



Guest Management Portal for Sponsors

How-to Guide

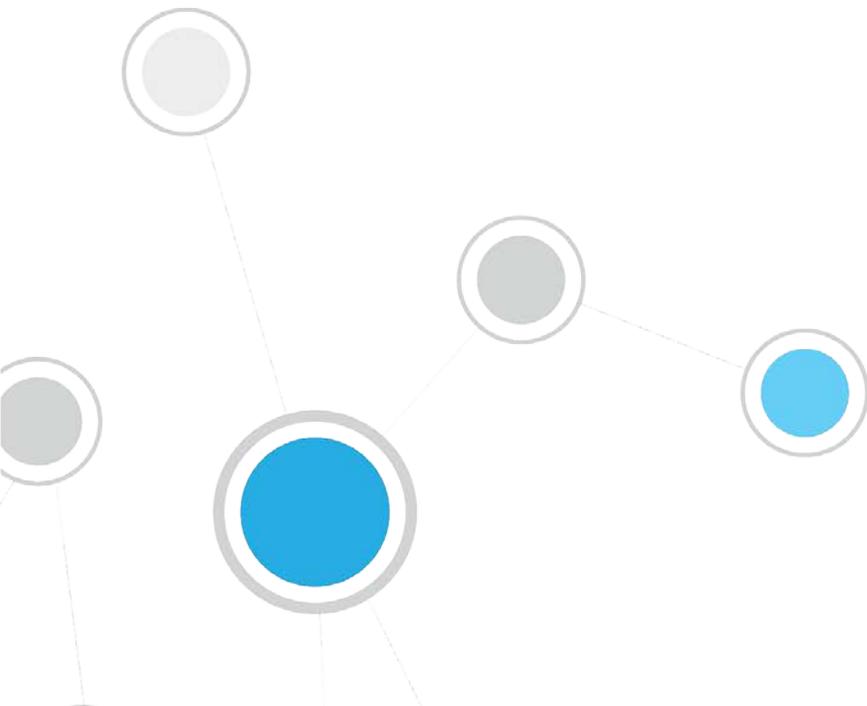


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Welcome

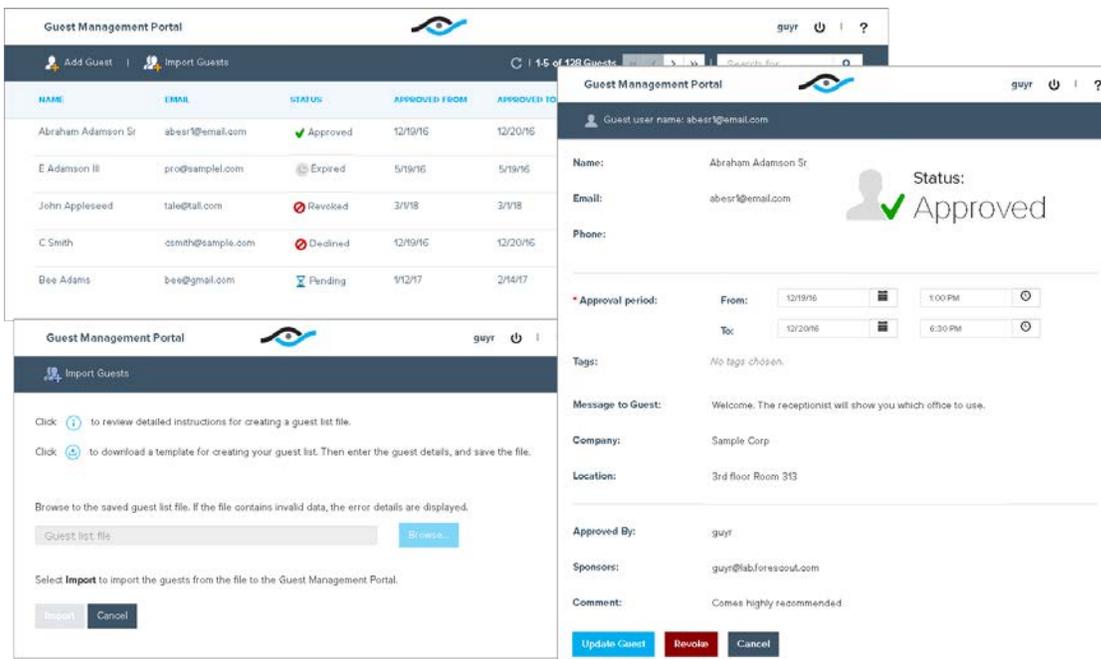
Welcome to the Guest Management Portal.

The Guest Management Portal provides tools for viewing and managing network guests who have requested access to your organization's network. When access is approved, guests can browse the network and possibly use other network resources.

Individuals who manage network guests from the portal are referred to as *sponsors*.

Sponsors can use the portal for various tasks, including:

- Add, approve, decline or revoke guest access to the network.
- Assign or update network access approval periods.
- Import lists of guests that will be granted network access, or add a single guest.



Your system may be set up so that you receive email confirmation regarding some or all of your guest management activities. See [Receive Email Confirmation](#) for details.

Sign In to the Guest Management Portal

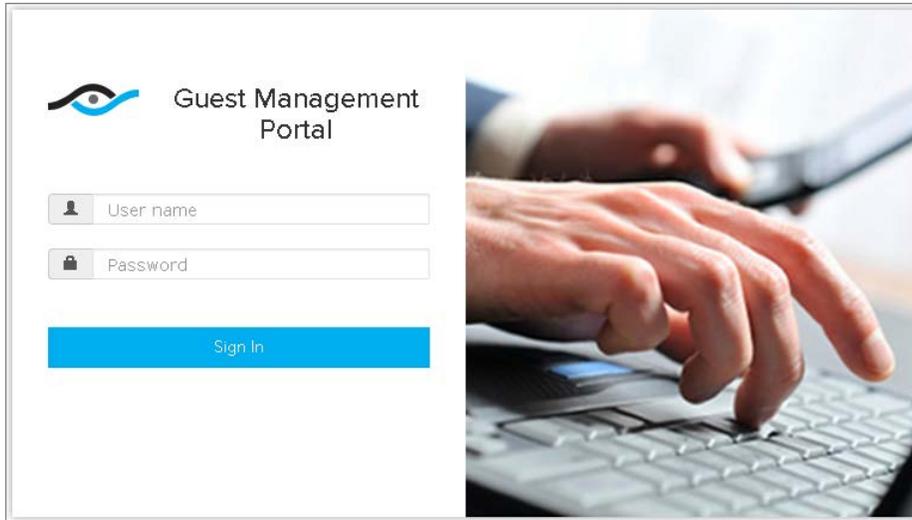
Sign in to the Guest Management Portal from your web browser.

