notes are not visible to guests and will be displayed on web dashboard.*

**Notes** (optional and not visible to guests)

This guest is here for a meeting and is to be escorted to the Board Room on arrival

# Inviting Guests to a Site

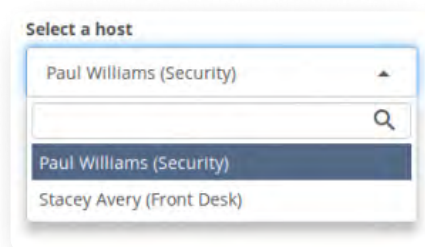
Note: To invite guests to a Site, you will need to be a host. Please contact your Site administrator if you cannot find the invites button

8. Select the **Site** at which they will be attending, and the **type of visitor** they are.



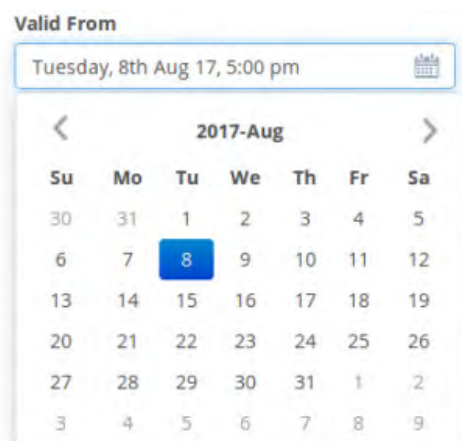
The image shows two dropdown menus. The first is labeled 'Site' and has 'Sine HQ' selected. The second is labeled 'Visitor Type' and has 'Visitor' selected.

9. Select which Host they are here to see. Use the search box if there are many Hosts.



The image shows a dropdown menu titled 'Select a host'. It contains a search box with a magnifying glass icon. Below the search box, two host names are listed: 'Paul Williams (Security)' and 'Stacey Avery (Front Desk)'. The first option is highlighted.

10. Use the **calendar interface** to specify an entry and exit date/time.



The image shows a calendar interface titled 'Valid From'. The current date and time are 'Tuesday, 8th Aug 17, 5:00 pm'. The calendar shows the month of August 2017. The date '8' is highlighted in blue.

Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

# Inviting Guests to a Site

Note: To invite guests to a Site, you will need to be a host. Please contact your Site administrator if you cannot find the invites button

11. (Optional) Click **Add a custom message to the invitee** to open a message field.  
*Anything entered into this field will be sent to the guest in their invite email.*

**Message to Guest**

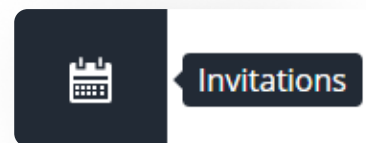
Welcome them and explain what they're invited for...

12. Click **Create Invitation** to create your invites



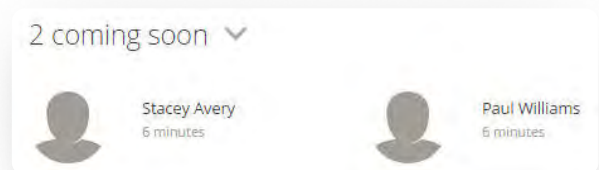
## Where to find Invites

Invitees will appear in a list where you can check them in, message them, edit their invite or cancel their invite. This list is found on the **Invitations page**, which you can navigate to by clicking the **Invitations button** on the sidebar.



**Fifteen minutes** before an invitee is due to arrive, they will also appear at the top of the Activity Feed.

To check an invitee in, click on their invitee logo in the Activity page or Check-in logo on the invitations page.



# Fast Track Codes

The Fast Track Code (FTC) is a fast and easy way to speed up your Check-in process.

The Fast Track Code (FTC) is a fast and easy way to speed up your Check-in process. Enabling FTCs allows these special 6-digit codes to be sent out with every invite that gets created. Once the visitors receive their FTC they can then enter the code (or scan the QR code) in the Check-in process and have all of their user details pre-filled, including their first name, email and even which Host they are here to see.

