



Fore Scout

Guest Management Portal

How-to Guide for Sponsors

Fore Scout version 8.1



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About the Documentation

- Refer to the Resources page on the Forescout website for additional technical documentation: <https://www.forescout.com/company/resources/>
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Table of Contents

- Welcome 4**
 - Supported Guest Management Portal Browsers5
 - Sign In to the Guest Management Portal5

- The Guest List 6**
 - Use the Sign Out and Help Options7
 - Use the Guest Management Portal Toolbar Options.....7
 - Review Guest Management Portal Information8
 - View Guest Details9
 - Find Information in the Portal 11
 - Search for Information..... 11
 - Sort Information 11

- Approve Access to Pending Guests..... 12**
 - Maximum Approval Period 12
 - Guest Approval 13
 - Expiration of Guest Access..... 14

- Decline Access to Pending Guests 15**

- Revoke Approved Guests..... 16**

- Work with Expired, Revoked or Declined Guests 17**

- Add Guests 17**

- Import a List of Guests..... 20**
 - Prepare a Guest List File to Import 21

- Receive Email Requests..... 23**

- Receive Email Confirmation..... 24**

- Additional Forescout Documentation..... 25**
 - Documentation Downloads 25
 - Documentation Portal 26
 - Forescout Help Tools..... 26

Welcome

Welcome to the Guest Management Portal.

The Guest Management Portal is a Web-based portal that enables corporate personnel to view and manage network guests who have requested access to the organization's network. When access is approved, guests can browse the network and possibly use other network resources.

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

Sponsors can use the Guest Management Portal for various tasks, including:

- Viewing all their sponsored guests.
- Importing lists of guests to be granted network access, and adding a single guest. These guests are automatically approved for network access.
- Approving and declining guests who registered for network access using the Guest Registration form.
- Revoking network access to guests who were approved.
- Assigning and updating network access approval periods.
- Assigning tags to guests. Tags can be used in Forescout platform policies.

The image displays two screenshots of the Guest Management Portal interface. The left screenshot shows a table of guest records with columns for Name, Email, Status, Approved From, and Approved To. The right screenshot shows a detailed view of a guest record for Abraham Adamson Sr, including his email, phone, approval period, tags, message to guest, company, location, and sponsor information.

NAME	EMAIL	STATUS	APPROVED FROM	APPROVED TO
Abraham Adamson Sr	abesr@email.com	Approved	12/19/16	12/20/16
E Adamson III	pro@sample.com	Expired	5/19/16	5/19/16
John Appleseed	tale@mail.com	Revoked	3/1/18	3/1/18
C Smith	cmsth@sample.com	Declined	12/19/16	12/20/16
Bee Adams	bee@gmail.com	Pending	1/12/17	2/14/17

The right screenshot shows a detailed view of a guest record for Abraham Adamson Sr. The status is "Approved". The approval period is from 12/19/16 1:00 PM to 12/20/16 6:30 PM. The message to the guest is "Welcome. The receptionist will show you which office to use." The company is "Sample Corp" and the location is "3rd floor Room 313". The sponsor is "guyr@lab.forescout.com".

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

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.

Supported Guest Management Portal Browsers

The Guest Management Portal can be accessed using any of the following browsers:

- Internet Explorer 11x, Edge
- Safari 9.0 and above on MAC OS; Safari 8.3 and above on iOS
- Chrome 46 and above
- Firefox 43.0 and above
- Android Browser 1.5 and above

Sign In to the Guest Management Portal

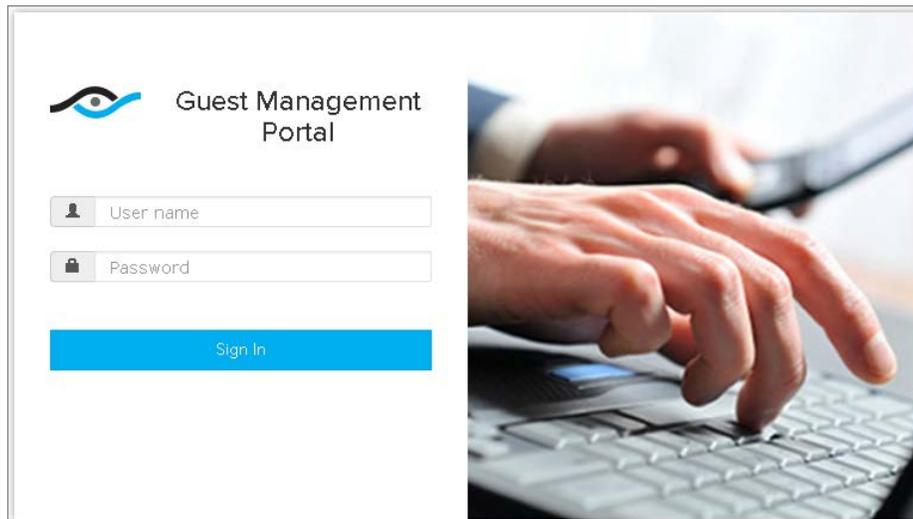
Sign in to the Guest Management Portal from your web browser.

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.



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 network. Contact your network administrator if you cannot sign in, and ask to be added to the corporate list of Forescout sponsors.

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	abesr1@email.com	Approved	12/19/16	12/20/16	Sales	guyr	guyr@lab.foresco...
E Adamson III	pro@sample.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...

