INSTRUCTION FOR DKU ACCESS & VISITOR MANAGEMENT SYSTEM
DKU 通行及访客管理系统操作指引

Contents

1. Background 背景

To address the growing needs for campus security management, the DKU Operations has launched a newly upgraded DKU access and visitor management system. Our aim is to provide everyone with a seamless and convenient visitation experience. We hope for your active cooperation in jointly maintaining a safe and orderly DKU campus environment.

This manual is intended to instruct you on how to handle various matters related to campus access. We are always open to your valuable feedback and suggestions, which will help us to continuously improve the system's features.

并满足不断增长的校园安全管理需求，DKU 运营部推出了全新升级的 DKU 访问和访客管理系统。我们希望为每个人提供一个无缝、便捷的访问体验。我们期望您能积极配合，共同维护安全和有序的 DKU 校园环境。

本手册旨在引导您如何处理与校园访问相关的各项事务。我们随时欢迎您的宝贵反馈和建议，以便我们能不断完善系统功能。

2. DKU Personnel DKU 人员

Faculty, staff, students, and affiliates of DKU will automatically be generated an electronic identity card by the system. This e-card will serve as an identity proof to security personnel when entering the campus without a physical campus card.

DKU affiliates include registered Duke Collaborates, Visiting Scholars, Contractors, Family Members living on campus, and vendors' service personnels working on DKU campus.

Note: The DKU sponsor of affiliates should update their status promptly to ensure their access privileges are promptly revoked after leaving DKU.

DKU 的教职员工、学生及 affiliates，系统将为其自动生成有效的电子身份卡。该电子身份卡在您未携带实体校园卡进入校园时，用于向安保人员出示身份证明。

DKU affiliates 包含注册的 Duke Collaborates，Visiting Scholars，Contractors，Family Members 以及供应商驻场的服务人员。

注：Affiliates 的 DKU Sponsor 应及时更新他们的状态，以确保其在离开 DKU 后，其访问权限能够及时撤销。

2.1 Login 登录

Please scan the QR code below with WeChat and follow our official account. On the home page of the WeChat service account, click the "New Access Code" link under the "Services" menu to enter the login page. We recommend following the WeChat official account for faster access to commonly used systems such as DKUCard, DKU Access Code, etc.

请使用微信扫描下方二维码并关注我们的服务号。在微信服务号主界面，点击"Services"菜单下的"DKU Code"链接以进入登录页面。建议您关注该服务号以便更快捷地访问 DKUCard、DKU Access Code 等常用系统。
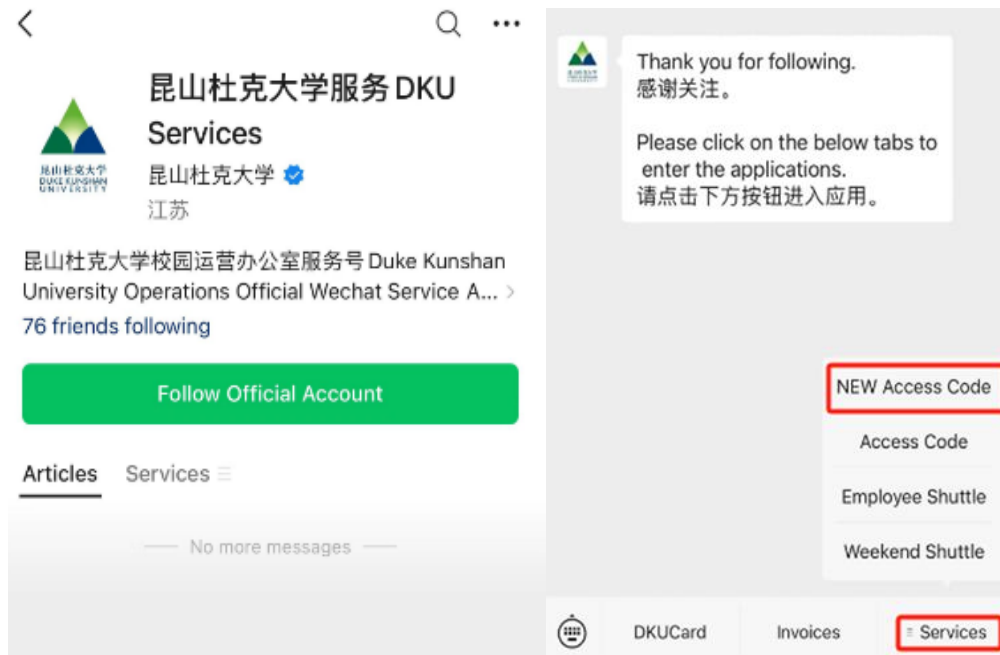
If you are using WeChat to access this system for the first time, select "DKUers" and log in with your NetID or OneLink. Upon successful login, you will enjoy a 90-day automatic login period, during which there is no need to log in again unless you change your WeChat account.

