

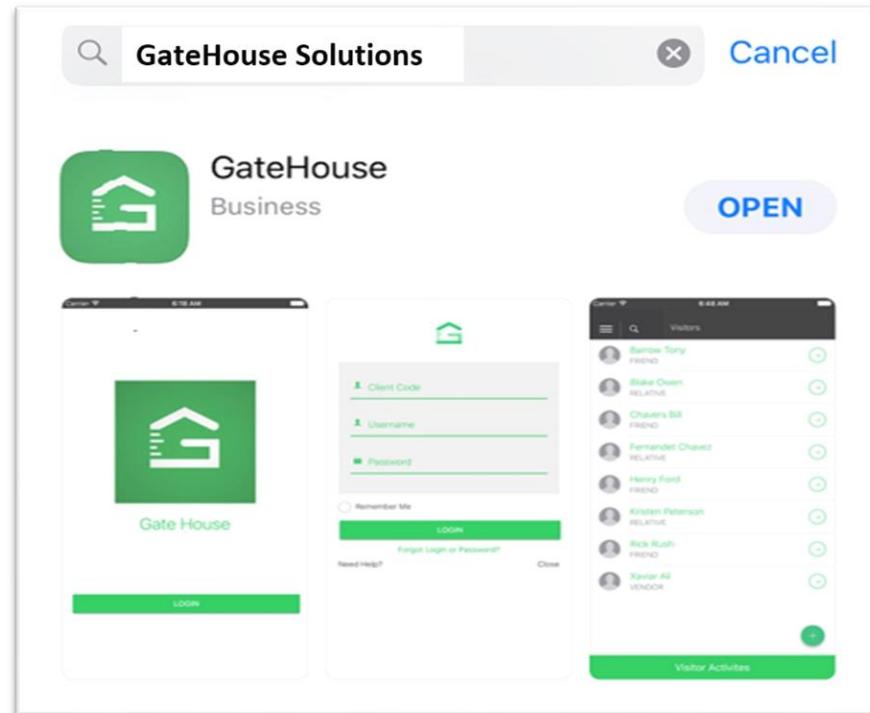
2. GATEHOUSE via Smartphone App (cell phone)

- The GateHouse Resident Phone App was designed to provide all residents with the ability to manage their visitor lists and view their account profiles from the palm of their hand. 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

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.

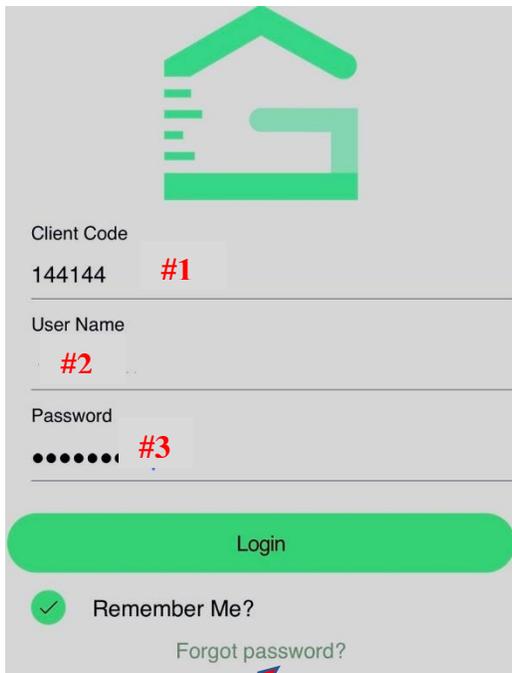
HINT: Family Members with occasional visitors can simply make a *phone call* to get their guest entrance without a computer or downloading an app. Simply call and leave a message on the *GateHouse Automated Voice Attendant Module*. See separate instructions for that approach.