To sign in:

1. Open your web browser and enter your organization's portal address in the address field. The portal address format is:

https://x.x.x.x/sponsor

where **x.x.x.x** is a number or name provided to you by your administrator.

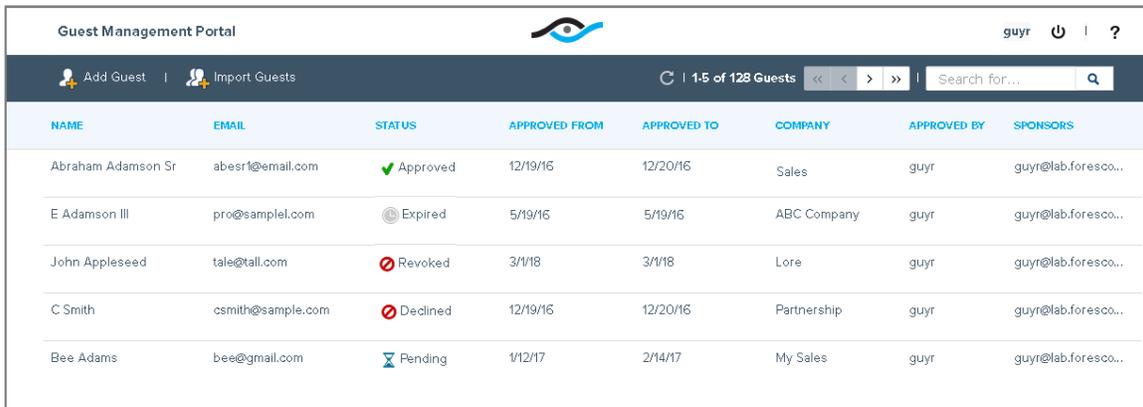


The Guest Management Portal in your organization may look different from the examples shown in this document.

2. Enter your user name and password in the **User name** and **Password** fields.

Enter the same user name and password you enter when signing in to your office computer. Contact your network administrator if you cannot sign in.

3. Select **Sign In**  or press the Enter key. The Guest Management Portal opens in your web browser, displaying the first page of your guest list.



NAME	EMAIL	STATUS	APPROVED FROM	APPROVED TO	COMPANY	APPROVED BY	SPONSORS
Abraham Adamson Sr	abest1@email.com	Approved	12/19/16	12/20/16	Sales	guyr	guyr@lab.foresco...
E Adamson III	pro@samplel.com	Expired	5/19/16	5/19/16	ABC Company	guyr	guyr@lab.foresco...
John Appleseed	tale@tall.com	Revoked	3/1/18	3/1/18	Lore	guyr	guyr@lab.foresco...
C Smith	csmith@sample.com	Declined	12/19/16	12/20/16	Partnership	guyr	guyr@lab.foresco...
Bee Adams	bee@gmail.com	Pending	1/12/17	2/14/17	My Sales	guyr	guyr@lab.foresco...

In the examples shown in this document, the sponsor is guyr. In your organization, you will see your own user name.

The Guest List

The Guest Management Portal displays information about the guests you need to handle. The same guests may also be assigned to other sponsors. The portal indicates which guests are waiting for network access approval, as well as information about guests that were already approved, declined, revoked, and whose network access has expired.

The screenshot shows the Guest Management Portal interface. At the top, there is a header with the portal name, a logo, and user information (guyr, power icon, help icon). Below the header is a toolbar with 'Add Guest' and 'Import Guests' buttons, a refresh icon, a guest count '1.5 of 128 Guests', navigation arrows, and a search bar. The main content is a table with the following columns: NAME, EMAIL, STATUS, APPROVED FROM, APPROVED TO, COMPANY, APPROVED BY, and SPONSORS. The table contains five rows of guest data.

NAME	EMAIL	STATUS	APPROVED FROM	APPROVED TO	COMPANY	APPROVED BY	SPONSORS
Abraham Adamson Sr	abesr1@email.com	Approved	12/19/16	12/20/16	Sales	guyr	guyr@lab.forescoo...
E Adamson III	pro@sample1.com	Expired	5/19/16	5/19/16	ABC Company	guyr	guyr@lab.forescoo...
John Appleseed	tale@tall.com	Revoked	3/1/18	3/1/18	Lore	guyr	guyr@lab.forescoo...
C Smith	csmith@sample.com	Declined	12/19/16	12/20/16	Partnership	guyr	guyr@lab.forescoo...
Bee Adams	bee@gmail.com	Pending	1/12/17	2/14/17	My Sales	guyr	guyr@lab.forescoo...

This section describes the tools and information you see in the Guest Management Portal guest list.

- [Use the Log Off and Help Options](#)
- [Use Guest Management Portal Toolbar Options](#)
- [Review Guest Management Portal](#)
- [View Guest Details](#)
- [Find Information You Need in the Portal](#)

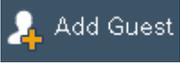
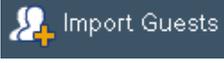
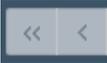
Use the Log Off and Help Options

There are two buttons at the top right of all Guest Management Portal pages.

Log Off 	Log off when you are finished using the portal. The Guest Management Portal Sign In page is displayed.
Help 	Open this How-to Guide.

Use Guest Management Portal Toolbar Options

The toolbar at the top of the portal guest list pages contains the following buttons and information:

<p>Add Guest</p> 	<p>Add a single guest to the Guest Management Portal. When you add a single guest, you automatically approve network access to that guest. See Add Guests for details.</p>
<p>Import Guests</p> 	<p>Import a list of pre-defined guests to the Guest Management Portal. Network access is automatically approved for guests imported into the portal. See Import a List of Guests for details.</p>
<p>Refresh</p> 	<p>Refresh the display using the currently applied sorting. Available sort methods are:</p> <ul style="list-style-type: none"> ▪ Newest entry to oldest entry (<i>default</i>) ▪ Selected column ascending (▲) ▪ Selected column descending (▼) <p>Pressing F5 refreshes the display using the default sort method.</p>
<p>Guest Count</p> 	<p>View the number of guests displayed on the page out of the total number of guests assigned to you.</p>
<p>Page Backward</p> 	<ul style="list-style-type: none"> ▪ Pressing the left arrow (<) displays the previous portal page. ▪ Pressing the double-left arrow (<<) displays the first portal page. <p>The applied sorting is maintained for the display. See Refresh for the available sort methods.</p> <p>Buttons appear gray when unavailable for use.</p>
<p>Page Forward</p> 	<ul style="list-style-type: none"> ▪ Pressing the right arrow (>) displays the next portal page. ▪ Pressing the double-right arrow (>>) displays the last portal page. <p>The applied sorting is maintained for the display. See Refresh for the available sort methods.</p> <p>Buttons appear gray when unavailable for use.</p>
<p>Search</p> 	<p>Search for guests of interest. See Search for Information for details.</p>

