How to Manually Sign Out a Visitor in Care Control V-Book

Care Control V-Book · https://cclearninghub.co.uk/docs/how-to-manually-sign-out-a-visitor-in-care-control-v-book/

How to Manually Sign Out a Visitor in Care Control V-Book

Learn how to use Staff Access in Care Control V-Book to manually sign out a visitor who is currently recorded as signed in.

Takes 2 minutes

For: Managers

Updated: 16th Nov 2026

Introduction

Care Control V-Book allows authorised staff to manage visitor records and manually sign out visitors when required.

If a visitor leaves the care service without signing out, staff can use **Staff Access** to locate their record and update their status to **Signed Out**.

This helps ensure that visitor records remain accurate and that the care service has an up-to-date record of who is on site.

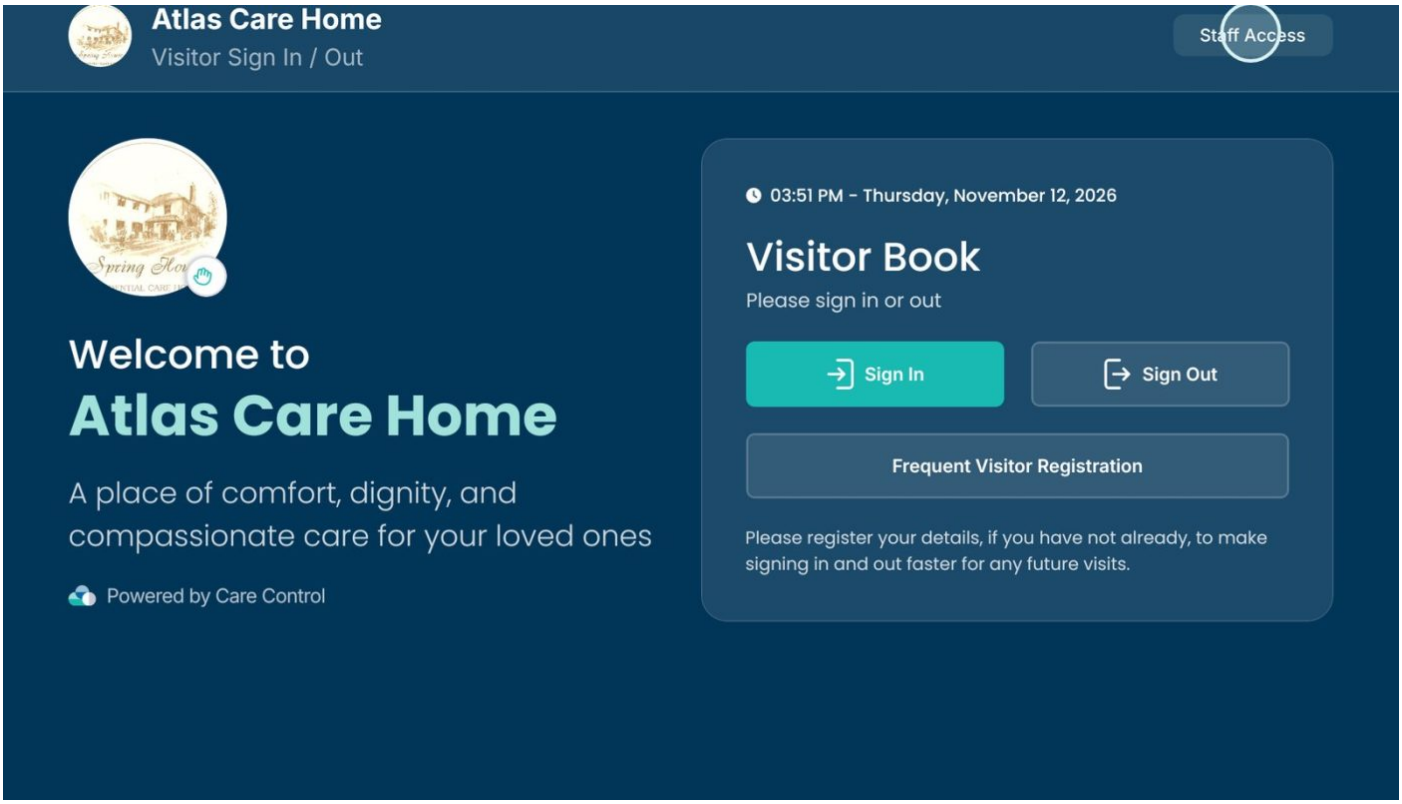
You'll need your **staff PIN** to access this functionality.

