

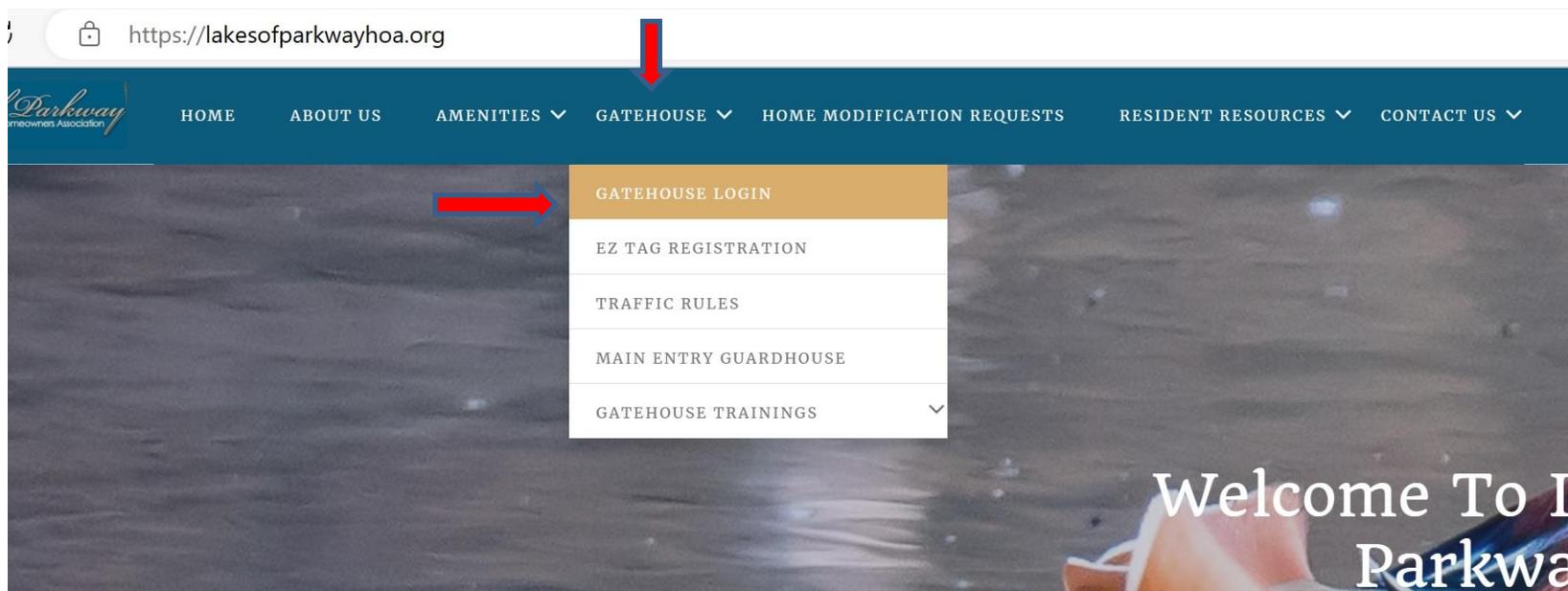
Welcome to Lakes of Parkway's Access Control & Visitor Management System known as GateHouse®.

- This self-help tool has been developed in concert with specific aspects for Lakes of Parkway Resident use.
- LOP residents have the *ability and responsibility* to manage and update their visitor list. (Friends, relatives, vendors, or private event guest lists).
- Only the Management office can initiate and activate a GateHouse account, enter the primary email, phone number, and register vehicles that use the Residents Only entrance(s). Once the account is opened the system will generate a USERNAME and PIN # which you will need for the first-time log-in process below.
- Prospective new Residents and Tenants must provide to the management office during normal business hours, necessary documents for their GateHouse account to be activated. The front gate staff cannot activate a resident account.
- ALL non-residents will be required to show a current driver license prior to admittance to LOP.

IMPORTANT – There is only one GateHouse account per property address, Persons in your household can allow verbal access via the Automated Voice Attendant. I.e Son, Daughter, Mother-in-law. (See instructions for that feature). Otherwise, you will need to share the original Username and Password for others to make entries. Multiple properties cannot be combined under one owner's account. Tenants will have a separate GateHouse account from the Owner. Family Members with occasional visitors can simply make a phone call to get their guest in without a computer or downloading an app via the *Automated Voice Attendant Module*.

