

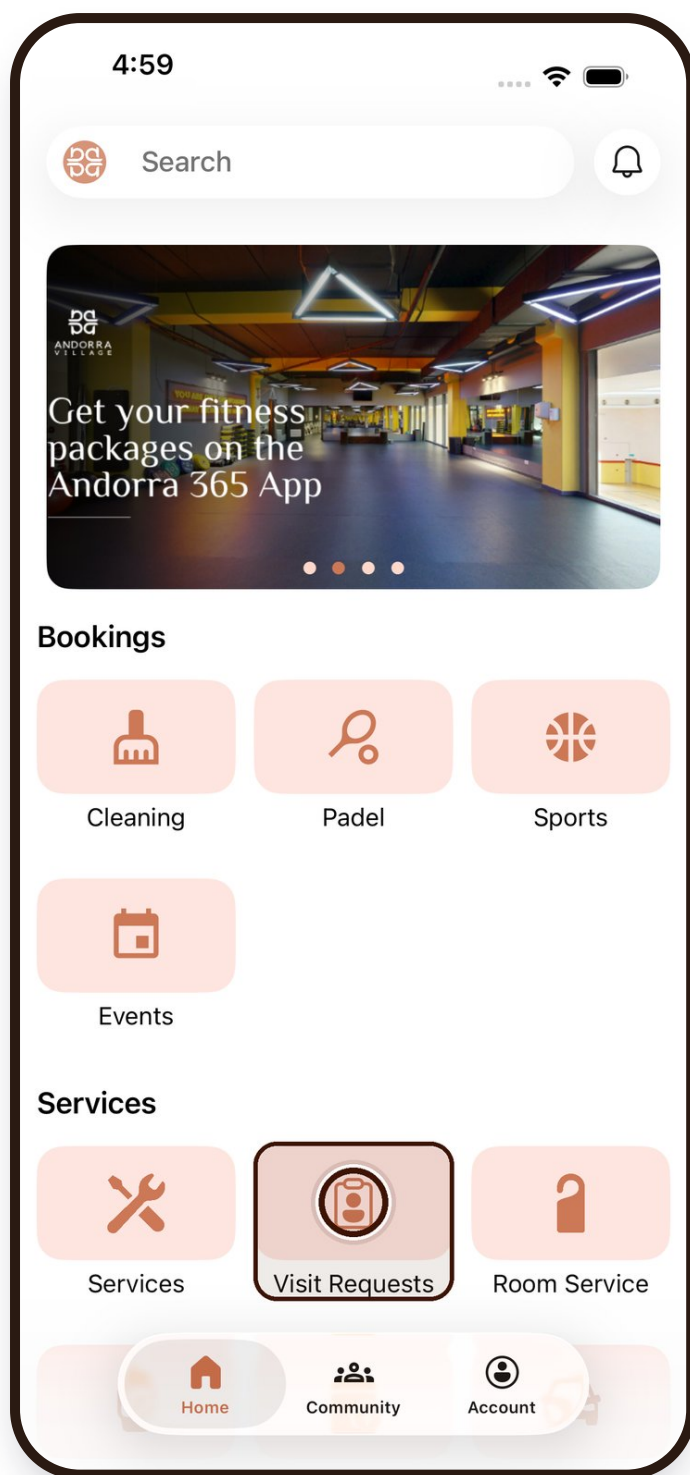


## HOW-TO GUIDE

# Register a visitor ahead of time

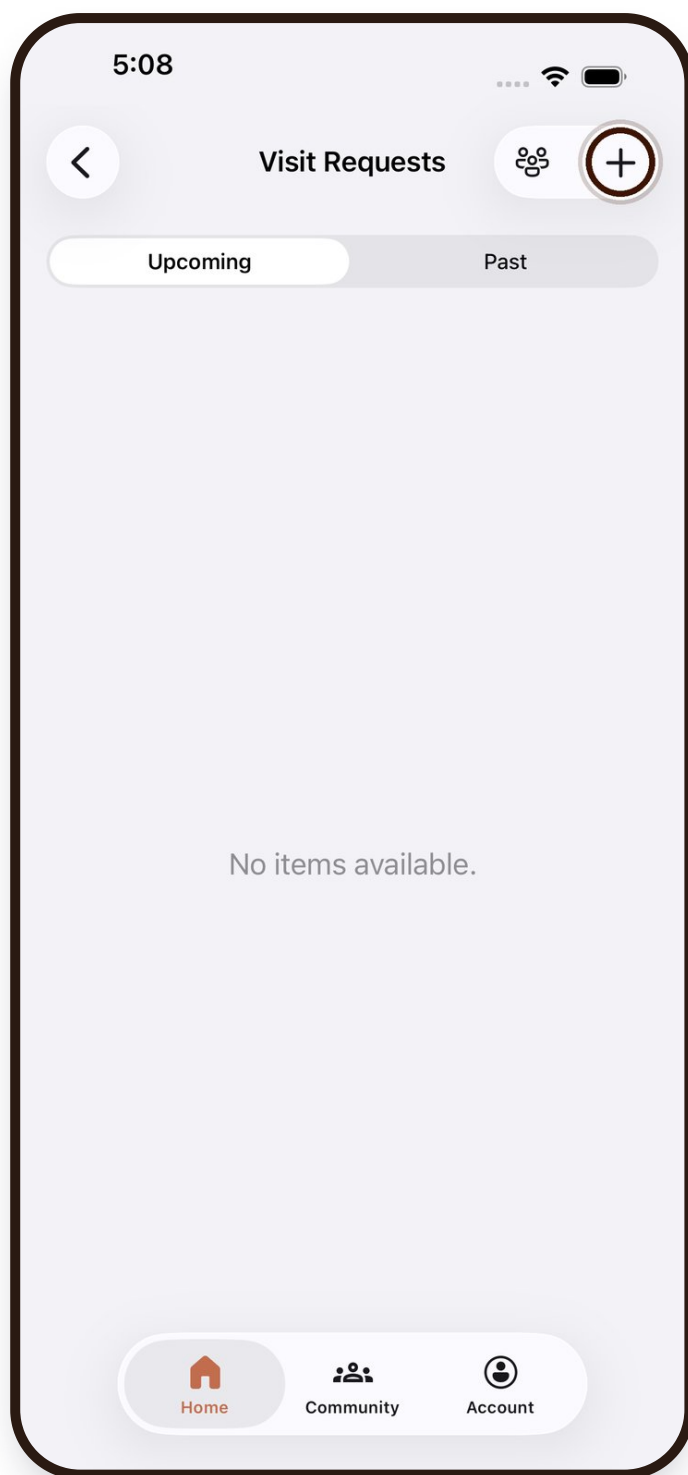
Expecting guests? Register them in the Andorra Village app before they arrive. Choose when they're visiting, add their details, and they'll receive their visit code by email and their visit details by text message, ready for the gate.

- |                            |                        |
|----------------------------|------------------------|
| <b>01</b> Home             | <b>02</b> New request  |
| <b>03</b> Visit type       | <b>04</b> Arrival      |
| <b>05</b> End time         | <b>06</b> Add visitors |
| <b>07</b> Choose visitors  | <b>08</b> Name & email |
| <b>09</b> Country code     | <b>10</b> Phone number |
| <b>11</b> Nationality & ID | <b>12</b> Save         |
| <b>13</b> Vehicle          | <b>14</b> Purpose      |
| <b>15</b> Continue         | <b>16</b> Track visits |
| <b>17</b> Saved visitors   |                        |



## 01 HOME

On the home screen, tap **Visit Requests** under Services.



## 02 NEW REQUEST

Your visits are listed here. Tap **+** at the top right to register a new one.

5:08

**New Visit Request** now

A new visit request has been scheduled on 2026-09-22 17:13:00 till 2026-09-22 20:1...

**Visit Category** >

Regular max: 24h

**Starts** Sep 22, 2026 5:13 PM

**Ends** Sep 22, 2026 5:13 PM

*i* The maximum number of visitors allowed for Tuesday is 5 visitors >

Tap to view all daily limits

+ Add Visitors >

+ Add Vehicles >

Visit Purpose

Home Community Account

5:08

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Visit Purpose

Home Community Account

**03 VISIT TYPE**

Choose **Vehicular** if your guest is driving in, or **Pedestrian** if they're coming on foot.