INITIAL LOG-IN & FORGOT PASSWORD

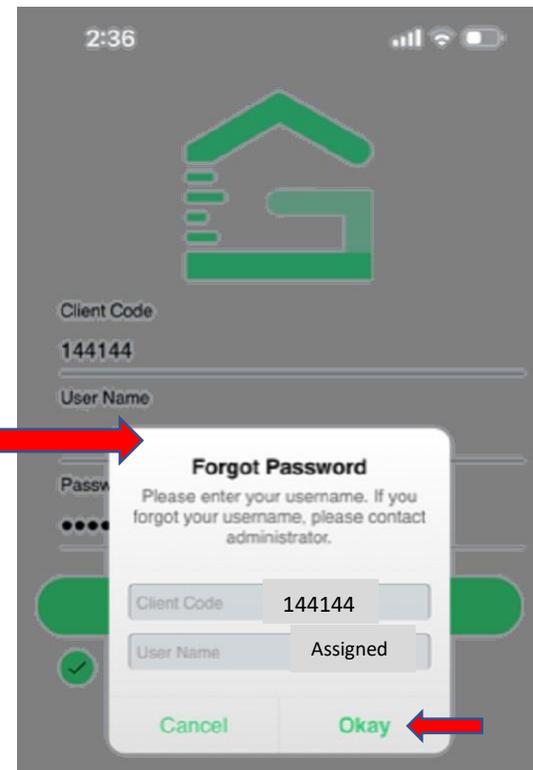
1. Enter LOP's universal Client Code: 144144
2. Enter USERNAME: (assigned by management office.) _____
3. Enter first time log-in password: (assigned by management office) _____

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.



The screenshot shows a login form with a green house icon at the top. Below the icon are three input fields: 'Client Code' with the value '144144' and a red '#1' annotation; 'User Name' with a red '#2' annotation; and 'Password' with a red '#3' annotation. Below the fields is a green 'Login' button, a checked 'Remember Me?' checkbox, and a 'Forgot password?' link. A red arrow points from the 'Forgot password?' link to a text box.

Click **FORGOT PASSWORD** if you don't remember when you try to Log back in.

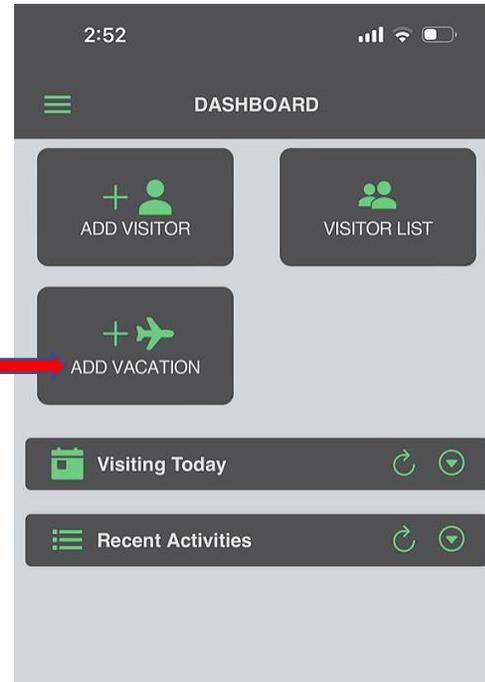


The screenshot shows a mobile phone screen with a 'Forgot Password' dialog box. The dialog box has a title 'Forgot Password' and a message: 'Please enter your username. If you forgot your username, please contact administrator.' Below the message are two input fields: 'Client Code' with the value '144144' and 'User Name' with the value 'Assigned'. At the bottom of the dialog box are two buttons: 'Cancel' and 'Okay'. A red arrow points from the 'Okay' button to the right.

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.

ADD VISITOR

Last Name *

Vendor *

Relationship *
FRIEND

Access Privilege *
NORMAL

Length of Visit *
01/10/2023 - 01/10/2023 1 Day

Memo

License Plate

Make

Model

Year

Color

Save Visitor

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

ADD VISITOR

Relationship *
FRIEND

Access Privilege
NORMAL

Length of Visit *
01/03/2023 - REALTOR 180 Days

Memo

License Plate

Make

FRIEND ✓

FRIEND (LON...)

REALTOR

REALTOR (LO...)

RELATIVE

RELATIVE (LO...)

VENDOR

VENDOR (LO...)

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.

ADD VISITOR

First Name

Relationship *
FRIEND

Access Privilege *
NORMAL

Length of Visit *
01/03/2023 - NORMAL 180 Days

Memo

License Plate

Make

NORMAL ✓

DENIED

CALL FIRST

SEE MEMO

CONTRACTOR

ONE TIME AC...