The name of the logged in sponsor appears at the top right.

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 who were already approved, declined, revoked, and whose network access has expired.

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.foresco...
E Adamson III	pro@sample.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...

If you are a *Sponsor*, you can view and manage guests assigned to you.

If you are an *Admin Sponsor*, you can view and manage all guests that have registered for network access. You can also override the decisions of other sponsors.

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

- [Use the Sign Out and Help Options](#)
- [Use the Guest Management Portal Toolbar Options](#)
- [Review Guest Management Portal](#)
- [View Guest Details](#)

- [Find Information in the Portal](#)

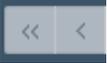
Use the Sign Out and Help Options

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

<p>Sign Out</p> 	<p>Signs you out when you are finished using the portal. The Guest Management Portal Sign In page is displayed.</p>
<p>Help</p> 	<p>Opens the How-to Guide.</p>

Use the 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. When you import guests to the portal, you automatically approve network access to those guests. 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>Press F5 to refresh the display using the default sort method.</p>
<p>Guest Count</p> 	<p>Display the number of guests displayed on the page, and the total number of guests assigned to you.</p>
<p>Page Backward</p> 	<p>Select the left arrow (<) to display the previous portal page, or select the double-left arrow (<<) to display the first portal page.</p> <p>The applied sorting is maintained. See Refresh for the available sort methods.</p>

<p>Page Forward</p> 	<p>Select the right arrow (>) to display the next portal page, or select the double-right arrow (>>) to display the last portal page.</p> <p>The applied sorting is maintained. See Refresh for the available sort methods.</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 guest's email address, or other value used to identify 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 within 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	(Optional)The company name of the guest.
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 that another sponsor can override the status you assign to the guest.</p>

If the portal displays information you think is inaccurate, an *Admin Sponsor* or another sponsor may have overridden the information.

View Guest Details

Additional individual guest details can be displayed on a separate guest page.

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

To view guest details:

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

The screenshot shows the 'Guest Management Portal' interface. At the top, it displays the user name 'adama@samplecorp.com'. The main content area shows the following details for a guest:

- Name:** Adam Adams
- Email:** adama@samplecorp.com
- Phone:** (313) 313-3131
- Status:** Approved (indicated by a green checkmark icon)
- 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

At the bottom of the form, there are three buttons: 'Update Guest' (blue), 'Revoke' (red), and 'Cancel' (grey).

The following guest details are displayed:

Name	The name of the guest.
Email	The guest's email address, or other value used to identify 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 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 Guest Management 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.

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 change guest details, select Update Guest to save the changes.
	Select Revoke to revoke network access for this guest. The guest status is changed 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. The guest status is changed 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. The guest status is changed 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 in the Portal

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

Search for Information

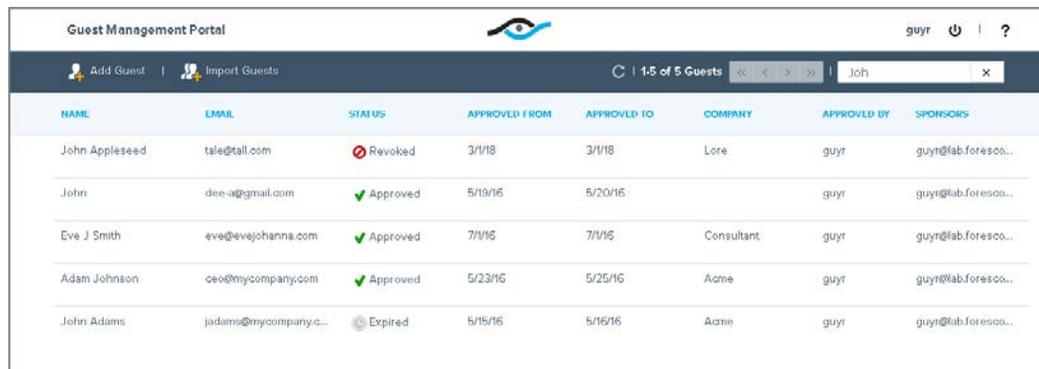
Use the portal search tool to find the guest information you need. The search is carried out on the following fields displayed in the guest list pages:

- 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	taled@tail.com	Revoked	3/1/18	3/1/18	Lore	guyr	guyr@lab.forescoo...
John	dee-a@gmail.com	Approved	5/19/16	5/20/16		guyr	guyr@lab.forescoo...
Eve J Smith	eve@evejohanna.com	Approved	7/1/16	7/1/16	Consultant	guyr	guyr@lab.forescoo...
Adam Johnson	ceo@mycompany.com	Approved	5/23/16	5/25/16	Acme	guyr	guyr@lab.forescoo...
John Adams	jadams@mycompany.c...	Expired	5/15/16	5/16/16	Acme	guyr	guyr@lab.forescoo...

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 according to 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@lab.foresco...
Adam Johnson	ceo@mycompany.com	✔ Approved	5/23/16	5/25/16	Acme	guyr	guyr@lab.foresco...
John Adams	jadams@mycompany.c...	⌚ Expired	5/15/16	5/16/16	Acme	guyr	guyr@lab.foresco...
Eve J Smith	eve@evejohanna.com	✔ Approved	7/1/16	7/1/16	Consultant	guyr	guyr@lab.foresco...
John Appleseed	tale@tall.com	⛔ Revoked	3/1/18	3/1/18	Lore	guyr	guyr@lab.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 length. For example, you may be allowed to approve access for *up to* nine hours. When this happens, you can approve access for no longer than the maximum allowed period.

