

Visitor Management System

Visitor User Guide

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Introduction

Visitors to Perth Airport who have an operational need to enter a secure area (Terminal Sterile, Airside and/or SRA) of the Airport, are required to apply for a Visitor Identification Card (VIC) or an Extended Visitor Identification Card (EVIC). A VIC/EVIC holder must be always sponsored and escorted by a valid ASIC holder.

VIC type and Cost

There are two types of VICs:

- VIC - available daily for a 24-hour period and issued at no cost to the applicant
- EVIC - EVIC's are issued at the Airport Services Office by appointment. They are valid for a maximum of 28 days. \$30 payable at the time of issue plus a \$50 deposit which is payable by the cardholder and refunded when the EVIC is returned to the Airport Service Office (ASO).

Application requirements

Before lodging an application, please ensure you are aware of the following requirements:

- Application sponsor (an ASIC holder pre-registered with a VMS Sponsor account)
- Category B ID document - Government issued with photo and signature
- Visitors must provide details of a Category B ID document (Government issued with photo and signature) such as
 - Current and valid Australian or International Passport
 - Current and valid Firearms Licence
 - Current and valid Australian Drivers Licence / Learner's Permit
 - Current and valid High Risk Work Licence
- A digital photo of passport quality (from shoulders up, front facing, neutral expression and no more than 6 months old)
- Know the VIC issuing location you will be collecting your VIC pass from:
 - Perth Airport Precinct (Airside Gates) Gate 01, Gate 04 & Gate 14
 - Perth Airport (Terminals) T1 Domestic & T3 Domestic
 - Perth Airport Precinct (General Aviation) Airflite Pty Ltd, National Jet Express, Jet Aviation Australia & Skippers Aviation Pty Ltd
 - Perth Airport Service Office (ASO) - Ground Floor, 2 George Wiencke Drive
EVIC's only by appointment

Terms and Conditions

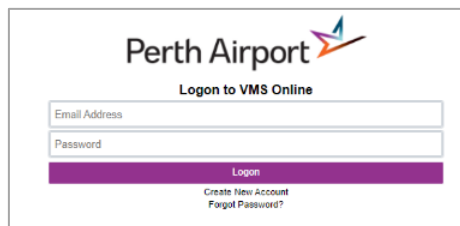
Full terms and conditions related to a VIC holder's responsibilities are located within the application form.

Register for a VMS account

To apply for a VIC, applicants need to have a Visitor Management System (VMS) account. If this is the first time applying, applicants should complete the steps 1 - 2 to register an account. Returning applicants can login to the VMS via the Perth Airport website and follow step 3 to request a VIC/EVIC. Follow the prompts for forgotten passwords.

1. Creating a VMS account

- 1.1. On the Perth Airport website, follow the pages Corporate/Work with us/Visitor Passes (VICS) and click on the link Perth Airport Visitor Management System (VMS).
- 1.2. On the login page, select Create New Account



- 1.3. Complete the form with the required information as per your identification, noting the email address supplied will become the User ID and will be the first point of contact for your VMS account.

VMS Registration Form

First Name	Middle Name's	Surname	Date of Birth - DD/MM/YYYY
Email Address		Verify Email Address	
Office Number		Mobile Number	
Submit		Cancel	

- 1.4. Submit when complete
- 1.5. Once you have created an account, you will receive an email from VMS services, confirming your User ID, a temporary password, and a link to the VMS login page.

Dear Lucy Vilama

Notice from Perth Airport VIC Management System

Your Profile has been approved in VMS, the Email Address entered is Registered to this account within VMS. Please log in with the following details to access your account:

USER ID: lv@email.com

PASSWORD: Mky%Ug7C

Please login to the VMS Online portal by clicking the following link. <https://aus01.safelinks.protection.outlook.com/?url=https%3A%2F%2Fvms-tst.perthairport.com.au%2FTotal/>

- 1.6 When prompted, create a new password, ensuring it is:

- Between 10-30 characters
- One (or more) numbers
- One (or more) upper- and lower-case characters
- One (or more) (symbols)

Change Password

To change your password, follow the prompts and submit when completed.

Existing Password
New Password
Confirm New Password

Submit
Cancel

- 1.7 Click submit to change the new password.
- 1.8 Re login using your User ID and new password.