若您是首次使用微信访问本系统，请选择"DKUers"并使用您的 NetID 或 OneLink 登录。登录成功后，您将享有 90 天的自动登录期，在此期间无需再次登录，除非您在此期间更换了微信账号。

2.2　　Obtain Access Code 获取访问码

After logging in, click the "E-ACCESS CARD" on the system homepage to view your DKU access code.

登录成功后，点击系统首页的"电子入园卡"即可查看您的 DKU 访问码。

2.3　Logout 退出登录

For the sake of user experience and system security, no login is required within 90 days after login via WeChat. After 90 days, identity verification is needed. To switch accounts, please log out first from the "My" - "Personal Information" page, then log in with another DKU account.

为确保用户体验与系统安全，微信端登录后在 90 天内不需重新登录。超过 90 天后，需要重新验证身份。若需切换账号，请先在"我的" - "个人信息"页面选择"退出登录"，随后使用其他 DKU 账户登录。
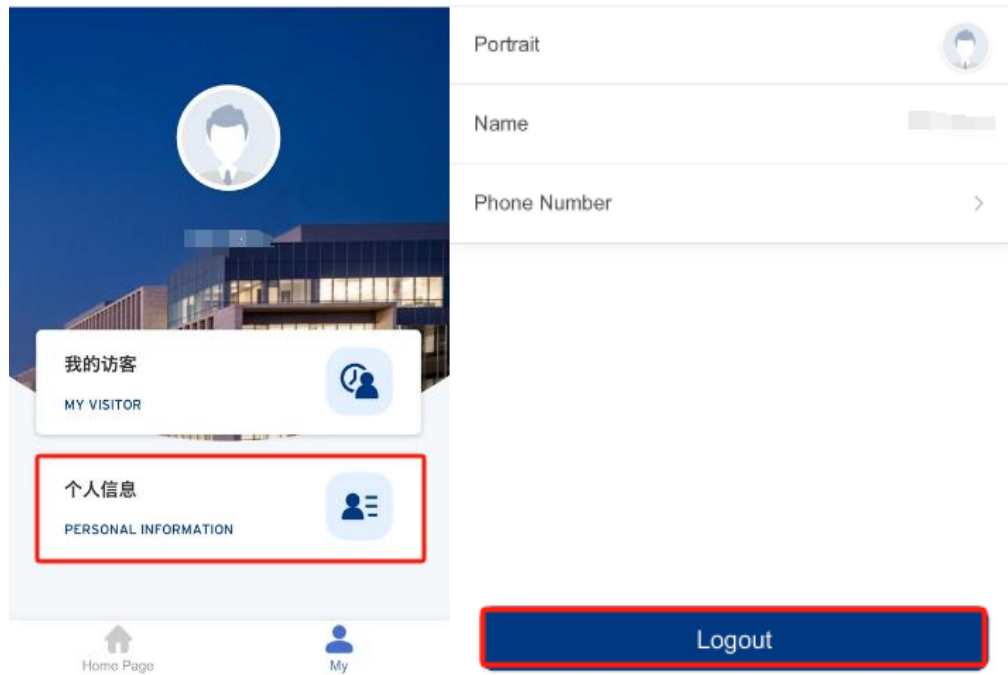
2.4   Access via Web Browser 使用浏览器获取访问码

We recommend accessing the system through the WeChat official account for the benefits of 90 days login convenience and easy sharing of invitation links via WeChat. However, for situations where browser access is necessary, you can obtain the DKU Access Code through the following link: https://eaccess.dukekunshan.edu.cn/web/wechat.html.