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.

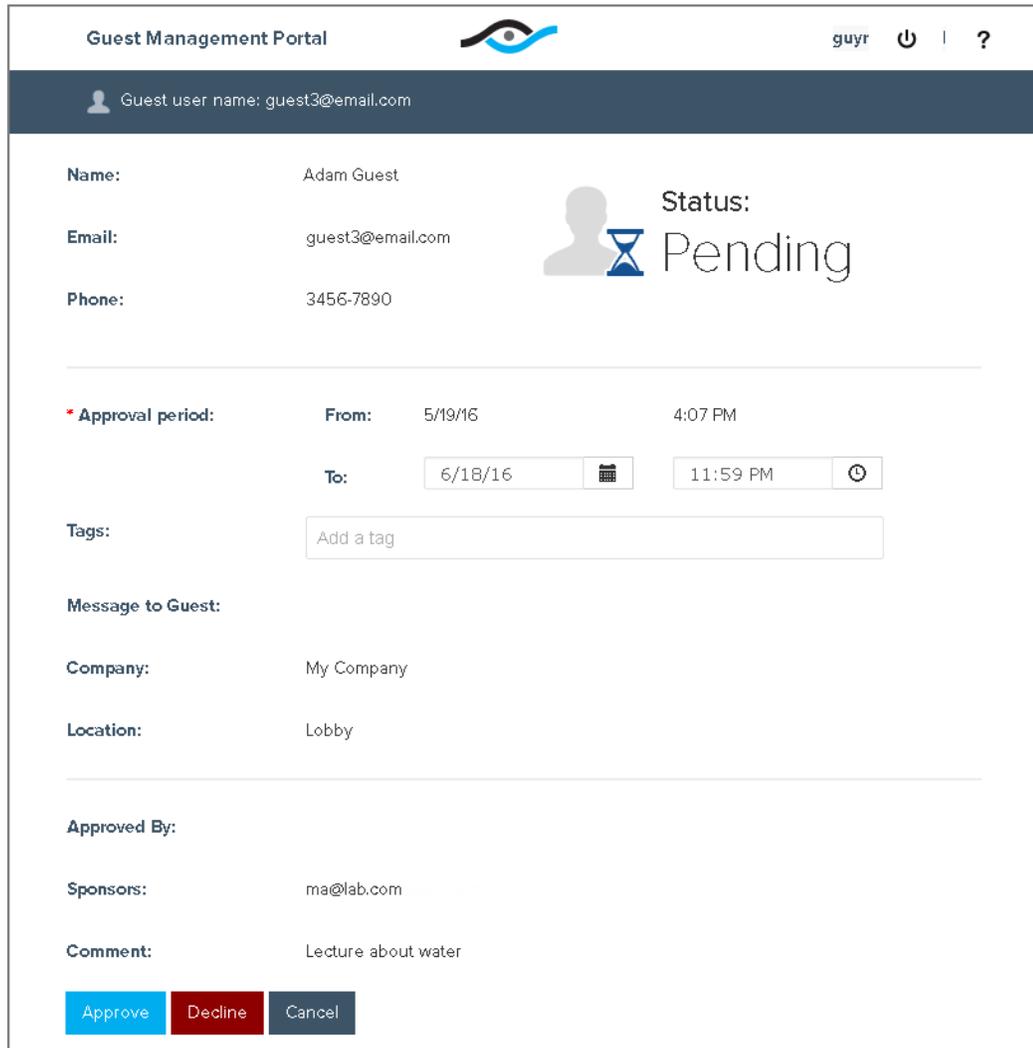
*** Approval period:** **From:** 1/16/16 2:25 PM

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

Guest Approval

To approve a guest request:

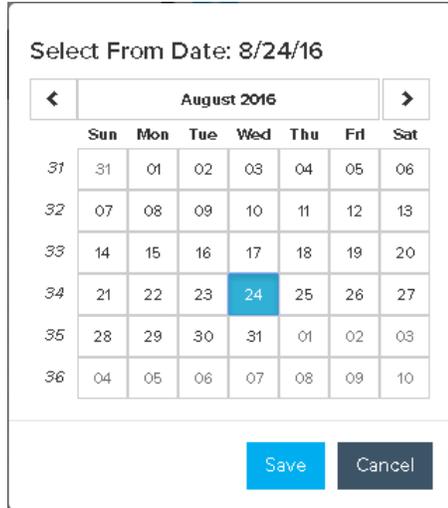
1. From the guest list page, select a guest with the *Pending*  status to view its details.



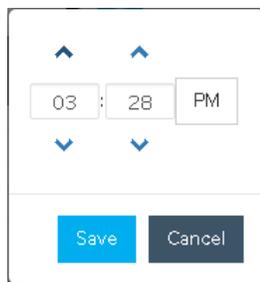
The screenshot shows the 'Guest Management Portal' interface. At the top, there is a header with the portal name, a logo, and user information 'guyr'. Below the header, a dark bar displays the guest user name: 'guest3@email.com'. The main content area shows the guest's details: Name: Adam Guest, Email: 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:

- a. Select the calendar icon  in the **To** field. A calendar pane opens with the current date highlighted in blue.



