

Verkada Visitor Management System Frequently Asked Questions

[What is the Verkada Guest system?](#)

Verkada Guest is a visitor management system that empowers schools to provide a more welcoming experience for visitors and to help make reliable decisions about whether to allow visitors onto their campus by cross-referencing a visitor's ID with national registered sex offender and criminal background databases. In the event of a match, Verkada Guest alerts designated school officials. When there's no match, a badge will be issued.

[How does Verkada Guest work?](#)

Verkada Guest provides a seamless experience with features like touchless check-in, simple document signing and automatic host notifications. Upon entering a school, you'll notice a kiosk with an iPad at the front desk that prompts visitors to check-in. You'll have the option to check-in directly on the iPad itself or by scanning the QR code in the bottom right-hand corner, which allows you to check-in from your smartphone. Simply select your "Guest Type" (Parent/Guardian, Visitor, Contracted Staff, Volunteer or Contractor) and follow the onscreen instructions.

[Why is BUSD using this system?](#)

The safety of our students is our highest priority. Verkada Guest will provide a dependable system to track visitors and volunteers on our campuses. The system quickly prints visitor badges that include a photo, the name of the visitor, time and date of the visit, the guest type and their host's name (when applicable).

[Does the School/District have the right to require visitors, even parents, to produce identification before entering the school?](#)

Yes, school officials need to know who is on the campus and why they are there.

[What types of IDs will work in Verkada Guest?](#)

State Driver's License, State Issued ID Card and Consulate Cards.

[What other information is the school taking from driver's licenses?](#)

Only the visitor's full name and date of birth are extracted from the ID via API to a third party database provider (Checkr) to search state and local sex offender registries for matching records. The results of the search are not shared with any other third parties or across customers. All communications to the system are fully encrypted when it transit and rest.

[What does a visitor do if he/she does not have a government-issued ID?](#)

Visitors without an ID should speak with office staff.

Is an ID card scan necessary each time a person comes into the building?

No, only for each individual's first visit. For subsequent visits, visitors will only be required to enter their contact information. This expedites the process for subsequent check-ins, while still maintaining a heightened level of safety.

What visitor information is stored in the Verkada Guest database?

When a security screen comes back without a match, Verkada immediately expunges the personal data used to run the security screen, including driver's license image and DOB. In the event of a human-verified and confirmed match, the matching data (name, date of birth and ID scan) are retained in the Verkada Guest system for up to 90 days. For the vast majority of visitors whose information does not match, their scanned name, date of birth and ID scan are immediately removed from our data stores. Data remains with Checkr for no more than 24 hours, after which it is removed from their system.

What is the checkout process for Visitors leaving the building?

After your visit is over, you can simply type "bye" on your welcoming text message (if you enter your phone number) and you are checked out or you use the "sign-out" button on the same iPad you used to check-in.

Will the Verkada Guest System be used for after school activities?

BUSD is currently evaluating the ability to implement the system for large activities or events. Additional information regarding specific events can be found at the school site.

Do vendors need to be scanned with the Verkada Guest system?

Yes, vendors must check-in with the school office to be scanned.

Will the district scan police officers, firefighters and other uniformed or similar governmental officials into the system?

If the visitor is in uniform and a first responder (law enforcement/fire/EMS), then no. All other government officials will need to be checked in through the visitor management system and can use their government issued ID (DL or state-issued identification).

How does Verkada Guest keep its database up to date?

Verkada's third party data provider aggregates records from local and state-level US registered sex offender registries. These datasets are typically refreshed on a monthly basis. The District can update its own prohibited persons database at any time.