## Enabling FTCs

To enable fast track codes:

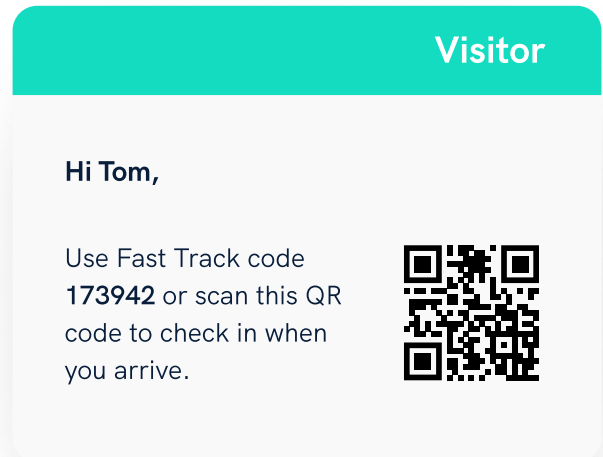
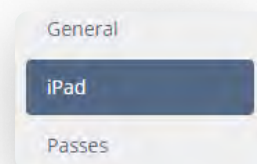
1. Click on Sites on the sidebar.



2. Click on your desired **Site**.



3. Click **iPad** on the side-menu.



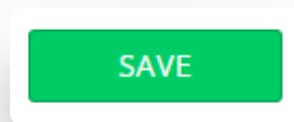
# Fast Track Codes

The Fast Track Code (FTC) is a fast and easy way to speed up your Check-in process.

4. Scroll down to **Fast Track Code** and toggle the switch to **On**.



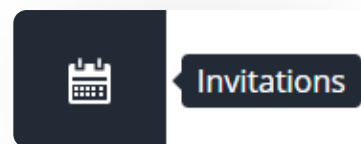
5. Click **Save**



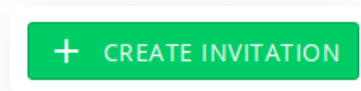
## Sending an Invite with FTC

In order for your guests to receive an FTC, you need to send them an invite. To send Invites with FTC enabled:

1. Select Invitations from the side-menu



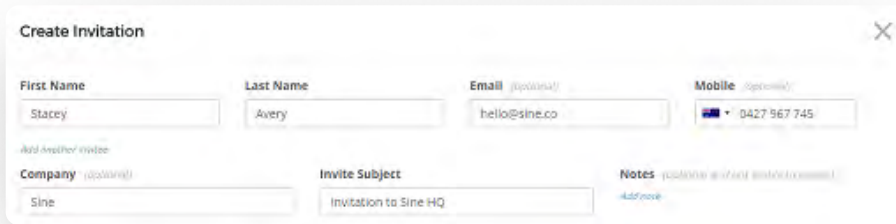
2. Click **Create Invitation**



# Fast Track Codes

The Fast Track Code (FTC) is a fast and easy way to speed up your Check-in process.

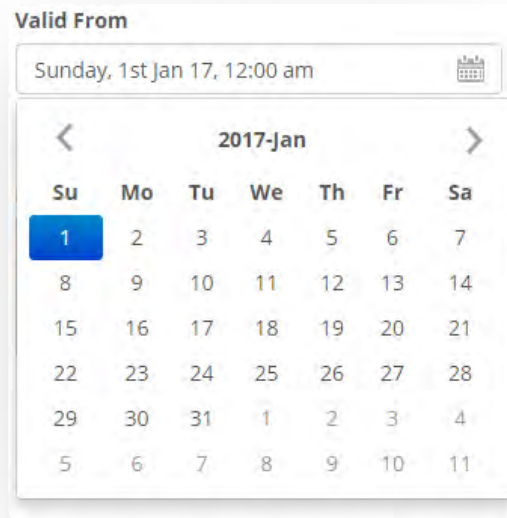
3. Fill out the personal details of your guest such as **Name**, **Email** and **Mobile**



The screenshot shows a 'Create Invitation' form with the following fields and values:

- First Name:** Stacy
- Last Name:** Avery
- Email:** hello@sine.co
- Mobile:** +427 967 745
- Company:** Sine
- Invite Subject:** Invitation to Sine HQ
- Notes:** Add note

4. Click on the **Valid From** field and select the date when you wish to invite the visitor.

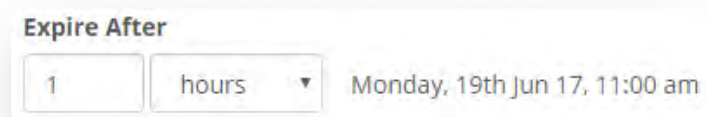


The screenshot shows a 'Valid From' date picker with the following details:

- Current Date:** Sunday, 1st Jan 17, 12:00 am
- Month:** 2017-Jan
- Calendar Grid:**

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4
5	6	7	8	9	10	11

5. Choose the duration of the invite by editing the **Expired After** field. The end time of the invite will be displayed to the right of this field. *Note: If specific time is selected, please choose an end time instead*



The screenshot shows the 'Expired After' field with the following details:

- Duration:** 1 hours
- End Time:** Monday, 19th Jun 17, 11:00 am

# Fast Track Codes

The Fast Track Code (FTC) is a fast and easy way to speed up your Check-in process.

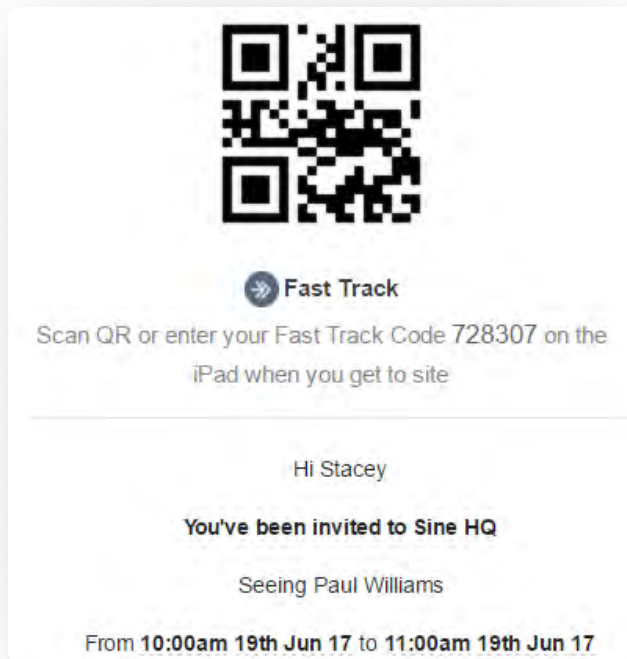
6. Ensure the **Notify guest with an email invitation** checkbox has been ticked. This ensures your guests receive an invite email with their FTC attached.

**Notify guest with an email invitation**

7. Click **Create Invitation**

+ CREATE INVITATION

An invite email will be sent to your guest with their FTC attached (shown below):



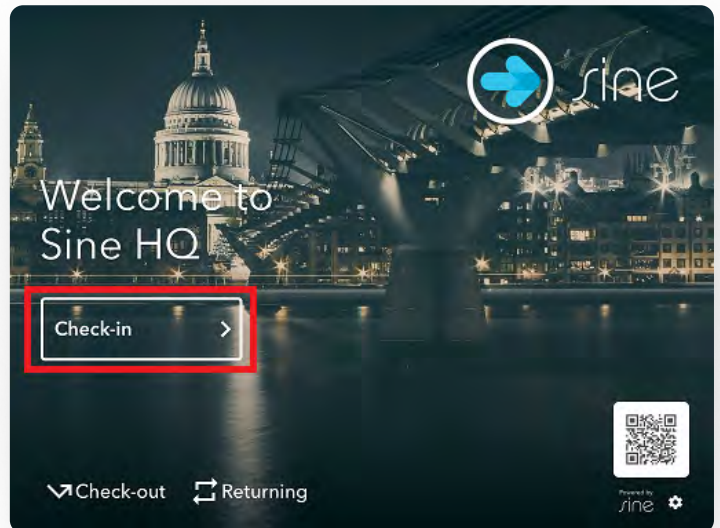
# Fast Track Codes

The Fast Track Code (FTC) is a fast and easy way to speed up your Check-in process.

