Visitor Management System (VMS)

System Guide for End Users

Version 1.2.26

VMS Manual

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VMS Manual

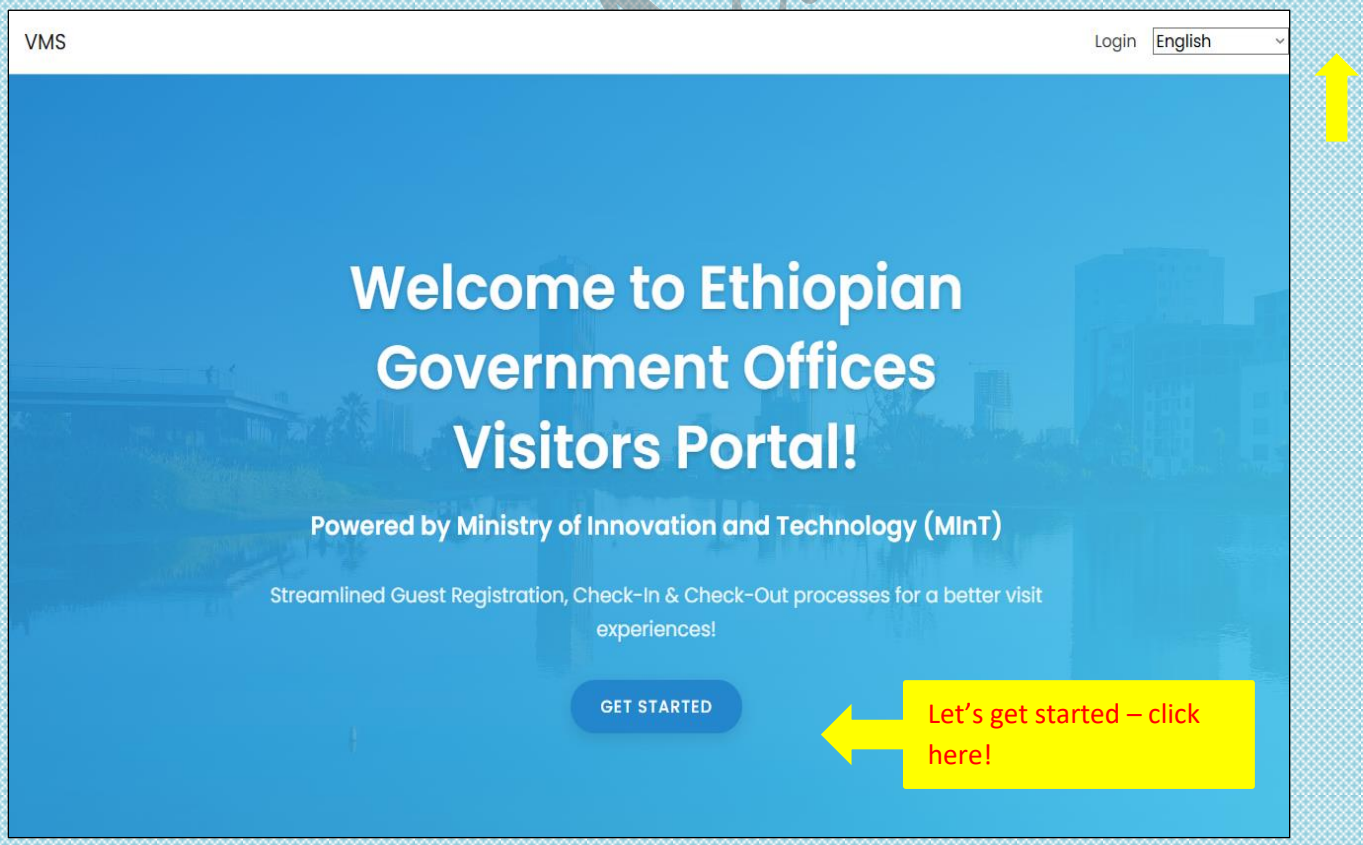
1. Introduction

This manual explains how to use the Visitor Management System (VMS) — a web application that enables streamlined visitor registration, check-in and check-out, host notifications, and visitor tracking. The site allows visitors to choose the organization they are visiting and complete required steps in a secure and efficient way.

2. Getting Started

2.1 Accessing the Site

1. Open a web browser.
2. Go to **https://visit.gdop.gov.et/**
3. You will see the VMS home page with options in multiple languages (English / አማርኛ).



2.2 Supported Browsers

This site works best with modern web browsers such as:

- Google Chrome;
- Mozilla Firefox;
- Microsoft Edge;
- Safari.

3. User Roles & Overview

Roles: Administrator, Supervisor, Employee, Gatekeeper

Visitor

A person coming to a facility that needs to:

- Register visit details;
- Select the organization they are visiting;
- Perform check-in and check-out.

Host / Organization Admin

Receives visitor notifications and approves or manages visitor entries (if approval workflow exists).

4. Home Page Explained

When you visit the site, you will see:

- VMS title and main navigation menu;
- **Visitor Management System Overview:** total number of organizations and visits;
- A list of organizations you may select as your destination.

