

Users Manual
Visitors Management System
(eVisitors.nic.in)
or
(MyVisit.gov.in)



सत्यमेव जयते

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(Prisons Informatics Division)
Department of Electronics & Information Technology [DeitY]
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1. About eVisitors (MyVisit.gov.in)

MyVisit is an initiative by the Government of India to facilitate the common man. MyVisit facility enables the citizens to have a smooth and simple process of making an appointment. It will bridge the gap between the Government and the common man and will enhance the opportunity of a common man to meet a government officer, hassle free. It has advanced features of eliminating all the cumbersome and tedious procedure of making a request for an appointment and then visiting the premises.

MyVisit is a cloud based application software developed by NIC with an easy to use graphical interface and embedded with comprehensive security features. This is a unified and centralized application and can be easily implemented in any Government offices / Ministries / Bhawans with minimum customization efforts. It assists in maintaining all-relevant information about the visitor, which is automatically saved in a database. This application is integrated with visitors' Aadhaar card facility.

1.2 Key Features

- Solution free for all Central, State and Local Self Government offices;
- Cloud based, multi – tenant;
- Highly scalable;
- SMS and email alerts for the visitors;
- Allows PRO registering of visitors also; and
- Query and reports to support management.

2. Visit Registration

Citizens are given access to this application so that they can apply for visit request to any government offices in advance. One can re-book and approve visits for better crowd management at the government offices and providing better services to the citizens;

Application access to the officer to view / approve / reject / change the time / redirect / forward to another officer the visit request is available through this application. Even the visitor can be intimated through sms and email alerts about visit approval status (Confirmation / change in the visit date or time);

PRO / reception of the ministry can also register new visit, which are not booked through internet, capture photograph and issue visitor pass and record visitor movement.

This facility is available through the Home Page of the Ministry website, which directs the visitor to eVisitor site ie., <http://MyVisit.gov.in> .The registration page of the site has the prescribed format in which the visit details submitted are communicated back to the visitor through SMS/email containing information such as visitor registration number, status of approval and approved date and time for visit.

Methods of using website

There are three ways a visitor can approach-

1. Online application For Visiting/ Appointment:
2. Visitor can request to visit the government facility through email or sms on mobile.
3. Requesting physically

Above three methods are being explained below:

2.2. Online application For Visiting/ Appointment

eVisitor application provides online interface for the visitors of department/ministry to register for visiting officials. The data is processed for generating passes for the visit after due consent of the approving authority. An effective tool to manage and simplify the process of visiting any government offices/ ministries/ bhawans. Please refer screenshot 2.2.1

Screenshot 2.2.1

MyVisit
A Gateway to the Government

About Us Contact Us Rate Us
New Appointment Check Appointment Status Dashboard Organisation Registration

No Waiting, No Queues, No Delays...

MAKE AN APPOINTMENT WITH A GOVERNMENT OFFICER @ FINGERTIPS

Already Registered ?
Enter Aadhaar/Mobile/E-Mail

Make an Appointment
Please provide your details / demographics to register your appointment request. You will receive an sms and email with your registration details. You may use your mobile / email / aadhaar for quick registration next time.

Check Appointment Status
Please submit your registration details received through sms / email to know the approval status of your visit request. You can also get visitor pass sent to your email.

Organization Registration
Fill the form to get your organization on-board. Once the on-board request is approved, organization nodal officer / admin will receive an email / sms with the account details for management.

New Appointment Check Appointment Status Organization Registration

Features

- Simple signup process**
To set up a new account your first visit registration details is expedited further.
- Dashboard reports**
All daily visits to the departments are shown in a centralized way that shows all.
- Visitor automation**
The system facilitates each department nodal officer to easily manage their own.

Steps:

1. Visit online website (<http://MyVisit.gov.in>) and apply for request on the same.
2. There will be **My Visit Registration Tab** click on that tab and a **form will get open**.
3. Fill in the Form with the **Required Information**.
4. The information is **segregated into two parts**.