1 – Via Resident’s GateHouse Web Account (from computer or tablet)

To access the LOP GateHouse System on the web: enter lakesofparkway.GateHouseportal.com into your computers address or search bar. OR, from the Lakes of Parkway Homeowners Association website <https://lakesofparkwayhoa.org/> click on the tab called *GateHouse*, then on the tab *GateHouse Login*.



LOGIN & “FORGOT PASSWORD”

Enter your system generated GateHouse Username: _____ provided by the office.

If your assigned username does not work, please contact the management office: lakepark@ciramail.net or 281-920-3044

Your initial generated GateHouse password will be: _____

The system will prompt you to change your password and enter your email address (this email will be used as part of future “Forgot Password” resets.

Please make sure you enter an email address, otherwise the system will not have a place to send you a password should you forget the one you created and need to use the “Forgot Password” feature. After the first-time login, if you are unsuccessful resetting the password you will need to submit an *Update My Primary Contact information* form located on the main page of the LOP website so the office can update the email to your Gatehouse account.

In order to ensure security, please enter your email address and a new password below.

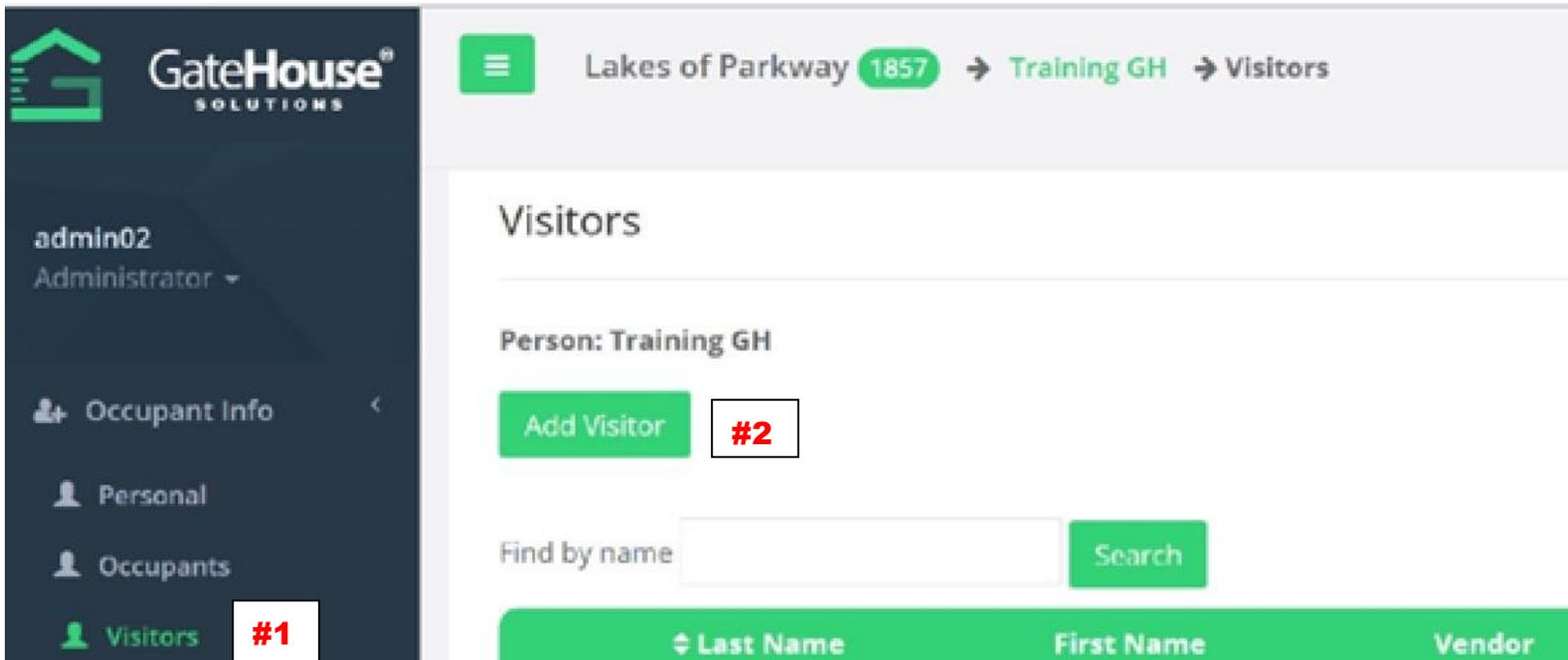
* Required Field

User Name*	<input type="text" value="username"/>
E-mail (required for password resets)*	<input type="text" value="name@domain.com"/>
Old Password*	<input type="text" value="Old Password"/>
New Password*	<input type="text" value="Password"/>
Re-Enter New Password*	<input type="text" value="Password"/>