我们推荐您在微信公众号中访问本系统，一方面可以享受 90 天免登录的便利，另一方面在微信端分享邀请链接更加方便。但是，考虑到某些情况下可能需要通过浏览器访问，您可以通过以下链接获取 DKU Access Code：
https://eaccess.dukekunshan.edu.cn/web/wechat.html。

Note: Please be aware that to meet the needs of mobile device users, the system interface is mainly optimized for mobile devices, such as WeChat and mobile browsers.

注：请注意，为了满足移动设备用户的需求，系统界面主要针对移动端设备进行了优化，如微信和手机浏览器。

2.5　　Invite Visitors 邀约访客

DKU faculty, students, and staff can request access codes for their visitors through the system. We provide various methods to meet the needs of users inviting visitors conveniently in different scenarios.

DKU 师生和员工可以通过系统为其访客生成访问码。我们提供了多种方式，满足不同场景下用户便捷邀请访客的需求。

2.5.1　Invite Visitors via WeChat 微信端邀约访客

After DKU users log into the system via WeChat, they can not only obtain the DKU access code but also invite visitors.

DKU 用户登录微信端的系统后，除了可以获取到 DKU 通行码外，还可以进行邀请访客的操作。

Step one: Fill in the necessary information to create an invitation link and share it with the visitors.
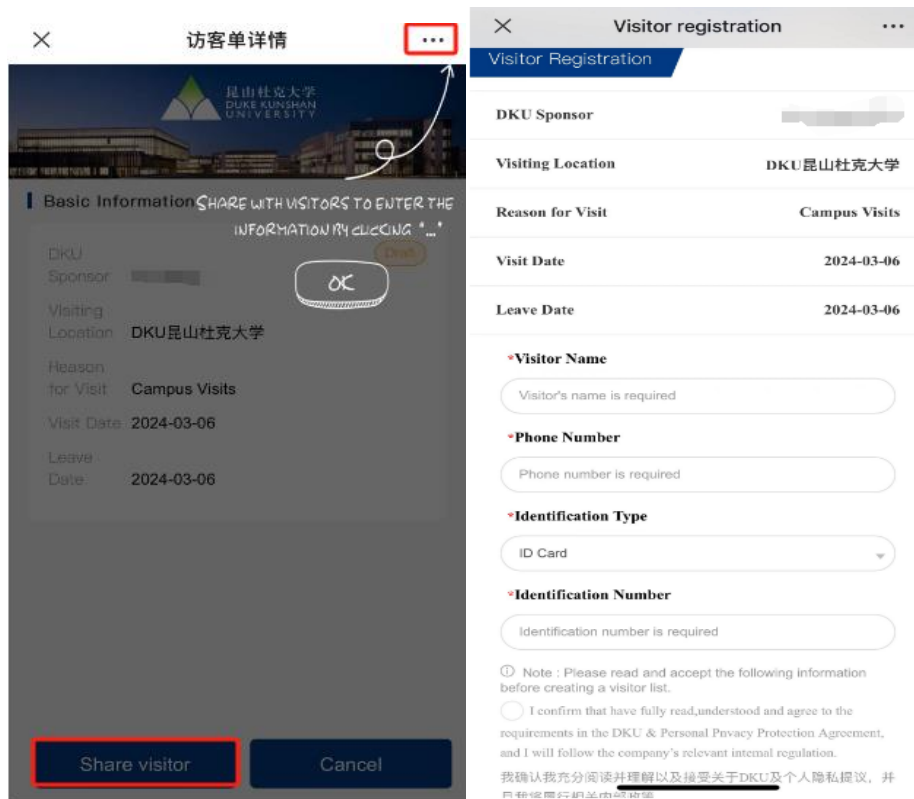
步骤一：填写必要信息创建访客单，并分享给访客。
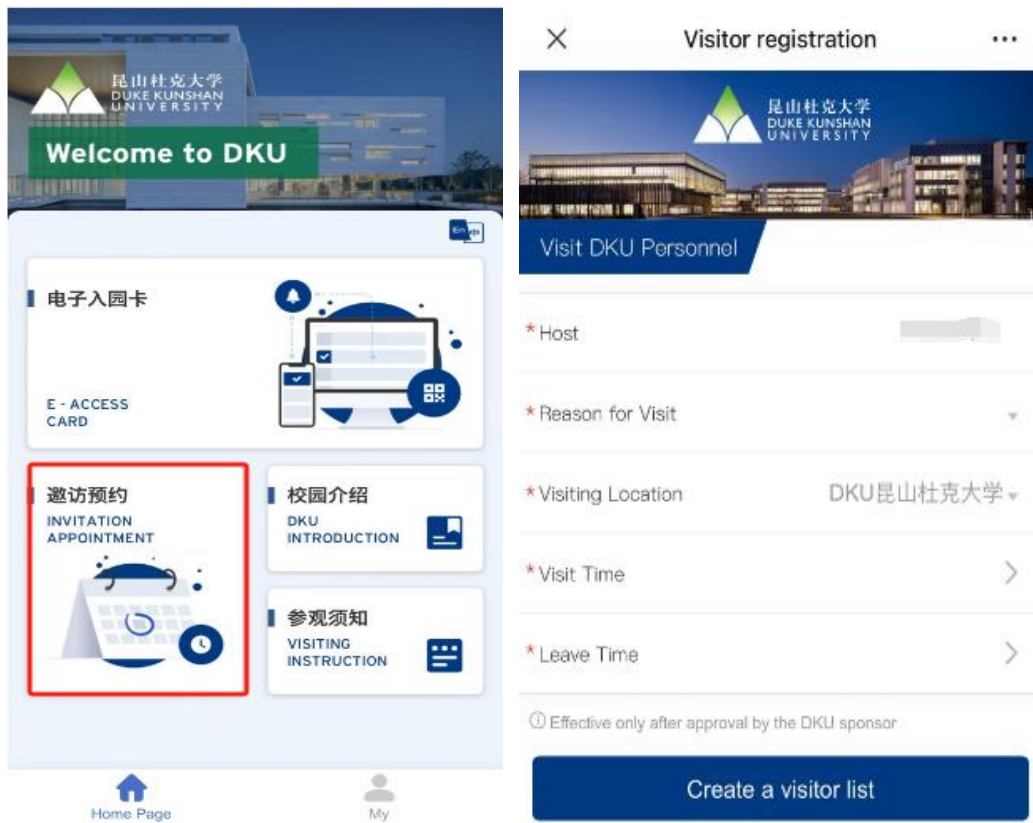
Step two: The visitors submit their personal information through the link.

