

## **Before you Begin Registering a Visitor:**

### **Common Issues that Cause Visitor Pass Errors**

- 1. Bad signal on your phone.**
  - a. A weak signal could make you time-out when going to the next page on the Visitor Form. Make sure you are connected to WiFi for a steadier connection.
- 2. Symbols in text field not just letters and numbers.**
  - a. The visitor system will give an error if you enter a name or number with a symbol.
  - b. For example, a name with an accent mark or a name that uses an apostrophe would cause an error. Names and numbers that use a hyphen are okay.
    - i. Example: In the "ID Type" question, typing "Driver's License" will give you an error, but "Drivers License" will not.
- 3. Accidentally putting your first and last name where the visitor's first and last name need to go.**
  - a. The system will think you are trying to make a pass for yourself which isn't possible since you are an active resident.
- 4. Photo file size too large.**
  - a. Most of the time you will get an error that says the file is too big, but sometimes it does look like it uploaded successfully but then you'll get an error when you go to submit the full visitor pass because it timed-out during final upload.
  - b. You can skip the photo upload if you keep getting an error at submission.

## How to Register a Visitor



1. [Log into our housing portal.](#)
2. Go to “Visitor Registration” located in the top left and select “New Reservation” If you have no saved visitors, then select “Add Visitor”

**UMASS BOSTON** Housing and Residential Life

☰ **Visitor Registration** Academic Year Housing Application Log Out

### Home

**UMass Boston Office...**  
1,324 followers  
Follow Page Share

**Timeline** Events

**UMass Boston Office of Housing and Residential Life**  
on Tuesday

We couldn't be more excited to welcome you for the 2022-2023

To access your application for the 2022-2023 Academic Year, please log in and click on Academic Year Housing Application in the upper left-hand corner of the page. You will then see the option to apply for the 2022-2023 academic year. GO BEACONS!

Hi Jenn, Juliano!

### Care

- 24-hour service desk, plus on-call maintenance and facilities staff.
- All-you-care-to-eat Dining Commons.
- Community kitchen and laundry facilities.

### Connect

- Community programs to promote social engagement and academic

**UMass Boston Resi...**

NT LOUNGE

YouTube



# Housing and Residential Life



Visitor Registration

Academic Year Housing Application

Log Out

## Visitor List

Photo	Name	Visitor Type	Arrival Date	Departure Date
	Alfred Garcia	Friend	8/23/2022 10:20	8/24/2022 14:17

There are no visitors to display.

There are no visitors to display.

[NEW RESERVATION](#)



# Housing and Residential Life



Visitor Registration

Academic Year Housing Application

Log Out

## New Visitor Reservation

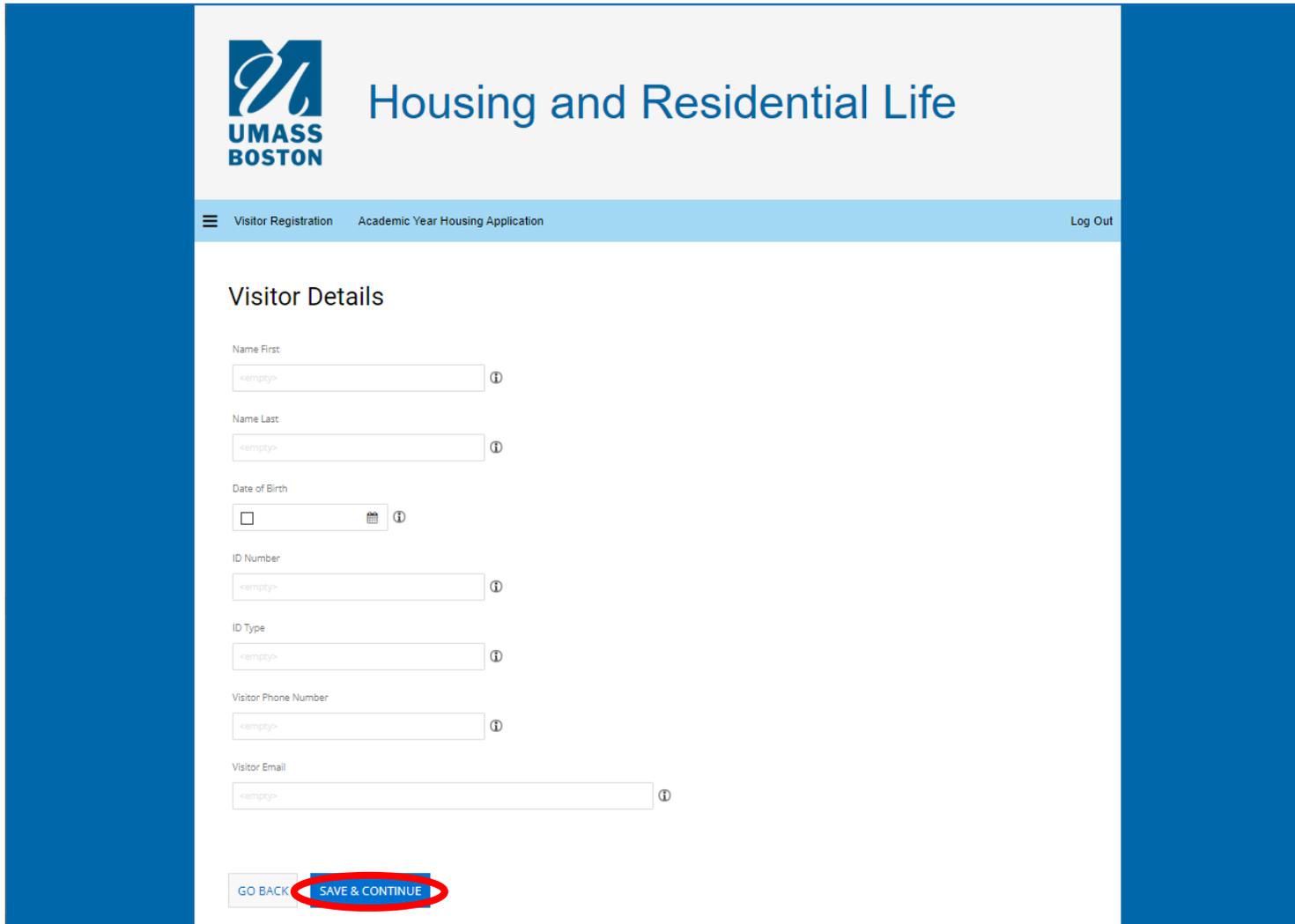
There are no visitors to display.

