

GATEHOUSE QUICK START GUIDE – ADDING VISITORS

Introduction

Residents can utilize any of the following **3 methods to do a Quick Start Visitor Entry** in their GATEHOUSE account. For more detailed instructions and additional screenshots, see the Training module for that Method under GATEHOUSE tab on the HOA Website.

ALWAYS SAVE YOUR VISITOR ENTRY!!!

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, and you can perform a “Forgot Password”

If you are **PAYING MONEY, the Visitor is a VENDOR** ie: teenage pet sitter, contractor, housekeeper etc..

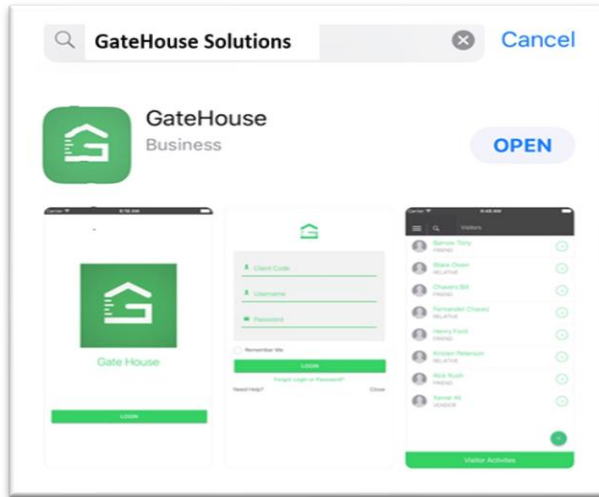
IMPORTANT – only one Resident account is set up for each property address. If you download the app onto multiple phones, there is still only “one” account, “one” USERNAME, and “one” PASSWORD for all to use.

HINT: Family Members with occasional visitors can simply make a *phone call* to get their guest entrance without a computer or downloading an app. Simply call and leave a message on the GateHouse *Automated Voice Attendant Module*. See separate instructions for that approach.

1. GATEHOUSE via Smartphone App (cell phone)

- Residents will need to log into the App Store (IOS) or Google Play (Android) and search *GateHouse Solutions* or *TEM Systems* to find the GateHouse® Resident Phone App.

Sample App store picture



INITIAL LOG-IN

1. Enter LOP's universal Client Code:
144144
2. Enter USERNAME: (assigned by management office.)
3. Enter first time log-in password:
(assigned by management office)

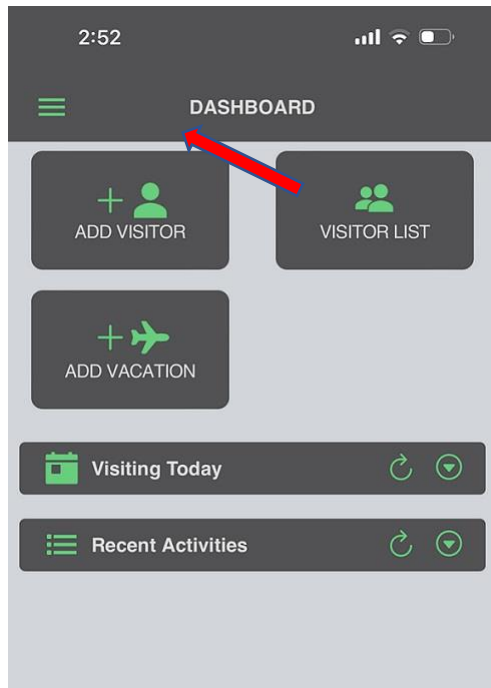
The system will prompt you to *change your password* and enter your email address for password resets. Make sure you enter an email address, otherwise the system will not have a place to send you a password should you forget the one you created

Log-In Screen

A screenshot of the initial log-in screen. At the top is a green house icon with a stylized 'G'. Below it are three input fields: 'Client Code' with the value '144144' and a red '#1' marker; 'User Name' with a red '#2' marker; and 'Password' with a red '#3' marker and a blue cursor. A green 'Login' button is at the bottom. Below the button is a 'Remember Me?' checkbox (checked) and a 'Forgot password?' link.

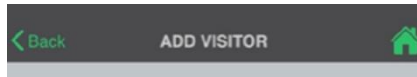
THE DASHBOARD & QUICK ADD OF VISITORS

- At Login you are taken to the “Dashboard.” Here to add your first and future visitors.’