步骤二：访客通过链接填写个人信息。

Step three: Review the visitor's information. Please click the link received in the email to review and approve the visitor's information. Successful approval indicates that the invitation is complete.

步骤三：审核访客信息，请通过收到的邮件链接进入系统查看并审核访客信息。完成审核即表示邀请成功。

Notice of Pending Approval for Visitor Invitation

DO DKU Access and Visitor Management System <operations@dukekunshan.edu.cn>
To ✓

🔤 Translate message to: English | Never translate from: Chinese Simplified | Translation preferences

【DKU】您好，   ！您有一个访客提交了 2024-03-13 的访客申请，请点击链接查看详情并审批通过。
Hello,   ! You have a visitor request for 2024-03-13. Please click on the link to view the details and approve the request.
https://eaccess.dukekunshan.edu.cn/p/yKOosp

	Name	Phone Number	ID Type	ID Number	Approval Status	Approver	Approval Da
	Name 🔍	Phone Number 🔍	Select ⌄	ID Number 🔍	Select ⌄	Approver 🔍	Approval Date
☐			ID Card		Pending Approve		

Approval Status: **Pending Approve**
DKU Sponsor:
DKU Sponsor's Email:
Visit Date: 2024-03-13
Number of Visitors: 1
Leave Date: 2024-03-13
Visitor Vehicle:
Visitor: **Approve** **Reject**

* Note that each self-registered visitor will be pending until you approve their entry.

* 所有通过分享链接填写的访客，由 DKU Sponsor 审批后访客码才会生效。

Note: Sharing the link for your visitors to fill in their information is an effective way of collecting visitor details and also protects their privacy. **However, for link security, we limit the validity period to 12 hours and restrict each invitation to no more than 15 people**.

