School Check-in Pilot

Daily guide for School Administration Staff

Step 1 – Start of day

Turn on your concierge webform device (laptop, tablet or iPad) and make sure your school’s unique Service NSW webform is open on the device and locked so that it doesn’t turn off during the day.

Remove the Service NSW School Check-in QR code displayed for after-hours arrivals

Collect visitor identification passes from your school’s safe deposit location that were left by visitors or contractors after-hours.

Step 2 – Check-in

Visitors and contractors arrive at the school’s front office or reception area and check in using their smartphone (Service NSW app) or webform (displayed on the school device in the front office or reception area).

Step 2a - (for week 1 of the pilot only)

Visitors and contractors must also sign the physical logbook as per existing sign in processes.

Step 3 - Visitor Identification Pass and Check-out

Once the visitor or contractor has checked in, issue them a visitor identification pass and remind them to return it to the office before they leave the school.

Check-out the visitor on the Logbook when they return their pass.

For those returning after-hours, ensure there is a safe deposit location near front office reception area for them to return their visitor identification pass before they leave.

Step 4 – End of day

At the end of the school day ensure the device at the front of the office is turned off.

Display the Service NSW School Check-in QR code for after-hours arrivals on a window or accessible location near the front office. Make sure you remove this in the morning so that visitors or contractors enter the front office reception area.

Ensure a safe deposit location is available near the front office reception area for visitors or contractors to return their visitor identification pass if they are staying after-hours.