

# Pre-filling visitor information from the pre-arrival message

Visitor's pre-arrival message contains a link allowing the visitor to complete their information before arrival. This saves time on arrival. For example if entering a car licence plate number is required for access to the car park, it can also be entered before arrival.

The link is located at the bottom of the pre-arrival message both in Finnish and in English.

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Complete your details in advance for a smooth arrival

The link text and location can be modified in RespaManager web service under *Management/Settings* and *Communication and templates*.

## How it works:

1. When a visit is planned via calendar or RespaManager, the visitor will receive a pre-arrival message.
2. The message includes a link, from which the visitor can complete their information before arrival.
3. After completing the information, the visitor can sign in with the pre-arrival message's QR code by showing it to a self-service kiosk or the front desk staff.

## Option also for visitor self sign-in

It is also possible to add a button to the pre-registration form. In this case, the visitor can sign in for example with their phone upon arrival, in which case the recipient will be notified of the arrival and the guest will not have to visit the self-service kiosk or the front desk.

NOTE! In this case, the guest cards do not print automatically.

**Questions? Please contact our support team at [service@system.fi](mailto:service@system.fi) or +358 10 470 3603**

Email message to visitor before arrival

Sender's email address

welcome@respamanager.fi

Title of the message

Welcome to visit us at System

Message contents

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Hi \*FIRSTNAME\*,

Welcome \*DATE\* at \*TIME\* to visit us at System!

How to find us?

Our address is Hermiankatu 6 A, 6.th floor, 33720 Tampere, Finland  
[Start navigating to our office](#)

Attached is your QR code for fast sign-in.

Your host details:

Team System  
+35841223344

\*QR\*

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