注：通过分享链接的方式，让您的访客自行填写信息，是非常有效的搜集访客信息的方式，同时也保护了访客的隐私。**但是，为了保护链接的安全性，我们限制了链接的有效期为 12 个小时，且限制每张访客单不得超过 15 人。**
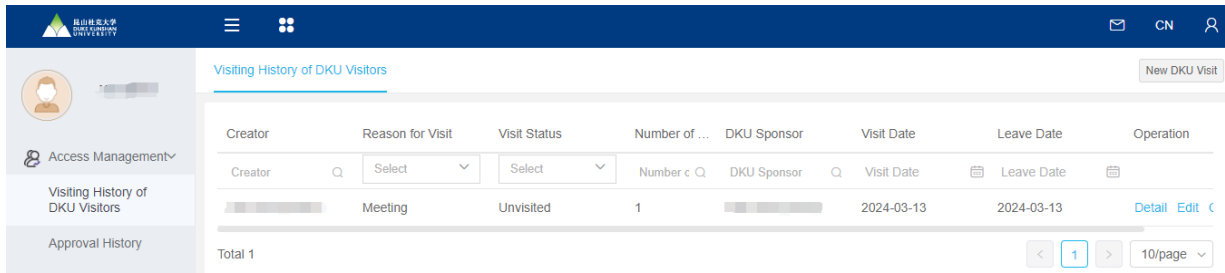
2.5.2　Invite Visitors via Web Portal 网页端邀约访客

For those who prefer using a computer, the Web Portal can be used to invite visitors and to check historical visit records and perform approval operations.
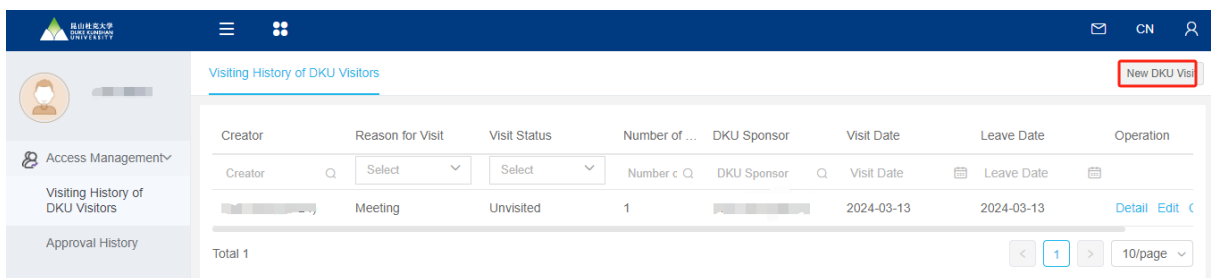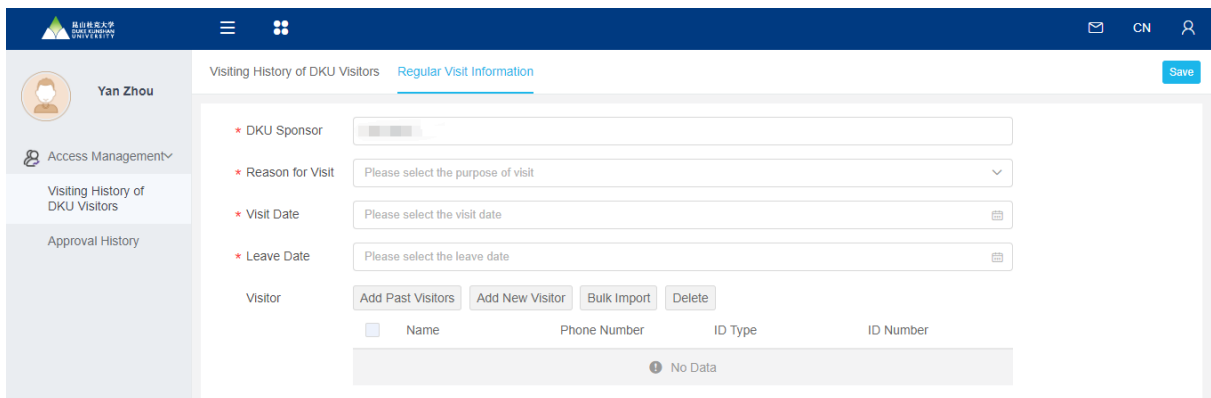
对于更习惯使用电脑的用户，可通过 Web Portal 邀请访客，并查询历史访问记录及进行审批操作。

Step one: Log in to the Web Portal: https://eaccess.dukekunshan.edu.cn.

