**Symmetry Starter Guide**

**Gaining Access to Symmetry:**

All UCOP employees have the ability to gain hosting rights for visitors to the UCOP Oakland campus. To establish a login for accessing Symmetry, contact Building Services at `building.services@ucop.edu`

**Logging into Symmetry for the first time:**

1. You will receive a confirmation email that includes your username and temporary password. A sample registration email can be seen on the right. The new user will click the link in order to register (create a user name and password).

2. The user is able to register by clicking the link in the email. The user will then designate a Login name and password to access Symmetry Guest.
Logging into Symmetry:

1. Go to https://1100broadway.symmetry.net and enter your username and password. Your username should be your ucop.edu email.

2. If you need to reset your password, click the “Forgot your password?” link on the login page and enter the required information.

3. An email is sent to the user with a link that allows them to reset their password.

4. When a user logs in for the first time, they are required to accept the terms and conditions of the End User License Agreement (EULA).
5. The default launch screen is the Symmetry GUEST Dashboard with the Home ribbon (Menu) bar.

6. The main menu displays the GUEST ‘My Visits‘ home page by default. Here you can find the visitors you’ve input. The currently logged in user is also displayed, along with the message indicator (in blue below) and sign out button to log out of the application.

Adding a Visitor:

1. To add a visitor, navigate to GUEST > New Visit.

2. Enter the Arrival and Departure Date and Time for the visit, and select Building.
   - All UCOP visitors will check in at the 1111 Franklin security desk, even if you’ve selected ‘Broadway’. Users may only have Broadway or Franklin available as an option, this doesn’t effect visitor access.

3. Select the Visit Type for this visit.
   - Select ‘Visitor’, ‘Vendor’, or ‘Contractor’. UCOP staff with up to date ID badges do not need to be input into Symmetry.

4. To manually Add Visitors to this visit, simply start typing in the “Visitors” field. Any existing visitors that match a previous visit will appear automatically and can be added to the visit. Additional visitors can be added in the same field.
5. If a new visitor needs to be created, a window labeled “Define New Visitor” will appear, see the image to the right. Some information about the new visitor will have to be added (Name and Company are required).

6. Specific users with the appropriate user role will have the ability to register visits “On behalf of” other active users in the system. To register this visit on behalf of another user, search for the user and add them to the visit.
   - Please contact building services if you require the ability to register visits on someone’s behalf by sending an email to: building.services@ucop.edu

7. Click “Next” to proceed to the next page. This step is only required because a new visitor was added and some additional data is required. Visit Registration is typically complete at this stage if only existing visitors were selected for the visit.
   - Enter the required information on the new visitor(s) on this page and click “Save”. Visit Registration is complete.