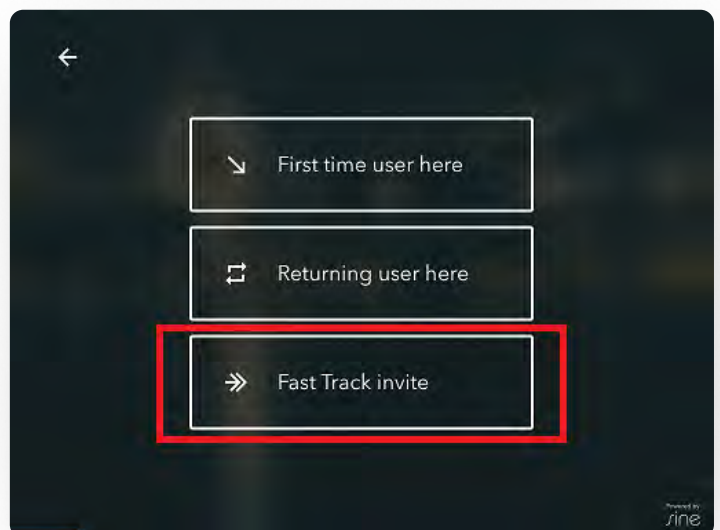
## Using your FTC

You can only enter your FTC on the Sine Point Pro app (available on the iPad). To use your FTC:

1. Touch the Check-in button on the main screen



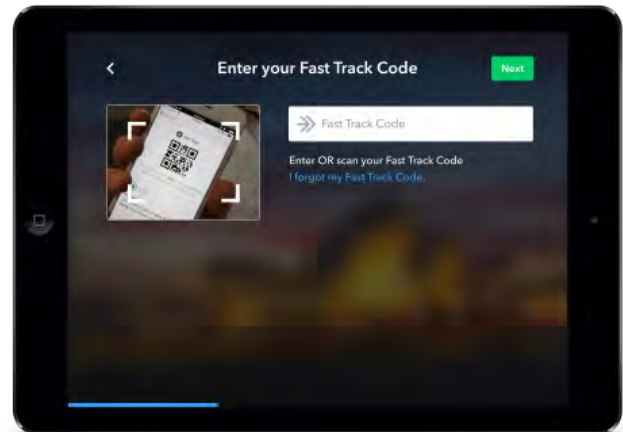
2. Touch **Fast Track Invite**



## Fast Track Codes

The Fast Track Code (FTC) is a fast and easy way to speed up your Check-in process.

3. Enter your FTC or Scan the QR Code that came with the email



It is also possible to Check-out using your FTC. Simply click the Check-out button on the iPad main screen and enter or scan your FTC instead of your mobile/email.

*Note: This does not prefill check-in or check-out forms, users will still need to fill these out at least once.*



# Sine reports

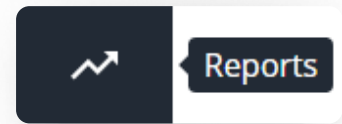
Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.



# Reports

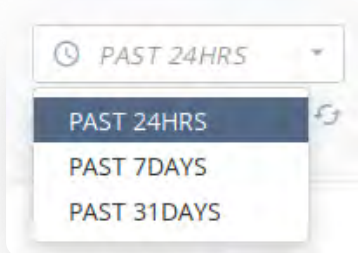
Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.

The Reports Page contains a variety of tools to provide an in-depth analysis of many different types of information available across all of your sites at once. To access the **Reports** page, click on the **Reports** button on the **sidebar**.