步骤一：登录 Web Portal： https://eaccess.dukekunshan.edu.cn
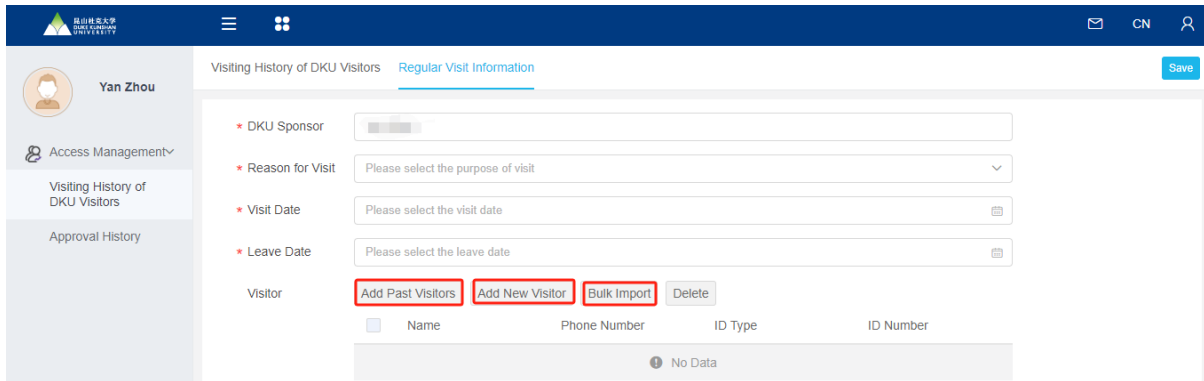
Step two: Create a new visiting form.

步骤二：创建新访客单。

Step three: Add visitors or share the invitation link. If you have already collected visitors' information, you can select visitors already saved in the system or add a new one. Additionally, you can also create a blank visit form and share the invitation link to the visitors via WeChat or email so that visitors can complete it on their own.

步骤三：添加访客或分享访客单链接。您可以选择已经保存在系统中的历史访客，或者添加一个新的访客。此外，您还可以创建一个空白的访问表单，并像在微信上那样，将这个表单的链接分享给访客，让他们自己完成填写。

2.5.3　Bulk Registration of Visitors 网页端批量注册访客

For hosting large events, the system provides a feature to bulk register visitors. This is suitable for occasions where all participant information has already been collected in advance. Simply log in to the Web Portal, create a visitor form, and use the bulk import function to upload a list of visitor information prepared according to the system template.

若您要举办大型活动，系统为您提供批量注册访客的功能。这适用于那些已经提前收集好所有参与者信息的场合。您只需登录 Web Portal，创建访客表单，并利用批量导入功能上传按系统模板准备的访客信息名单。
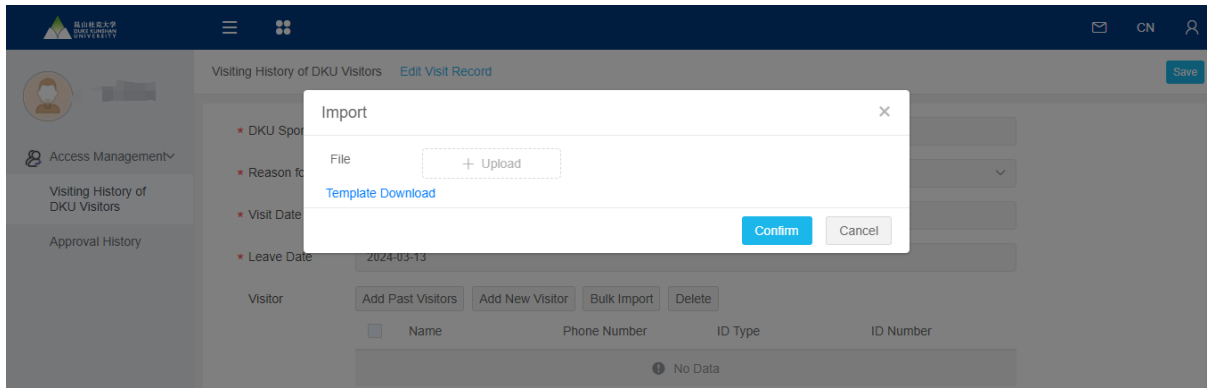
3. Visitors 访客

After DKU personnel have completed the invitation and approval procedures if needed, visitors can obtain their DKU access code and enter the campus within the validity period. The following are the steps for visitors to obtain the access code, and you can provide them with the necessary instructions.