ADD VISITOR

First Name

Length of Visit*

01/03/2023 - 07/01/2023 180 Days

Memo

License Plate

Make

Model

Save Visitor

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.

ALWAYS click SAVE VISITOR at the bottom when done.

After **Saving Visitor** at the bottom, you will return to the Dashboard. Click the  icon to go to the Main Menu for additional features.

Dashboard also shows **RECENT ACTIVITIES** for your account.

Shows "Visitor Saved Successfully"

1:16

DASHBOARD

ADD VISITOR

VISITOR LIST

ADD VACATION

Visiting Today

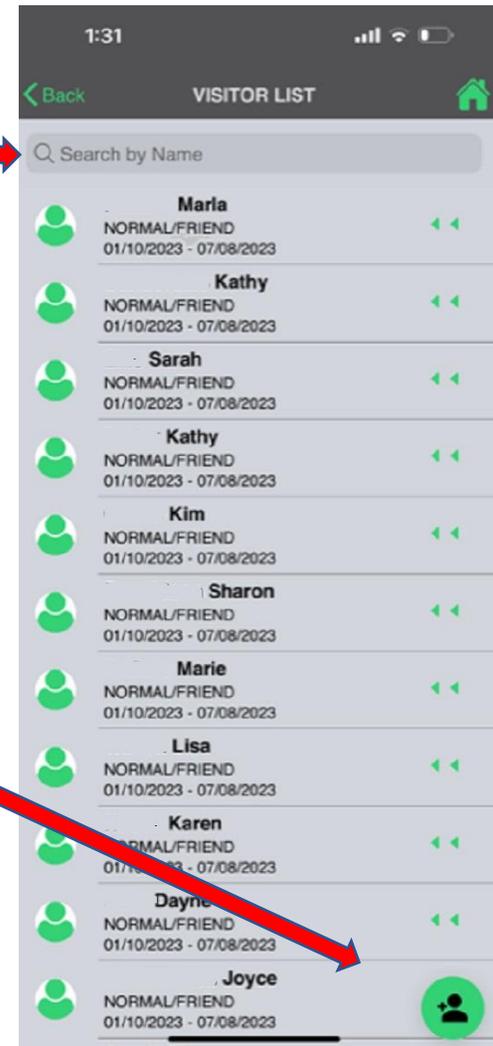
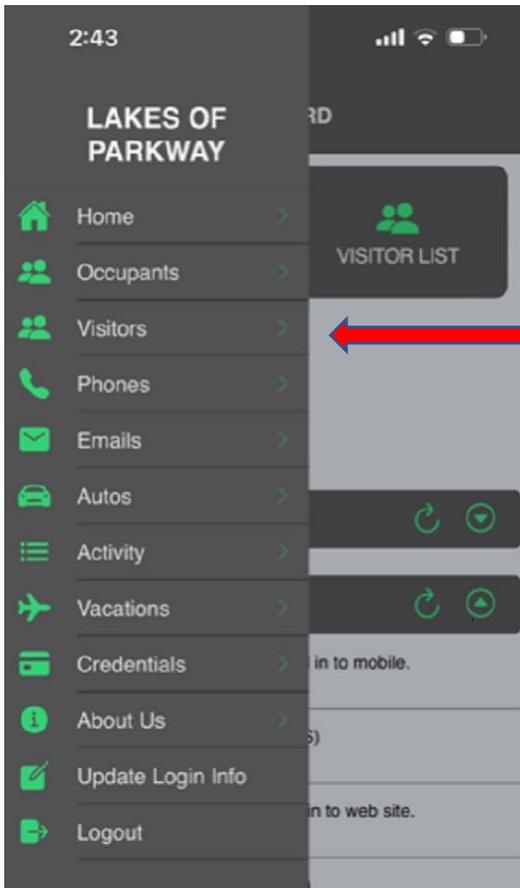
Recent Activities

(ResidentUser) logged in to mobile.
01/10/2023 10:23:31 am

(ResidentUser) logged out from mobile.
01/03/2023 03:21:32 pm

Show all recent activities...