In this guide, you'll learn how to:

- Access the staff management area in V-Book.
- Sign in using your staff PIN.
- Find and select a visitor who is currently signed in.
- Access the available visitor actions.
- Manually mark a visitor as signed out.
- Confirm that their visitor status has been updated.

Open Staff Access

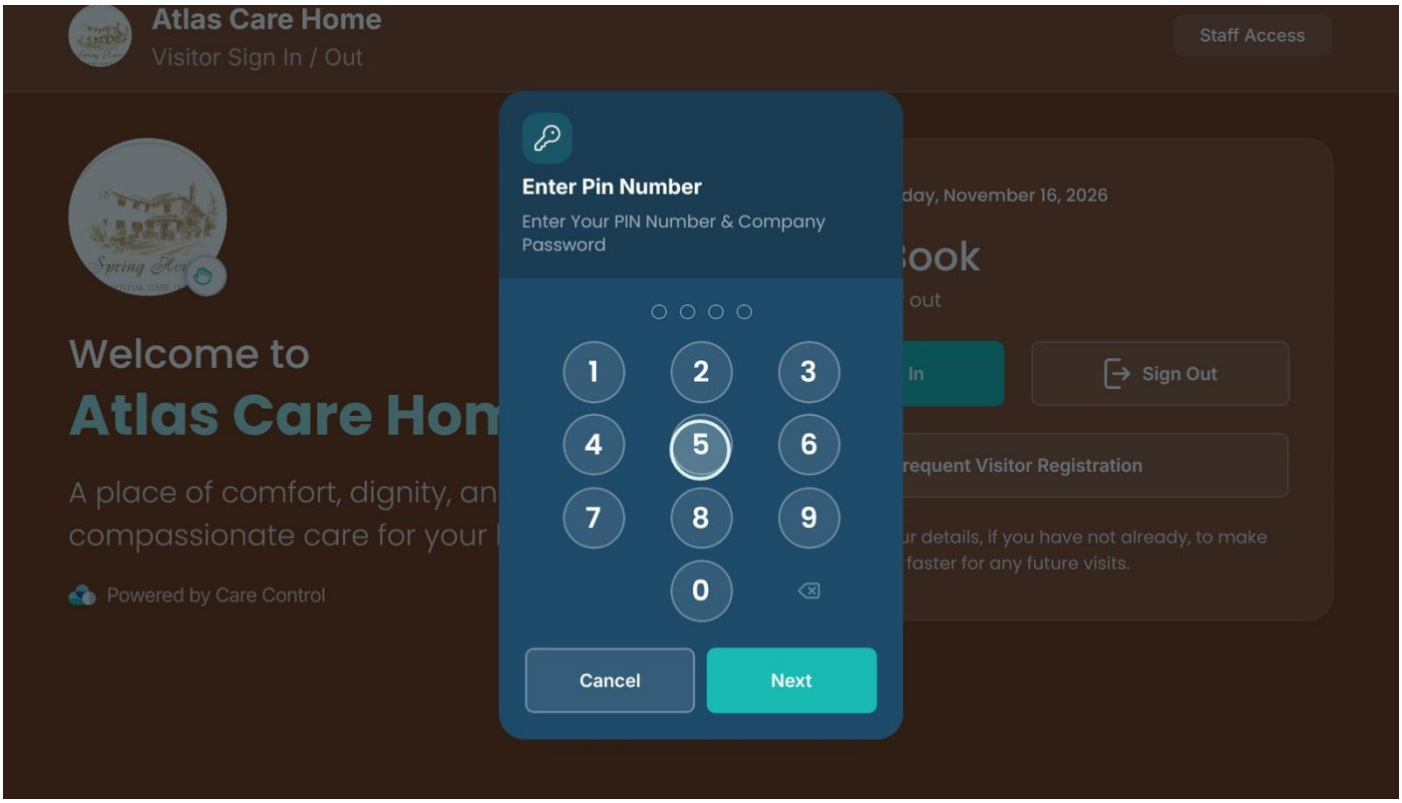
On the **Care Control V-Book** home screen, select **Staff Access** to open the staff management area.