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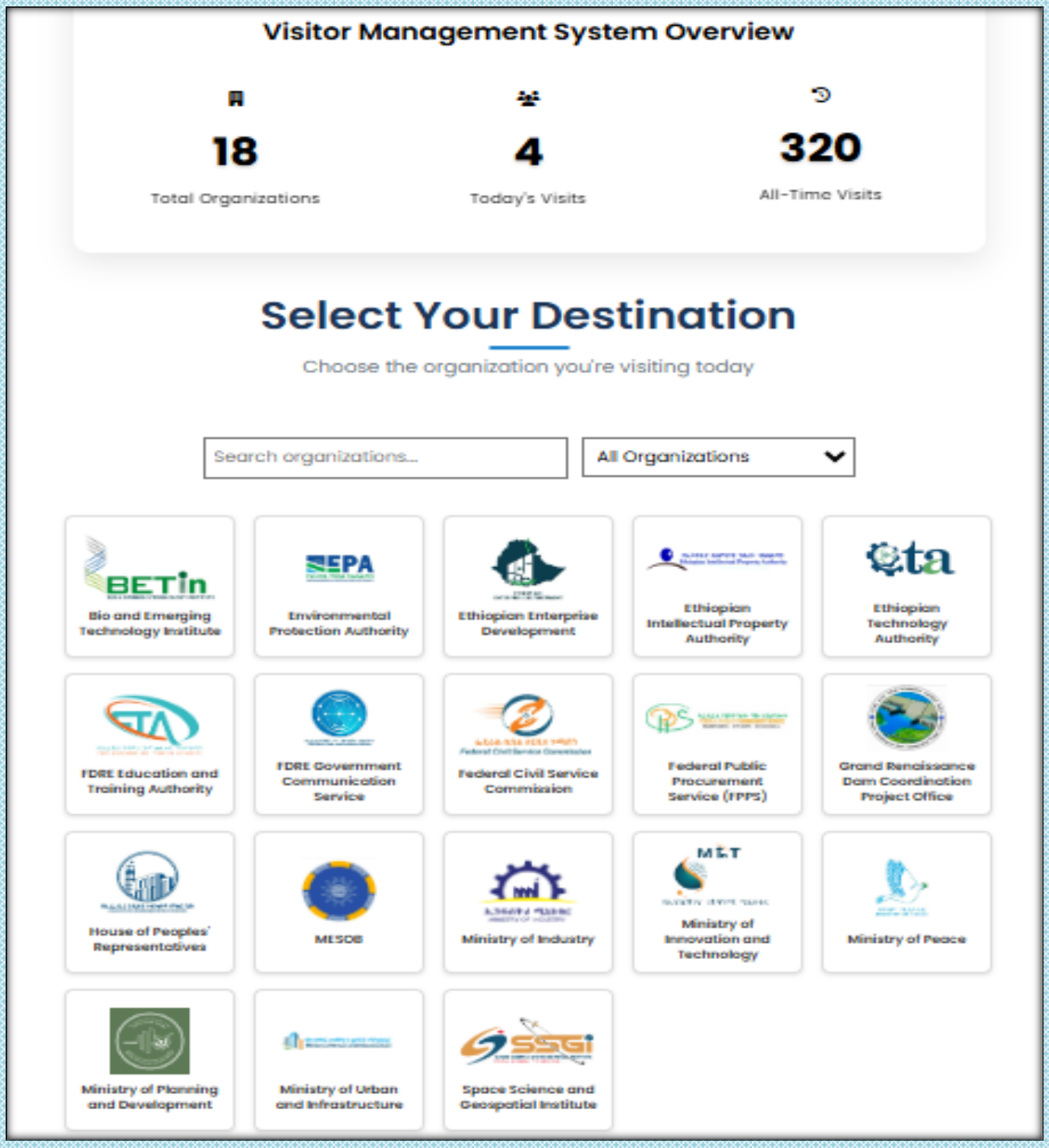
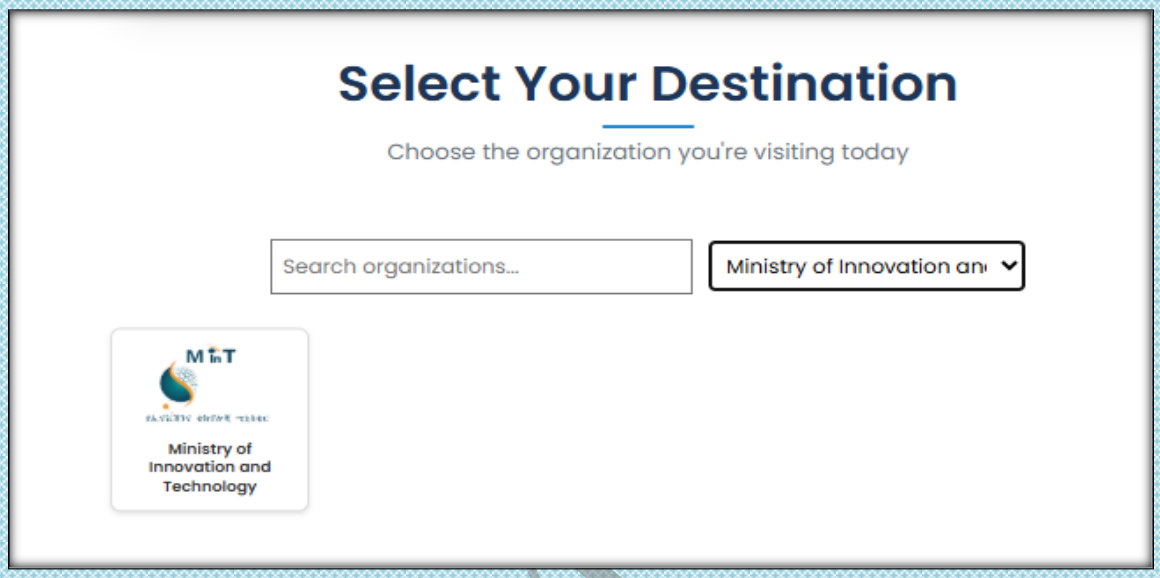

Visitor Management System Overview
18
Total Organizations
4
Today's Visits
320
All-Time Visits
Select Your Destination
Choose the organization you're visiting today
Search organizations...
All Organizations
Bio and Emerging Technology Institute
Environmental Protection Authority
Ethiopian Enterprise Development
Ethiopian Intellectual Property Authority
Ethiopian Technology Authority
FDRE Education and Training Authority
FDRE Government Communication Service
Federal Civil Service Commission
Federal Public Procurement Service (FPPS)
Grand Renaissance Dam Coordination Project Office
House of Peoples' Representatives
MESOB
Ministry of Industry
Ministry of Innovation and Technology
Ministry of Peace
Ministry of Planning and Development
Ministry of Urban and Infrastructure
Space Science and Geospatial Institute