Review Guest Management Portal Information

The following information is displayed for each guest in the portal guest list:

Name	The name of the guest (optional).
Email	The email address of the guest.
Status	<p>The approval status of the guest:</p> <ul style="list-style-type: none">  Pending  Approved  Declined / Revoked  Expired
Approved From Approved To	<p>The date range in which the guest can access the network.</p> <p>Notes:</p> <ul style="list-style-type: none"> - If your Guest Management Portal was upgraded from an earlier version, the Approved From field may be empty. - If the guest has been approved for an indefinite period, the Approved To field displays Unlimited. - If the guest status is <i>Pending</i>, the Approved date fields may display N/A.
Company	The company name of the guest (optional).
Approved By	The sponsor who approved the guest or made the latest change to the guest status.
Sponsors	<p>Sponsors to whom the guest is assigned. The guest may be assigned more than one sponsor.</p> <p>This means another sponsor can override the status you assign to the guest.</p>

If the portal does not display information you think is accurate, an Administrative sponsor or another sponsor may have overridden the information.

View Guest Details

Individual guest details can be displayed on a separate guest page. This page provides information displayed on the guest list pages as well as additional information.

Various options are available from this page, depending on the approval status of the guest.

To view guest details:

1. Select a guest in the guest list. The Guest Details page opens.

Guest Management Portal
guyr ⏻ | ?

👤 Guest user name: adama@samplecorp.com

Name:	Adam Adams	Status: Approved
Email:	adama@samplecorp.com	
Phone:	(313) 313-3131	

Approval period:	From:	5/19/16 📅	3:15 PM 🕒	
	To:	5/19/16 📅	4:00 PM 🕒	

Tags: office3

Message to Guest: Welcome. The receptionist will show you which office to use.

Company: Sample Corp

Location: 3rd floor Room 313

Approved By: guyr

Sponsors: guyr@lab.forescout.com

Comment: Comes highly recommended

Update Guest
Revoke
Cancel

Guest Details

The following guest details are displayed.

Name	The name of the guest.
Email	The email address of the guest (required).
Phone	The phone number of the guest.
Status	The approval status of the guest: ⌚ Pending ✔ Approved ⊘ Declined / Revoked ⌚ Expired
Approval period	The time range in which guest access to the network is requested (required).

Tags	One or more tags that help your administrator categorize guests.
Message to guest	A confirmation message for the guest.
Company	The company name of the guest.
Location	The physical location of the guest or the event.
Approved By	The name of the person who approved network access for this guest.
Sponsors	One or more user identities that can manage this guest on the portal.
Comment	Additional information provided when the guest was added to the Guest Management Portal. <ul style="list-style-type: none"> ▪ If the guest was added via guest registration, this comment was optionally provided by the guest. ▪ If the guest was added to the portal by a sponsor, this comment was optionally provided by the sponsor.

Required fields that can be edited are marked with an asterisk.

Buttons

Different buttons are displayed depending on the guest's status. When you are finished viewing or updating the guest details, select one of the following buttons to close the window and return to the first page of your guest list.

	If you cannot change any guest details, OK is the only option displayed.
	If you changed guest details, select Update Guest to save the changes.
	Select Revoke to revoke network access for this guest by changing the guest status from <i>Approved</i> to <i>Revoked</i> . Changes you made to the guest details are saved.
	Select Approve to approve network access for this guest by changing the guest status from <i>Pending</i> to <i>Approved</i> . Changes you made to the guest details are saved.
	Select Decline to decline network access for this guest by changing the guest status from <i>Pending</i> to <i>Declined</i> . Changes you made to the guest details are saved.
	Select Cancel to discard any changes you made to the guest details.

Find Information You Need in the Portal

This section describes the tools you can use to quickly find information of interest in the Guest Management Portal.

Search for Information

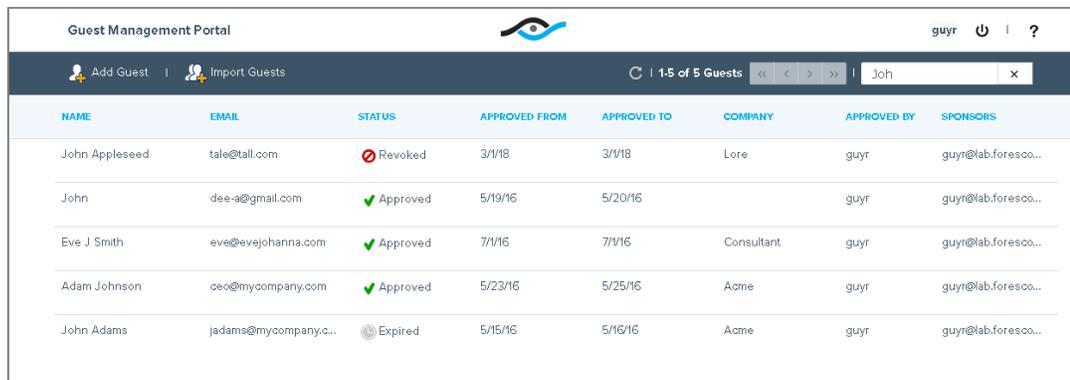
Use the portal search tool to find the guest information you need. The search is carried out on the following fields displayed in the guest list pages:

- Name
- Email
- Status
- Company
- Approved By
- Sponsors

 *The search does not include the **Approved From** or **Approved To** dates, or information displayed in the Guest Details page only.*

To search for guest information:

1. Enter text in the search field at the top right of any guest list page. All guests in the portal whose information matches the text are displayed.



NAME	EMAIL	STATUS	APPROVED FROM	APPROVED TO	COMPANY	APPROVED BY	SPONSORS
John Appleseed	tale@tall.com	⊘ Revoked	3/1/18	3/1/18	Lore	guyr	guyr@ab.foresco...
John	dee-a@gmail.com	✔ Approved	5/19/16	5/20/16		guyr	guyr@ab.foresco...
Eve J Smith	eve@evejohanna.com	✔ Approved	7/1/16	7/1/16	Consultant	guyr	guyr@ab.foresco...
Adam Johnson	ceo@mycompany.com	✔ Approved	5/23/16	5/25/16	Acme	guyr	guyr@ab.foresco...
John Adams	jadams@mycompany.c...	⌚ Expired	5/15/16	5/16/16	Acme	guyr	guyr@ab.foresco...

2. To clear the search, select **x** next to the search field.



Sort Information

Sort the list of guests by the contents of a specific column to help you quickly find information you need.

- Sort alphabetically, such as by *Name* or *Status*.
- Sort chronologically by *Approved From* or *Approved To* dates.

You can sort the entire list of guests or only guests found during a search.