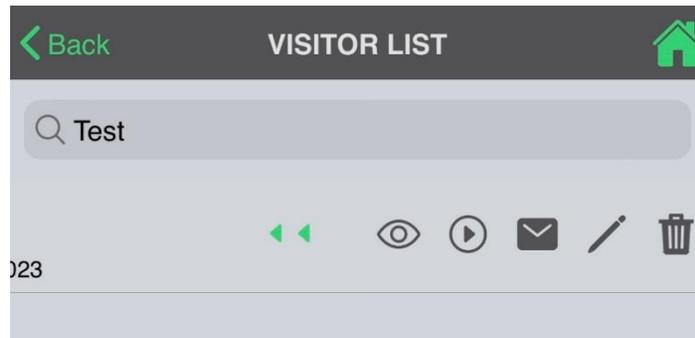
Visitor saved successfully.



Clicking **Visitors** on the Main Menu will display a list of all Visitors in your account. You can do a quick **SEARCH** to update a Visitor or add a new Visitor by clicking the icon on the bottom right of the screen.

EDITING A 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 

First Name	
Last Name	test
Vendor	
Relationship	FRIEND
Access Privilege	NORMAL
Start Date	01/10/2023
End Date	01/10/2023
Memo	
License Plate	

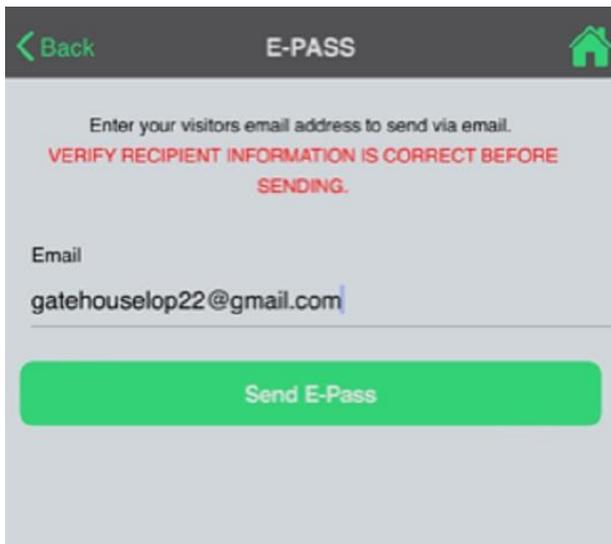
Delete Visitor.
Are you sure to delete this visitor?

Cancel Okay

Issuing a VISITOR E-PASS

1. ADD a Visitor to your account and SAVE IT.
2. Reopen **visitor record** from the Visitor List
3. Slide the double arrow  icon to the left.
4. Choose the issue e-pass  icon.

Step 5. Add Visitor (recipients e-mail)
Hit Send



The screenshot shows a mobile app interface for issuing an E-PASS. At the top, there is a 'Back' button and a home icon. The title is 'E-PASS'. Below the title, there is a prompt: 'Enter your visitors email address to send via email.' followed by a red warning: 'VERIFY RECIPIENT INFORMATION IS CORRECT BEFORE SENDING.' An 'Email' input field contains 'gatehouselop22@gmail.com'. At the bottom, there is a large green button labeled 'Send E-Pass'.

Step 6. E-pass will show up on
Dashboard under Recent Activities



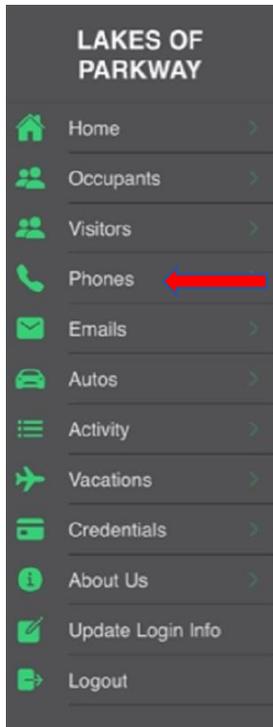
The screenshot shows a 'Recent Activities' section in a dashboard. It lists two entries: 'E-Pass has been sent by (ResidentUser) to visitor [test] 01/10/2023 10:05:25 pm' and 'E-Pass has been sent by (ResidentUser) to visitor [Laos Dayne] 01/10/2023 10:03:19 pm'. There are refresh and up arrow icons at the top right of the list.

