How to pre-register a visitor to come to campus

Pre-registering a Visitor in VisitorAware

This guide explains how to add an expected visitor to Harvard-Westlake's VisitorAware system to ensure a smooth check-in experience upon arrival.

Introduction

VisitorAware allows staff to pre-register guests before their arrival. By adding expected visitors in advance, security can verify identities quickly and minimize entry delays.

Prerequisites

- Active Harvard-Westlake account with VisitorAware access
- Web browser with internet connectivity
- Visitor information (name, visit date, time, and campus location)

Steps

1. Go to visitor.hw.com and sign in using your HW credentials.

    - Alternatively, visit login.hw.com and click the **VisitorAware** tile.

2. In the left-hand navigation pane, click **Visits**, then select **Expected Visitors**.

3. In the **Expected Visitors** section, click the + icon in the top right corner to create a new entry.

4. Enter the required details:

    - Visitor's full name

    - Expected arrival date and time

    - Campus location

    Tip: When typing the visitor's name, pause briefly—VisitorAware will search for existing entries. If no match appears, your typed name will automatically resolve as a new entry.

5. Double-click the visitor's name to confirm and add it.

6. Click **Save** to complete the process.

Your visitor is now registered and will appear in the **Expected Visitors** list for verification at check-in.