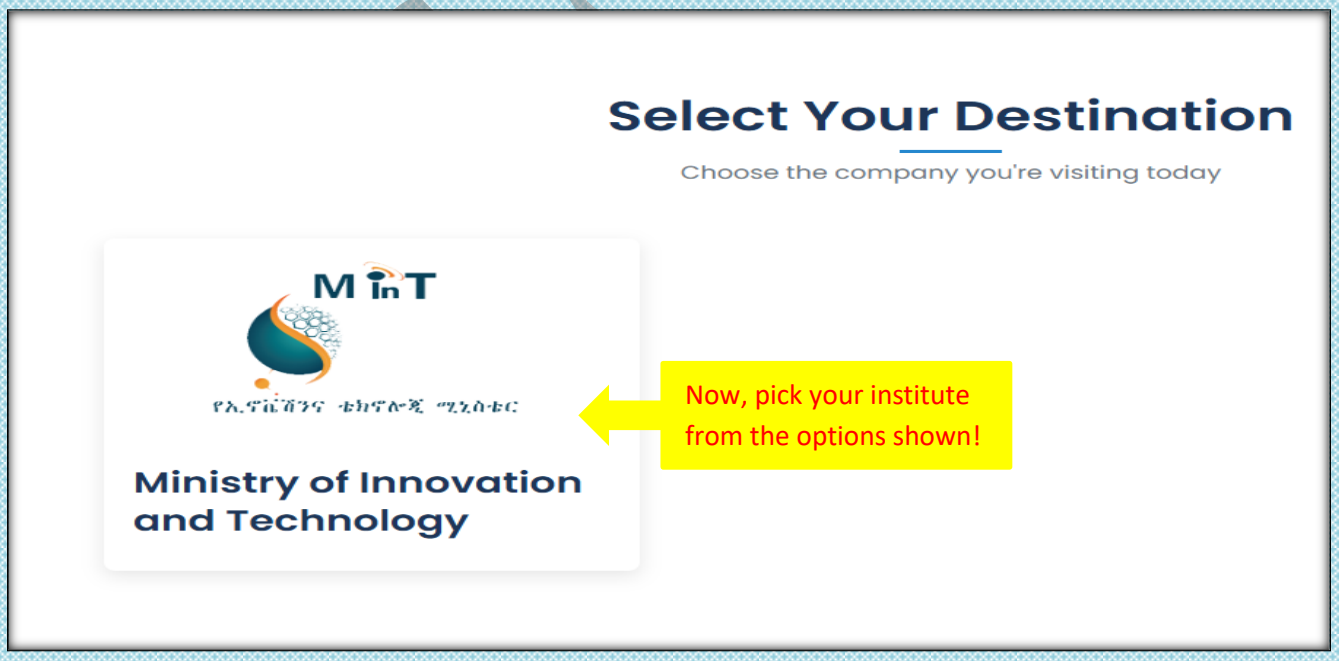
5. Registering as a Visitor

5.1 Select Your Destination

1. From the home page, choose the name of the organization you are visiting.
2. Click the **organization name** button to continue.



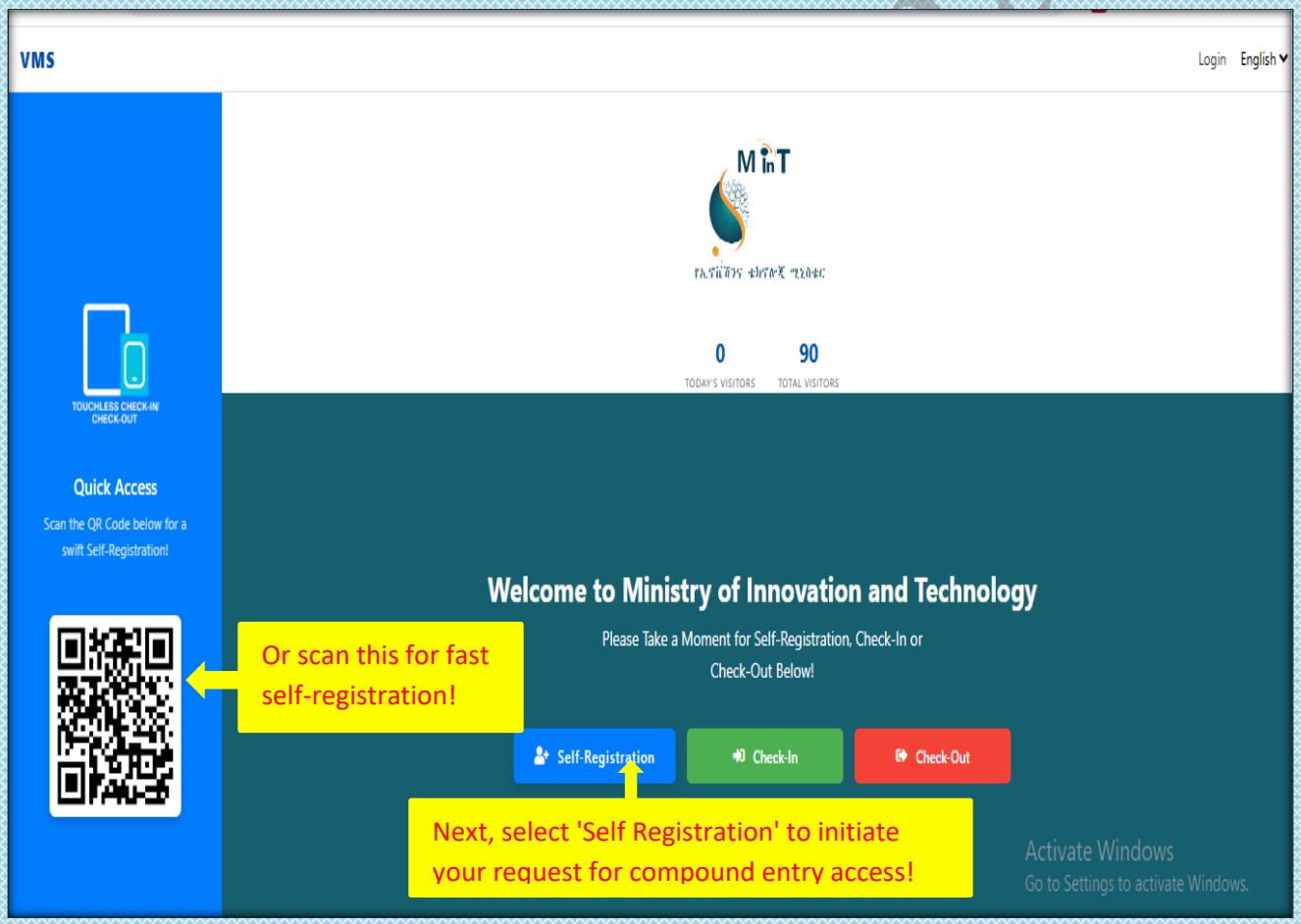
The next page will display the institute selection.