To sort information:

1. In any guest list page, select a column header. The guest list is sorted in ascending order of that field.

NAME	EMAIL	STATUS	APPROVED FROM	APPROVED TO	COMPANY	APPROVED BY	SPONSORS
John	dee-a@gmail.com	Approved	5/19/16	5/20/16		guyr	guyr@ab.foresco...
Adam Johnson	ceo@mycompany.com	Approved	5/23/16	5/25/16	Acme	guyr	guyr@ab.foresco...
John Adams	jadams@mycompany.c...	Expired	5/15/16	5/16/16	Acme	guyr	guyr@ab.foresco...
Eve J Smith	eve@evejohanna.com	Approved	7/1/16	7/1/16	Consultant	guyr	guyr@ab.foresco...
John Appleseed	tale@tall.com	Revoked	3/1/18	3/1/18	Lore	guyr	guyr@ab.foresco...

2. To sort in descending order, select the same column header again.

Approve Access to Pending Guests

This section describes how to approve requests for guest access to the network.

Guest network access is approved for a limited time period. When you approve a guest for network access, the *From* date and time is the period from which the guest is allowed to access the network. You cannot define this period for guests whose status is *Pending*. The Guest Management Portal automatically updates this information to the current date and time.

A *To* date and time is predefined, based on the request of the guest and the [Maximum Approval Period](#) defined by your administrator. This is the date and time until which the guest will be allowed to access the network. You can change the pre-defined date and time, provided it is within the maximum approval period.

Maximum Approval Period

You may be limited to a maximum approval date and time or period. For example, you may be allowed to approve access for *up to* nine hours. When this happens, you can approve access for up to the maximum allowed period, but not for more time.

The maximum approval restrictions are displayed in the **Approval period** section of the guest details page. An error message appears if you enter an approval *To* date or time that does not match your organization's restrictions.

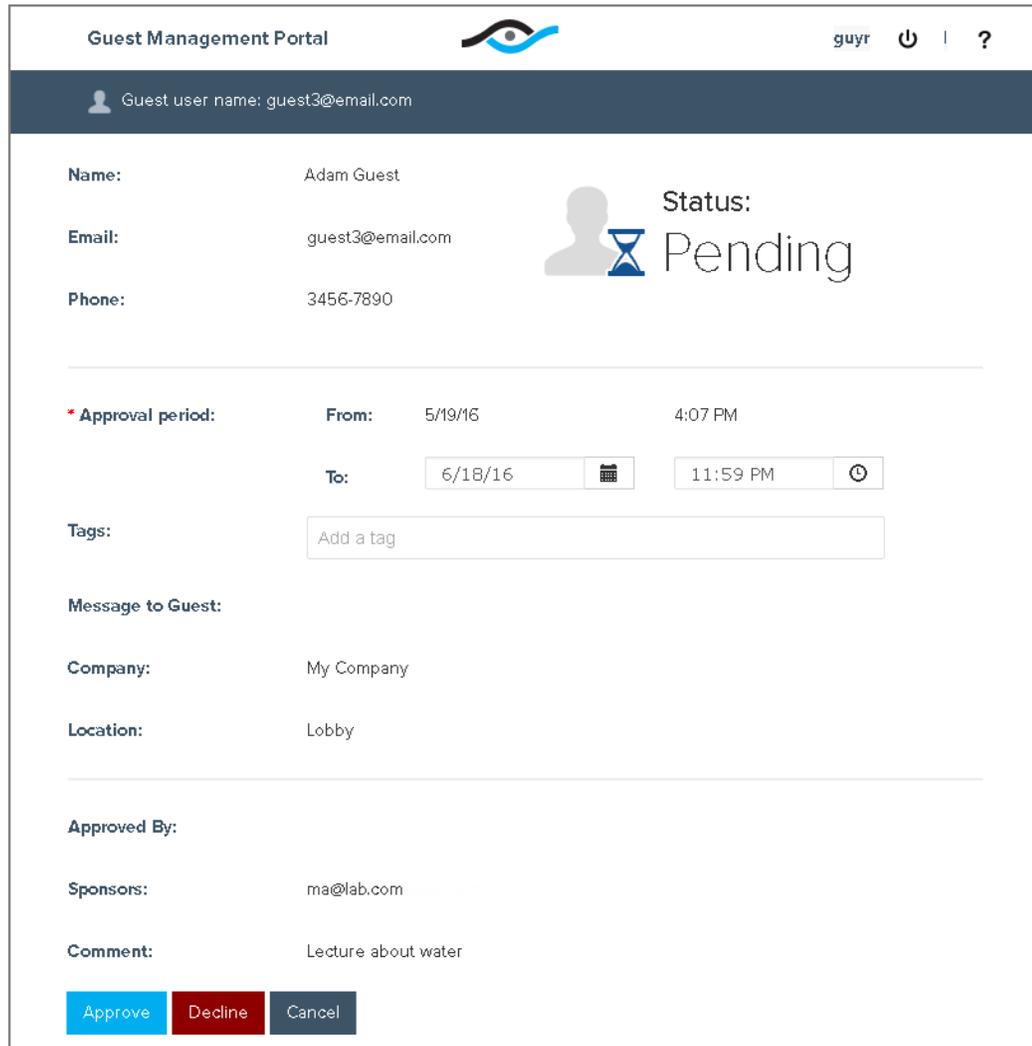
*** Approval period:** **From:** 1/16/16 2:25 PM

Maximum approval period: 1 Hour(s) **To:**

Guest Approval

To approve a guest request:

1. From the guest list page, select a guest with the *Pending*  status. The Guest Details page opens.



The screenshot shows the 'Guest Management Portal' interface. At the top, there is a header with the portal name, a logo, and user information 'guyr'. Below the header, a dark bar displays the guest user name: 'guest3@email.com'. The main content area shows the guest's details: Name: Adam Guest, Email: guest3@email.com, and Phone: 3456-7890. To the right of these details is a 'Status: Pending' indicator with a person icon and an hourglass icon. Below the details is the 'Approval period' section, which includes 'From: 5/19/16 4:07 PM' and 'To: 6/18/16 11:59 PM'. The 'To' field has a calendar icon and a clock icon. There is also a 'Tags' section with an 'Add a tag' input field. Below that is a 'Message to Guest' section. Further down are fields for 'Company: My Company', 'Location: Lobby', 'Approved By:', 'Sponsors: ma@lab.com', and 'Comment: Lecture about water'. At the bottom, there are three buttons: 'Approve' (blue), 'Decline' (red), and 'Cancel' (grey).

2. To change the default *To* date and time, in the **Approval period** section, perform the following:
 - a. Select the calendar icon  in the **To** field. The Select To Date calendar opens. The current date is automatically highlighted in blue.

