

## Visitor Management System (VMS)

### Frequently Asked Questions (FAQ)

Question	Answer
<b>Why VMS?</b>	<p>Perth Airport is an ASIC Issuing Body (IB) and under the program we must have and adhere to a VIC issuing procedure</p> <p>The system provides the functionality to achieve and maintain compliance.</p> <p>Refer to Aviation Transport Security Regulations 2005 for more information</p>
<b>Where is the best place to direct people to create visitor or sponsor profiles?</b>	Perth Airport website (Corporate > Working with us > Visitor Pass)
<b>What advice would you give new users?</b>	<ol style="list-style-type: none"> <li>1. Refer to the Perth Airport website (Corporate &gt; Working with us &gt; Visitor Pass)</li> <li>2. Read the Visitor User Guide</li> <li>3. Pre-register for a VMS visitor account <b>prior to arriving at the airport (where possible)</b></li> <li>4. Consider completing a VIC application with the sponsor present (if unsure)</li> <li>5. Have your mobile phone with you so you can copy and paste the temporary password onto the workstation (if that's where you access your emails)</li> </ol>
<b>What is the VMS visitor account process?</b>	<p>VMS visitor account set-up is a two-step process</p> <ol style="list-style-type: none"> <li>1. Register for a VMS account</li> <li>2. Complete VMS registration (after registration email is sent)</li> </ol>
<b>What advice would you give sponsors?</b>	<ol style="list-style-type: none"> <li>1. Refer any visitors to the Perth Airport website (Corporate &gt; Working with us &gt; Visitor Pass)</li> <li>2. Ensure you clearly communicate to the visitor the sponsor name, company, visit date and issuing location; ensuring the correct issuing location is entered if the visitor is completing an application before the day of visit</li> <li>3. Ensure they approve the visitor application prior to visitor attending an issuing location</li> </ol>
<b>What types of VICs are available?</b>	<p>There are two types of VICs:</p> <ul style="list-style-type: none"> <li>• Daily VIC - issued at no cost to the applicant</li> <li>• EVIC – only available to people applying for an ASIC. EVIC costs \$30 payable at the time of issue plus a \$50 deposit payable by the cardholder and refunded when the EVIC is returned to the Airport Service Office (ASO). EVICs can only be issued at the Airport Service Office and proof of ASIC application is required at the time of issuing.</li> </ul>
<b>What ID is acceptable to support a VIC application?</b>	<p>Visitors must provide details of a Category B ID document (Government issued with photo and signature) as part of the VIC application.</p> <ul style="list-style-type: none"> <li>• Current and valid Australian or International Passport</li> <li>• Current and valid Firearms Licence</li> <li>• Current and valid Australian Drivers Licence / Learner's Permit</li> <li>• Current and valid High Risk Work Licence</li> </ul>

	Ensure the details entered for the visitor match what is entered on the ID document, including middle name (if applicable)
<b>Why does the opening VMS visitor/sponsor screen open on the profile details screen?</b>	It is to prompt and remind users to ensure their profile details are up to date (including contact details)
<b>If I have a VMS profile, does that mean I have submitted a VIC application?</b>	No, a VIC application must be completed once the visitor has an account
<b>Can I create a VIC for multiple days</b>	No, a normal daily VIC is valid for one day only A new VIC application is required for every addition day
<b>Does the sponsor need to be the escort?</b>	<ul style="list-style-type: none"> <li>No, the sponsor responsibility is to ensure the VIC applicant has an operational reason to be in a secure area</li> <li>A visitor must always be escorted in secure areas</li> <li>The escort must be present at the time of VIC issuing and whilst escorting in secure areas</li> </ul>
<b>What supporting material is available for VMS?</b>	<ul style="list-style-type: none"> <li>VMS Visitor User Guide (v2)</li> <li>VMS Sponsor User Guide (v2)</li> <li>VMS Troubleshooting Guide (v2)</li> <li>VMS FAQ (v1)</li> </ul>
<b>Why is there a complicated temporary password?</b>	It is an IT Security requirement. It is recommended for first time users, to take their mobile phone with them to the issuing location, so they can copy and paste the temporary password (ensuring no spaces before or after the password) into the workstation if pre-registration hasn't occurred
<b>VMS password requirements</b>	<ul style="list-style-type: none"> <li>Between 10-30 characters</li> <li>One (or more) upper- and lower-case characters</li> <li>One (or more) numbers</li> <li>One (or more) (symbols)</li> </ul>
<b>What is the 28-day rule?</b>	Under the regulations, visitors are only permitted 28-day visits per any twelve-month period from the date the first VIC was issued
<b>Are there 28-day rule exceptions?</b>	If the visitor has a PAPL ASIC application, then the 28-day rule doesn't apply.  For non-PAPL ASIC applications, a visitor must bring proof of ASIC application by their issuing body that contains the AusCheck ID number for their application to the Airport Service Office (ASO). The ASO will accept an email and/or letter from the employer and/or issuing body.  Note: 28-day rule is a federal government requirement
<b>Is VMS mobile compatible?</b>	Unfortunately, the platform and application are not entirely mobile compatible.  VMS will work on most smart phones browsers however the user needs to re-size the text-boxes and screens. We recommend using a PC and/or laptop
<b>Why are there so many email notifications?</b>	Originally it was to prompt the visitor/sponsor to action the request however there are too many notifications and we will look to streamline the process in the future
<b>Where are the issuing locations?</b>	<ul style="list-style-type: none"> <li>Gate 0, 1, 4 and 14</li> <li>Terminal 1 International</li> <li>Terminal 3 Domestic</li> <li>Airport Service Office – EVICs only</li> <li>Airflite, Cobham, Jet Aviation &amp; Skippers (only for issuing of VICs for these company's visitors)</li> </ul>

<p><b>Why can't my approved visitor application be found at an issuing location?</b></p>	<p>1. The issuing locations permission are applicable to the company that manage the location e.g. ISS are Issuing Agents for Terminal 1 International, Terminal 3, Gate 0, 1, 4 and 14 – they cannot see Cobham, Airflite, Jet Aviation etc. as those companies cannot see ISS issuing locations</p> <p>2. The application has not been approved by the Sponsor. The Sponsor will need to log into the VMS and approve the application</p>
<p><b>Why can't I see my Sponsor in the VMS?</b></p>	<p>The Sponsor may not appear, as the company has been entered/selected incorrectly. It is important to note that any changes made to the application will need to be saved and re-submitted by the applicant and then the Sponsor will need to log in and approve.</p>
<p><b>What browsers is VMS compatible with?</b></p>	<p>VMS is compatible with Internet Browsers including Internet Explorer 11, Microsoft Edge, and Chrome.</p>
<p><b>I cannot access the VMS screen?</b></p>	<p>In some instances, the browser history loads in lieu of a 'fresh screen'</p> <p>Perform a clear history and/or clear browsing data on the browser if issues persist</p>