2. Creating a VMS Profile

2.1 Enter your information noting that address' must be entered through the Address Lookup function

Complete Profile

Address Search

Enter your current residential address by clicking 'Address Search'

Complete your employment details

Unit Number	Street Number	Street Name	Street Type
Post Code	Suburb	State	Country
Company		<input type="checkbox"/> Company Not in List	Position Title

Complete **Cancel**

2.2 Enter the details and follow the prompts to search

2.3 To select an address, highlight the correct information and hit confirm

Lookup Address

Perth Airport

2	George Wiencke	Drive	6105
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Search **Confirm**

Manual Address Input

Unit Num...	Street Nu...	Street Name	Street ...	Suburb	State	Postcode
	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105
1	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105
12	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105
10	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105
13	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105
14	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105
11	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105
15	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105
16	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105
2	2	GEORGE WIENCKE	DR	PERTH AIRPORT	WA	6105

2.3.1 Click Manual Address Input if your address does not appear or you have an international address

Lookup Address

Perth Airport

Street Number / Unit Number	Street Name	Type of Street (St, Ave, Way, ...)	Post Code
-----------------------------	-------------	------------------------------------	-----------

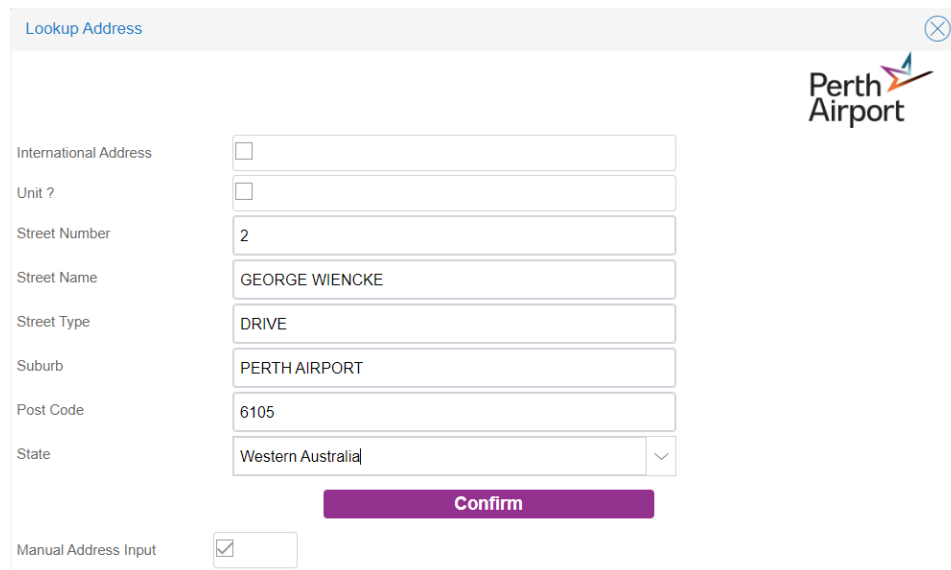
Search **Confirm**

Manual Address Input

Unit Num...	Street Nu...	Street Name	Street ...	Suburb	State	Postcode
-------------	--------------	-------------	------------	--------	-------	----------

2.3.2 For International addresses, ensure the Overseas Address box is checked.

2.3.3 Complete the remainder of the form, and click confirm



2.4 To enter the Company name, use the drop-down menu to search. Ensure the correct company is selected, as there may be multiple entries for similar companies

2.4.1 If the company is not in this menu, tick the Company not in List checkbox and manually enter the company name, ensuring the business name is entered as per the ABN listing. If unsure, applicants are advised to contact their company to confirm the full business trading name.




2.5 Enter your position title and select Complete once all fields have been completed.

Complete Profile

Address Search

Enter your current residential address by clicking 'Address Search'
Complete your employment details

Unit Number	109	TRIBUTE	ST
6148	RIVERTON	WA	Australia
Em Airways	<input checked="" type="checkbox"/> Company Not in List	CEQ	
Complete		Cancel	

2.6 Confirm your completed profile by clicking “Complete” and then OK in the pop-up box

<input checked="" type="checkbox"/> Company Not in List	Big Blogger
Complete	Cancel

Profile Complete!