Step 7. Pass will show up in Visitors
Email Inbox. Visitor can show guard
via their cell phone or print out.



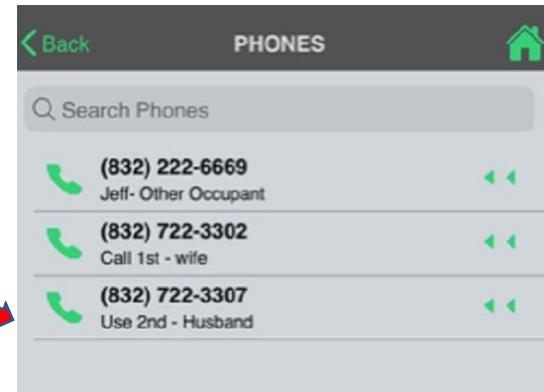
The screenshot shows a 'VISITOR E-PASS' document. At the top, it says '--SCAN FOR GATE ACCESS--' and 'GateHouse Lakes of Parkway'. Below this is a barcode with a 'SAMPLE ONLY' watermark. The main text reads: 'VISITOR E-PASS Visitor Must Show Driver's License At Guardhouse Speed limit 25 mph is strictly enforced'. It lists: 'VISITOR: Laos', 'ISSUED: 01/10/2023', 'EXPIRES: 07/08/2023', and 'RESIDENT:'. The 'ADDRESS:' field is partially visible with a 'SAMPLE ONLY' watermark. At the bottom, it says 'Powered by GateHouse® Solutions' and 'If Barcode/QR Code is not visible, please download the attached file.'

LISTING KEY PHONE NUMBERS

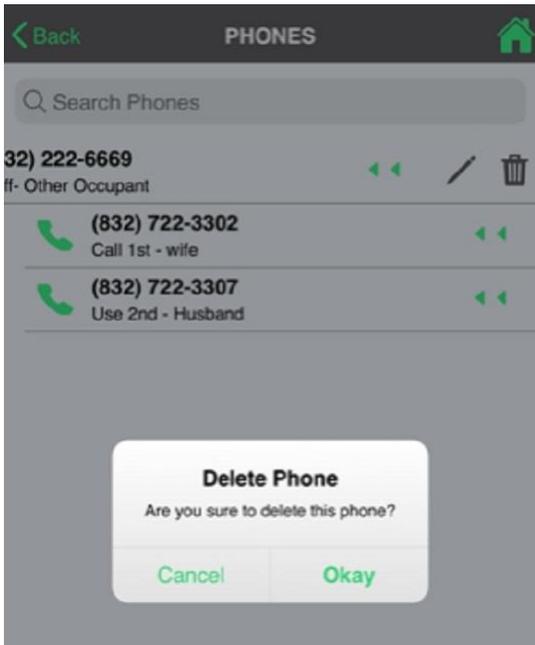


Your Gatehouse **account only has (1) primary phone #.** Which is your **primary contact.** This Phone list is used for additional calls/features. Ie Automated Voice Message System.

COMMENTS provide insight as to why a phone number is important to the resident. Comments will appear on the guard's screen.



AUTO ATTENDANT RECOGNITION must be "on" to take advantage of the *Automatic Voice Message Module.* (The module is a simple way to verbally permit entry) See feature for more detail.



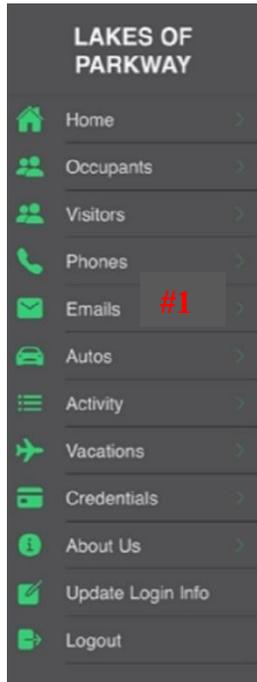
EDITING PHONE ENTRIES

From your phone list, select a number to edit by sliding the double << to the left and choosing the pencil icon.

