

# Choosing a visitor management system: a checklist.

For schools and workplaces. The questions to ask any supplier, with MassVisit's own answers next to each one, including where it falls short.

## What should you check before choosing a visitor management system?

Nine things: how fast visitors sign in, what the badge shows, whether hosts are told, pre-registration, staff sign-in, what data is kept and for how long, how the list is used in an emergency, the hardware, and the price and term. Ask every supplier the same questions and compare the answers side by side.

|           |                              |
|-----------|------------------------------|
| Areas     | 9                            |
| Questions | 26                           |
| Format    | Web page, print or PDF       |
| Includes  | MassVisit's answers and gaps |
| Checked   | October 2026                 |

## The checklist.

Tick each question off as you ask it. Print the page or download the PDF to take into supplier demos.

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01

## Sign-in speed

- ☐ How many taps from the welcome screen to a printed badge?
- ☐ Can returning or expected visitors skip the full form?
- ☐ Does the kiosk reset itself if someone walks away?

**MassVisit:** one short form, name required, the rest optional. Expected visitors type a 5-digit code. The kiosk returns to the welcome screen after 2 minutes without a tap.

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02

## Badges

- ☐ Does the badge show who the visitor is with?
- ☐ Can contractors be told apart from visitors?
- ☐ Which printer, and which label size?

**MassVisit:** VISITOR or CONTRACTOR, name, host, date and QR code on 86 x 60 mm labels. The Android app prints to a Brother QL-820NWB over Wi-Fi.

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03

## Host alerts

- ☐ Is the host told when their visitor arrives?
- ☐ What happens if the visitor types a name nobody recognises?

**MassVisit:** email on arrival and on pre-registration, both optional. Unmatched names go to your reception address. No SMS or app alerts to hosts.

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04

## Pre-registration

- ☐ Can visitors register on their own phone?
- ☐ How far ahead?
- ☐ Do codes expire?

**MassVisit:** yes, from a link, up to 30 days ahead. Each 5-digit code works once, on the visit date.

05

## Staff sign-in and out

- ☐ Can staff use the same kiosk?
- ☐ How do they find their name on a long list?

**MassVisit:** name cards with photo or initials, one tap and a confirm, with a search box.

06

## Data and retention

- ☐ What is collected, and what is optional?
- ☐ Is your own privacy notice shown and accepted?
- ☐ How long are records kept, and can you see or export past visits?
- ☐ Where is the data hosted?

**MassVisit:** name required, other fields optional. Your privacy notice is ticked and time stored. Retention is agreed during setup. The admin page shows today's visitors; there is no history screen or export today. Data is hosted in London, UK.

07

## Emergency roll call

- ☐ Does the on-site list reach the people doing roll call?
- ☐ Does the reception screen show anything in an incident?
- ☐ Is it honest about missed sign-outs?

**MassVisit:** the on-site list is shared with Mass Coms roll call, and the kiosk shows the alert, reads it aloud and asks Are you safe? It is a starting list, not proof.

08

## Hardware and reliability

- ☐ Which devices does it run on?
- ☐ Does it start itself after a power cut?
- ☐ What happens when the internet drops?

**MassVisit:** Android 5.1+ tablets and touch panels, Fire OS, or an enrolled browser. Starts on boot when set as the Home app. Needs a connection: offline, it shows a branded page and retries every 8 seconds.

## Price and term

- ☐ Is it priced per site, per kiosk or per visitor?
- ☐ Is there a minimum term?
- ☐ What else do you need to buy?

**MassVisit:** per site, 3-year minimum, first site free in year one, then £499 per site per year. Works on its own, no Mass Coms subscription; hardware is extra.