ADDING VISITORS

To manage the visitor list for your account,

1. Click on the “Visitors” button on the side menu (left side of the screen).
2. Click on the “Add Visitor” button in the top left-hand corner of the screen:



The screenshot displays the GateHouse SOLUTIONS web application interface. On the left is a dark blue sidebar with the user profile 'admin02 Administrator' and a menu with options: 'Occupant Info', 'Personal', 'Occupants', and 'Visitors'. The 'Visitors' option is highlighted with a red box labeled '#1'. The main content area has a breadcrumb trail: 'Lakes of Parkway 1857' → 'Training GH' → 'Visitors'. Below the breadcrumb is the title 'Visitors'. Underneath, it says 'Person: Training GH'. There is a green 'Add Visitor' button with a red box labeled '#2' next to it. Below that is a search section with the text 'Find by name', an input field, and a green 'Search' button. At the bottom, a green header bar contains the column names: 'Last Name', 'First Name', and 'Vendor'.

On the “Add Visitor” screen, enter the required information: Last name of Friend/Relative *or* Name of a paid service ie Vendor. The *Access Privilege* provides additional limitations or makes the *Memo* visible to the gate guard. Click a preset *Length of Visit* or use the calendar for *Custom Range*. LOP does not require you to enter visitor’s vehicle information.

Press SAVE VISITOR to save information. Optional: After you SAVE your VISITOR information, come back to this screen to email a *visitor e-pass*, that can be either printed out or displayed on a cell phone for gate staff at the initial point of entry. See more details under issuing a pass, later in this document.

Note: The visitor without exception, always needs to show a valid driver’s license at gate each time they enter.

Add Visitor

QUICK as 1-2-3-4

Person: Training GH

#4

✓ Save Visitor

* Required Field. Last Name, or Vendor is required

#1	Last Name*	<input type="text"/>	Relationship	<input type="text" value="FRIEND"/>
	First Name	<input type="text"/>	Access Privilege *	#2 <input type="text" value="NORMAL"/> (enables Additional limitations) or display menu
	Vendor *	<input type="text"/>	Length of Visit *	<input type="text" value="01/06/2023 - 01/06/2023"/> # 3 Preset or Customize Length
	Memo	<input type="text"/>	Visitor on Property	<input type="checkbox"/>
			Visiting Today	<input type="checkbox"/>
			Key Holder	<input type="checkbox"/>
				<div style="border: 1px solid #ccc; padding: 5px; background-color: #f9f9f9;"> <p>1 Day</p> <p>3 Days</p> <p>7 Days</p> <p>30 Days</p> <p>180 Days</p> <p>Custom Range</p> </div>
<small>The Visitor Automobile information is not required</small>				
Tag	<input type="text"/>	Year	<input type="text"/>	
Make	<input type="text"/>	Color	<input type="text"/>	

Access Privilege dropdown is a way to provide additional **limitations or to clarify. 99% of the time you will use default of "Normal."** Leave SPECIAL instructions by entering a **"MEMO."** For the Memo to appear on the front gate screen, you must choose "Memo" from the drop down. Simply typing in the Memo box will not complete the process.



MEMO SAMPLE / SAMPLE NEW TENANT FRONT GATE ENTRY (before office set-up)

Add Visitor

Person: Training GH

* Required Field. Last Name, or Vendor is required

<p>Last Name*</p> <input type="text" value="New Tenant 1st Notification"/>	<p>Relationship</p> <input type="text" value="FRIEND"/>
<p>First Name</p> <input type="text"/>	<p>Access Privilege *</p> <input type="text" value="SEE MEMO #1"/>
<p>Vendor *</p> <input type="text"/>	<p>Length of Visit *</p> <input type="text" value="01/09/2023 - 01/15/2023"/>
<p>Memo</p> <p>#2</p> <div style="border: 1px solid #ccc; padding: 5px;"> We will sign lease papers this Friday. New Tenant name is "First, Last" they will be moving in Saturday. Permit access until office re-opens. </div>	<p>Visitor on Property <input type="checkbox"/></p> <p>Visiting Today <input checked="" type="checkbox"/></p> <p>Key Holder <input type="checkbox"/></p> <div style="border: 1px solid #ccc; padding: 5px; margin-top: 10px;"> <p>1 Day</p> <p>3 Days</p> <p style="background-color: #28a745; color: white; padding: 2px;">7 Days</p> <p>30 Days</p> </div>

USING CALENDAR FOR CUSTOM RANGE

Note: Steps 1-5 must be completed in sequence.