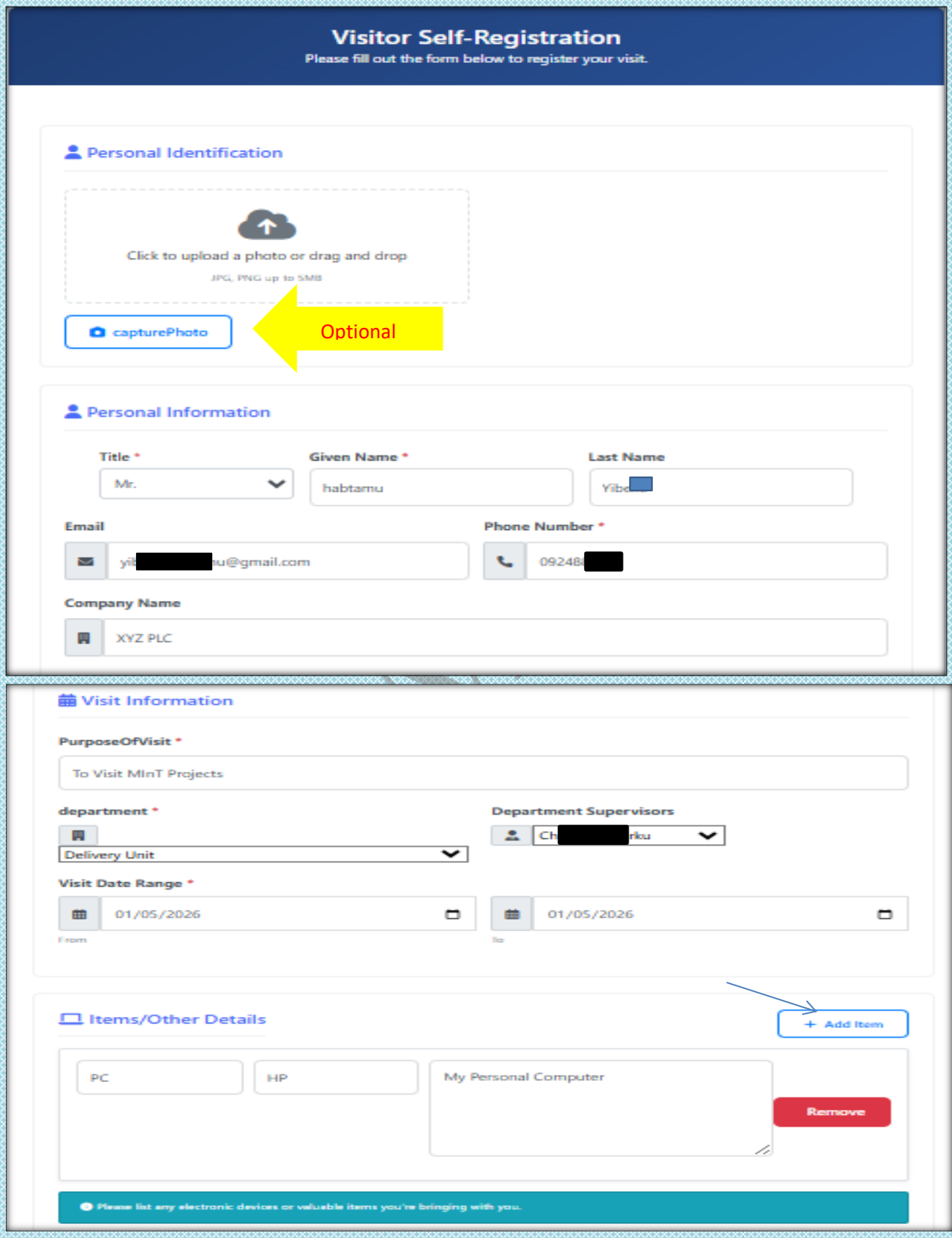


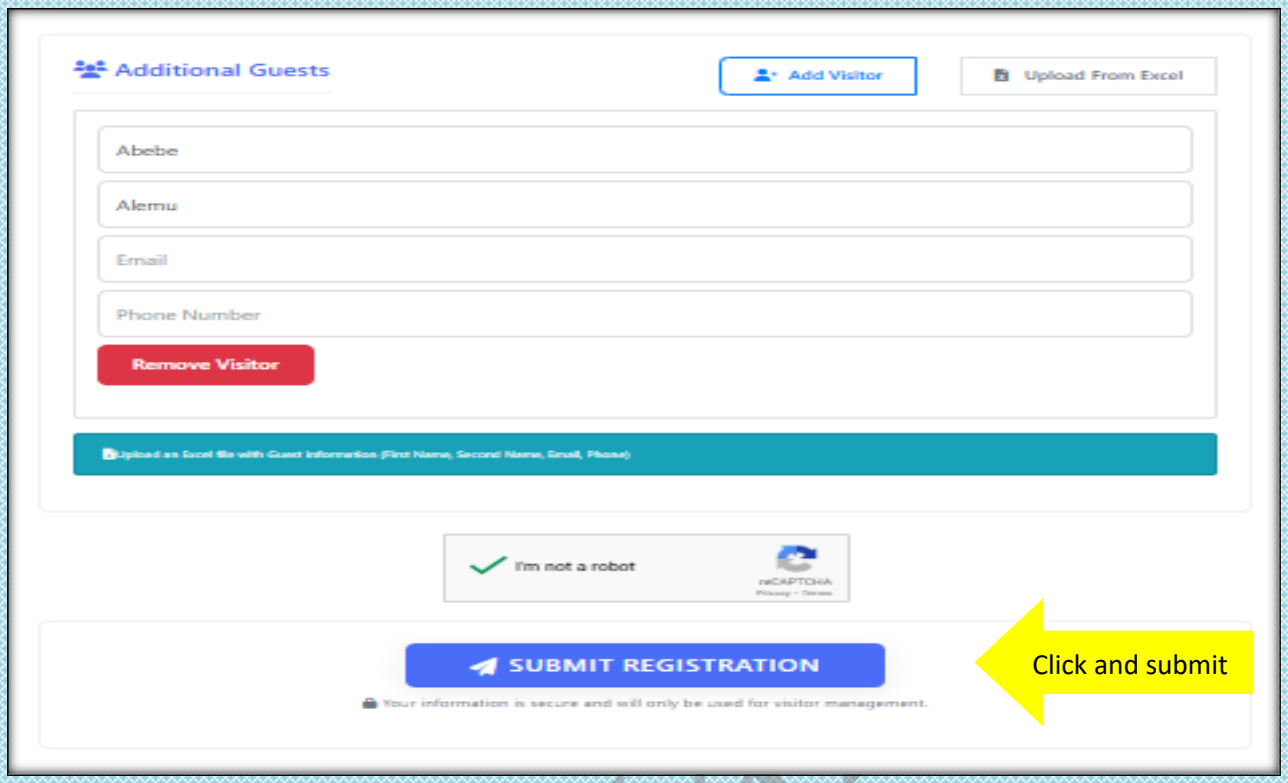
5.2 Fill Registration Form

1. Enter your **full name**.
2. Enter your **phone number** and email address.
3. Specify the **purpose of your visit**.
4. If required, select the **department** or **host person** (depends on the workflow).
5. Confirm and submit the form.

☞ ***Tip:*** Highlight required fields with a red asterisk (*) or clear text instructions.




Visitor Self-Registration
Please fill out the form below to register your visit.
Personal Identification
Click to upload a photo or drag and drop
JPG, PNG up to 5MB
capturePhoto
Optional
Personal Information
Title *
Mr.
Given Name *
habtamu
Last Name
Email
Phone Number *
Company Name
XYZ PLC
Visit Information
PurposeOfVisit *
To Visit MInT Projects
department *
Delivery Unit
Department Supervisors
Visit Date Range *
01/05/2026
01/05/2026
Items/Other Details
+ Add Item
PC
HP
My Personal Computer
Remove
Please list any electronic devices or valuable items you're bringing with you.



6. Check-In & Check-Out

6.1 Visitor Check-In Process (Gatekeeper)

Important: Only **approved visitors** can be checked in.

1. The visitor arrives at the organization gate.
2. The gatekeeper verifies the visitor using one of the following:
   - QR Code
   - Visitor ID
   - Phone number or name search
3. The system displays:
   - Visitor personal details
   - Approval status
   - Approved visit time
   - Declared devices
   - Additional guests (if any)
4. Gatekeeper clicks **Check-In**

5. The system records:
    - Check-in date and time
    - Gatekeeper identity
    - Visit status as **Checked-In**

6.2 Visitor Check-Out Process (Gatekeeper)

1. When the visit is completed, the visitor returns to the gate.
2. Gatekeeper locates the visitor record.
3. Gatekeeper/Guest clicks **Check-Out**
4. The system records:
    - Check-out date and time
    - Visit duration
    - Guests Feedback
    - Final visit status as **Completed**

6.3 Outdated & Expired Requests

- If a visitor **does not check in** *within the approved time range:*
    - The request is automatically marked as **Outdated**
- Outdated requests:
    - Cannot be checked in
    - Appear under **Outdated Requests** in reports
    - Are included in analytics and audits