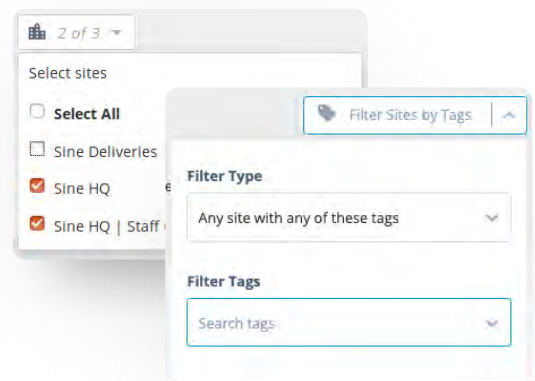
## Insights Page

At the **top of the Insight page** you can see all the **current**, **pending**, and **total check-ins** as well as the number of **rejected** or **auto-expired** guests. These tabs can be toggled between to view data based on the status of passes.



You can explore your current data further by selecting data from the last **24 hours**, **7 days** or **31 days**. Simply click the clock symbol next to the guest totals and choose which range you wish to view.

You can also choose to display only data for a specific set of Sites. Click the **Site Filter drop-down** and then **toggle** which **Site(s)** you wish to display. You can choose to filter the data display based on **Site tags** to see specific groups of sites.



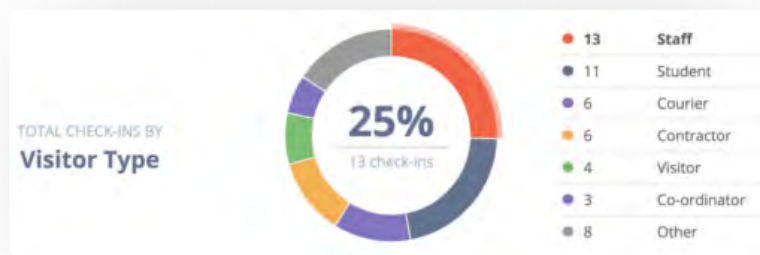
# Reports

Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.

## Visitor Type Chart

The **Visitor Type chart** will display a pie graph of all your check-ins for your currently selected filter settings. Your **most common** visitor types will be displayed with their **name**, **colour** and **how many** check-ins have occurred for that type.

Each segment of the chart can be **hovered over** to focus on that visitor type and display a **percentage figure** of how much that visitor type is used compared to the total amount of check-ins.



## Device Type Chart

The **Device Type chart** will show you the distribution of check-ins for each platform with 3 categories. **Mobile** for iPhone or Android phone check-ins (Using the SinePro app), **SinePoint Pro** for iPad app check-ins and the web dashboard (using the web check-in interface).

**Hovering** over each segment will display a **percentage total** of how many users checked-in using that platform.



# Reports

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## Check-in Trends

### Visitor Types

The **Check-in Trends** graph displays **total check-ins per visitor type** line graphs, filtered by **hourly**, **daily** or **weekly**.



**Hovering** over the individual points on the graph will create a **pop-up window** that displays the **total check-ins** of that visitor type for that particular time.



You can also **hover over each visitor type in the legend** to focus on just that aspect of the line graph. **Toggle**ing the visitor type will display only that visitor type on the line graph, allowing you to display **only selected visitor-type trends individually**.

# Reports

Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.

## Exceptions

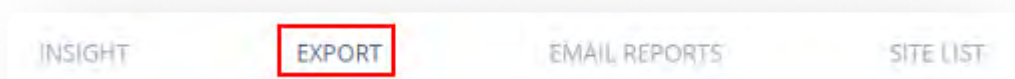
The **Exceptions graph** can be selected by clicking the **Exceptions Toggle**, next to the Visitor Types toggle.



This graph functions much like the visitor types graph, but is for **auto-expired and/or rejected passes**.

## Export

Under the **Export page**, you can export a csv of your check-in data. You can filter your data by site, company, date range or rejected passes. To access the Export page, simply click on the Export heading at the top of the page.