Enter Your Staff PIN

Enter your **staff PIN** into the field provided.

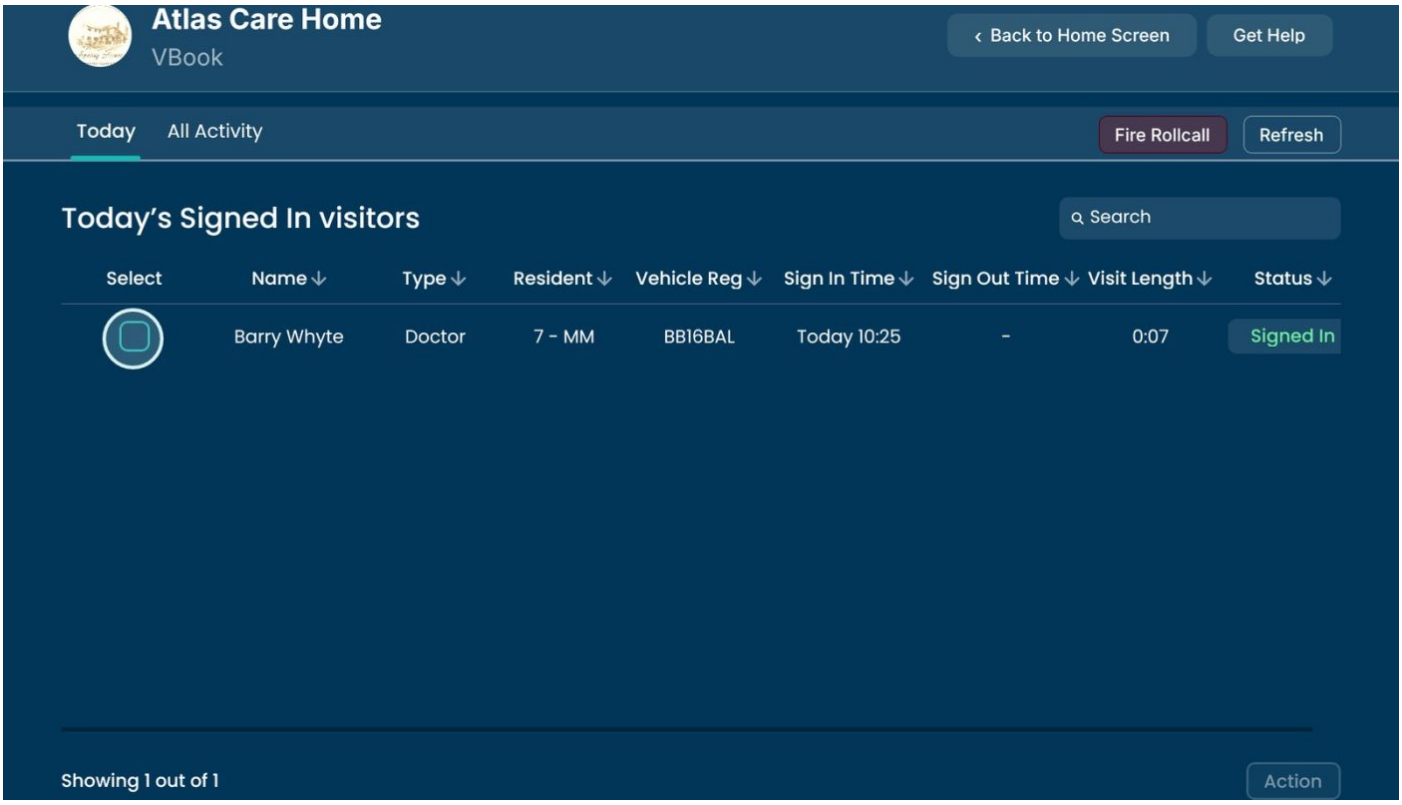
Select **Next** to access the visitor management screen.