**04 ARRIVAL**

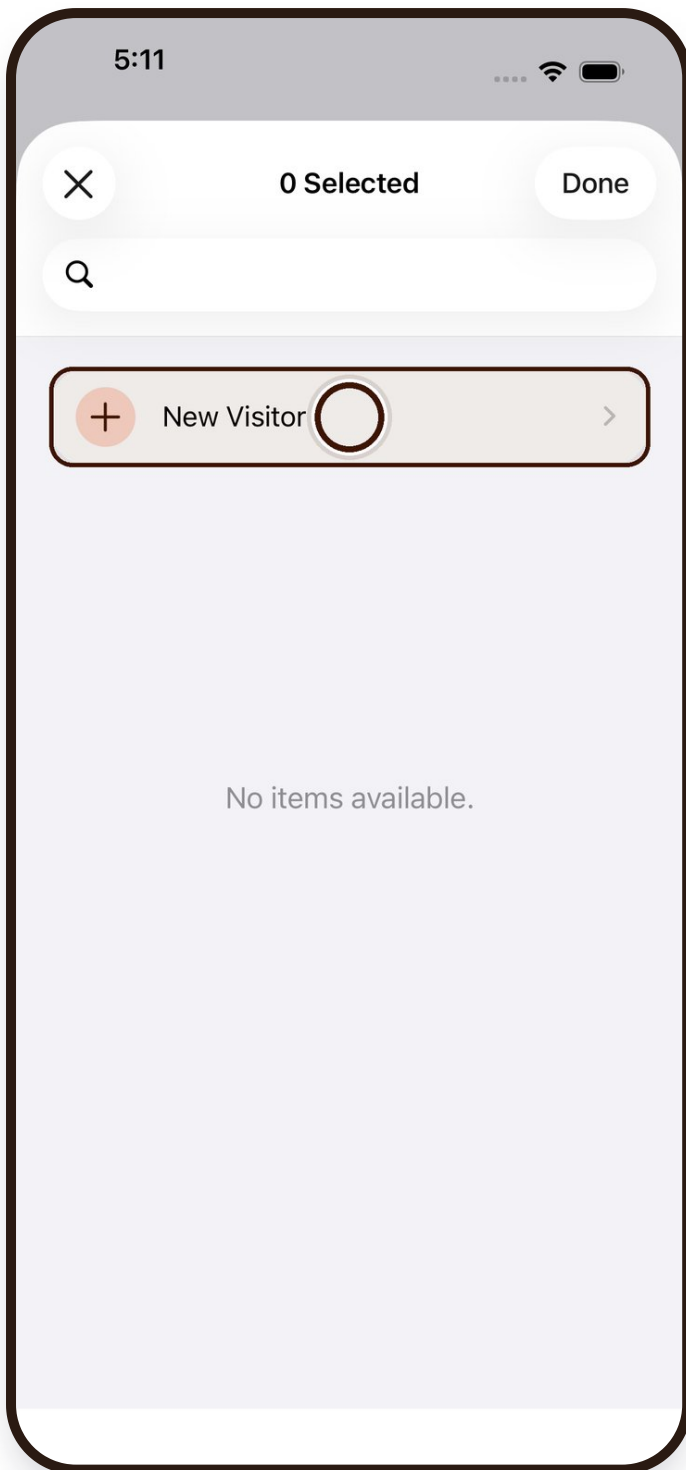
**Starts** is set to now. Tap the date or time to change when your visitor arrives.