在 DKU 人员完成邀请和必要的审批手续之后，访客可以在有效期内获取 DKU 访问码进入校园。以下是访客获取访问码的步骤，您在指导访客获得访问码时，可以向他们提供必要的操作指导。

3.1 Register and Login 注册并登录

Visitors visit the system by scanning the QR code of our WeChat official account and log in with their mobile number and verification code. After logging in, the system requires binding a valid identity to complete the registration.

访客通过扫描服务号二维码进入系统，使用手机号和验证码进行登录，系统登录后需绑定一项有效身份信息，完成注册。

3.2　　Obtain DKU Access Code 获取 DKU 访问码

After completing mobile number login and identity registration, visitors can check their appointment details. Within the validity period of the visit, they can obtain the DKU access code and enter the campus by presenting it.

访客完成手机号登录及身份登记后，即可查询自己的访客预约信息。在访问有效期内，访客可以获取到 DKU 访问码，并凭访问码进入校园。
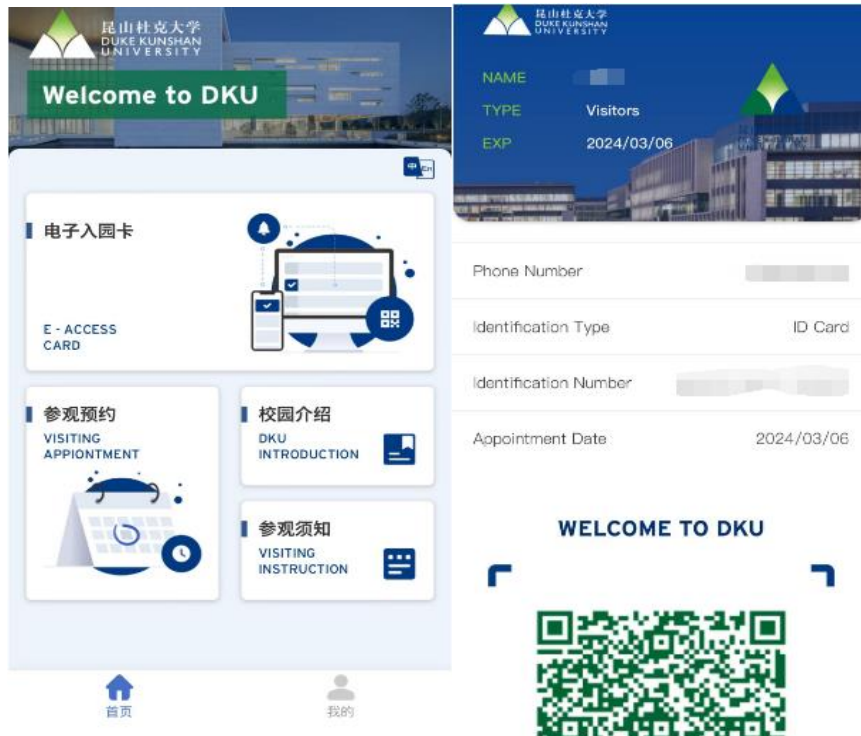
3.3 Change Mobile Number 更换绑定手机

If the guest changes their phone number, they can update and bind the new number while logged into WeChat. If the old mobile number has been deactivated, and you have logged out from WeChat, then you will need to provide the old mobile number for identity verification when binding the new number.

在使用期间，如果访客用户更改了手机号码，可在微信上登录状态下更新并绑定新的手机号码。如果旧手机号码已停用，并且您已从微信端退出登录，则在绑定新手机号码时，将需要提供旧手机号码进行身份验证。

Portrait	
Name	
Phone Number	>

Logout

Bind new phone number ···

请输入手机号

请输入验证码   获取验证码

确认

Visitor phone number

Please input the v Get verification code

换绑手机号

Login

Identification Type   ID Card

Identification Number   Identification number is require

*Original Mobile Number   Phone number is required

New Mobile Number   Phone number is required

* Captcha

Please input the verificatior Get verification code

Note: The login account of the account after the rebinding is the mobile phone account after the rebinding

4. Alumni 校友

4.1　　Access Campus 校友入校

As DKU alumni, you can access the campus simply by showing your virtual alumni card at the entrance*. You can also use the System mentioned above - select the DKUers channel and log in with your OneLink account - to obtain the DKU Access Code. No additional applications are needed for your own visit.