Profile Complete!

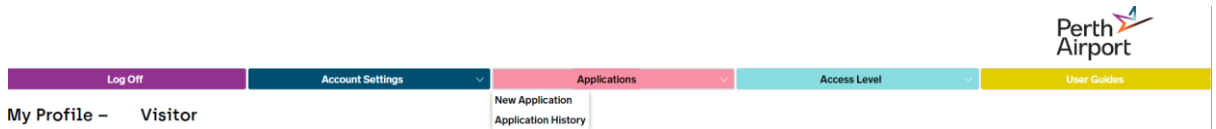
OK

VIC/EVIC Applications

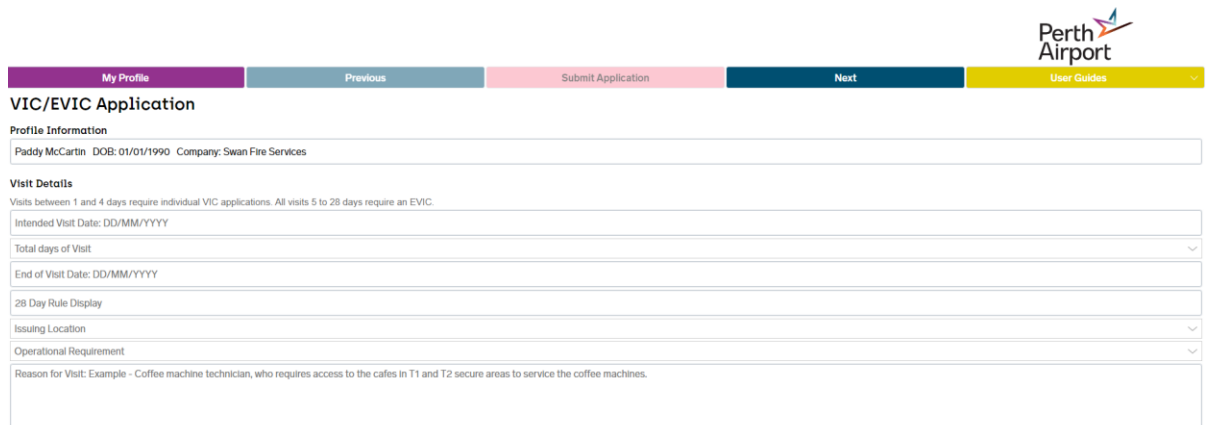
With a completed VMS Profile, a VIC/EVIC Application can now be created.

3. Creating a VIC/EVIC application

- 3.1. In the applicant's profile page, on the top toolbar click the dropdown menu for Applications and select New Application.



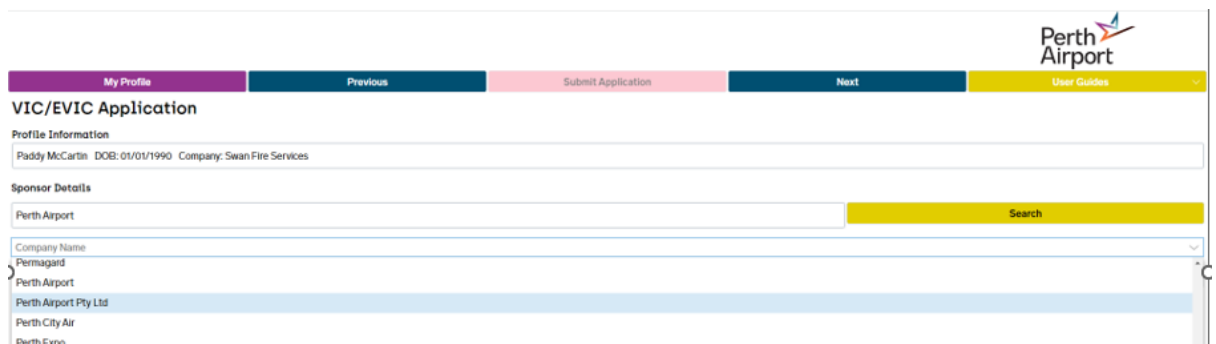
- 3.2. On the VIC/EVIC Application form, provide the information as it relates to an upcoming visit
- 3.3. Click Next when all information is entered.