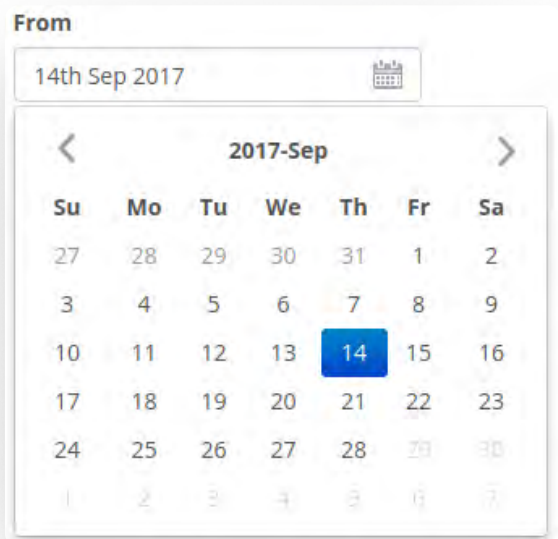


# Reports

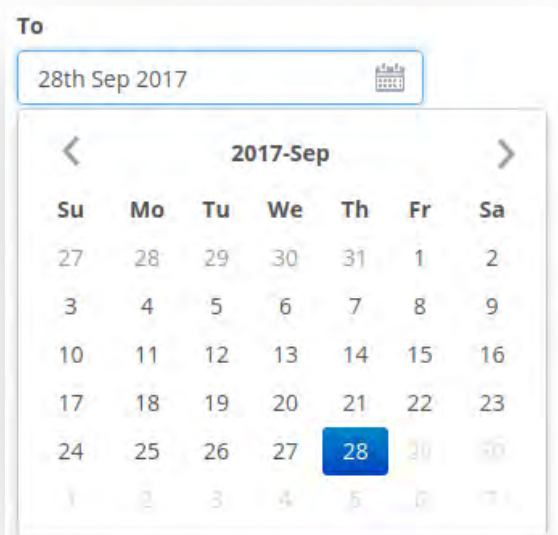
Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.

To use the export feature:

1. Click the From date picker to select which date you want the report to start from



2. Click the To date picker to select which date you want the report to end on



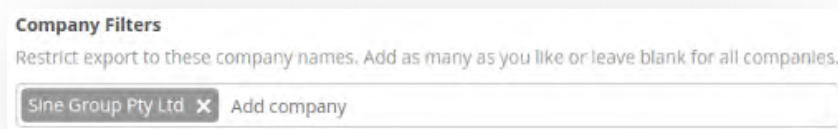
# Reports

Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.

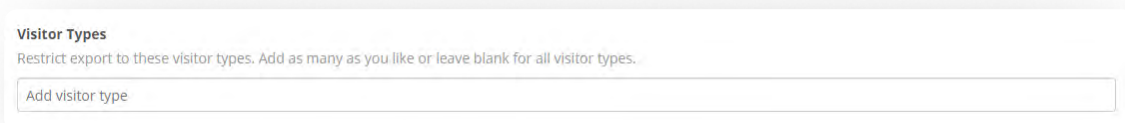
3. **(Optional)** Click the Site drop-down to select a single Site you want to run a report on.



4. Enter a **company name** if you want to filter results to only those that **include that company**.  
*Note: A company will only be added as a filter when it is inside a grey pill-box. Please ensure it looks like the picture below*



5. Visitor Types  
Restrict export to these visitor types. Add as many as you like or leave blank for all visitor types.



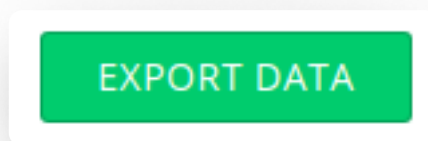
# Reports

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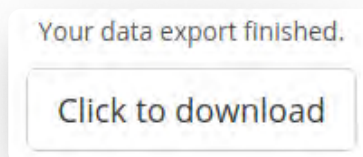
6. Toggle **Export Rejected Passes only** on if you wish to limit the results to show only rejected passes.