#### 05 END TIME

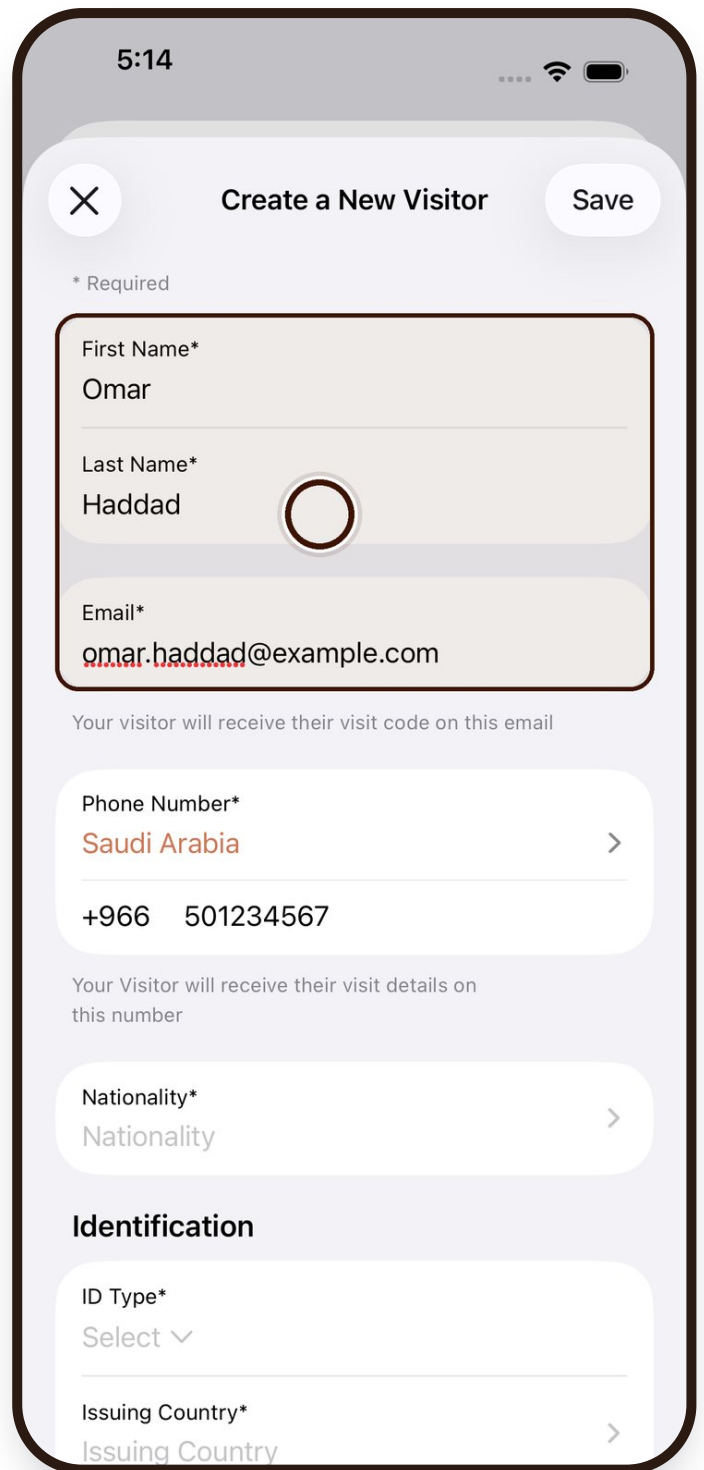
Under **Ends**, tap the time and scroll the wheel to when the visit is over. A visit can last up to 24 hours.

#### 06 ADD VISITORS

Tap **Add Visitors**. The note above it shows how many visitors are allowed that day.

**07 CHOOSE VISITORS**

Tick visitors you've saved before, or tap **New Visitor** to add someone new.

**08 NAME & EMAIL**

Enter their **name and email**. Their visit code is sent to this address.

5:13

Choose your country

Current

+1 United States

Frequently Used

+966 Saudi Arabia

+971 United Arab Emirates

+974 Qatar

+965 Kuwait

+973 Bahrain

+968 Oman

+962 Jordan

+961 Lebanon

+20 Egypt

+963 Syria

A

+93 Afghanistan

Search Country Codes

**09 COUNTRY CODE**

Under Phone Number, choose the **country**, for example Saudi Arabia.

5:14

Create a New Visitor

Save

\* Required

First Name\*

Omar

Last Name\*

Haddad

Email\*

omar.haddad@example.com

Your visitor will receive their visit code on this email

Phone Number\*

Saudi Arabia

+966 501234567

Your Visitor will receive their visit details on this number

Nationality\*

Nationality

Identification

ID Type\*

Select

Issuing Country\*

Issuing Country

**10 PHONE NUMBER**

Type their **mobile number**. Visit details are sent to it by text.

5:14

×

Create a New Visitor

Save

Phone Number

Saudi Arabia

+966 501234567

Your Visitor will receive their visit details on this number

Nationality\*

Nationality

Identification

ID Type\*

Select

Issuing Country\*

Issuing Country

ID Number\*

ID Number

Upload Proof of Identity\*

You can upload up to 1 photo(s)

Document identification number used by the visitor during their visit

**11 NATIONALITY & ID**

Add their **nationality, ID type, issuing country and number**, and a **photo of the ID**. All are required.