The screenshot shows the 'VIC/EVIC Application' form. The top navigation bar has tabs: 'My Profile' (purple), 'Previous' (dark blue), 'Submit Application' (pink), 'Next' (dark blue), and 'User Guides' (yellow). The form is titled 'VIC/EVIC Application' and is divided into two main sections: 'Profile Information' and 'Visit Details'.
 The 'Profile Information' section contains a text field with the text: 'Paddy McCartin DOB: 01/01/1990 Company: Swan Fire Services'.
 The 'Visit Details' section contains several fields: 'Intended Visit Date: DD/MM/YYYY', 'Total days of Visit' (with a dropdown arrow), 'End of Visit Date: DD/MM/YYYY', '28 Day Rule Display', 'Issuing Location' (with a dropdown arrow), and 'Operational Requirement' (with a dropdown arrow). Below these fields is a text area containing the text: 'Reason for Visit: Example - Coffee machine technician, who requires access to the cafes in T1 and T2 secure areas to service the coffee machines.'

- 3.4. Type in the Sponsor's company name and use the drop-down menu to confirm your selection.

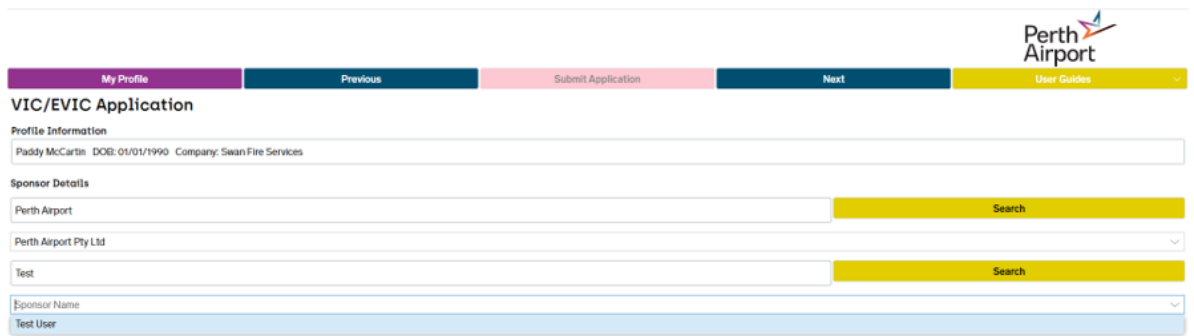
***Note: type the company name taking care to use correct spelling, then click "search". Select the correct company name from the drop-down menu. The company name must be the exact trading name as this is how your sponsor will be located in the next step*



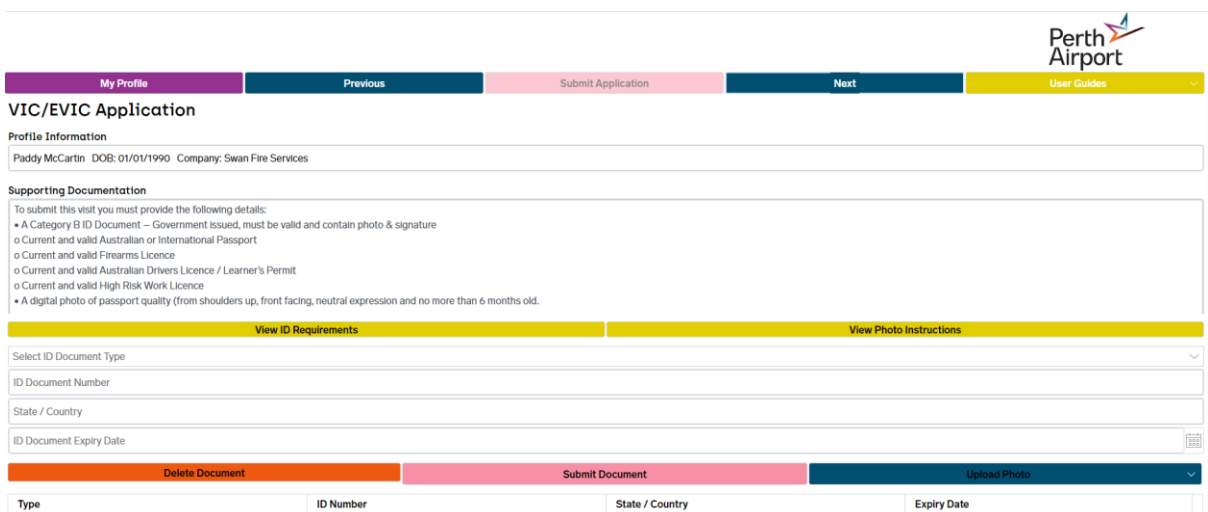
The screenshot shows the 'VIC/EVIC Application' form, specifically the 'Sponsor Details' section. The top navigation bar is the same as in the previous screenshot. The 'Sponsor Details' section contains a text field with 'Perth Airport' and a yellow 'Search' button. Below the search button is a dropdown menu with the following options: 'Company Name', 'Permagard', 'Perth Airport', 'Perth Airport Pty Ltd', 'Perth City Air', and 'Perth Expo'. The 'Perth Airport Pty Ltd' option is highlighted in blue.