7. Click the **Export Data** button when you have selected all your filter settings



8. The message "**Your data export is in progress**" will appear. This will be shown whilst your export request is being handled.
9. Once the the data has been gathered, the message "**Your data export finished**" will be displayed. Select the **Click to download** button directly beneath this message to **download your exported data**.



10. Your exported data will now be downloaded as a **CSV file** and you will also be emailed a link to download your data.

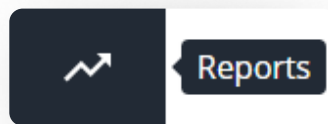
# Reports

Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.

## Email Reports

Daily automatic email reports sends you (and your team) a daily summary of active passes still checked-in at your site and total guests for the day. You can set who you wish to receive the report, as well as what time you would like it to be sent out. The report will include the last 24 hours of data.

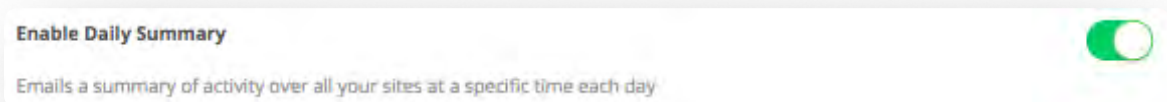
1. On the web dashboard go to the Reports menu item on the left hand side.



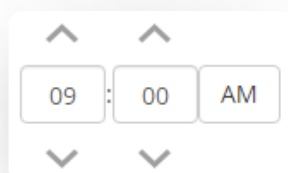
2. Select the Email Reports tab at the top.



3. Turn on **Checked-In Email Summary**.



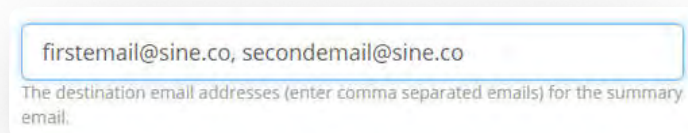
4. Set a time each day you would like the report emailed to you.



# Reports

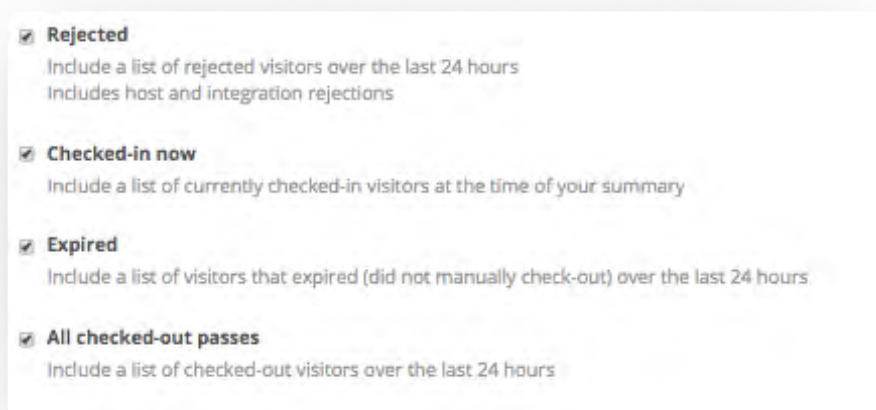
Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.

5. Insert your email and if you wish others to receive the report too, add their emails separated by a comma.



A screenshot of a text input field with a light blue border. The text inside the field is "firstemail@sine.co, secondemail@sine.co". Below the field, there is a small grey tooltip box containing the text: "The destination email addresses (enter comma separated emails) for the summary email."

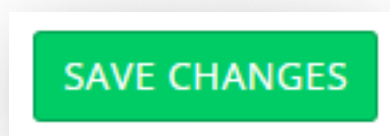
6. You can then pick what information you would like sent to you in your automated daily report. The options include; **Rejected**, **Checked-in now**, **Expired** and **All checked out passes**.