5:14

×

Create a New Visitor

Save

Phone Number

Saudi Arabia

+966 501234567

Your Visitor will receive their visit details on this number

Nationality\*

Nationality

Identification

ID Type\*

Select

Issuing Country\*

Issuing Country

ID Number\*

ID Number

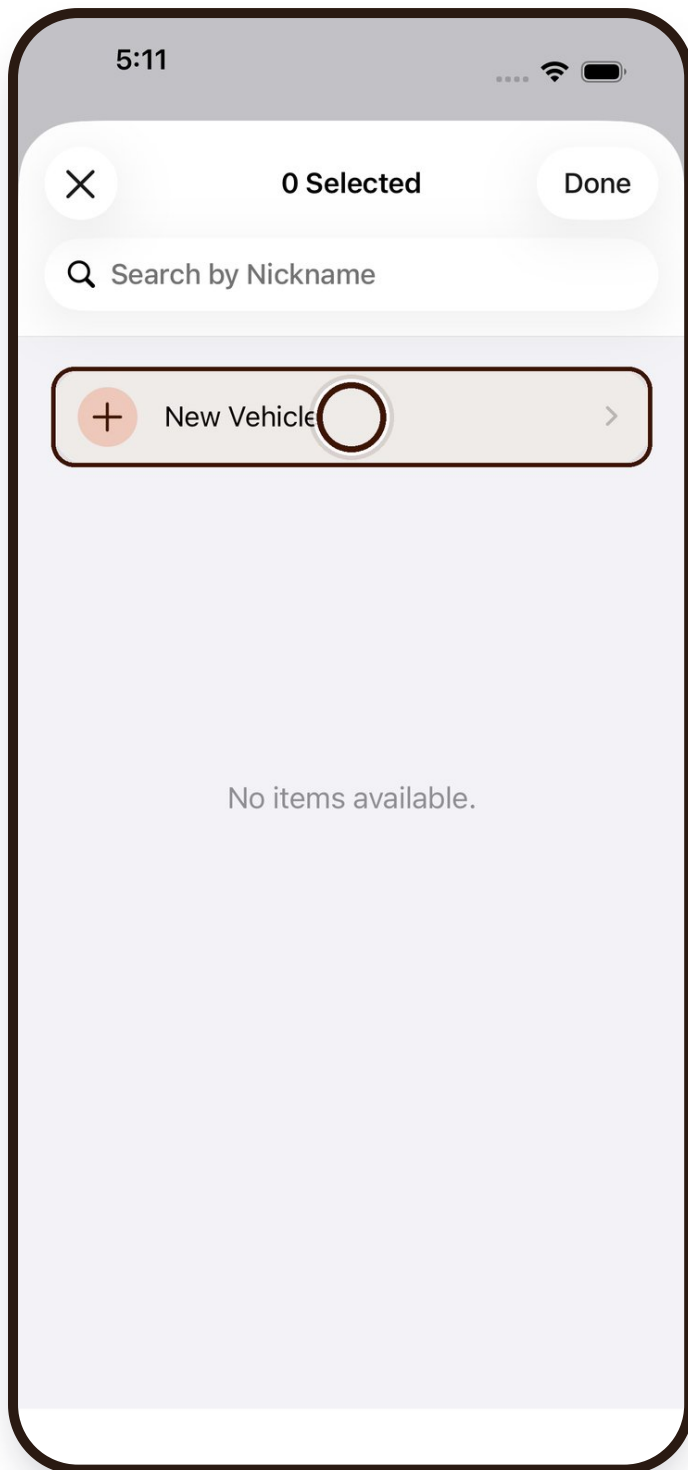
Upload Proof of Identity\*

You can upload up to 1 photo(s)