- 3.5. Type in the full name of your chosen Sponsor and use the drop-down menu to confirm the selection.

****Note: it is necessary to use correct spelling when entering the Sponsor name**



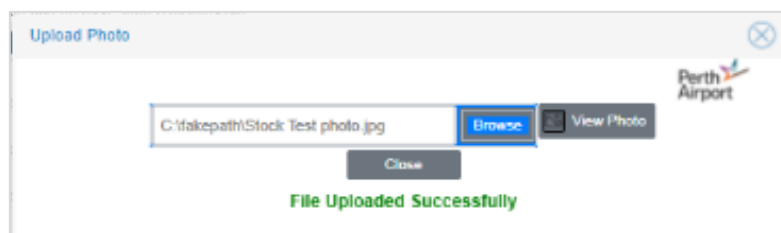
- 3.6. Click Next when all information is entered.
- 3.7. Use the drop-down menu to select the ID Document type, before completing the details required.
- 3.8. Click submit document after double checking the information entered is correct.
***Note: no physical document is uploaded at this time, only the details are required ***
- 3.9. To submit a photo, use the drop-down menu on Upload Photo and select Upload New Photo.



View ID Requirements		View Photo Instructions	
Select ID Document Type			
ID Document Number			
State / Country			
ID Document Expiry Date			

Type	ID Number	State / Country	Expiry Date

- 3.10. Click Browse and select your photo before hitting ok.
- 3.11. If your upload is successful, a message will appear in the upload box and you are ok to click close.



- 3.12. Details of the uploaded documents and photo will appear in the upload table.

Select ID Document Type												
ID Document Number												
State / Country												
ID Document Expiry Date												
Delete Document Submit Document Upload Photo												
<table border="1"> <tr> <th>Type</th> <th>ID Number</th> <th>State / Country</th> <th>Expiry Date</th> </tr> <tr> <td>Australian Passport</td> <td>testing</td> <td>testing</td> <td>27/07/2025</td> </tr> <tr> <td colspan="4">ID Photo</td> </tr> </table>	Type	ID Number	State / Country	Expiry Date	Australian Passport	testing	testing	27/07/2025	ID Photo			
Type	ID Number	State / Country	Expiry Date									
Australian Passport	testing	testing	27/07/2025									
ID Photo												

3.13. Once all documents have been uploaded, click Next

3.14. Read both the View Privacy Notice and View Terms and Conditions, before clicking “I Agree” if you are happy to continue.

My Profile	Previous	Submit Application	Next	User Guides
VIC/EVIC Application				
Profile Information				
Joe Bloggs DOB 01/01/1990 Company Bloggs Enterprises				
View Privacy Notice		View Terms and Conditions		
<p>Declaration</p> <p>I have read and understood the information provided, and agree to abide by the conditions applicable to the holder of a Visitor Identification Card and acknowledge receipt of VIC number recorded. I declare by submitting this application that I have not previously been refused an Aviation Security Identity Card (ASIC) or had an ASIC that was suspended or cancelled because of an adverse criminal record or been issued with a Visitor Identity Card (VIC) for Perth Airport for more than a total of 28 days in the previous 12 months.</p> <p>I have read and understood Perth Airport's Privacy Notice regarding the collection and release of personal information. I consent to Perth Airport using and disclosing my personal information in accordance with Perth Airport's Privacy Notice.</p>				
I Agree				

3.15. Once you have agreed to the conditions, click Submit Application, and select Yes to confirm your submission.

Kofax TotalAgility

Are you sure you wish to submit your Visit Request?