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



- d. Use the arrows to select a time (in 30 minute increments) or type in a value, select the **AM / PM** field as required, and then select **Save**. The selected time 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.

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

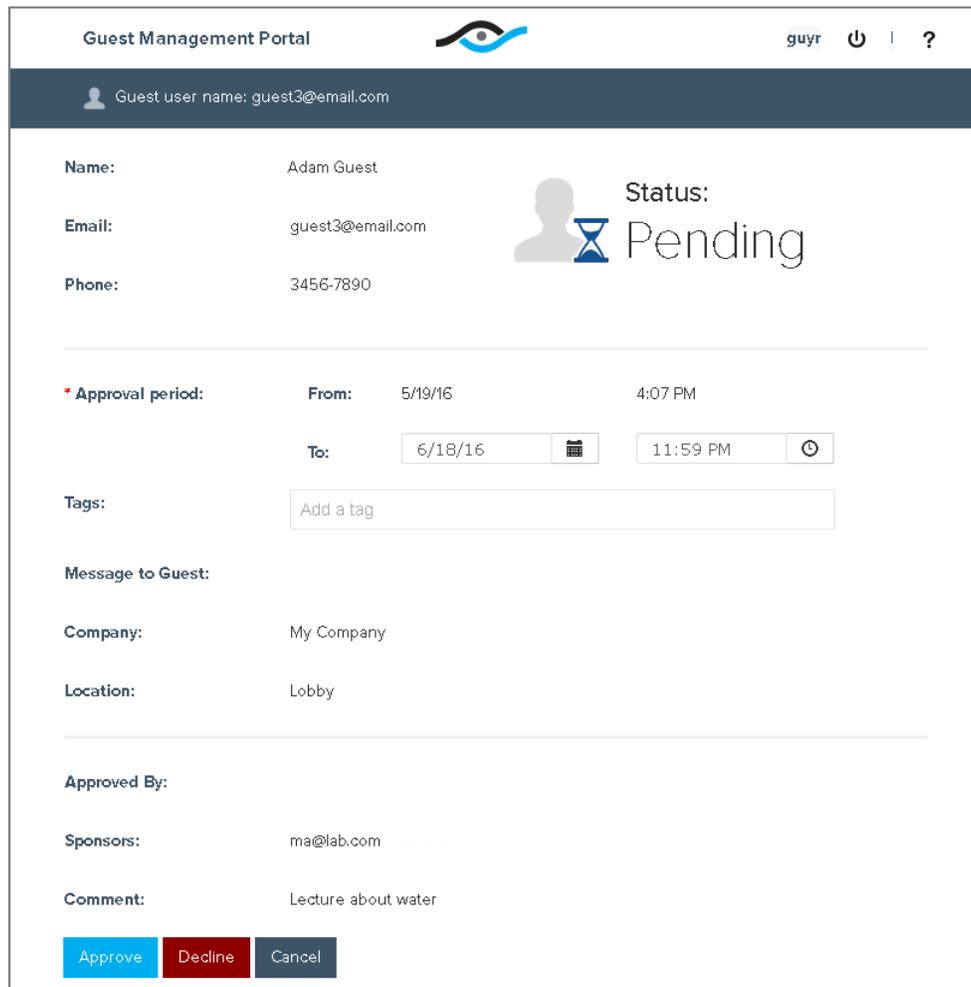
Decline Access to Pending Guests

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 that 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 to view its details.



The screenshot shows the Guest Management Portal interface. At the top, it says "Guest Management Portal" with a logo and user information "guyr". Below that, it shows the guest user name "guest3@email.com". The main content area displays the guest's details: Name: Adam Guest, Email: guest3@email.com, Phone: 3456-7890. The status is "Pending" with an hourglass icon. There is an "Approval period" section with "From: 5/19/16 4:07 PM" and "To: 6/18/16 11:59 PM". There is a "Tags" section with a text input field "Add a tag". Below that is a "Message to Guest" section. The "Company" is "My Company" and the "Location" is "Lobby". There is an "Approved By" section. The "Sponsors" are "ma@lab.com" and the "Comment" is "Lecture about water". At the bottom, there are three buttons: "Approve" (blue), "Decline" (red), and "Cancel" (grey).