Screenshot 2.2.2

MyVisit
A Gateway to the Government

About Us Contact Us Rate Us
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New Appointment

Visitor Details		To Meet	
Name <small>It should be only character (maximum 40 character)</small>		Organization Type Central Government	State SELECT
Address <small>Maximum 120 character</small>		Ministry/Department/Organization SELECT	Bhawan / Building SELECT
Gender SELECT	Age Enter Your Age	Authority/Officer SELECT	Officer Name
Aadhar Number		Visit Type Official	Additional Visitors 0
Identity Proof SELECT	NA	Visit Date 19/06/2015	Preferred Time Any Time 11:00
Email ID <small>Email Id(Ex. testexample@example.cc)</small>	Mobile No <small>Without Country Code and Zero(0)</small>	Purpose (Max 100 char) Enter Your Purpose of Visit	
v1e0po <small>Type the characters you see in this Picture</small>		Submit	

Visitor Details:

For applying online request for appointment, visitor needs to fill the required information. The list of details and steps to be followed is given below.


A) Visitor Detail

- Name
- Address
- Gender
- Age
- Aadhaar Number
- Identity Proof
- Email ID
- Mobile No

B) To Meet

- Organization Type
- State
- Ministry/Department/
- Bhawan / Building
- Authority/Officer
- *Officer Name*
- Visit Type
- Official
- Additional Visitors
- Visit Date
- Preferred Time hr min.
- Purpose (Max 100 char)

5. Please put the **exact capthcha** which appears in the box



v1e0po

Type the characters you see in this Picture

Submit

6. Please review the form before submission .

7. After submitting all the information **Press the Submit Tab** and your application for visiting request will get register.

Please refer screenshot 1.2

8. After submitting all the information **Press the Submit button**, Visitor will receive an OTP sms and email in the registered mobile number and email address.

9. A screen will appear like in the screenshot where the visitor has **put the OTP number** and after that your application for visiting will get register.

OTP for I/0012/0023/1341/2015 has been sent to your email/mobile.
Please enter the OTP below to process your request further.

Enter Your OTP

Visitor Detail :

Visitor Name : test Name	Father / Husband Name :	eMail : vikasb0123@gmail.com
Visit Date : 10/07/2015	Gender / Age : Male / 25	Mobile : 998319326

To Meet :

Officer Name : SHRI SHASHKANT SHARMA	Preferred Time : 16:00	Location : National Informatics Centre Head Quarter / National Informatics Centre / Scientist E (SHRI SHASHKANT SHARMA)
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10. Once the visitor submit the OTP no. and press the **ok button** another screen will appear. This will **confirm that your request process is now complete**.

Your visit to Scientist E (SHRI SHASHKANT SHARMA) on 10/07/2015 (Reg No. I/0012/0023/1341/2015) is verified.

11. eVisitor Pass will be received by the visitor on the registered email address which he will bring along at the scheduled time of meeting.



**eVisitor Portal
Visit Request Details**

Registration No. I003/020/128/2015



Visit Status PENDING

Visitor Detail :

Name :	HARIOM	Gender / Age :	M / 22
Father / Husband Name :	TESTFATHER	Visit Date :	22/04/2015
Identity Proof :	AADHAR , 1234567890123456	Visit Type :	
Address :	TESTADDRESS	Mobile No :	9999399607
		eMail :	hariommishr@gmail.com

Officer Detail :

Name :	P K GARG	Meeting Time :	13:00
Additional Visitors :	0	Location :	201 A-WING, Central Public Works Department (CPWD), Nirman Bhawan.