Select a Signed-In Visitor

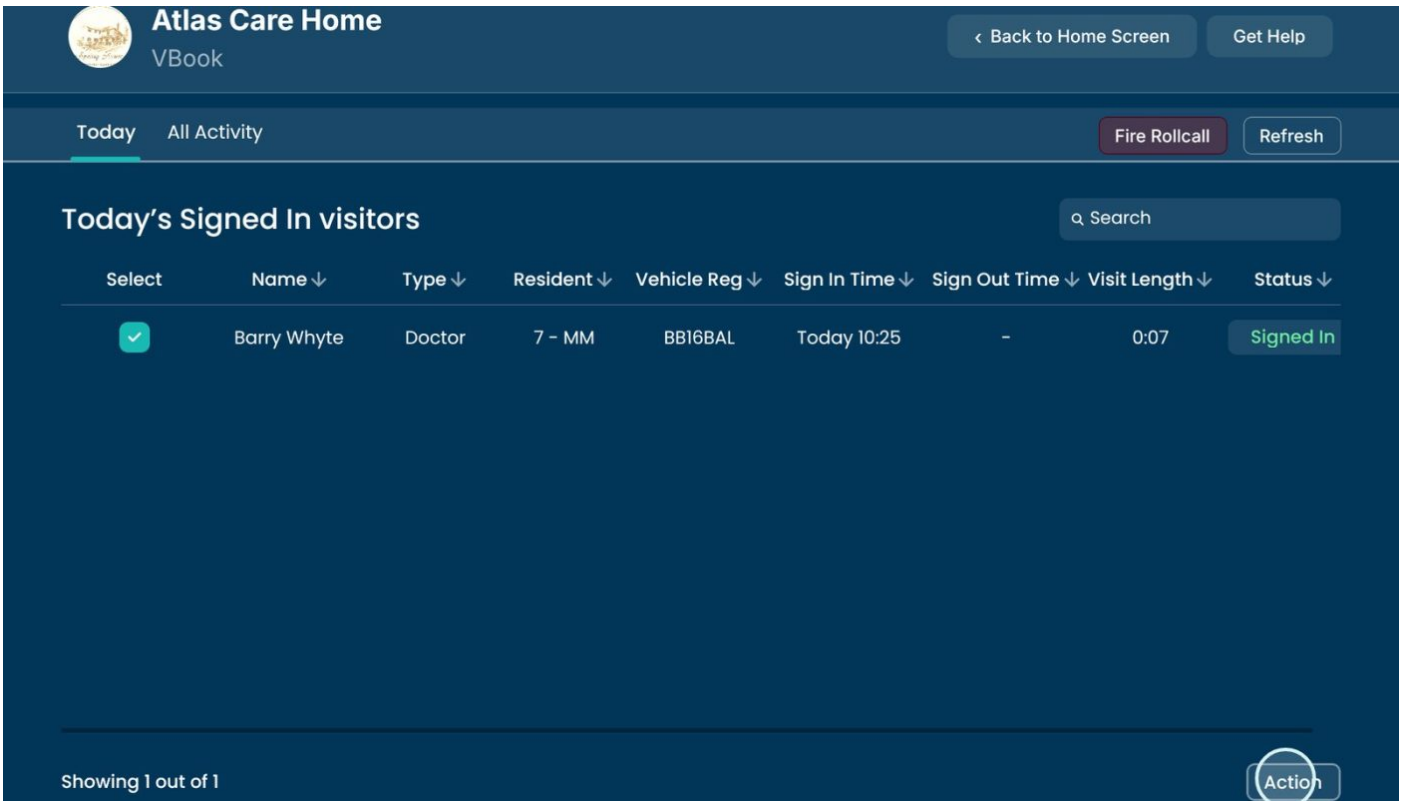
Find the visitor you want to sign out from the list of visitors currently recorded as **Signed In**.