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

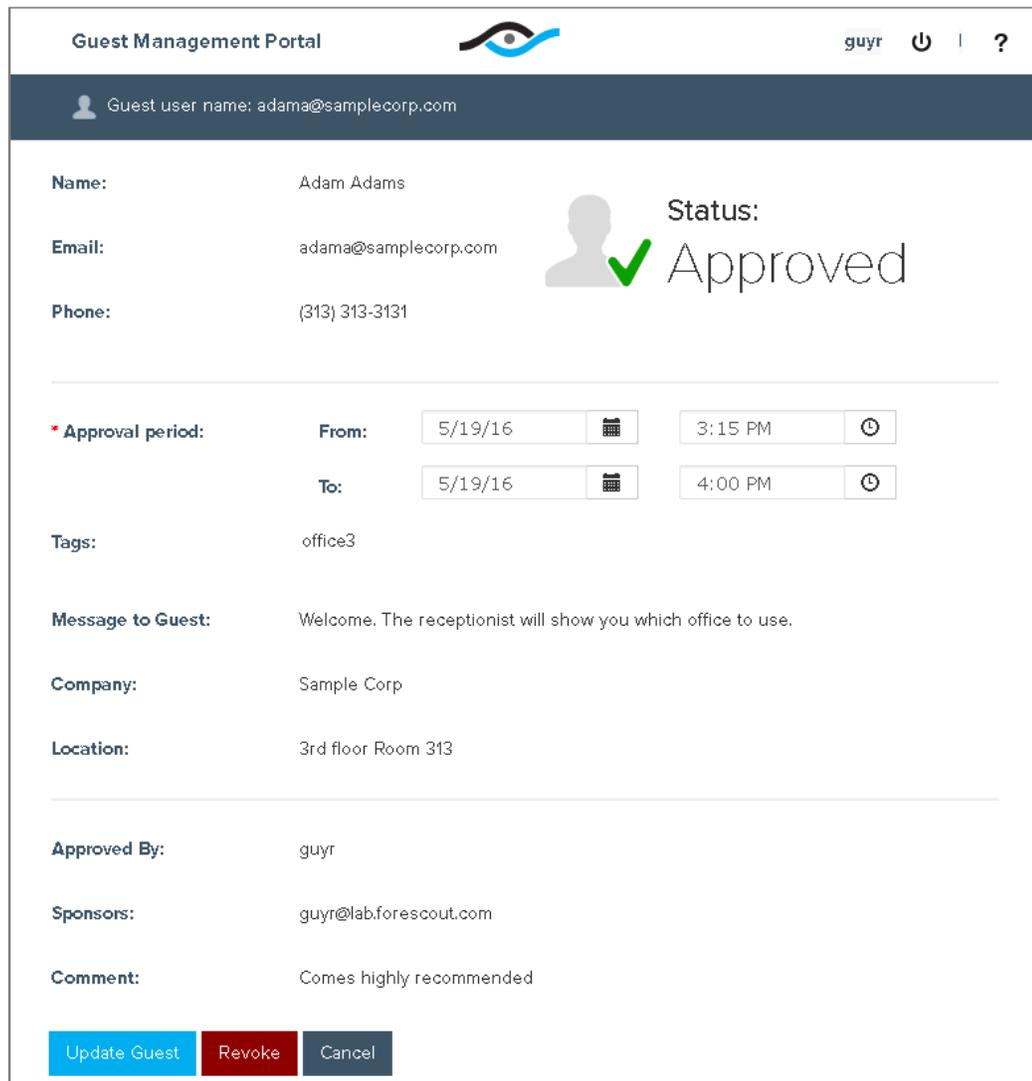
Revoke Approved Guests

This section describes how to revoke guest access after approval. 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 that revoked guests may 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 to view its details.



The screenshot displays the Guest Management Portal interface. At the top, it shows the portal name, a logo, and user information (guyr). Below this, the guest user name is identified as adama@samplecorp.com. The main section shows guest details: Name (Adam Adams), Email (adama@samplecorp.com), and Phone ((313) 313-3131). A status indicator shows a person icon with a green checkmark and the text 'Status: Approved'. The 'Approval period' is set from 5/19/16 at 3:15 PM to 4:00 PM. Other fields include 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), and Comment (Comes highly recommended). At the 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 guest's email or mobile phone. 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 defined

To add a guest:

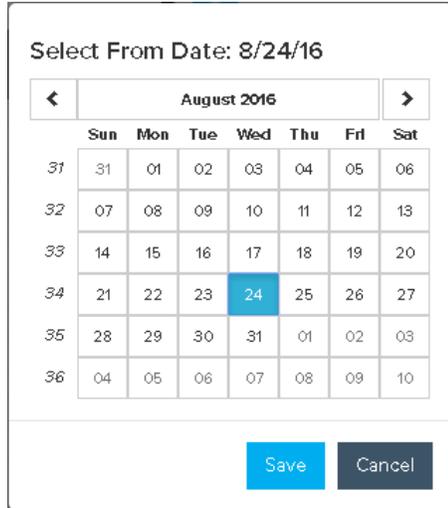
1. On the toolbar at the top of any guest list page, select **Add Guest** . The New Guest page opens.

The screenshot shows a web form titled "New Guest" within the "Guest Management Portal". The form contains the following fields and sections:

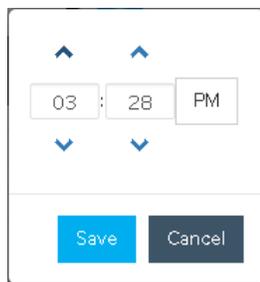
- Name:** A text input field with the placeholder "Name".
- * Email:** A text input field with the placeholder "Email address".
- Phone:** A text input field with a country code dropdown (USA) and the placeholder "(201) 555-5555".
- * Approval period:** A section with two rows:
 - From:** A date and time input field showing "5/19/16" and "3:40 PM".
 - To:** A date and time input field showing "5/20/16" and "11:59 PM".
- Tags:** A text input field with the placeholder "Add a tag".
- Message to Guest:** A larger 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 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. A calendar pane opens with the default date 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 pane 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 required, 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. (Optional) In the **Message to guest** field, enter a message to be included in the confirmation notification the guest receives.

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

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

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

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

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

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

 *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.