Signature of the person recommending
the application with Seal / Stamp

Signature of Applicant

12. Visitor wants to **apply for visit request in future** then they don't have to fill the formalities again they can simply login to the home page and **click on already registered tab.**

3. Status

Visitors can check the appointment status by clicking on **Check appointment status tab** and then entering the **registration number** for the same. Please refer snapshot 3.1

Snapshot 3.1

MyVisit
A Gateway to the Government

About Us Contact Us Rate Us

New Appointment Check Appointment Status DashBoard Organization Registration

Check Appointment Status

Enter Your Registration No

Registration No : Search

Pass On Email

Put your registration number and click search. The screen will show the status of your request as below:-

Screenshot 3.2

MyVisit
A Gateway to the Government

About Us Contact Us Rate Us

New Appointment Check Appointment Status DashBoard Organization Registration

Check Appointment Status

Enter Your Registration No

Registration No : Search

Your visit request is still pending...

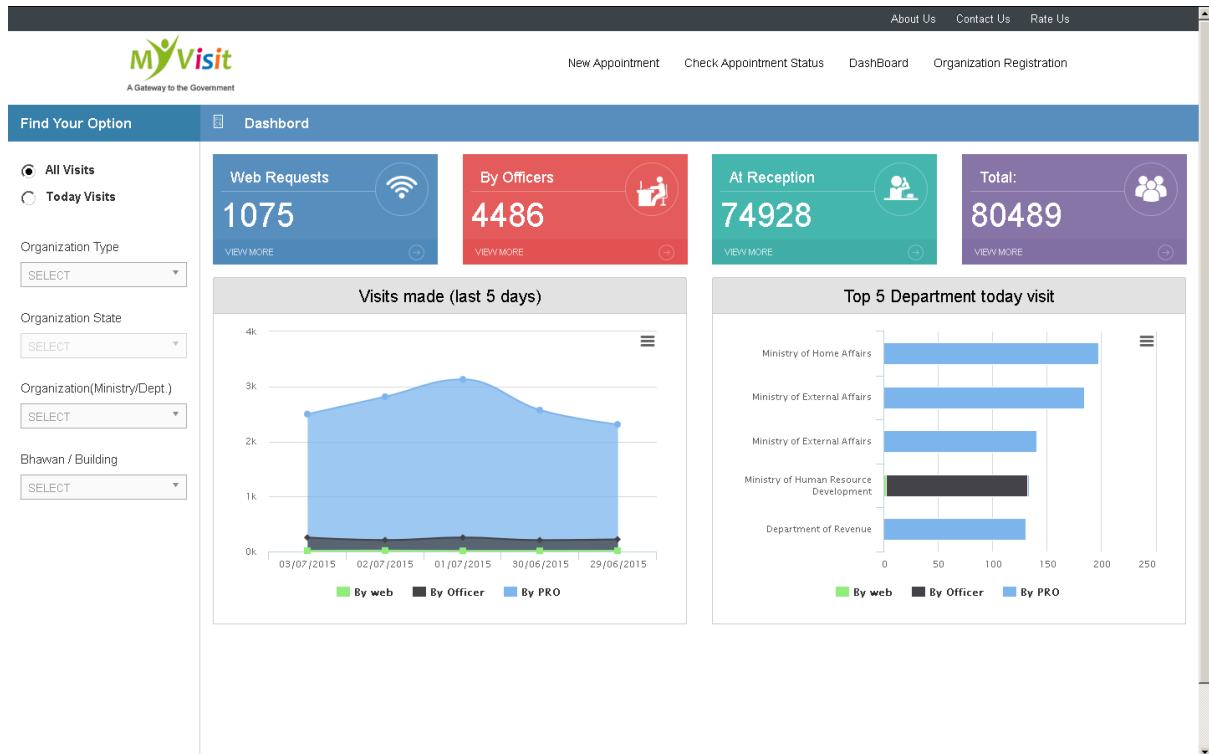
Pass On Email

Once the request is approved by the concerned officer, the reception/PRO will get the confirmation in his account. When the person visits physically, he gets photographed and a bar-coded pass is printed and handed over to the person by PRO on visit schedule.