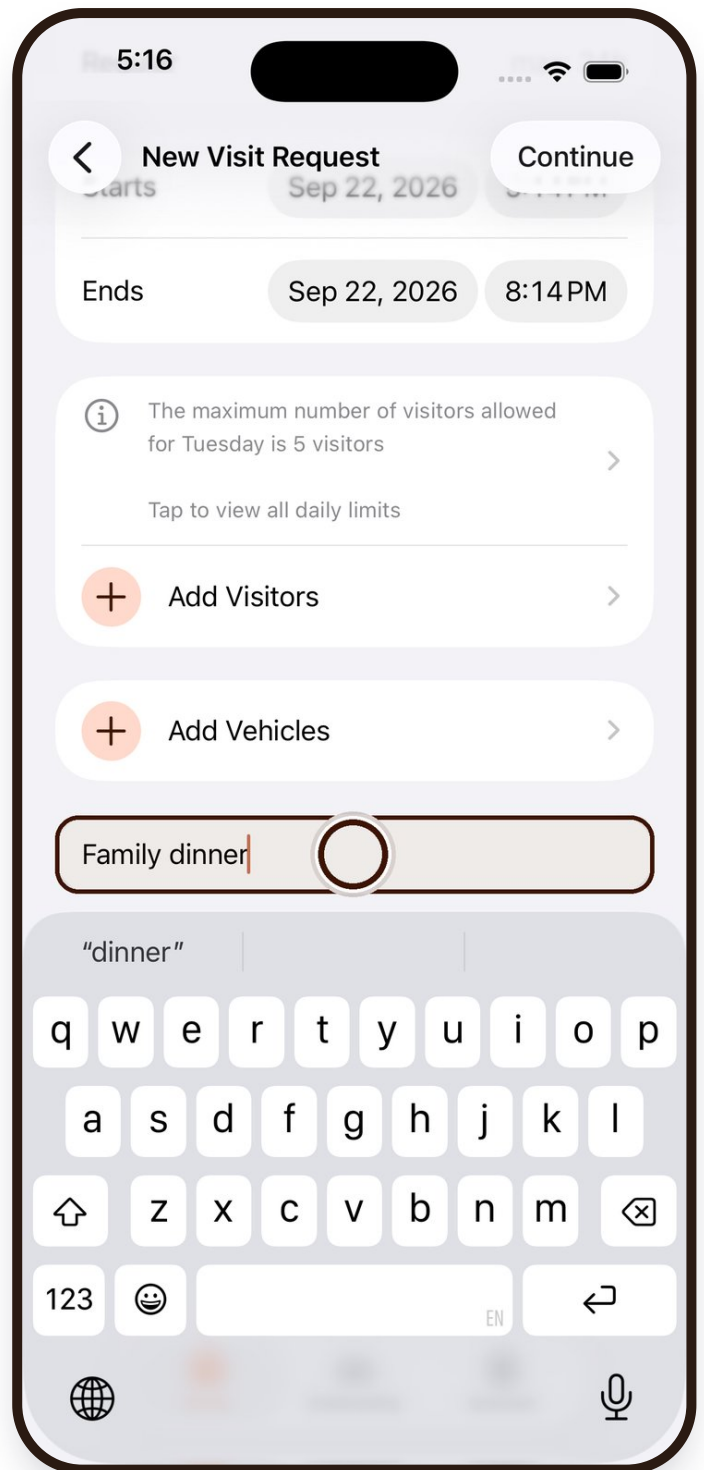
Document identification number used by the visitor during their visit

**12 SAVE**

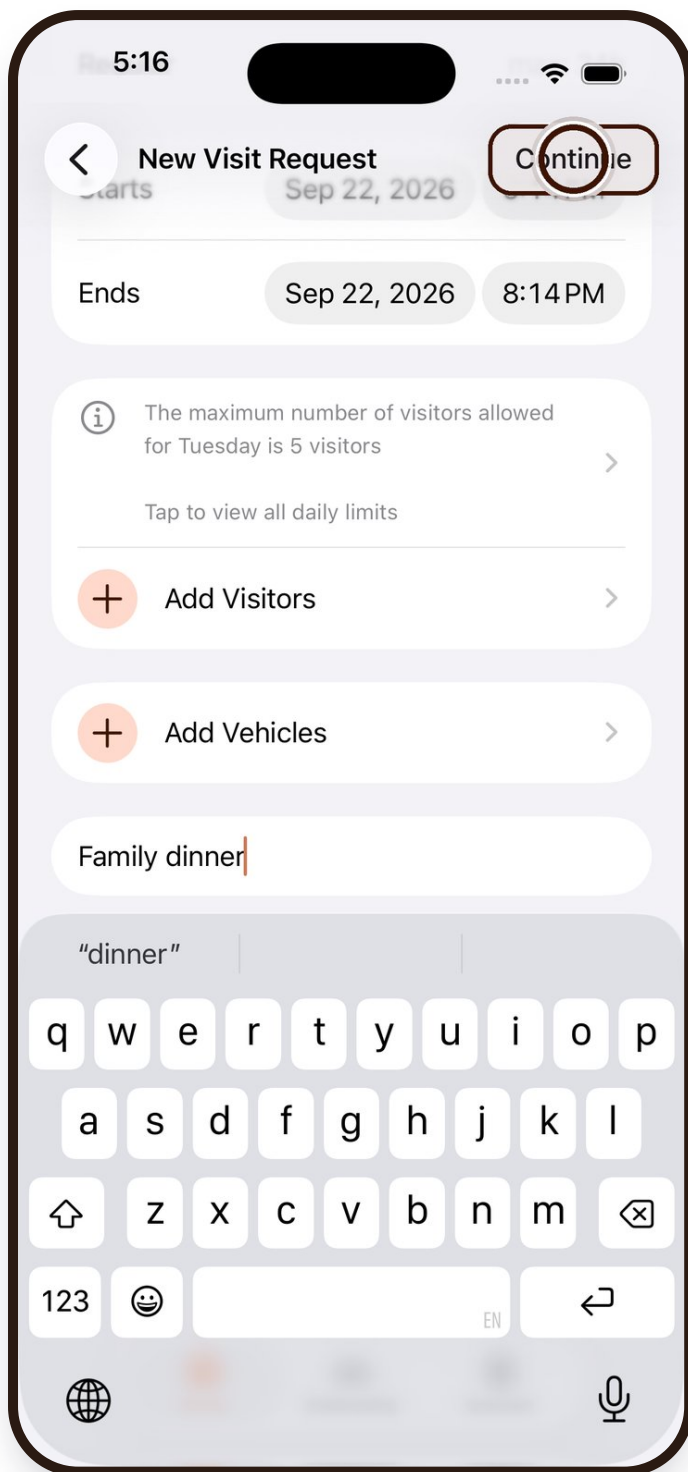
Tap **Save**. The visitor is added to your list, ready to reuse next time. Tick them and tap Done.