Yes
No

4. Update a VIC/EVIC application

Details of a VIC/EVIC application must remain up to date. In the event details change, amend the application as soon as possible.

4.1. In the applicant's profile page, use the drop down menu for Applications and select Application History.

Log Off	Account Settings	Applications	Access Level
My Profile – Visitor		New Application Application History	
Contact Details		Address Details	
Paddy		2 / 104 BILYANA ST	


4.2 Highlight the visit you wish to view and click View Application

My Profile	View Application			
Application History				
Date	Visitor	Day Count	Issuing Location	Sponsor
27/07/2022	Paddy McCartin	1	Gate 4	Test User

4.3 Change the information required.

4.4 Click next to move through the application to update sections as required.

4.5 Once the new information is updated, click Update Application. This can be done at any stage of the form

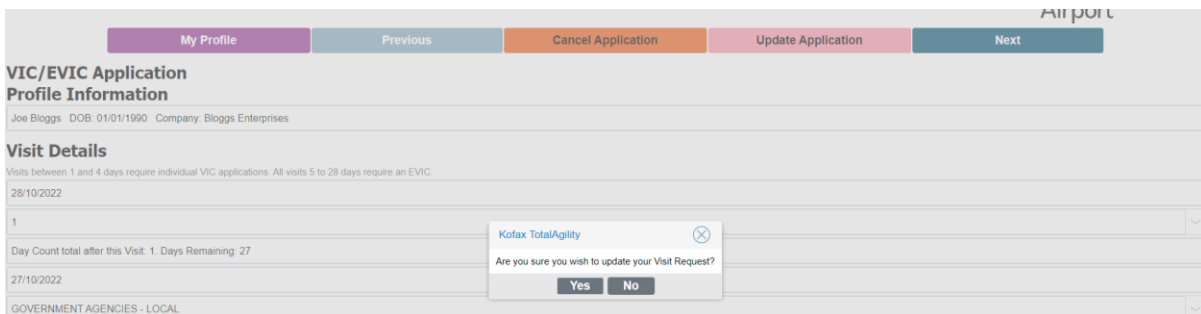


VIC/EVIC Application
Profile Information
 Joe Bloggs DOB: 01/01/1990 Company: Bloggs Enterprises

Visit Details
 Visits between 1 and 4 days require individual VIC applications. All visits 5 to 28 days require an EVIC.

28/10/2022
 1
 Day Count total after this Visit: 1 Days Remaining: 27
 27/10/2022
 GOVERNMENT AGENCIES - LOCAL
 Testing

4.6 A pop-up will appear asking you to confirm that you wish to update your visit request



VIC/EVIC Application
Profile Information
 Joe Bloggs DOB: 01/01/1990 Company: Bloggs Enterprises


Visit Details
 Visits between 1 and 4 days require individual VIC applications. All visits 5 to 28 days require an EVIC.

28/10/2022
 1
 Day Count total after this Visit: 1 Days Remaining: 27
 27/10/2022
 GOVERNMENT AGENCIES - LOCAL

Kofax TotalAgility
 Are you sure you wish to update your Visit Request?
 Yes No

4.7 Click Yes to submit update

4.8 The amended request will be sent to the sponsor for approval and automatically updated in the Applicants History



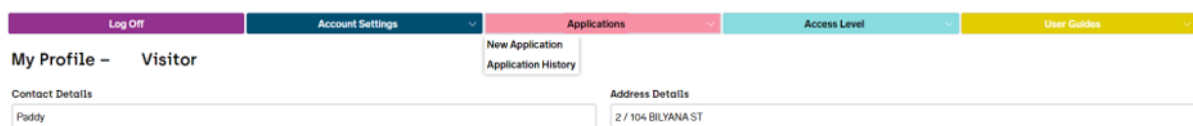
Application History

Date	Visitor	Days Requested	Days Used	Issuing Location	Sponsor	Operational Requirement
28/10/2022	Joe Bloggs	1	0	Cobham Aviation	DORIS NORRIS	GOVERNMENT AGENCIES - LOCAL

5 Cancel a VIC/EVIC application

If a VIC/EVIC is no longer required, applicants should cancel the request as soon as possible.