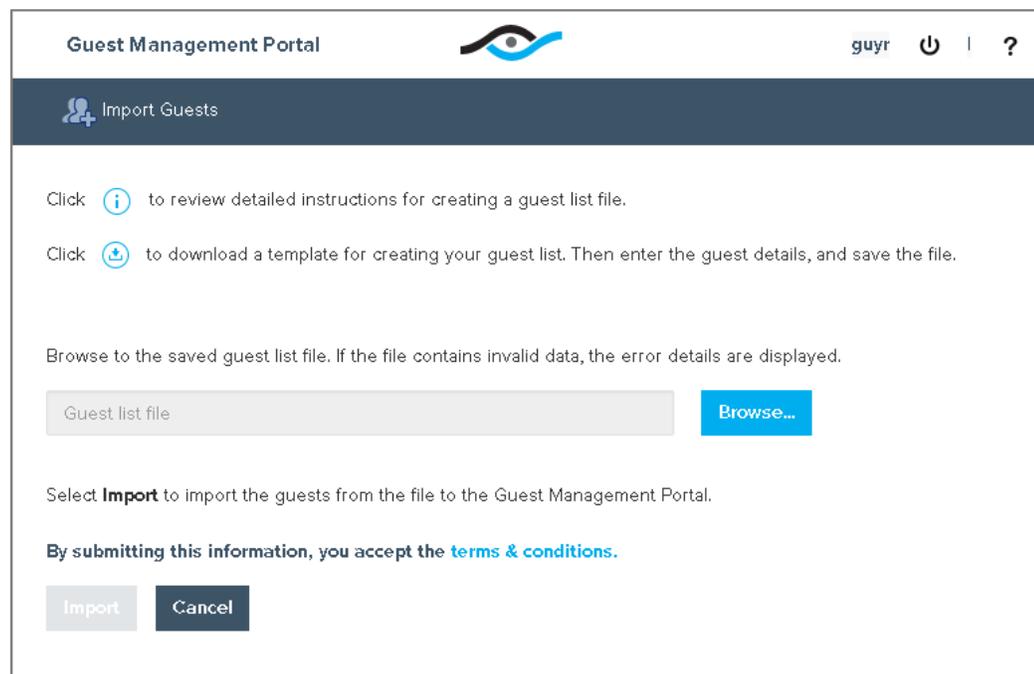
All information in the file must be valid in order to complete the import. If the guest list file contains errors, a detailed list of errors is displayed.

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.



Guest Management Portal  guyr  | 

 Import Guests

Click  to review detailed instructions for creating a guest list file.

Click  to download a template for creating your guest list. Then enter the guest details, and save the file.

Browse to the saved guest list file. If the file contains invalid data, the error details are displayed.

Guest list file 

Select **Import** to import the guests from the file to the Guest Management Portal.

By submitting this information, you accept the [terms & conditions](#).

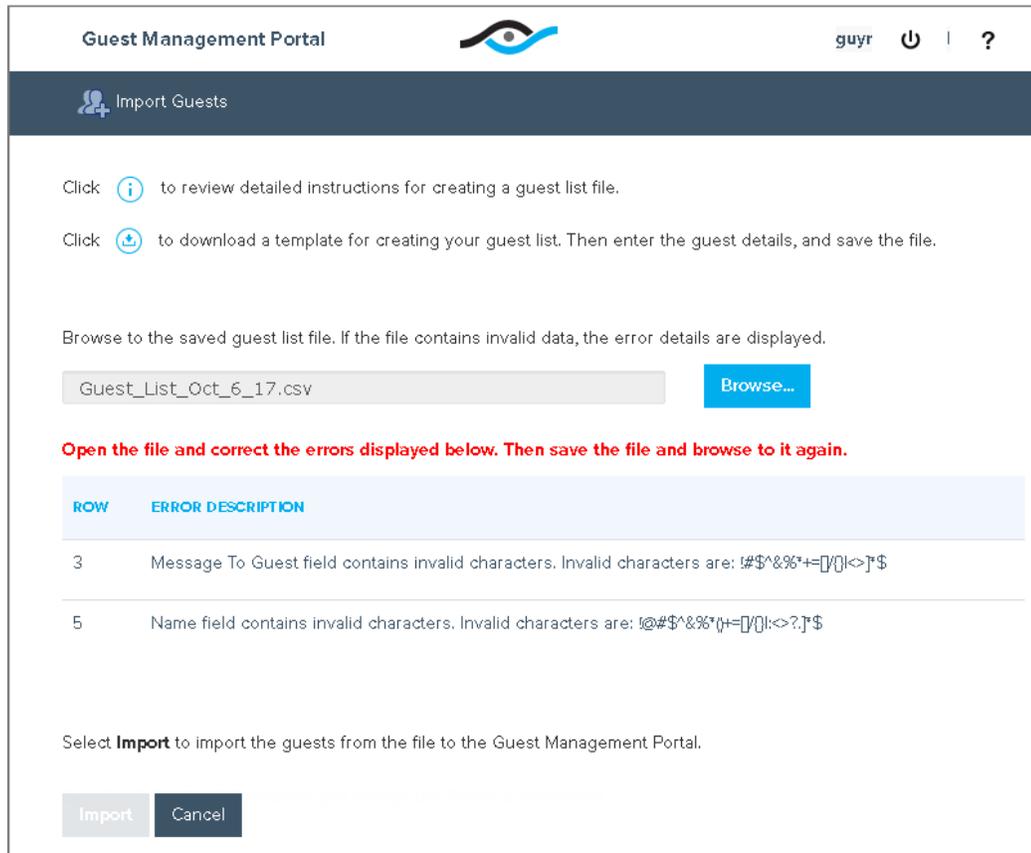
 

2. Select **Browse**  .
3. Browse to the location of the guest list file in CSV or TSV format, and select the file. The file path is displayed in the **Import** field.