MNC

4.Dash-Board

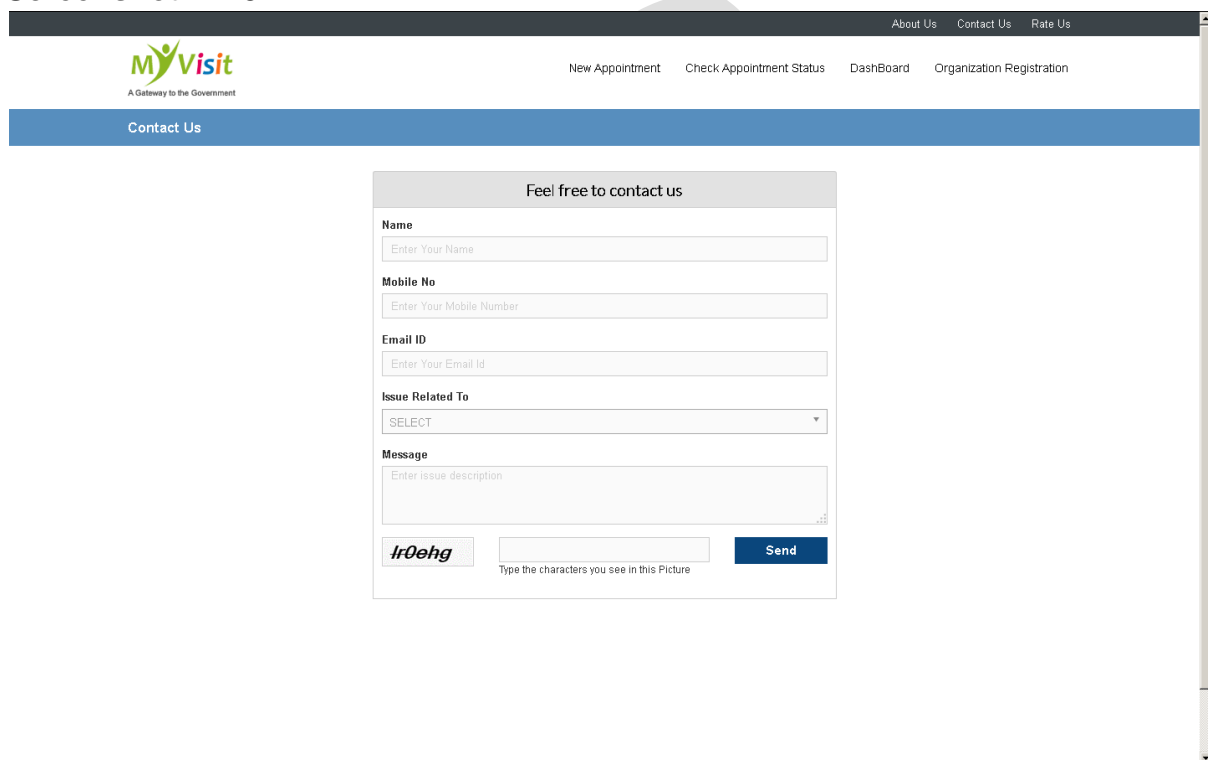
Organisation dashboard will display information regarding request applied through web PRO and officers. It will display organisation footfall.



5. Contact

Website has the option of contacting NIC and users can give feedback also. Please refer screenshot 5.1. One can also directly contact us by sending an email on servicedesk-nic@nic.in.

Screenshot 2.2.3.1



The screenshot shows a web browser window displaying the 'Contact Us' page of the MyVisit website. The page header includes the MyVisit logo and navigation links: 'About Us', 'Contact Us', and 'Rate Us'. Below the header, there are links for 'New Appointment', 'Check Appointment Status', 'DashBoard', and 'Organization Registration'. The main content area features a 'Contact Us' section with the following form fields:

- Name:** Enter Your Name
- Mobile No:** Enter Your Mobile Number
- Email ID:** Enter Your Email Id
- Issue Related To:** A dropdown menu with 'SELECT' as the current selection.
- Message:** Enter issue description

At the bottom of the form, there is a CAPTCHA image showing the characters 'Ir0ehg' and a 'Send' button. Below the CAPTCHA, it says 'Type the characters you see in this Picture'.