Length of Visit * 01/31/2023 - 02/01/2023

#1 Click on start calendar 01/31/2023 **#3 Click on End Calendar** 02/01/2023

< **Jan 2023** > **Feb 2023** >

Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
25	26	27	28	29	30	31	29	30	31	1	2	3	4
1	2	3	4	5	6	7	5	6	7	8	9	10	11
8	9	10	11	12	13	14	12	13	14	15	16	17	18
15	16	17	18	19	20	21	19	20	21	22	23	24	25
22	23	24	25	26	27	28	26	27	28	1	2	3	4
29	30	31	1	2	3	4	5	6	7	8	9	10	11

#2 Click on start date 31 **#4 Click on end date** 1 **#5 Click APPLY**

1 Day 3 Days 7 Days 30 Days 180 Days Custom Range Apply Cancel

EDIT  **OR REMOVE**  **OBSOLETE VISITORS AT LEAST QUARTERLY**

Vendor	Relationship	Access Privilege	Activates	Expires		
Pool/Yard Services	VENDOR	CONTRACTOR	01/02/2023 12:00 AM	06/30/2023 11:59 PM		
Rosa Espana - House Cleaner	VENDOR	CONTRACTOR	01/09/2023 12:00 AM	07/07/2023 11:59 PM		

Sample OPEN HOUSE on a future single date.

Add Visitor

Person: Training GH

* Required Field. Last Name, or Vendor is required

Last Name*	<input type="text"/>	Relationship	<input type="text" value="REALTOR"/>
First Name	<input type="text"/>	Access Privilege *	<input type="text" value="SEE MEMO"/>
Vendor *	<input type="text" value="STAR Realty - OPEN HOUSE"/>	Length of Visit *	<input type="text" value="📅 01/14/2023 - 01/14/2023"/>

Memo

Open House
Saturday 1-4pm
2 weeks from today

📅 01/14/2023

📅 01/14/2023

Jan 2023							Feb 2023						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
		26	27	28	29	30	29	30	31	1	2	3	4
		2	3	4	5	6	5	6	7	8	9	10	11
8	9	10	11	12	13	14	12	13	14	15	16	17	18
				19	20	21	19	20	21	22	23	24	25
				26	27	28	26					3	4
29	30	31	1	2	3	4	5					10	11

#1 Click on start calendar

#2 Click on start date

#4 Click on end date

#3 Click on End Calendar

7 Days

30 Days

180 Days

Custom Range

Apply
Cancel

#5 Click APPLY

The Visitor Automobile information is not required

Tag

Make

↕ Last Name	First Name	Vendor	Relationship	Access Privilege
		STAR Realty - OPEN HOUSE	REALTOR	SEE MEMO
		HOME & AWAY (Property Management Co)	VENDOR	SEE MEMO
		Grocery Delivery - ie Krogers	VENDOR	NORMAL
		Private Driver Service	VENDOR	NORMAL
		MetroLift -Every Tuesday	VENDOR	SEE MEMO
		Remodeling Contractors	VENDOR	CONTRACTOR
		Home Medical Care Services	VENDOR	CONTRACTOR
		Fast Food Delivery - Uber Eats, Pizza etc.	VENDOR	NORMAL
		Pool/Yard Services	VENDOR	CONTRACTOR
	Babysitter	Occasional	VENDOR	NORMAL
	Friend checking Pets	Personal	FRIEND	SEE MEMO
	Kids Carpool	Drivers Name	FRIEND	NORMAL
	Mother-N-Law - Relative		RELATIVE	NORMAL
	Sons School Friend		FRIEND	NORMAL
	Spouse Friend		FRIEND	NORMAL

This chart is a Sample List of typical "Categories" of Visitors that LOP Residents may have, along with what the "Relationship" and "Access Privilege" may be. A detailed entry screenshot follows for some of the more unique Visitors.

Sample: You are PAYING to have your property taken care of for an extended period.
(LONG TERM – VENDOR/CONTRACTOR with a KEY)

Last Name*	<input type="text" value="Smith"/>	Relationship	<input type="text" value="VENDOR"/>
First Name	<input type="text" value="Mary"/>	Access Privilege *	<input type="text" value="SEE MEMO"/>
Vendor *	<input type="text" value="HOME & AWAY (Property Management Co)"/>	Length of Visit *	<input type="text" value="📅 01/01/2023 - 12/31/2023 ▼"/>
Memo	<input type="text" value="Vendor will handle all day-day issues with home from start to end date."/>	Visitor on Property	<input type="checkbox"/>
		Visiting Today	<input type="checkbox"/>
		Key Holder	<input checked="" type="checkbox"/>