If the file 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.*



Guest Management Portal  guyr  | 

 Import Guests

Click  to review detailed instructions for creating a guest list file.

Click  to download a template for creating your guest list. Then enter the guest details, and save the file.

Browse to the saved guest list file. If the file contains invalid data, the error details are displayed.

Guest_List_Oct_6_17.csv 

Open the file and correct the errors displayed below. Then save the file and browse to it again.

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

Select **Import** to import the guests from the file to the Guest Management Portal.

4. If errors are displayed, open the file, correct the errors, and browse to the file again.
5. To complete the import process, select **Import**  .

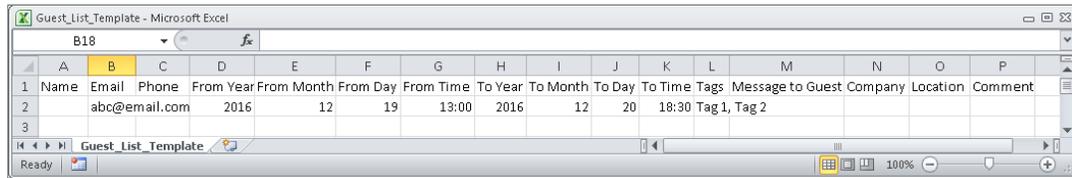
Prepare a Guest List File to Import

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 the CSV or TSV format, such as Microsoft Excel.



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

3. Replace the sample data in row 2 with the 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.

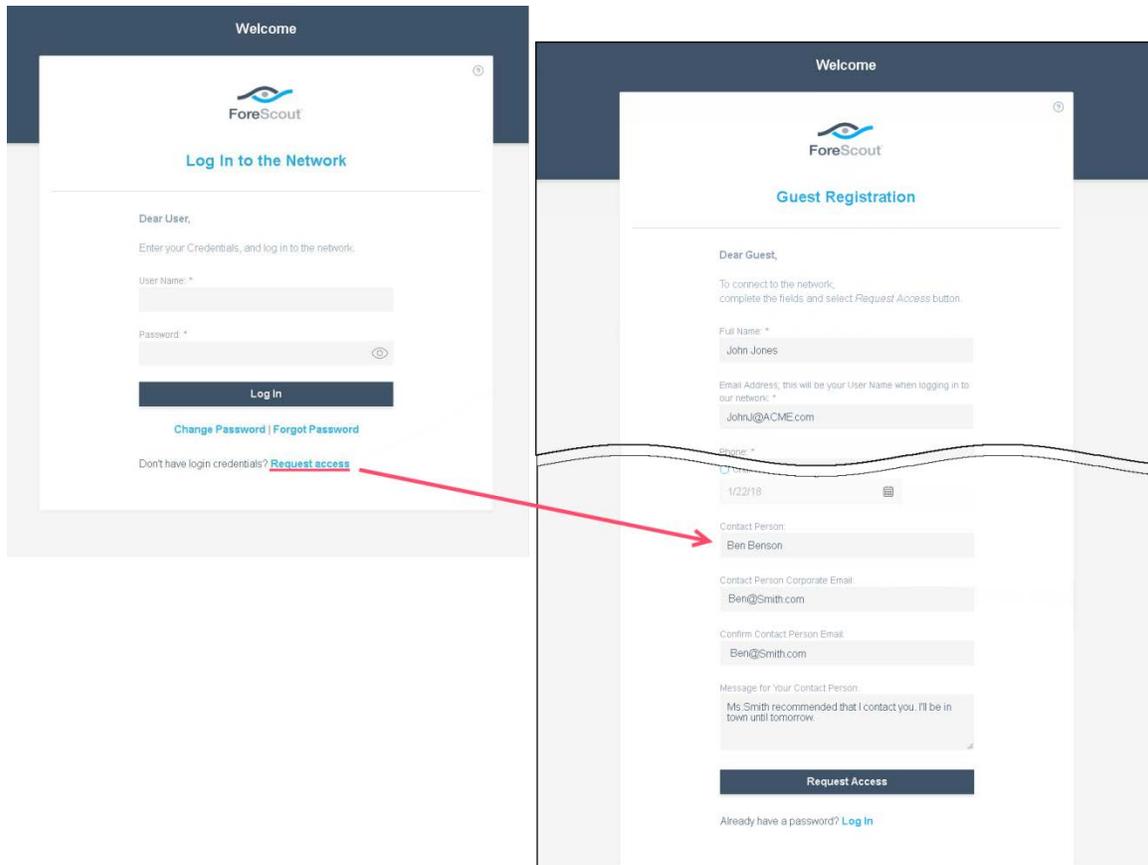
4. Create up to 250 rows of guests per file.

*To delete an entire row of the file in 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.