5.1 In the applicant's profile page, on the top toolbar click the dropdown menu for Applications and select Application History.



My Profile – Visitor

Contact Details: Paddy
 Address Details: 2 / 104 BILYANA ST

5.2 Highlight the visit you wish to cancel and click View Application

My Profile		View Application					
Application History							
Date	Visitor	Day Count	Issuing Location	Sponsor	Operational Requirement	Status	
27/07/2022	Paddy McCartin	1	Gate 4	Test User	CORPORATE TOUR/EVENT	Visit Submitted	

5.3 In the visit toolbar, click Cancel Application

My Profile	Previous	Cancel Application	Update Application	Next
VIC/EVIC Application				
Profile Information				
Joe Bloggs DOB: 01/01/1990 Company: Bloggs Enterprises				
Visit Details				
Visits between 1 and 4 days require individual VIC applications. All visits 5 to 28 days require an EVIC.				
28/10/2022				

5.4 A pop-up will appear asking you to confirm that you wish to cancel your visit request.

My Profile	Previous	Cancel Application	Update Application	Next
VIC/EVIC Application				
Profile Information				
Joe Bloggs DOB: 01/01/1990 Company: Bloggs Enterprises				
Visit Details				
Visits between 1 and 4 days require individual VIC applications. All visits 5 to 28 days require an EVIC.				
28/10/2022				
1				
Day Count total after this Visit: 1 Days Remaining: 27				
27/10/2022				
GOVERNMENT AGENCIES - LOCAL				

Kofax TotalAgility ✕

Are you sure you wish to Cancel your Visit Request?

5.5 Click Yes

5.6 The visit request will automatically be cancelled and be visible in the Application History as Visit Cancelled.

My Profile		View Application					
Application History							
Date	Visitor	Days Requested	Days Used	Issuing Location	Sponsor	Operational Requirement	Status
28/10/2022	Joe Bloggs	1	0	Cobham Aviation	DORIS NORRIS	GOVERNMENT AGENCIES - LOCAL	Visit Cancelled

Application Outcome

Once submitted, the application will be sent to the nominated sponsor for approval. For approved applications, an email will be sent to the provided email with a status update and instructions on how to collect the VIC/EVIC card.

In the event an application is denied, an email will be sent to advise the applicant to contact the nominated sponsor for further details.

Using a VIC/EVIC

Once a VIC/EVIC has been approved, remember the following:

- On the day of the visit present the registered ID at the issuing location selected on the application

- You must be with an escort when the VIC is issued at all issuing locations except the ASO when collecting an EVIC
- You must be with an escort when the in all secure sterile areas
- The Sponsor and the Escort do not need to be the same person

Displaying a VIC/EVIC

VIC/EVIC'S must be displayed in accordance with the following guidelines:

- Above waist height; and
- At the front or side of your body; and
- The VIC/EVIC must always be clearly visible

Expired VIC/EVIC

When an EVIC is no longer required, it is the responsibility of the card holder to return the card to the Airport Services Office.

Lost/Stolen or Damaged VIC/EVIC

Aviation Transport Security Regulations 2005 6.46, a person commits an offence if they do not report to the Issuing Body (IB) within 7 days of becoming aware of the loss, theft or destruction

- If a VIC/EVIC is lost, stolen or damaged, it is the responsibility of the card holder to notify Airport Services Office immediately.
- If a VIC/EVIC is destroyed, damaged or lost, the card holder is required to submit a statutory declaration
- In the instance of a stolen VIC/EVIC, the person is required to provide a copy of the police report.

Note - a new VIC/EVIC application is required if the visitor requires access after reporting a damaged, lost or stolen VIC/EVIC.

Contact Us

For further information regarding Visitor Identification Cards, please contact the Airport Services Office on (08) 9478 8454 or refer to the Aviation Transport Security Regulations 2005 (via the Federal Government website).