Select their record to view the available options.



Open Visitor Actions

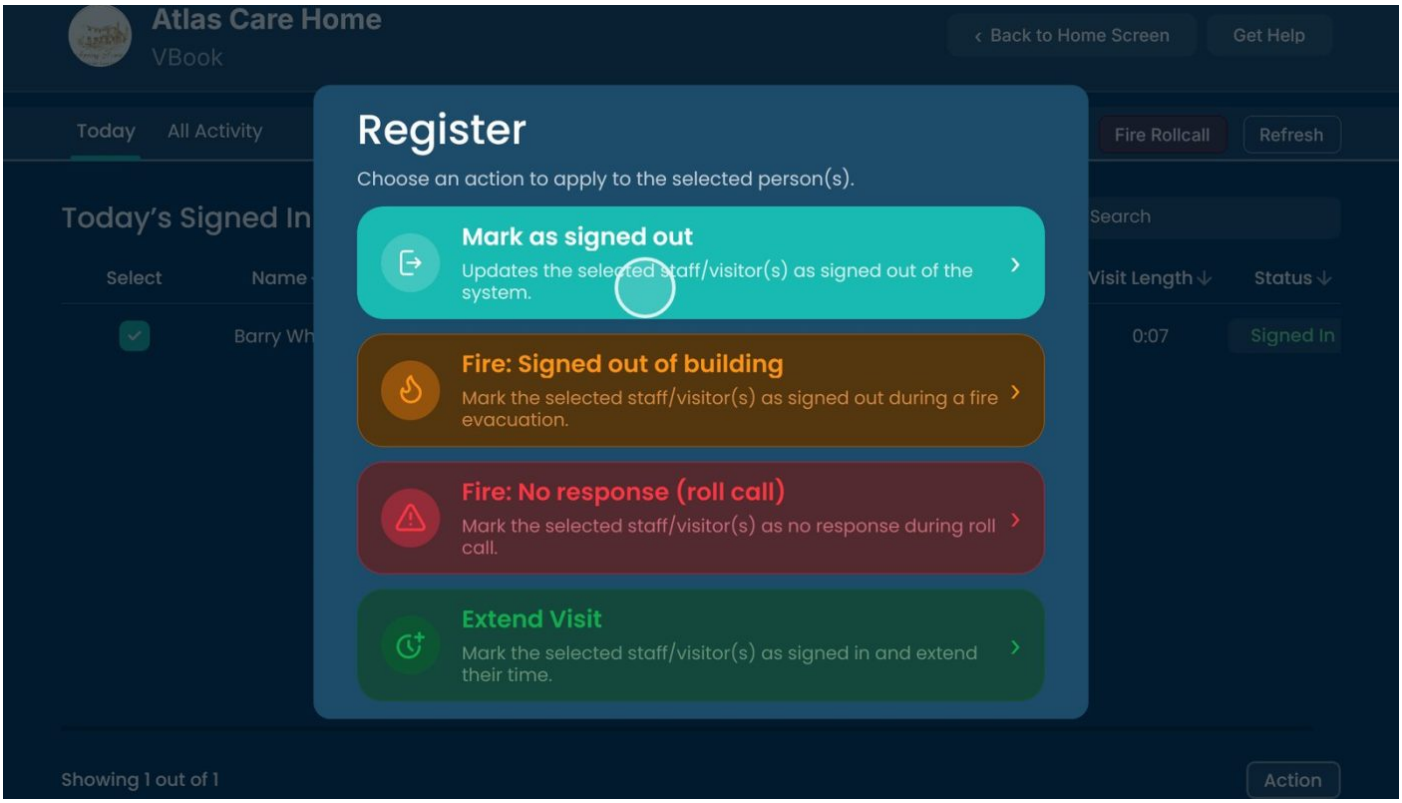
Once you've selected the visitor, tap **Action** to display the available visitor management options.



Mark the Visitor as Signed Out

From the available actions, select **Mark as Signed Out**.