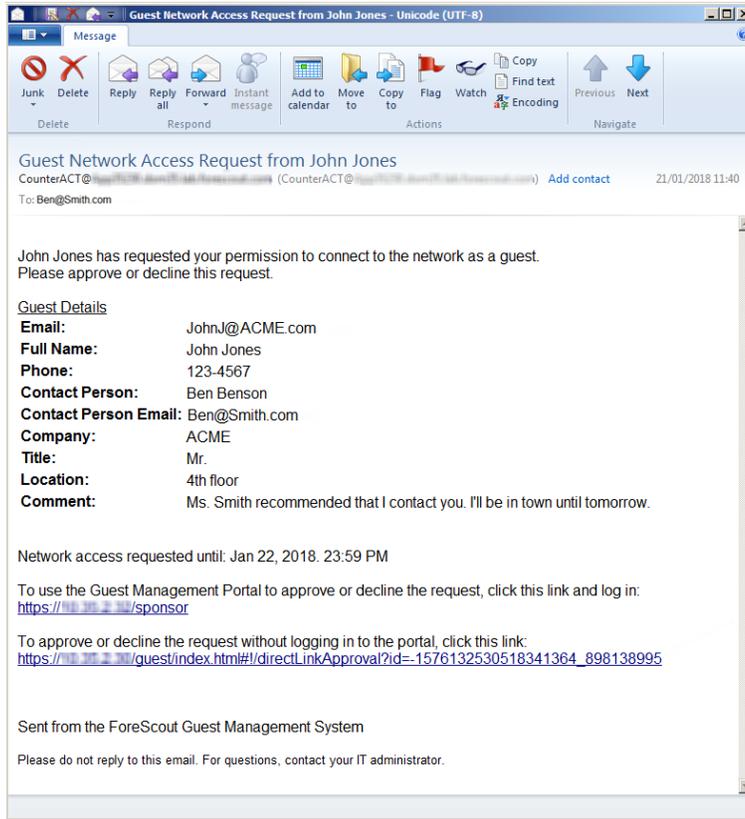
Receive Email Requests

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



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

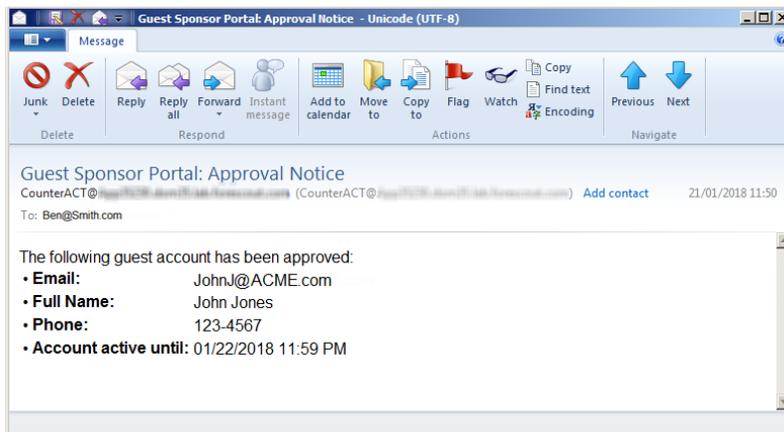
Your system may be set up so that you receive an email message after guests complete guest registration. The email provides guest request details for network access. A sample is shown below.



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.



Additional Forescout Documentation

For information about other Forescout features and modules, refer to the following resources:

- [Documentation Downloads](#)
- [Documentation Portal](#)
- [Forescout Help Tools](#)

Documentation Downloads

Documentation downloads can be accessed from the [Forescout Resources Page](#), or one of two Forescout portals, depending on which licensing mode your deployment is using.

- **Per-Appliance Licensing Mode** – [Product Updates Portal](#)
- **Flexx Licensing Mode** – [Customer Portal](#)

 Software downloads are also available from these portals.

To identify your licensing mode:

- From the Console, select **Help > About Forescout**.

Forescout Resources Page

The Forescout Resources Page provides links to the full range of technical documentation.

To access the Forescout Resources Page:

- Go to <https://www.forescout.com/company/resources/>, select **Technical Documentation** and search for documents.

Product Updates Portal

The Product Updates Portal provides links to Forescout version releases, Base and Content Modules, and eyeExtend products, as well as related documentation. The portal also provides a variety of additional documentation.

To access the Product Updates Portal:

- Go to <https://updates.forescout.com/support/index.php?url=counteract> and select the version you want to discover.

Customer Portal

The Downloads page on the Forescout Customer Portal provides links to purchased Forescout version releases, Base and Content Modules, and eyeExtend products, as well as related documentation. Software and related documentation will only appear on the Downloads page if you have a license entitlement for the software.

To access documentation on the Forescout Customer Portal:

- Go to <https://Forescout.force.com/support/> and select **Downloads**.

Documentation Portal

The Forescout Documentation Portal is a searchable, web-based library containing information about Forescout tools, features, functionality, and integrations.

- 📖 *If your deployment is using Flexx Licensing Mode, you may not have received credentials to access this portal.*

To access the Documentation Portal:

- Go to https://updates.forescout.com/support/files/counteract/docs_portal/ and use your customer support credentials to log in.

Forescout Help Tools

Access information directly from the Console.

Console Help Buttons

Use context sensitive *Help* buttons to quickly access information about the tasks and topics you are working with.

Forescout Administration Guide

- Select **Forescout Help** from the **Help** menu.

Plugin Help Files

- After the plugin is installed, select **Tools > Options > Modules**, select the plugin and then select **Help**.

Online Documentation

- Select **Online Documentation** from the **Help** menu to access either the [Forescout Resources Page](#) (Flexx licensing) or the [Documentation Portal](#) (Per-Appliance licensing).