Sample: FRIEND CHECKING ON PETS

Last Name*	<input type="text" value="Friend checking Pets"/>	Relationship	<input type="text" value="FRIEND"/>
First Name	<input type="text" value="Personal"/>	Access Privilege *	<input type="text" value="SEE MEMO"/>
Vendor *	<input type="text"/>	Length of Visit *	<input type="text" value="📅 01/01/2023 - 01/15/2023 ▼"/>
Memo	<input type="text" value="Friend taking care of Pets"/>	Visitor on Property	<input type="checkbox"/>
		Visiting Today	<input type="checkbox"/>
		Key Holder	<input checked="" type="checkbox"/>

Add Visitor **Sample: FAST FOOD DELIVERY** (Pizza, UBER EATS, Chic-fil-A-)

Person: Training GH

✓ Save

* Required Field. Last Name, or Vendor is required

Last Name*	<input type="text"/>	Relationship	VENDOR ▾
First Name	<input type="text"/>	Access Privilege *	NORMAL ▾
Vendor *	Fast Food Delivery - Uber Eats, Pizza etc.	Length of Visit *	📅 01/09/2023 - 01/09/2023 ▾
Memo	<input type="text"/>	Visitor on Property	<input type="checkbox"/>
		Visiting Today	<input checked="" type="checkbox"/>
		Key Holder	<input type="checkbox"/>

Add Visitor **Sample: PARTY VENDOR w/ LOCATION MEMO** (indicate location & approx. time)

Person: Training GH

✓ Save

* Required Field. Last Name, or Vendor is required

Last Name*	<input type="text"/>	Relationship	VENDOR ▾
First Name	<input type="text"/>	Access Privilege *	SEE MEMO ▾
Vendor *	PARTY VENDOR (with Memo for location)	Length of Visit *	📅 02/04/2023 - 02/04/2023 ▾
Memo	Log in under my personal address but goes to Clubhouse. Party starts at 8pm	Visitor on Property	<input type="checkbox"/>
		Visiting Today	<input type="checkbox"/>
		Key Holder	<input type="checkbox"/>

Add Visitor **Sample: MEDICAL CARE SERVICE PROVIDER** (Home Health aide, Nurse, Therapist, Equipment Vendor)

Person: Training GH

✓ Save Visitor

* Required Field. Last Name, or Vendor is required

Last Name*

Relationship

First Name

Access Privilege*

Vendor*

Length of Visit*

Memo

Visitor on Property 1 Day
 Visiting Today 3 Days
 Key Holder 7 Days
 30 Days
 180 Days
 Custom Range
 Apply Cancel

The Visitor Automobile information is not required

Tag

Year

Make

Color

NOTES: LIVE-IN Nanny or Childcare individuals and College Students are listed under OCCUPANTS not Visitors

IF you do NOT RESIDE on a Day-Day Basis in LOP, and cannot provide additional proof of residence upon request then you are a VISITOR. IF you are a CHILD of the resident and have a residence address that is NOT in LOP you are a Visitor.

Sample: CARPOOL (not paid service)

<p>Last Name*</p> <input type="text" value="Kids Carpool"/>	<p>Relationship</p> <input type="text" value="FRIEND"/>
<p>First Name</p> <input type="text" value="Drivers Name"/>	<p>Access Privilege *</p> <input type="text" value="NORMAL"/>
<p>Vendor *</p> <input type="text"/>	<p>Length of Visit *</p> <input type="text" value="📅 01/09/2023 - 07/07/2023 ▼"/>
<p>Memo</p> <input type="text"/>	<p>Visitor on Property <input type="checkbox"/></p> <p>Visiting Today <input type="checkbox"/></p> <p>Key Holder <input type="checkbox"/></p>

Sample: HIRED PRIVATE DRIVER SERVICE (Uber, Lyft, LIMO/Private Car Services)

* Required Field. Last Name, or Vendor is required

<p>Last Name*</p> <input type="text" value=" "/>	<p>Relationship</p> <input type="text" value="VENDOR"/>
<p>First Name</p> <input type="text"/>	<p>Access Privilege *</p> <input type="text" value="NORMAL"/>
<p>Vendor *</p> <input type="text" value="Private Driver Service"/>	<p>Length of Visit *</p> <input type="text" value="📅 01/09/2023 - 01/09/2023 ▼"/>
<p>Memo</p> <input type="text"/>	<p>Visitor on Property <input type="checkbox"/></p> <p>Visiting Today <input checked="" type="checkbox"/></p> <p>Key Holder <input type="checkbox"/></p>

NOTE: School transportation paid by you & NOT provided by the school for benefit of multiple students, is a PVT. DRIVER SERVICE.