Select From Date: 8/24/16

		August 2016							
	Sun	Mon	Tue	Wed	Thu	Fri	Sat		
31	31	01	02	03	04	05	06		
32	07	08	09	10	11	12	13		
33	14	15	16	17	18	19	20		
34	21	22	23	24	25	26	27		
35	28	29	30	31	01	02	03		
36	04	05	06	07	08	09	10		

Save Cancel

- b. Select a *To* date and then select **Save**. The *To* date you selected appears in the **Approval period** section.
- c. Select the time icon  in the **To** field. A clock window opens.

▲	▲	
03	:	28 PM
▼	▼	

Save Cancel

- d. Use the arrows to select a time (in 30 minute increments) or type in a value, select the **AM / PM** field if you need to change it, and then select **Save**. The *To* time you selected appears in the **Approval period** section.
3. Select **Approve** . A notification is sent to the email or mobile phone of the guest. The notification includes the time period for which network access is approved, as well as the guest sign-in name and the password. The sign in name is the email address defined for the guest. The password is pre-defined.

Expiration of Guest Access

Approved network access of a guest expires at the **Approved To** date and time. At this time, the guest can no longer access the network.

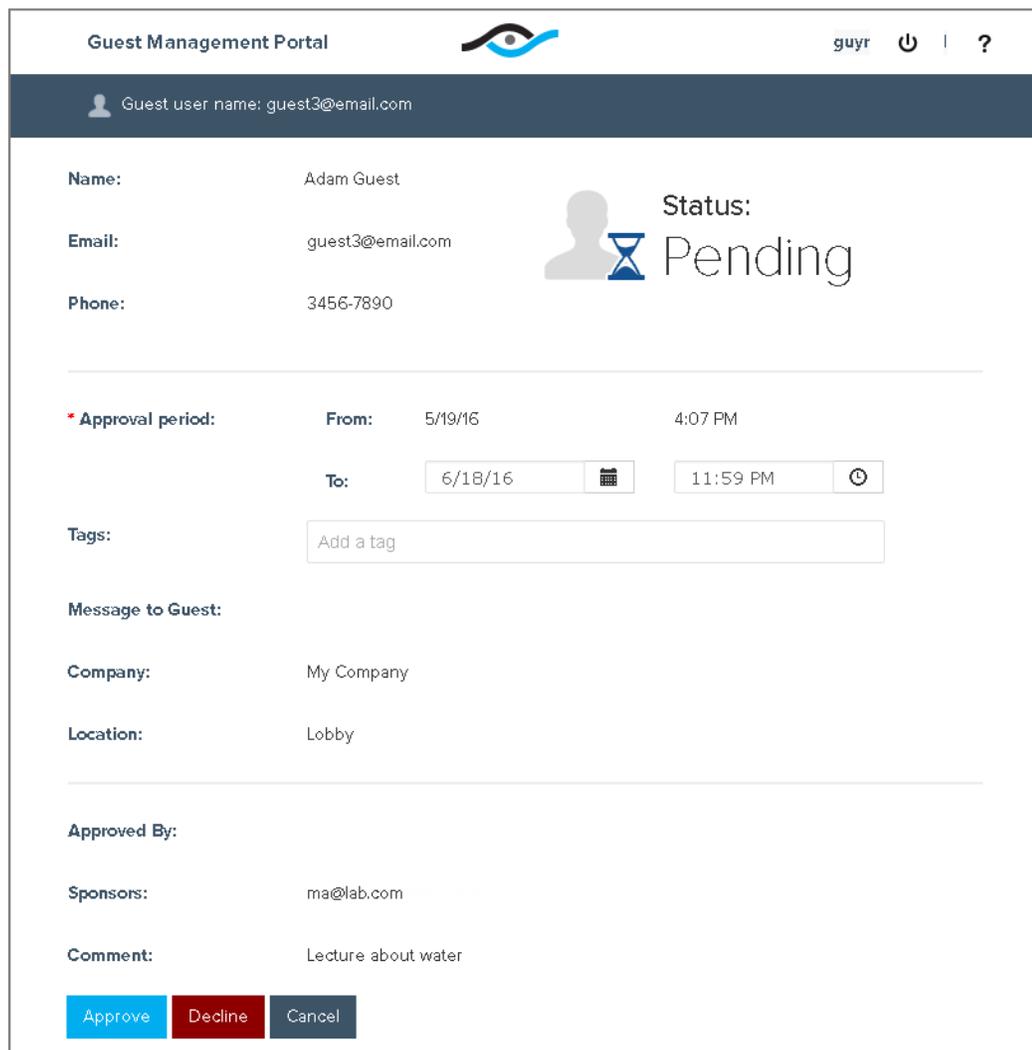
Decline Access to Pending Guests

This section describes how to decline requests for guest access to the network.

Your administrator may have configured your system to remove declined guests from the portal after a certain period of time. This means declined guests may be displayed in the Guest Management Portal for a limited time.

To decline a guest network access request:

1. From the guest list, select the guest with the *Pending*  status. The Guest Details page opens.



Guest Management Portal  guyr  | ?

Guest user name: guest3@email.com

Name: Adam Guest

Email: guest3@email.com

Phone: 3456-7890

Status:  Pending

* Approval period: From: 5/19/16 4:07 PM

To: 6/18/16  11:59 PM 

Tags:

Message to Guest:

Company: My Company

Location: Lobby

Approved By:

Sponsors: ma@lab.com

Comment: Lecture about water

2. Select **Decline** . The guest status is displayed as **Declined**.

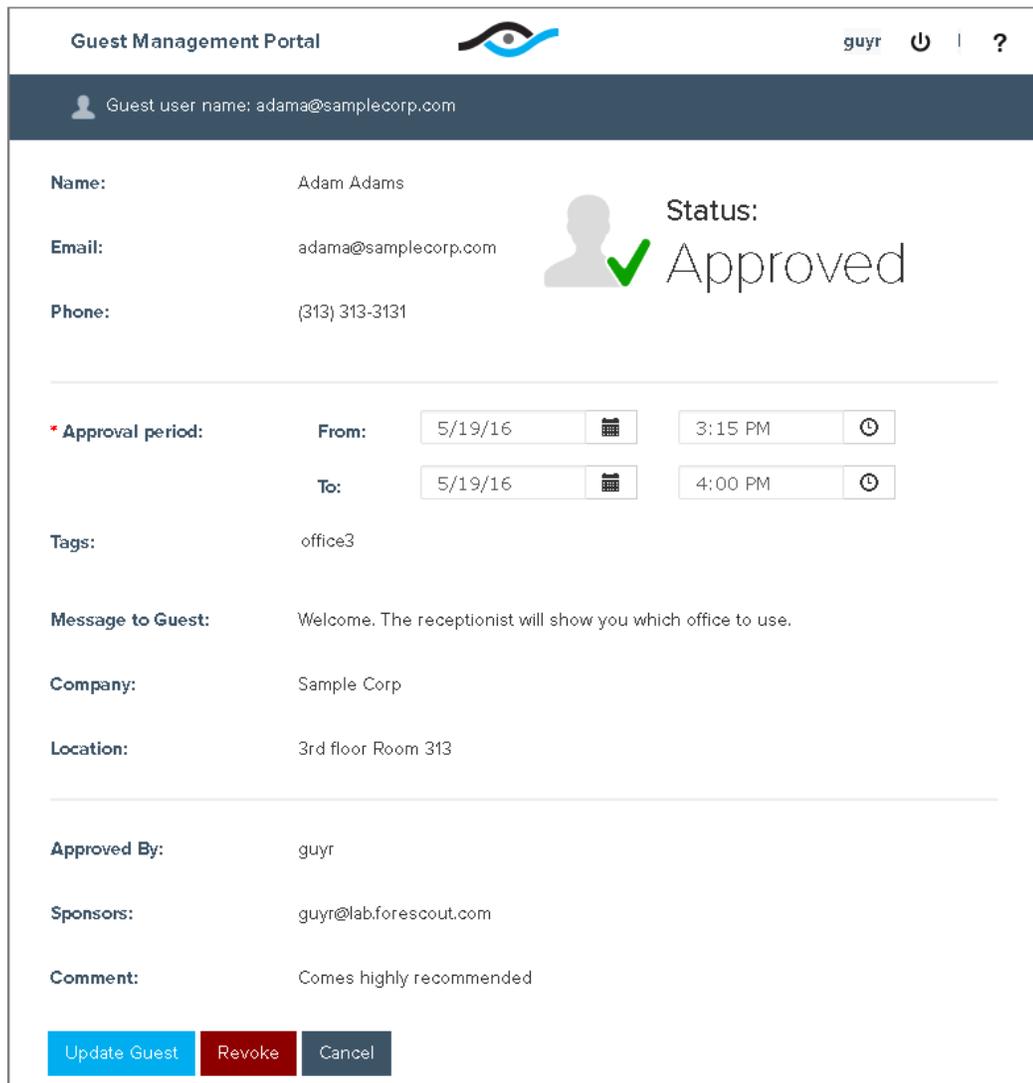
Revoke Approved Guests

This section describes how to revoke guests who were already approved. When you revoke guests, their network access is blocked immediately.

Your administrator may have configured your system to remove revoked guests from the portal after a certain period of time. This means revoked guests may remain be displayed in the Guest Management Portal for a limited time.

To revoke an approved guest:

1. From the guest list, select the approved guest to be revoked. The Guest Details page opens.



The screenshot shows the 'Guest Management Portal' interface. At the top, there is a header with the portal name, a logo, and user information 'guyr'. Below the header, a dark bar displays the guest user name: 'adama@samplecorp.com'. The main content area shows the guest's details: Name (Adam Adams), Email (adama@samplecorp.com), and Phone ((313) 313-3131). To the right of these details is a 'Status: Approved' indicator with a green checkmark and a person icon. Below the details is an 'Approval period' section with 'From' and 'To' date and time pickers. Further down are 'Tags' (office3), 'Message to Guest' (Welcome. The receptionist will show you which office to use.), 'Company' (Sample Corp), and 'Location' (3rd floor Room 313). At the bottom, there are fields for 'Approved By' (guyr), 'Sponsors' (guyr@lab.forescout.com), and 'Comment' (Comes highly recommended). At the very bottom, there are three buttons: 'Update Guest' (blue), 'Revoke' (red), and 'Cancel' (grey).

2. Select **Revoke** . The guest status is displayed as **Revoked**.

Work with Expired, Revoked or Declined Guests

The details of any guest whose status is *Expired*, *Revoked* or *Declined* cannot be updated. These guests cannot be admitted to the network. If you need to approve a guest that has been assigned one of these statuses, add a new guest having the same email address. When a guest is added to the portal, previous information associated with the email address no longer applies.

- 📄 *You cannot add a guest with the same email address as an existing guest whose status is Approved or Pending.*

Add Guests

When guests are added to the Guest Management Portal and approved, they are granted access to the network during the approval period that you define.

In addition to the approval period, you can define other guest information, such as:

- The guest name, email (required) and company name
- A comment about the guest
- A message to be sent to the guest

When you approve a guest for network access, the Approval period *From* date and time is the date and time from which the guest is allowed to access the network. The *To* date and time is the latest date and time in which the guest will be allowed to access the network.

After adding the guest, a notification is sent to the email or mobile phone of the guest. The notification includes:

- The time period for which network access is approved
- The user name with which the user must sign in
- The password with which the user must sign in; this may be generated automatically
- A message, if you defined one

To add a guest:

1. In the toolbar at the top of any guest list page, select **Add Guest** . The New Guest page opens.

The screenshot shows the 'New Guest' form in the Guest Management Portal. The form is titled 'New Guest' and includes the following fields and sections:

- Name:** A text input field with the placeholder 'Name'.
- * Email:** A text input field with the placeholder 'Email address'.
- Phone:** A text input field with a country code dropdown (USA) and the placeholder '(201) 555-5555'.
- * Approval period:** A section with two rows:
 - From:** A date and time picker showing '5/19/16' and '3:40 PM'.
 - To:** A date and time picker showing '5/20/16' and '11:59 PM'.
- Tags:** A text input field with the placeholder 'Add a tag'.
- Message to Guest:** A text area with the placeholder 'Enter a message you want the guest to read'.
- Company:** A text input field with the placeholder 'Company name'.
- Location:** A text input field with the placeholder 'Location'.
- Comment:** A text input field with the placeholder 'Your comment about this guest'.

At the bottom of the form, there are two buttons: 'Approve' (in blue) and 'Cancel' (in grey).

2. In the **Name** field, enter the name of the guest (optional).

*The following characters are not valid for this field:
!@#\$%^&%*()+=\[\]\/{}|:;<>?*

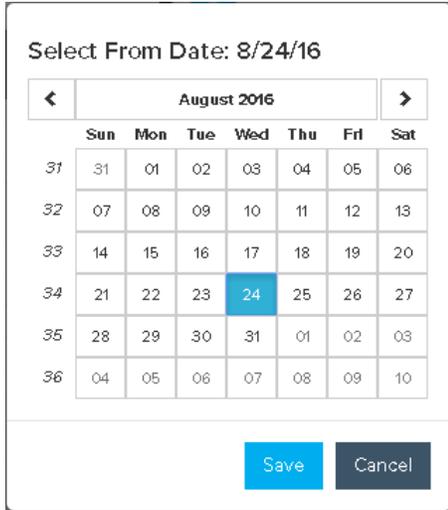
3. In the **Email** field, enter the email of the guest (required).