您可以出示虚拟校友卡直接入校*；也可以通过上述入校系统，选择 DKUers 身份通道，并使用 OneLink 账号登录，即可获取 DKU Access Code。校友本人访校无需提交额外的访问申请。

使用虚拟校友卡入校时，如遇问题，请拨打 0512 36657111 联系 Campus Services

Please contact DKU Campus Services at 0512 36657111 if you meet any difficulties entering the campus with your virtual alumni card.

4.2　　Invite Visitors by Alumni 校友邀约访客

As DKU alumni, you can invite external visitors to the campus. For the visit application, please refer to "2.5 Invite Visitors." After approval from the DKU Development and Alumni Relations Office, the guests will obtain their DKU Access Code. Please note that alumni are required to accompany your guests during the visit.

校友可邀请外部访客一同访校，申请流程请参照【2.5 邀请访客】。经 DKU 发展及校友关系办公室批准后，访客可获得 DKU Access Code。请注意，外部访客访校时需校友本人同行。

5. Group Visitors and Events 团体访客和活动

Organizers can invite external visitors using any of the above methods, and the Web Portal supports the bulk import of multiple visitor information. Please note that when external entities both sponsor and hold events at venues rented from DKU, such events shall be coordinated by the Conference Planning & Event Support Team.

The Conference and Event Planning Services Team serves as the primary liaison for coordinating campus resources needed for conferences and events. For groups of visitors

above a certain size or those needing to use campus facilities, it is recommended to consult with the Operations' Conference Planning and Event Support team in advance.

活动组织者有多种方式可供邀请外部访客，其中 Web Portal 支持同时导入多位访客的信息。需要特别注意的是，如果是外部机构欲租借学校场地举办活动，该类活动需由会议和活动策划服务团队来进行协调。

会议和活动策划服务团队，是校园会议和活动举办时，协调活动所需运营办公室资源的主要对接窗口。对于人数较多的访客团体或者需要使用学校场地设施的情况，建议先联系校园运营办公室下属的会议策划与活动支持小组，以便提前进行咨询和安排。

6. FAQ 常见问题

Q: How can I get an access code without WeChat? 我没有微信，我该怎么获取入校码？

A: You can access the system by visiting https://eaccess.dukekunshan.edu.cn/web/wechat.html using a browser on your phone or computer.

您可以在手机或者电脑上的浏览器访问 https://eaccess.dukekunshan.edu.cn/web/wechat.html。

Q: Why do I need to approve each visitor's application after I shared the visitor link with them? 访客填写了我分享出去的邀请链接，为什么还需要我审批？

A: Links can be forwarded, so approval ensures the person who filled out the request is your actual guest.

为确保安全，即使您已分享访客链接，仍需您确认使用该链接填写申请的是您邀请的访客。这是因为链接可能被传播至未经邀请的人员。

Q: How many visitors can use the visitor link I shared? 我分享出去的访客链接，最多可以多少访客填写？

A: A single link can register up to 15 guests and is valid for 12 hours. Sharing the link works well for registering a small number of guests quickly, but it's also important to prevent it from reaching unintended individuals.

一个访客链接最多支持 15 位访客使用，并在分享后的 12 小时内有效。此种分享方法适用于管理数量不多的访客快速注册，但也要确保链接不被未经授权的人员使用。

Q: How can my family members enter the campus? 我的家属该如何入校？

A: Family members living on campus can get an access code by login with their OneLink ID.

For faculty and staff who do not reside on campus, you can apply for a visitor code for your family members, which is valid for up to 3 months per application.

住校人员的家属，由于需要使用门禁卡，请通过链接申请 Affiliates Card 即可获得 Access Code。

对于不住在学校的教职工的家属，您可以为他们申请访客码，一次申请的访问时间最长不超过 3 个月。