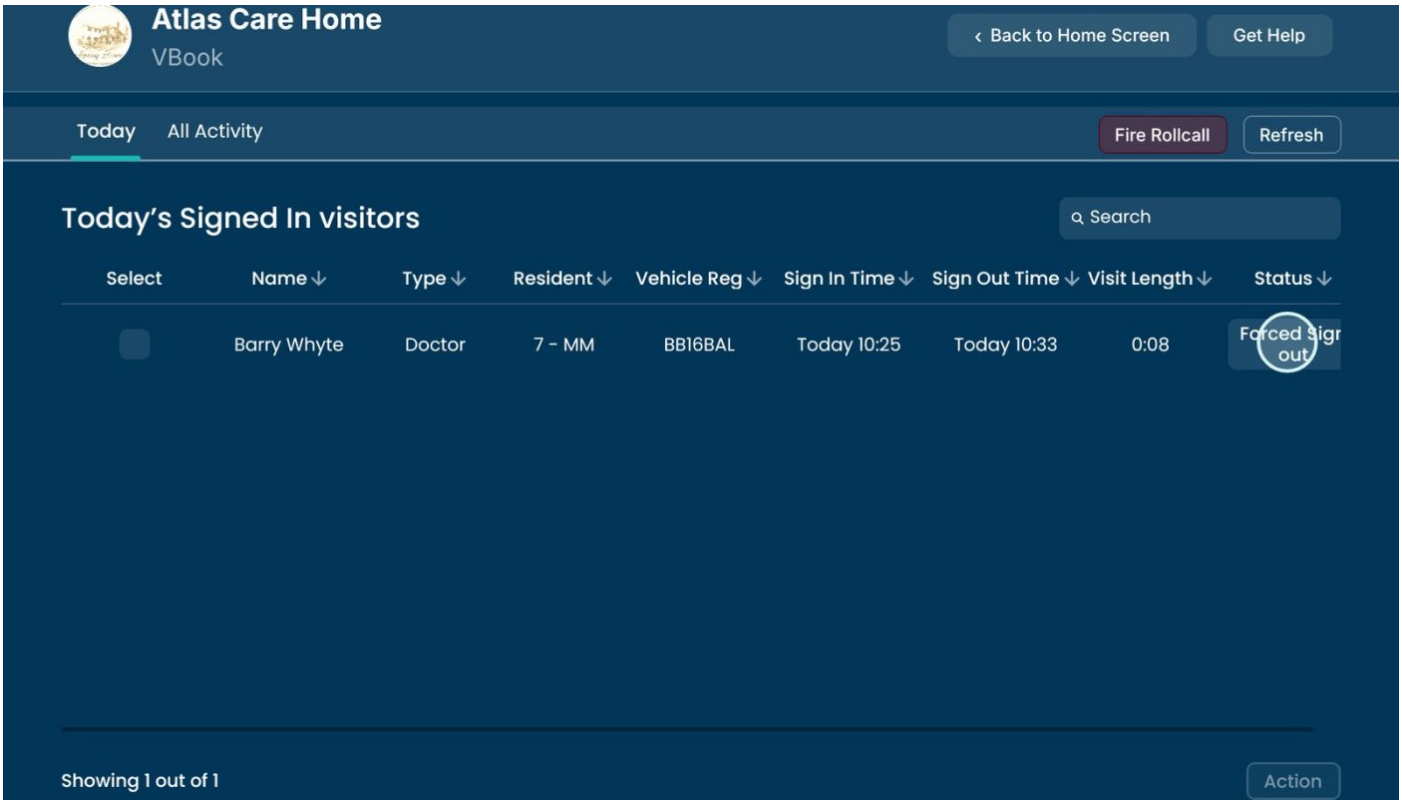
This will manually update the visitor's sign-in status.



Confirm the Visitor Has Been Signed Out

The visitor's status will now display as **Signed Out**.

The visitor record has been updated to reflect that they are no longer signed in to the care service.



Top tip

If a visitor forgets to sign out when leaving the care service, authorised staff can manually update their status using Staff Access.

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