[ADD VISITOR](#)

[GO BACK](#)

Contact Us  
[housing@umb.edu](mailto:housing@umb.edu)  
[UMass Boston Instagram](#)  
[UMass Boston Facebook](#)

3. Fill in all required details about the visitor then hit "Save & Continue"



The image shows a web application interface for housing registration at UMASS Boston. The header features the university logo and the text "Housing and Residential Life". Below the header is a navigation bar with "Visitor Registration" and "Academic Year Housing Application" on the left, and "Log Out" on the right. The main content area is titled "Visitor Details" and contains several input fields: "Name First", "Name Last", "Date of Birth" (with a calendar icon), "ID Number", "ID Type", "Visitor Phone Number", and "Visitor Email". Each field is currently empty and has a help icon to its right. At the bottom of the form, there are two buttons: "GO BACK" and "SAVE & CONTINUE". The "SAVE & CONTINUE" button is highlighted with a red circle.

**UMASS BOSTON** Housing and Residential Life

Visitor Registration Academic Year Housing Application Log Out

### Visitor Details

Name First

Name Last

Date of Birth

ID Number

ID Type

Visitor Phone Number

Visitor Email

[GO BACK](#) [SAVE & CONTINUE](#)

4. Upload a photo of the visitor then hit "Save & Continue". The picture should be a clear photo of their face and they should be the only one pictured. This step is optional.

The screenshot displays the 'Visitor Photo Upload' page on the UMass Boston website. At the top left is the UMass Boston logo. The page title is 'Housing and Residential Life'. A navigation bar includes 'Visitor Registration', 'Academic Year Housing Application', and 'Log Out'. The main heading is 'Visitor Photo Upload'. Below it, the 'Upload Visitor Photo:' section shows a photo of a person in a blue mascot costume with a 'DELETE' button. A large upload area contains an upward arrow icon and the text 'Choose a file, or drag it here'. A green success message reads 'Test.jpg uploaded successfully.'. Below this is a disclaimer: 'Photo to be used as the visitor image. Photo must be a clear and recent headshot containing only one person. If this requirement is not met the Office of Housing and Residential Life will cancel the visitor request.'. At the bottom of the form are two buttons: 'GO BACK' and 'SAVE & CONTINUE', with the latter circled in red. The footer includes contact information for housing@umb.edu, UMass Boston Instagram, and UMass Boston Facebook, along with a copyright notice for StarRez Inc.

5. Update the Arrival Time, Departure Time, and the Visitor type

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Visitor Registration Academic Year Housing Application Log Out

### Visitor Reservation Details

Arrival Date:  
Sun, 4 Sep 2022 11:40

Departure Date:  
Mon, 5 Sep 2022 11:40

Visitor Type:  
(Please Select Type)  
Family  
Friend  
Student

GO BACK **SAVE & CONTINUE**

Contact Us  
housing@umb.edu  
UMass Boston Instagram  
UMass Boston Facebook

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6. Stay with your guest at all times during their stay and show the guards your completed Visitor Registration now located on the main Visitor Registration page

**UMASS BOSTON** Housing and Residential Life

Visitor Registration Academic Year Housing Application Log Out

### Visitor List

Photo	Name	Visitor Type	Arrival Date	Departure Date
	Alfred Garcia	Friend	8/23/2022 10:20	8/24/2022 14:17
	Ima Test	Friend	9/7/2022 11:40	9/8/2022 11:40

There are no visitors to display.

There are no visitors to display.

[NEW RESERVATION](#)

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