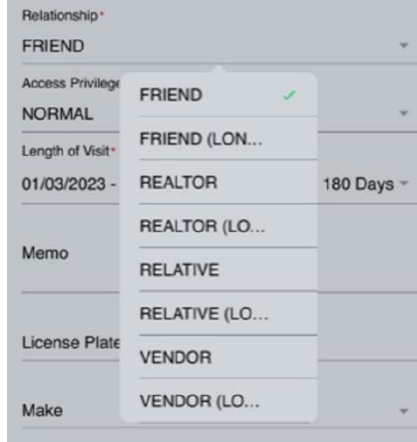


On the “**Add Visitor**” screen, start at the top and complete each section. Additional choices are available from drop down box arrows on the right of the screen. You DO NOT need to enter any vehicle information for your visitor. See following screen shots for drop down choices and comments.

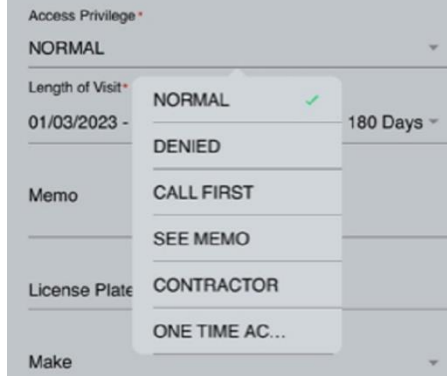
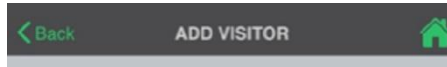
A screenshot of the "Add Visitor" form. The form is a vertical list of fields with a light grey background. The fields are: "Vendor*" (text input), "Relationship*" (dropdown menu with "FRIEND" selected), "Access Privilege*" (dropdown menu with "NORMAL" selected), "Length of Visit*" (text input with "01/10/2023 - 01/10/2023" and a dropdown menu with "1 Day" selected), "Memo" (text input), "License Plate" (text input), "Make" (dropdown menu), "Model" (dropdown menu), "Year" (dropdown menu), and "Color" (dropdown menu). At the bottom of the form is a green button labeled "Save Visitor".



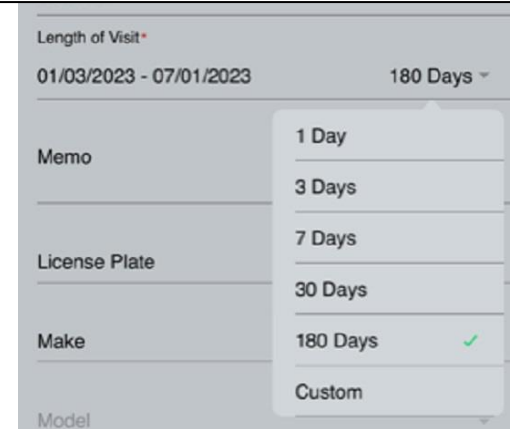
RELATIONSHIP: Anyone who receives a PAYMENTS is a VENDOR. (LOP does not utilize the “long term” options)



ACCESS PRIVLEDGES, most of the time this will be the default “Normal” however, this option provides for additional “Limitations” or the ability to enter a “Memo”. You must select “MEMO” for it to appear on the guard screen.




LENGTH OF VISIT: Choose a Preset or Custom duration. **No-one receiving payments should be Permanent status.** All Vendors should be reviewed at least every 6 months.

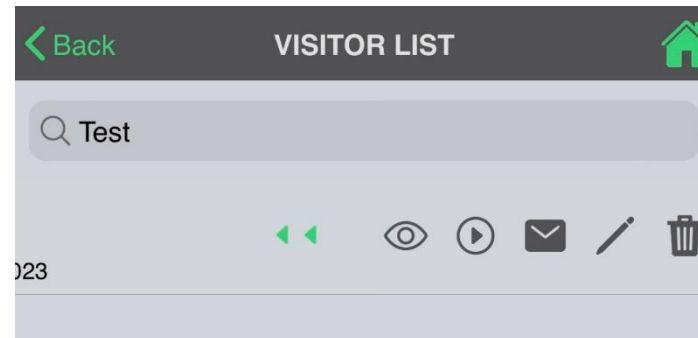



After **Saving Visitor** at the bottom, you will return to the Dashboard.