A screenshot of a settings panel with four checked options. Each option has a checkbox and a description:

- Rejected**  
Include a list of rejected visitors over the last 24 hours  
Includes host and integration rejections
- Checked-in now**  
Include a list of currently checked-in visitors at the time of your summary
- Expired**  
Include a list of visitors that expired (did not manually check-out) over the last 24 hours
- All checked-out passes**  
Include a list of checked-out visitors over the last 24 hours

7. Click **Save Changes**

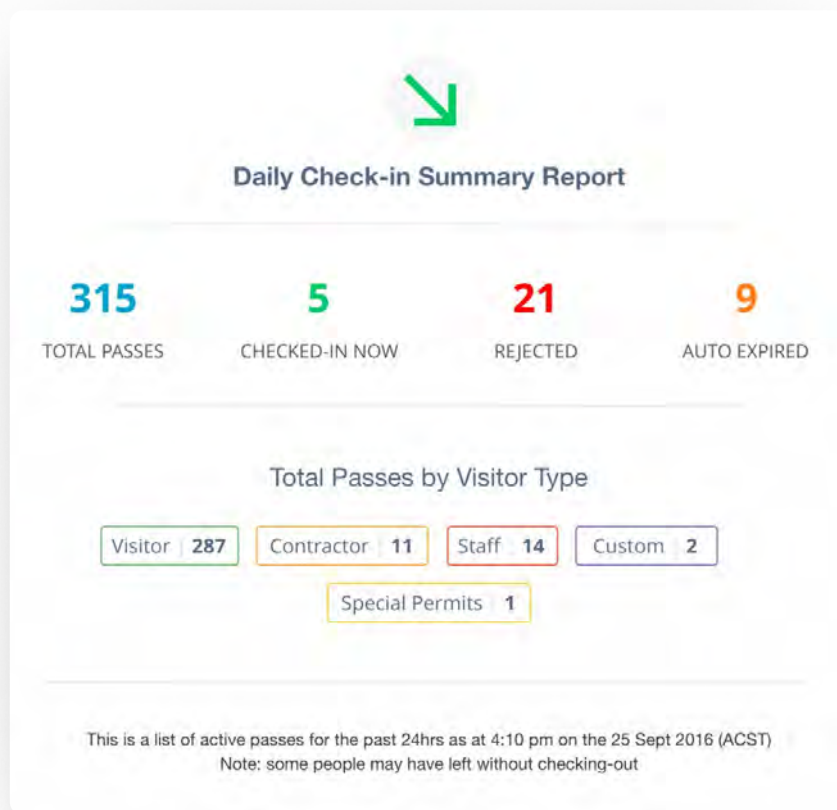


A green rectangular button with the text "SAVE CHANGES" in white, uppercase letters.

# Reports

Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.

You will now receive a Daily Report from the web dashboard automatically, each day at the set time.



To **stop** these emails, return to the Reports menu item, click on the Email Reports tab and turn off Send Email Checked In Summary.

# Reports

Sine can provide you powerful usage insights and reporting, make sure you're using them to their full potential with our guide on reports.

## Site List

This page displays a list of sites of all your active sites. It will display details such as the site creation date, average passes per day and site address.

Team Name	Site	Address	Site Created on	Avg. passes per day	Tags	Integrations
Stacey Avery (Sine)	Site HQ   Deliveries	157 The Parade, Norwood SA, Australia	20 Mar 2017	14		
Stacey Avery (Sine)	Site HQ   Demo	157 The Parade, Norwood SA, Australia	20 Mar 2017	3		
Stacey Avery (Sine)	Site HQ   Staff	157 The Parade, Norwood SA, Australia	Today	0		

To export the site list data:

1. Click the **Export Site List Data** button



2. Your data will now be downloaded as a CSV file



## Useful information

For more information, feel free to check out these collection of articles online:



### Printing

<https://sine.support/en/collections/148854-printing>



### Messaging

<https://sine.support/en/collections/148916-reporting-and-messaging>



### Evacuation

<https://sine.support/en/articles/2103405-evacuation-messages>



### Privacy Policy

<https://sine.support/en/collections/148923-security-and-privacy>



### Troubleshooting

<https://sine.support/en/collections/148893-common-troubleshooting-solutions>

For further questions contact [support@sine.co](mailto:support@sine.co)