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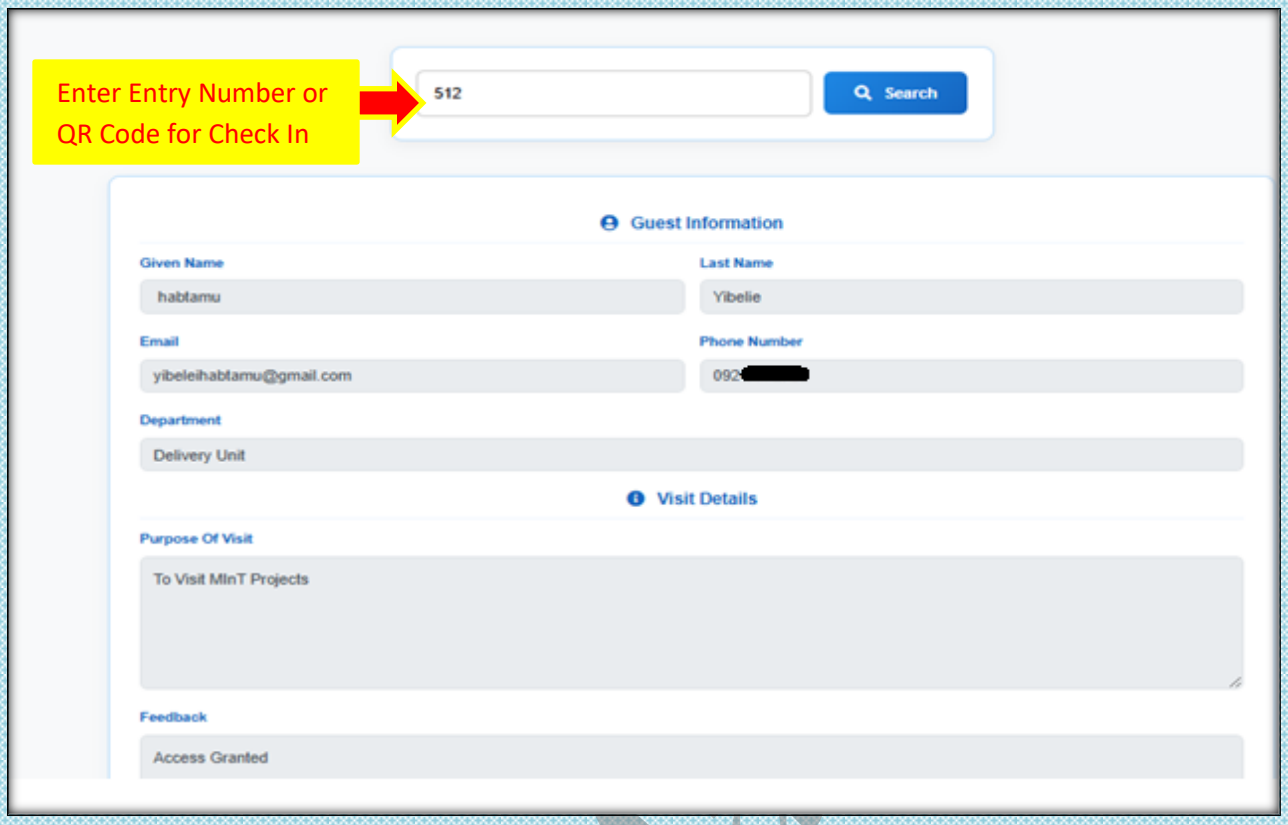