*The email must not contain a double dash or a comma. Only the following characters are valid for this field:
a-z, A-Z, 0-9, ., -, @, -*

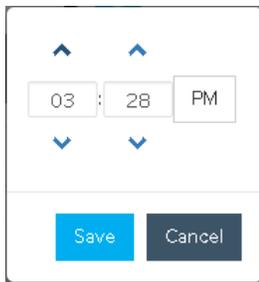
4. In the **Phone** field, enter the phone number of the guest (optional). Your system may be set up to send network access information as a text message to this phone number.

5. In the **Approval period** section, the **From** period is automatically defined to indicate the current date and time and the **To** period is automatically defined to indicate the end of next day. You can update both periods:

a. Select the calendar icon in the field. The Select Date calendar opens. The default date is automatically highlighted in blue.



- b. Select a date and then select **Save**. The date you selected appears in the **Approval period** section.
- c. Select the time icon  in the field. A clock window opens.



- d. Use the arrows to select a time (in 30 minute increments) or type in a value. Then select the **AM / PM** field if you need to change it, and select **Save**. The time you selected appears in the **Approval period** section.
6. You may have an option to assign one or more tags to a guest, or you may be required to select tags. If your system was set up without any tag assignments, the **Tags** field does not appear.

If the **Tags** field appears, select the tag(s) associated with the guest. Tags help your administrator categorize guests.

- 7. In the **Message to guest** field, enter a message to be included in the confirmation notification the guest receives (optional).

 *The following characters are not valid for this field:*
 !#\$%^&%*()+=\[\]\/{}|<>

- 8. In the **Company** field, enter the company name of the guest (optional).

 *The following characters are not valid for this field:*
 !@#\$\$%^&%*()+=\[\]\/{}|:<>?

9. In the **Location** field, enter the physical location of the guest (optional).

 *The following characters are not valid for this field:
!@#\$%^&%*()+=\[\]V{}|: <>?*

10. In the **Comment** field, enter information about the guest that you may want to refer to in the future (optional).

 *The following characters are not valid for this field:
!@#\$%^&%*()+=\[\]V{}|<>*

11. Select **Approve** .

Import a List of Guests

This section describes how to import a list of pre-defined guests to the Guest Management Portal. When you import guests, they are approved for network access for the approval period defined in the import file.

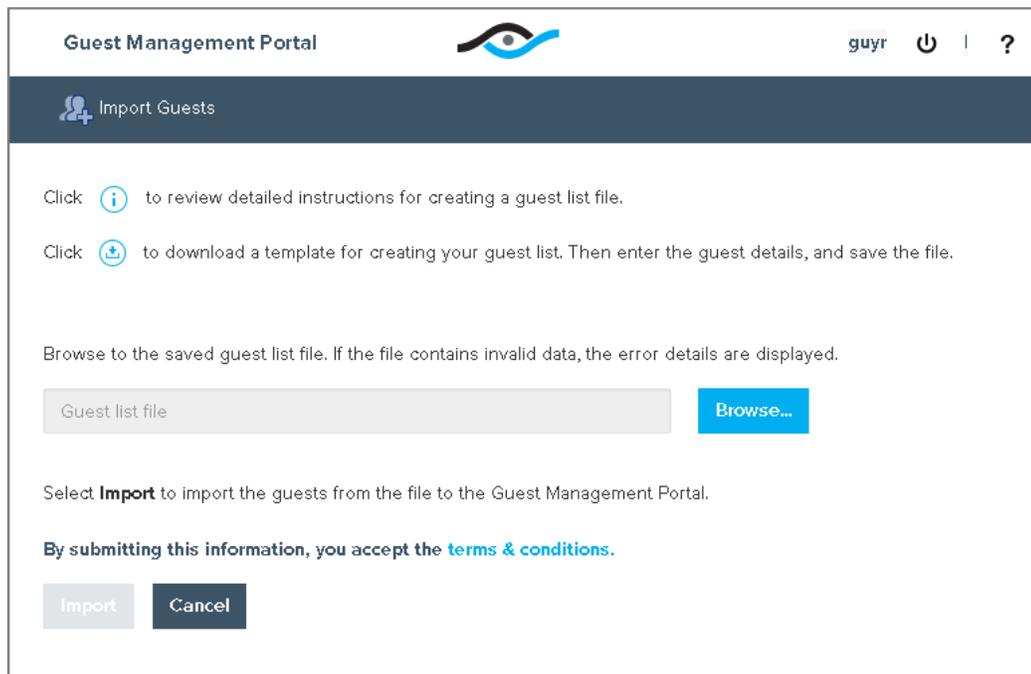
All information in the file must be valid in order to complete the import. If the guest list file contains errors, a detailed list of errors is displayed.

See [Prepare a Guest List File to Import](#) for details about preparing a guest list file using with the *Guest List Template*.

To import a list of guests:

1. In the toolbar at the top of any guest list page, select **Import Guests**

. The Import Guests page opens.