NOTE: Access Privilege dropdown provides additional limitations or shows a MEMO to the front Guard. 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.


EDITING A MOBILE APP VISITOR ENTRY


1. Reopen a **visitor record** from the **Visitor List** by
2. Sliding the double arrow  icon to the left.
3. The following icons will appear for this visitor





Reveals Visitor Editing Icons 

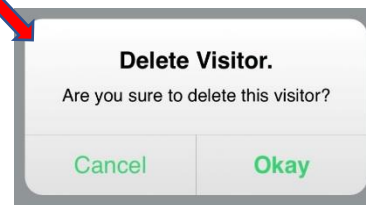
View Visitor's Details  

Recent Activities of that Visitor 

Issue Visitor an E-Pass 

Edit/Make changes to Visitor's Details 

Delete Visitors Record 



ALWAYS click SAVE VISITOR at the bottom when done.

2. GATEHOUSE via the WEB (using a Computer/Tablet)

FIRST TIME LOGIN

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).

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 interface. On the left, a dark sidebar contains 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 containing the number '#1'. The main content area shows the breadcrumb 'Lakes of Parkway 1857 → Training GH → Visitors'. Below this, the page title is 'Visitors'. Under 'Person: Training GH', there is a green 'Add Visitor' button with a red box containing '#2'. Below the button is a search field labeled 'Find by name' with a green 'Search' button. At the bottom, a table header is visible with columns for 'Last Name', 'First Name', and 'Vendor'.

On the “Add Visitor” screen, 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.

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

✓ Save Visitor

#4

* Required Field. Last Name, or Vendor is required

#1

Last Name*

Relationship

FRIEND

First Name

Access Privilege *

NORMAL

#2 (enables Additional limitations) or display memo

Vendor *

Length of Visit *

01/06/2023 - 01/06/2023

#3 Preset or Customize Length

Memo

Visitor on Property

1 Day

Visiting Today

3 Days

Key Holder

7 Days

The Visitor Automobile information is not required

Tag

Year

Make

Color

180 Days

Custom Range

NOTE: Access Privilege provides additional limitations or Displays MEMO to Guard. To clarify. 99% of the time you will use default of “Normal.” 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.

3. GATEHOUSE -Automated Voice Attendant

Leave a verbal message to authorize admission of a Visitor.

Please note the PHONE number you are CALLING FROM must be listed under your menu tab called “PHONES.” If it is not listed, you will be asked to enter your PIN aka Personal Identification Number, assigned by the Management office in order grant access via message.

To reach the Automated Attendant call phone number **855-912-7717** and follow the voice prompts to pre-authorize your visitor.

You will hear the following recording:

Welcome to the Lakes of Parkway Visitor Scheduling System.

If the number you are calling from is on your phone list, you will *not* hear,

Please enter your Personal Identification Number Now. _____ instead, it will go directly to:

Please press (1) for a 1 Day Pass

Please press (2) for a 3 Day Pass

Please press (3) for a 7 Day Pass

Please press (4) for a 30 Day Pass

Selections will repeat if no entry is made.

If you press a number that is NOT an option you receive an error message stating,

You pressed (error number). This option is not valid,

Please press (1) for a 1 Day Pass

Please press (2) for a 3 Day Pass

Please press (3) for a 7 Day Pass

Please press (4) for a 30 Day Pass

After making a correct entry, the recording continues with,

You Pressed number ____ This pass is valid from (Month/Day) until (Month/Day).

After the tone please say the NAME of your guest or vendor.

When finished recording, press (1) to add another guest, or just hang up.

Caller states Visitors First & Last Name _____ Recording continues with *Thank You for using the Automated Scheduling System.*

Good-Bye

Note: If you enter in an invalid PIN more than 3 times, the system will automatically end the call. You will need to contact the management office to obtain your valid PIN.

Please speak clearly and slowly when using voice recognition. You can spell out the last name if you wish.

The voice message you leave will be saved to your GateHouse® account.

When the front gate officer enters your address, the Guard's display monitor will have a blinking icon to alert the GateHouse staff of any automated messages. Guard can click on the icon for a visual and auditory playback of your message.