How a Resident can issue an initial VISITOR E-PASS

- 1.The resident will need to first ADD a Visitor to the system and SAVE IT.
- 2.Then the resident will need to **reopen** the visitor record and a new button called “@Send e-pass” will appear.
- 3.Click on the green @Send e-pass button on the top right.

Edit Visitor

Person: Training GH

 @ Send e-pass

✓ Save Visitor

* Required Field. Last Name, or Vendor is required

Last Name*

Relationship

VENDOR

First Name

Access Privilege *

CONTRACTOR

Vendor *

Pool/Yard Services

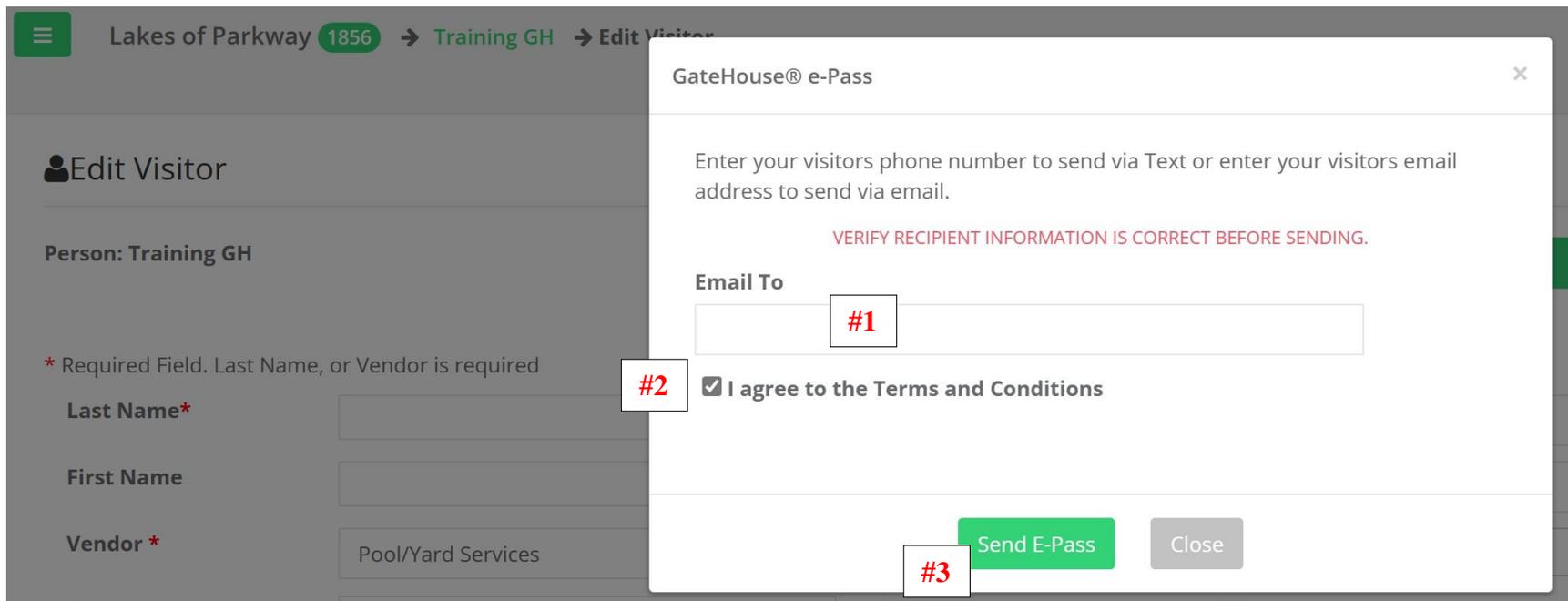
Length of Visit *

 01/02/2023 - 06/30/2023



The resident will need to complete the pop-up box by:

1. Entering the visitor's email address
2. Click the "I Agree" check box
3. Click the "Send" button



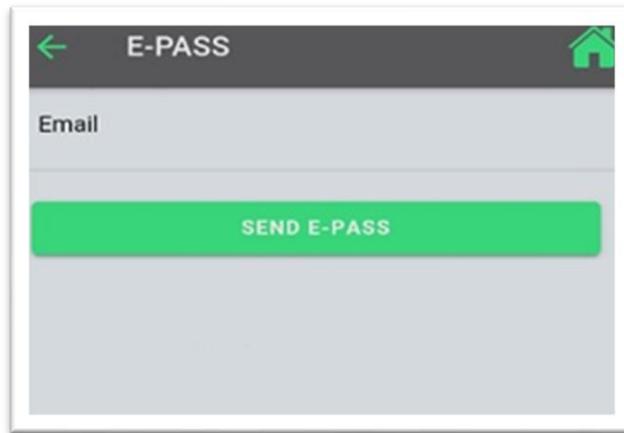
The screenshot shows a mobile application interface with a pop-up window titled "GateHouse® e-Pass". The background is dimmed, showing a navigation bar with "Lakes of Parkway 1856", "Training GH", and "Edit Visitor". The main content area is titled "Edit Visitor" and shows "Person: Training GH". There are input fields for "Last Name*", "First Name", and "Vendor*" (with "Pool/Yard Services" entered). A note states "* Required Field. Last Name, or Vendor is required".

The pop-up window contains the following text and elements:

- Header: "GateHouse® e-Pass" with a close button (X).
- Instruction: "Enter your visitors phone number to send via Text or enter your visitors email address to send via email."
- Warning: "VERIFY RECIPIENT INFORMATION IS CORRECT BEFORE SENDING."
- Label: "Email To" above an input field. A red "#1" callout points to the input field.
- Check box: "I agree to the Terms and Conditions" with a checked box. A red "#2" callout points to the check box.
- Buttons: "Send E-Pass" (green) and "Close" (grey). A red "#3" callout points to the "Send E-Pass" button.

Then the resident will need to:

1. Enter the visitor's email address
2. Click the **"Send E-Pass"** button.



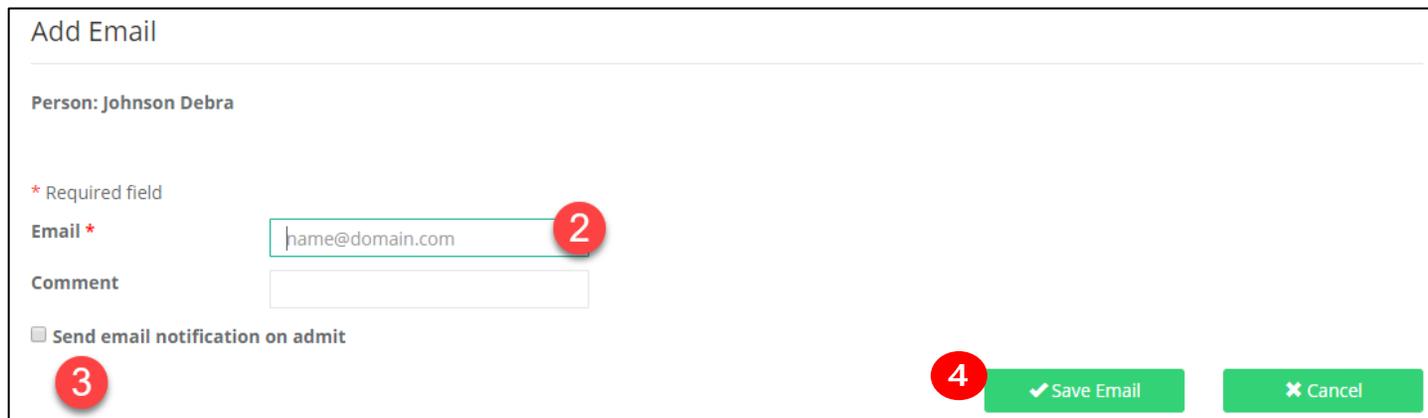
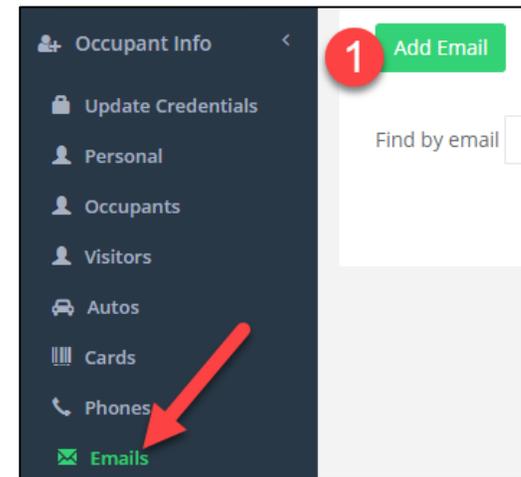
Sample E-Pass:



VISITOR NOTIFICATION via Text message or email:

Residents can receive an email **or** text message notifying them when a visitor has been checked-in at the guardhouse and headed to their address.