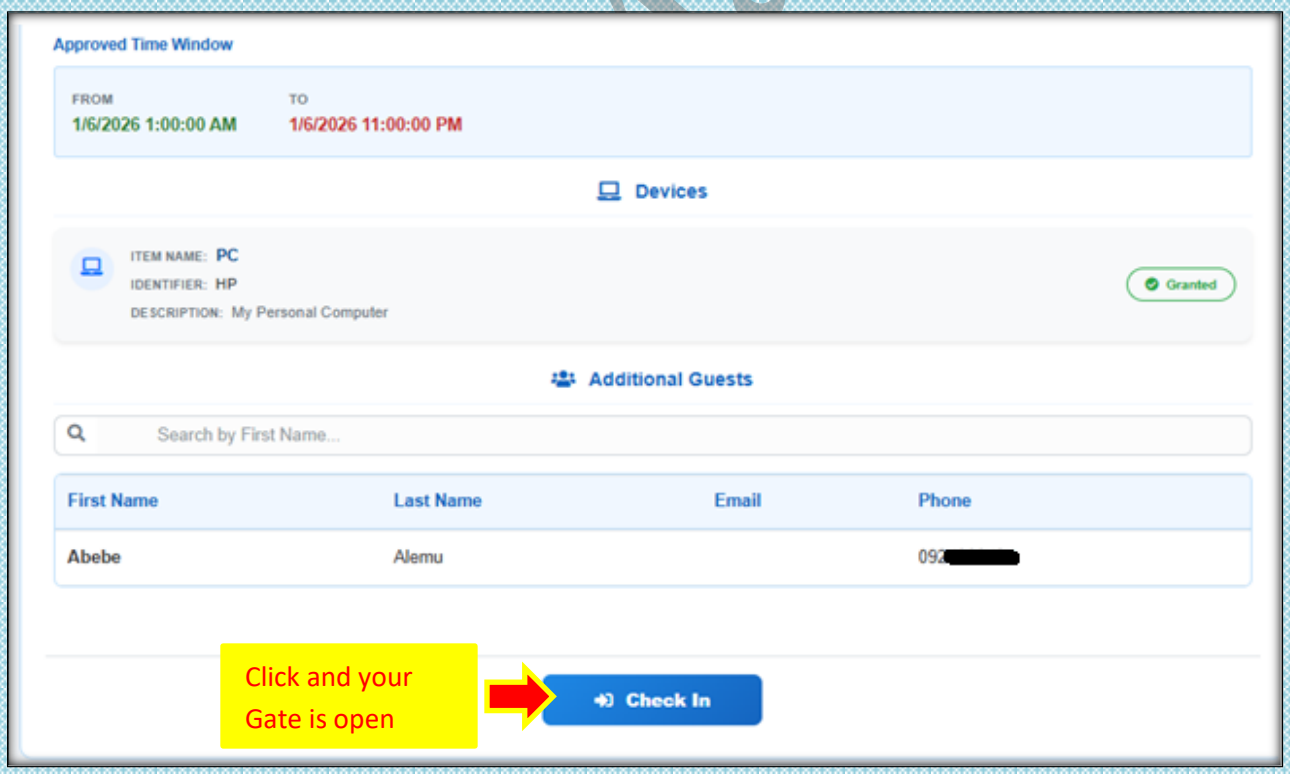
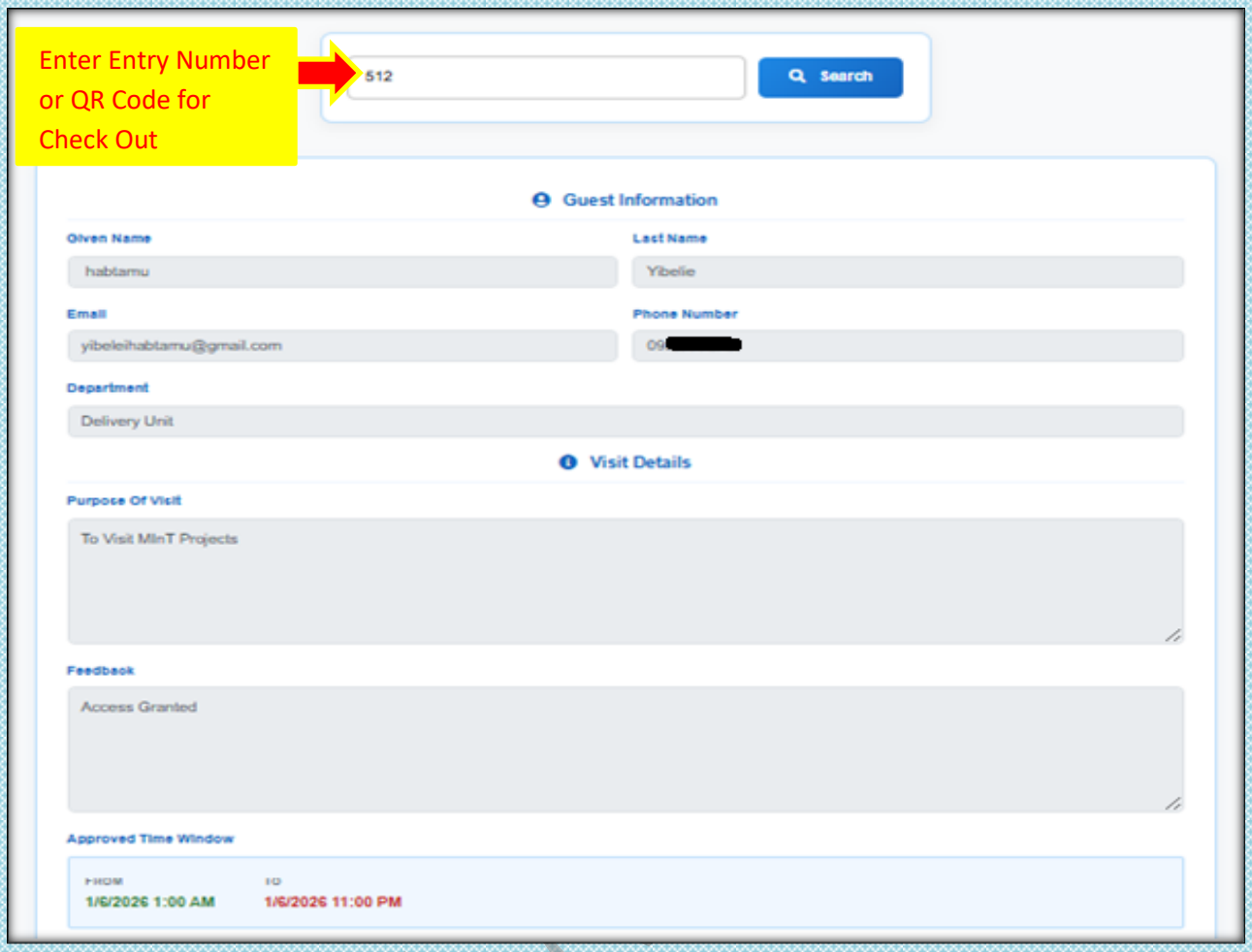
