iLobby Frequently Asked Questions (FAQ)

Q. What is iLobby?

A. iLobby is an Enterprise Visitor Management System (VMS) that manages and tracks visitors in and out of the building.

Q. Who has to use iLobby?

A. All visiting members of the public will be required to sign in and out of the building using the iLobby VMS. Employees needing a day use temporary building access key card will also need to sign in and out using the iLobby system. Vendors to the building who do not have a pre-approved DES building access card key will also need to use the iLobby system and receive a temporary day use card key.

Q. Since only a few areas and the Rotunda are open to the public, how does a visitor find who they are looking for?

A. Visiting members of the public are required to use the iLobby system and state who they are in the building to visit. iLobby will notify the employee that they have a visitor waiting in the Rotunda. Scheduled appointments are encouraged, but a visitor who does not know who they are needing to visit will be accommodated at the reception window.

Q. What are my responsibilities as a host?

A. As a host you will be notified either by email, text, or voice message that you have a visitor waiting for you in the Rotunda. The host will then greet the visitor in the Rotunda and accompany the visitor during their business at the NRB. This includes returning them to the Rotunda and ensuring that they check out of the building using the iLobby system.

Q. What do the iLobby notifications look like?

A. iLobby will notify you by email, text or voice message depending on the information we have in the directory for the host. Emails will be from iLobby and because they are from an outside source will have the red warning banner across the top and have the images turned off due to WaTech Security. Text messages may come to your cell phone as "unknown number" or "possibly spam" depending on your carrier and your phone settings. They will have a date and notification that your visitor is waiting for you at the Natural Resources Building Reception Area (Rotunda). Phone calls will identify caller ID as Toronto, Ontario, Canada as iLobby is an international company. An electronic messaging system will inform you that you have a visitor waiting for you.

Q. How do I identify my visitor if I have never met them before?

A. All visitors using the iLobby system will receive a paper badge with their name and the name of their host printed on it.

Q. Do all employees need to use the iLobby system?

A. No, only those employees needing a temporary day use building access key card because either theirs is not working, broken, or has been lost. Employees in this situation will sign into iLobby and then approach the reception desk to receive their temporary building access key card. Employees will need to return the key card at the end of their shift and sign out of iLobby.