**13 VEHICLE**

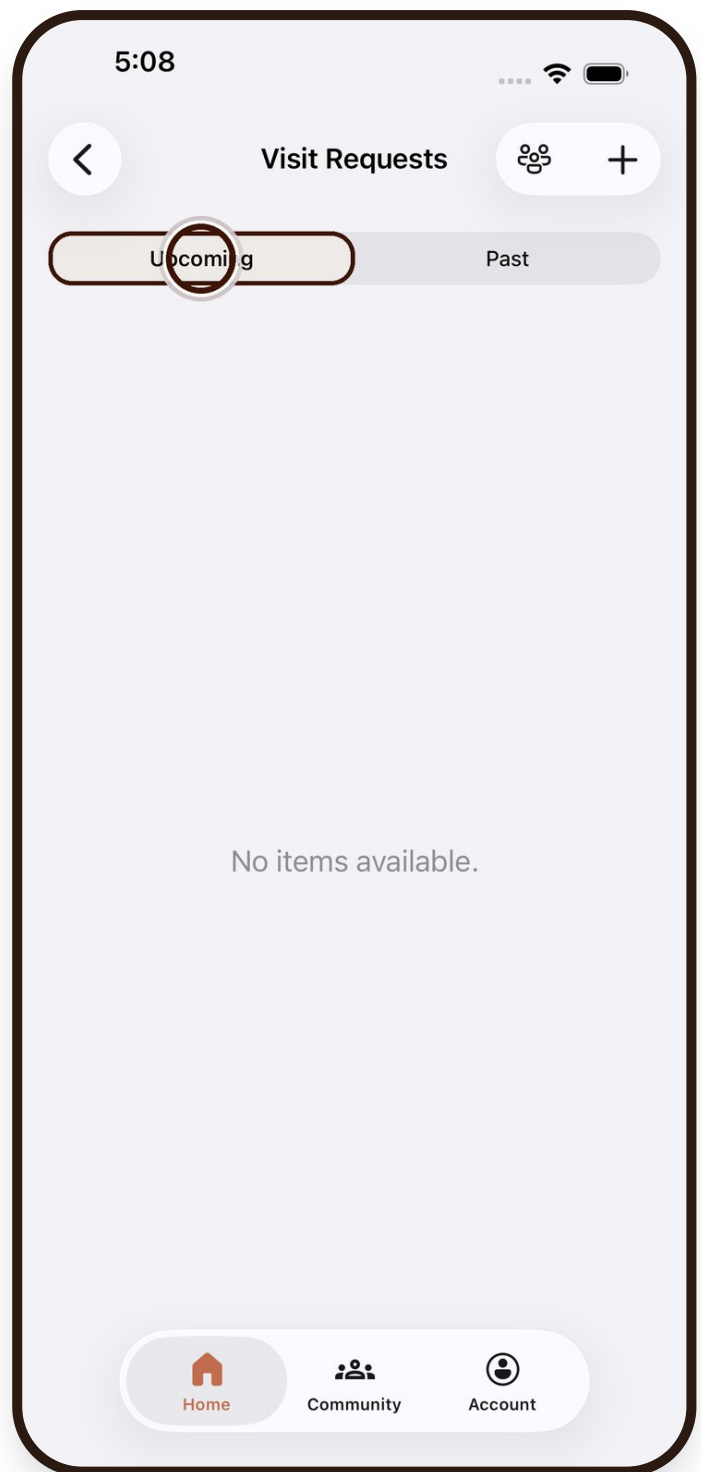
For a vehicular visit, tap **Add Vehicles** and pick a saved vehicle or add a **New Vehicle**.