- **Option 1** – To receive an EMAIL NOTIFICATION:
 1. Click “**Add Email**” from the main menu on the left
 2. Enter the correct email address to receive the notification
 3. Select the Send Email Notification Upon Admit box.
 4. Click on SAVE EMAIL



A screenshot of the 'Add Email' form. At the top, it says 'Add Email'. Below that, it displays 'Person: Johnson Debra'. There is a red asterisk and the text '* Required field' above the 'Email' field. The 'Email' field contains the text 'hame@domain.com' and has a red circle with the number '2' next to it. Below the email field is a 'Comment' text area. At the bottom left, there is a checkbox labeled 'Send email notification on admit' with a red circle containing the number '3' next to it. At the bottom right, there are two green buttons: 'Save Email' with a checkmark and a red circle with the number '4' next to it, and 'Cancel' with an 'X' icon.

➤ **Option 2 – To receive a TEXT NOTIFICATION:**

1. Click **“Add Email”** from the main menu on the left
2. *Instead* of entering your email address in the box labeled “Email*” enter the **phone number to receive the text message** along with your phone carrier’s *suffix* listed below. (Phone must be capable of receiving text messages) If your carrier is not there, please contact them and ask for their suffix.

For example: 9992221234@txt.att.net

AT&T: number@txt.att.net

T-Mobile: number@tmomail.net

Verizon: number@vtext.com

Sprint: number@messaging.sprintpcs.com

[m](mailto:number@pm.sprint.com) or number@pm.sprint.com

Virgin Mobile: number@vmobl.com

Tracfone: number@mmst5.tracfone.com

Metro PCS: number@mymetropcs.com

Boost Mobile: number@myboostmobile.com

Cricket: number@sms.mycricket.com

Nextel: number@messaging.nextel.com

Alltel: number@message.alltel.com

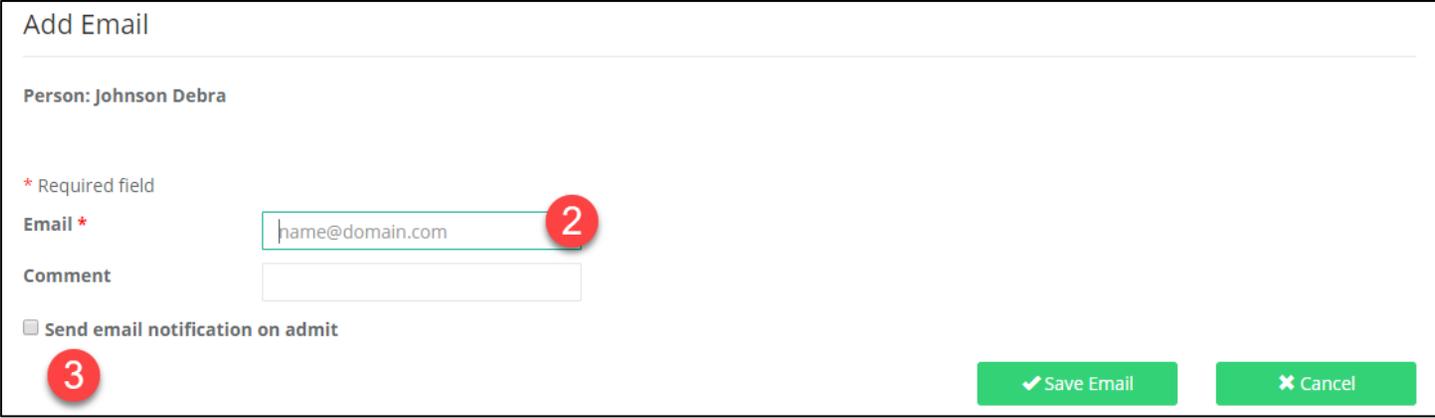
Ptel: number@ptel.com

Suncom: number@tms.suncom.com

Qwest: number@qwestmp.com

U.S. Cellular: number@email.uscc.net

3. Select the **checkbox** “ Send Email Notification on Admit.
4. Click on SAVE EMAIL



The screenshot shows the 'Add Email' form with the following fields and annotations:

- Person:** Johnson Debra
- Email ***: A text input field containing 'hame@domain.com' with a red circle containing the number '2' next to it.
- Comment**: An empty text input field.
- Send email notification on admit**: A checkbox that is currently unchecked, with a red circle containing the number '3' next to it.
- Buttons**: Two buttons at the bottom right: a green 'Save Email' button and a green 'Cancel' button.