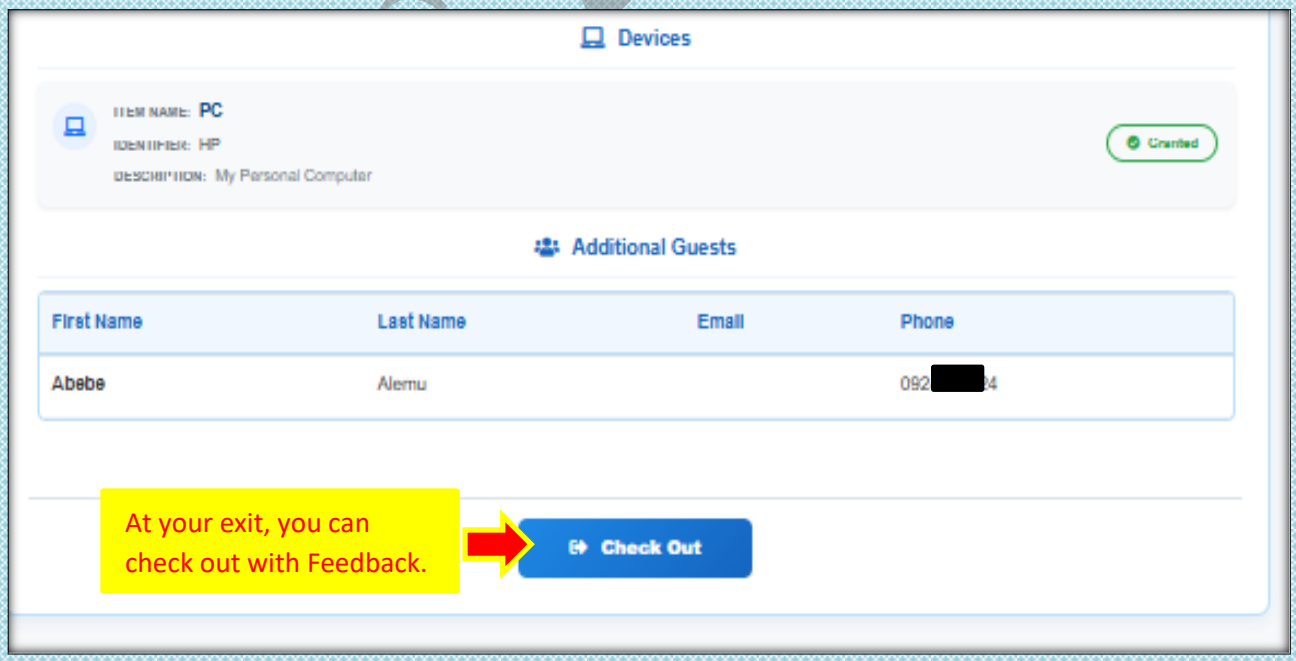
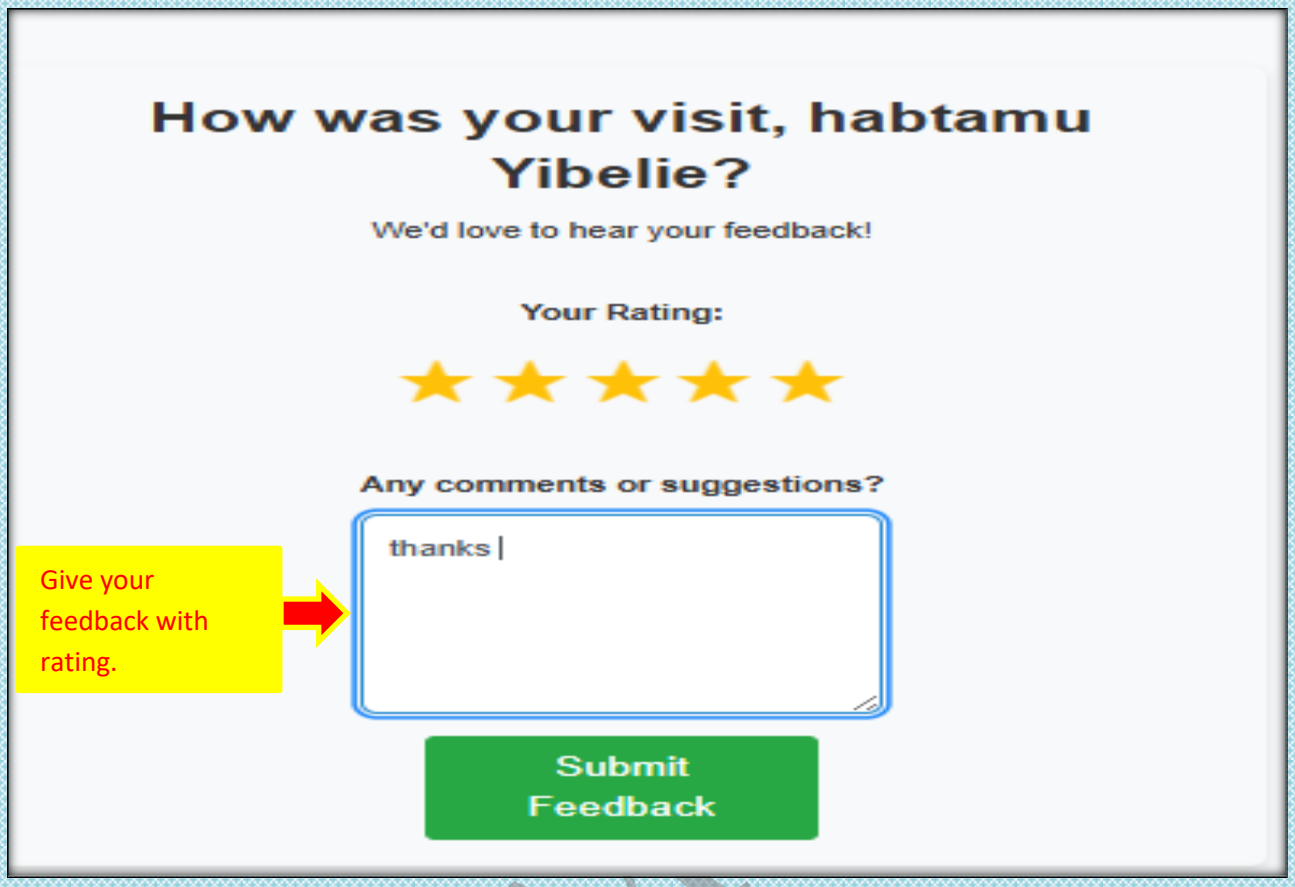