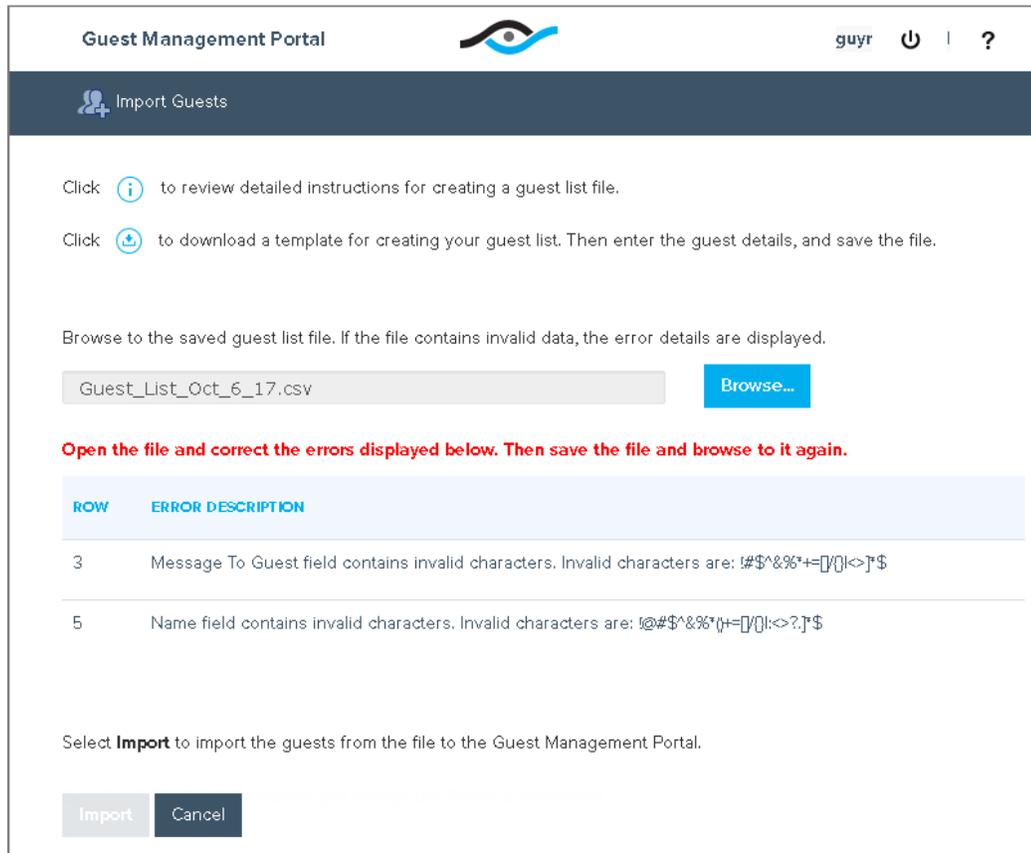


2. Select **Browse**  .
3. Browse to the location of the guest list file in CSV or TSV format, and select the file. The file path is displayed in the Import field.

If the file you imported contains errors, a detailed list of errors is displayed.

For example, in the sample file, row 3 of the imported file contains an invalid email address.

 *Row 1 is the header row in the file.*



The screenshot shows the 'Import Guests' interface. At the top, there's a header with 'Guest Management Portal', a logo, and user information 'guyr'. Below the header, the page title is 'Import Guests'. There are instructions: 'Click  to review detailed instructions for creating a guest list file.' and 'Click  to download a template for creating your guest list. Then enter the guest details, and save the file.' A file path 'Guest_List_Oct_6_17.csv' is shown in a text box next to a 'Browse...' button. Below this, a red message says 'Open the file and correct the errors displayed below. Then save the file and browse to it again.' A table shows error details:

ROW	ERROR DESCRIPTION
3	Message To Guest field contains invalid characters. Invalid characters are: !#\$%^&*'+=[\] :;<>] "\$
5	Name field contains invalid characters. Invalid characters are: !@#\$%^&*'+=[\] :;<>?," '\$

At the bottom, there's a note: 'Select **Import** to import the guests from the file to the Guest Management Portal.' and two buttons: 'Import' and 'Cancel'.

4. If errors are displayed, open the file, correct the errors, and browse to the file again.
5. To complete the process of importing the list of guests to the portal, select **Import**  .

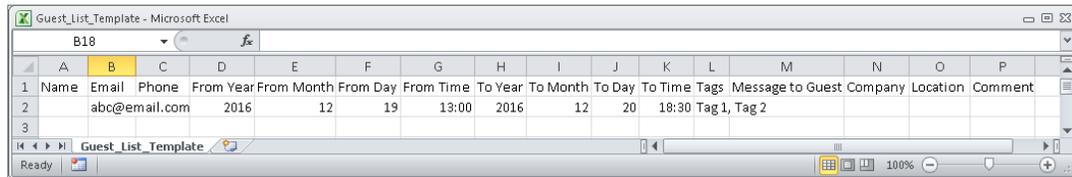
Prepare a Guest List File to Import

You may need to prepare a file of pre-defined guests to be imported to the portal. The file must be in CSV or TSV format. All information in the file must be valid in order to complete the import.

It is recommended to use the pre-defined *Guest_List_Template.csv* file to prepare the file.

To work with the file:

1. Download a guest list template from the Import Guests page.
2. Open the template using an editing tool that is compatible with CSV or TSV format, such as MS Excel.



The data in row 2 is an example of guest data.

3. Replace the sample data in row 2 with data of an actual guest. All fields must be valid for the import to succeed. See [To add a guest](#) for more information.

The following information is required for each guest:

- Email
- From Date: YYYY MM DD in the appropriate columns
- From Time: in 24-hour notation, for example, 13:00 and not 1:00 PM
- To Date: YYYY MM DD in the appropriate columns
- To Time: in 24-hour notation, for example, 18:30 and not 6:30 PM
- Tags (when relevant): case-sensitive, enclosed in quotes and comma-separated

If the From Date and Time has passed, it is replaced by the date and time of the file import.

4. Create up to 250 rows of guests per file.

*To delete an entire row of the file when using Excel, right-click the row and select **Delete**. Do not use the keyboard Delete key.*

5. After editing the file, save it in CSV format to a location from which you can import it into the Guest Management Portal. If the data includes letters not in the ISO basic Latin alphabet, the file must be saved as a Unicode Text .txt file or as a UTF-8 encoded file.

Receive Email Requests

When guests request access to your network, they enter your name and email address in a web-based registration form.

The screenshot displays two web forms side-by-side. On the left is the 'Login' form, which includes links for 'Register', 'Edit Profile', 'Forgot Password', and 'Help'. Below these links is a 'Dear User,' message and a prompt to enter a 'User Name' and 'Password' to connect to the network. A 'Login' button is at the bottom. On the right is the 'Guest Registration' form, which starts with a 'Dear Guest,' message and a welcome note. It contains several required fields: 'Email', 'Full Name', 'Phone', 'Contact Person', 'Contact Person Email', and 'Retype Contact Person Email'. Other fields include 'Company', 'Title', 'Location', 'Account active until' (with a 'Duration' dropdown set to '1 Day(s)' and an 'End Date' of '06/23/2013'), and a 'Comment' field. A 'Register' button is at the bottom right. A red arrow points from the 'Register' link in the Login form to the Guest Registration form.

Depending on your network requirements, guests may be required to enter additional information.

Your system may be set up so that you receive an email message after guests complete guest registration. The email provides guest request details for network access. A sample is shown below.

The screenshot shows an email notification with the following content:

Guest Registration Request from Arnold Jones
CountertopCT@mlp-ct-appliance5.gm.lab.frescout.com (CountertopCT@mlp-ct-appliance5.gm.lab.frescout.com) Add contact
To: amy.smith@corporatecompany.com

Arnold Jones would like to connect to the corporate network and is waiting for your approval.

Guest Request Details
Email: arnold.jones@lab.com
Full Name: Arnold Jones
Phone: 201 222 4478
Contact Person: Amy Smith
Contact Person Email: amy.smith@corporatecompany.com

Please click the link below to log in to the Guest Management portal to approve or decline the guest request. Enter your corporate user name and password to log into the Guest Management portal.
<https://server/sponsor>

Sent from the Management System
Please do not reply to this email. For questions, contact your IT Administrator.

These guests appear in the portal with the Pending status.

Receive Email Confirmation

Your system may be set up so that you receive a notification email after you approve, decline or revoke guest network access. The email contains information about the guest, including contact details and network access credentials. If another sponsor has changed the status of a guest assigned to you, you will also receive an email.

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