**14 PURPOSE**

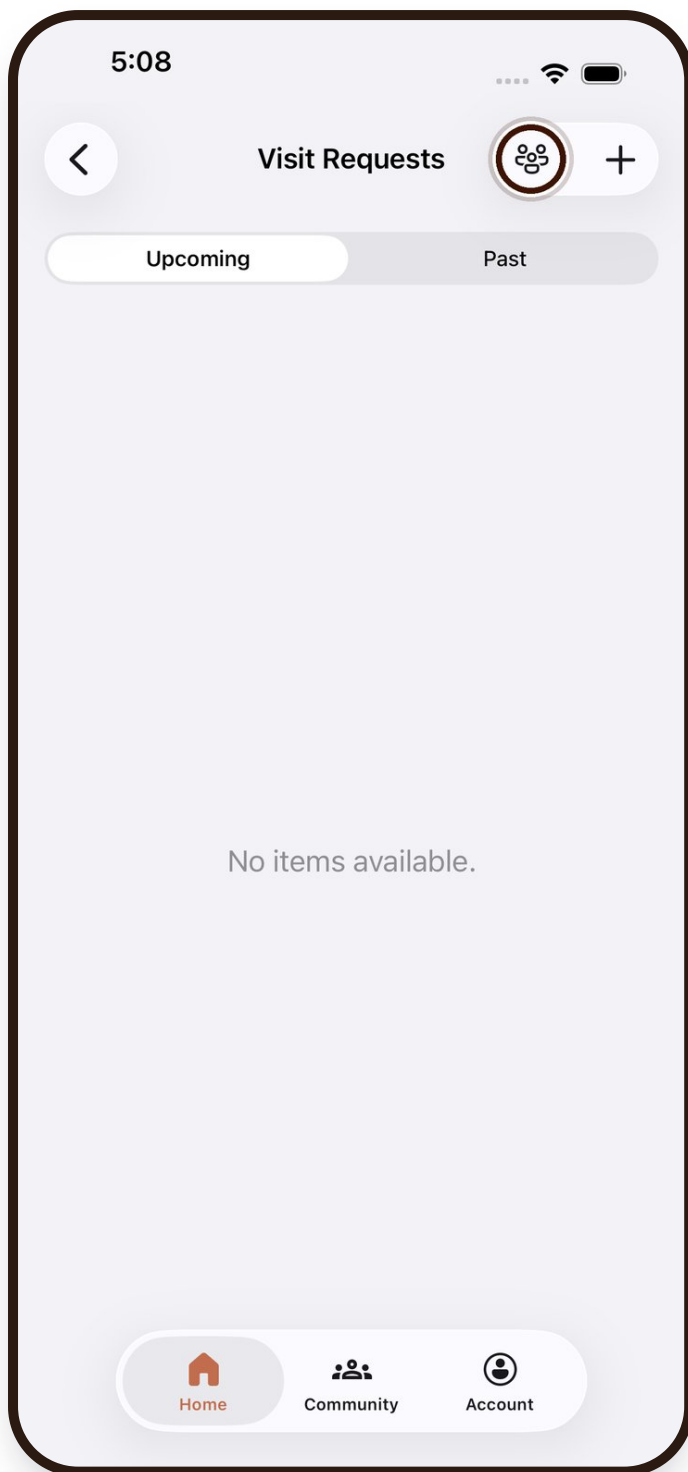
Optional: add a **visit purpose**, such as Family dinner.

**15 CONTINUE**

Tap **Continue** at the top right to finish and send the request.

**16 TRACK VISITS**

Your visit shows under **Upcoming**, and moves to Past once it's over.



## Your visitor is expected

They'll get their **visit code by email** and their visit details by text, ready to show at the gate.

**Double-check the email.** That's where the visit code goes.

**Mind the daily limit.** Each day allows a set number of visitors. Tap the note to see them all.

**Keep ID handy.** Your visitor should bring the ID you registered.

### 17 SAVED VISITORS

The **people icon** opens your saved visitors, so regular guests can be picked in one tap.