Enter Entry Number or
QR Code for Check In
512
Search
Guest Information
Given Name
habtamu
Last Name
Yibelie
Email
yibeleihabtamu@gmail.com
Phone Number
092
Department
Delivery Unit
Visit Details
Purpose Of Visit
To Visit MInT Projects
Feedback
Access Granted


Approved Time Window
FROM
1/6/2026 1:00:00 AM
TO
1/6/2026 11:00:00 PM
Devices
ITEM NAME: PC
IDENTIFIER: HP
DESCRIPTION: My Personal Computer
Granted
Additional Guests
Search by First Name...
First Name
Last Name
Email
Phone
Abebe
Alemu
092
Click and your
Gate is open
Check In


Enter Entry Number or QR Code for Check Out
512
Search
Guest Information
Given Name
habtamu
Last Name
Yibelie
Email
yibeleihabtamu@gmail.com
Phone Number
Department
Delivery Unit
Visit Details
Purpose Of Visit
To Visit MInT Projects
Feedback
Access Granted
Approved Time Window
FROM
1/6/2026 1:00 AM
TO
1/6/2026 11:00 PM


Devices
ITEM NAME: PC
IDENTIFIER: HP
DESCRIPTION: My Personal Computer
Granted
Additional Guests
First Name
Last Name
Email
Phone
Abebe
Alemu
At your exit, you can check out with Feedback.
Check Out



7. Common Errors & Troubleshooting

Problem	Solution
Cannot load the site	Check your internet connection or try a different browser
Registration fails	Make sure all required fields are filled correctly
No notification received	Verify your email / phone number was entered correctly

8. Frequently Asked Questions (FAQ)

Q: Can I register without selecting an organization?

A: No — you must select a destination organization to continue.

Q: What if I miss my check-out step?

A: Contact help desk or admin support for manual check-out.

Q: Can I update my details after submitting?

A: Usually no — make sure you correct information before submitting or do a new registration.

9. Glossary

- **Visitor:** A person who is coming to a premise.
- **Host:** The person or department facilitating the visit.
- **Check-In / Check-Out:** Recording entry and exit times.
- **QR Code:** Scan-able code used for fast identification and check-in.

10. Support & Contact

For help with this system, contact:

Phone: +251-118132191

Email: dmsinfo@mint.gov.et

Website Help: https://visit.gdop.gov.et/help

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Thank you!