You can only **DELETE** a phone entry from the Phone list by using the trash can icon. A Caution notice will appear.

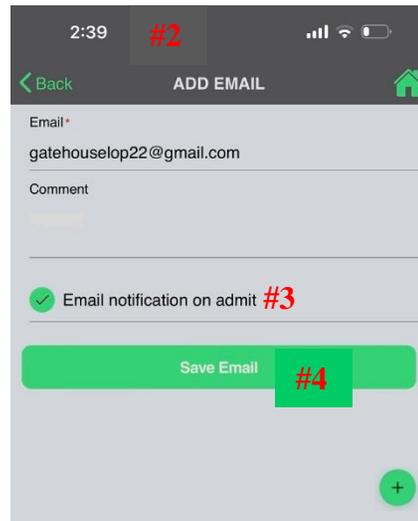


NOTIFICATION UPON ADMIT via EMAIL

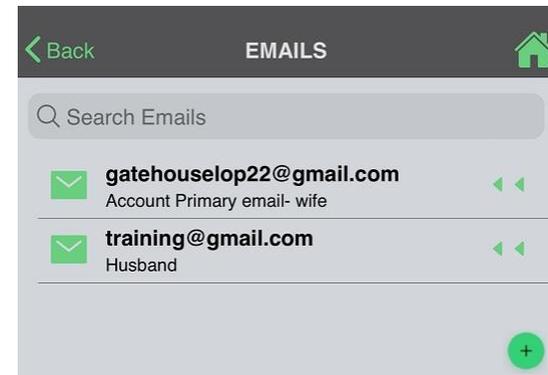


- 1) Click Main Menu
- 2) Complete the ADD EMAIL screen by entering the email to RECEIVE the Admit notice.
- 3) Click to TURN ON EMAIL NOTIFICATIONS
- 4) Click SAVE EMAIL.

(You may add more emails by clicking the  icon at the bottom right of screen).

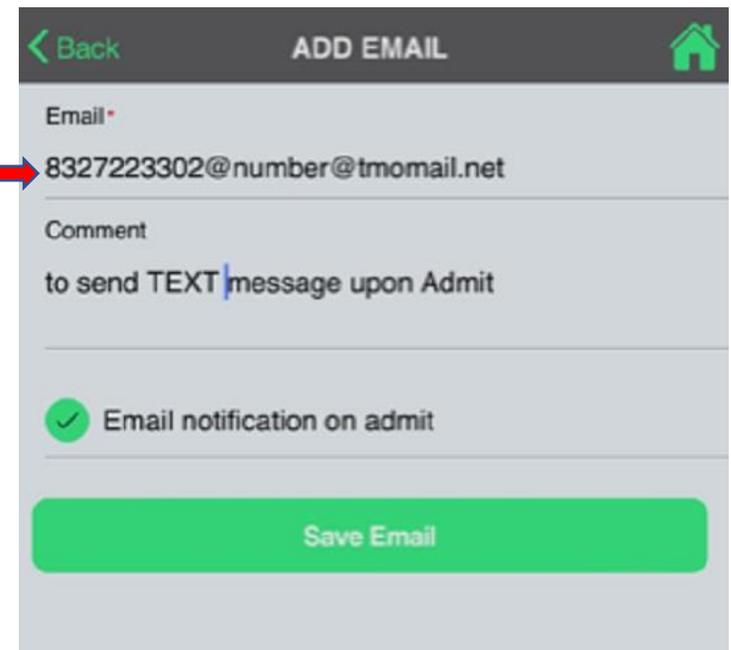


List of emails to get Notice at Admit



NOTIFICATION UPON ADMIT via TEXT MESSAGE

1. Click “Add a NEW Email”  icon.
2. **Instead** of entering your email address in the box labeled “Email*” enter the **phone number** to receive the **text message** and 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 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. **Turn on Email Notification** on admit
4. Click on **SAVE EMAIL**



ADD EMAIL

Back

Email* 8327223302@number@tmomail.net

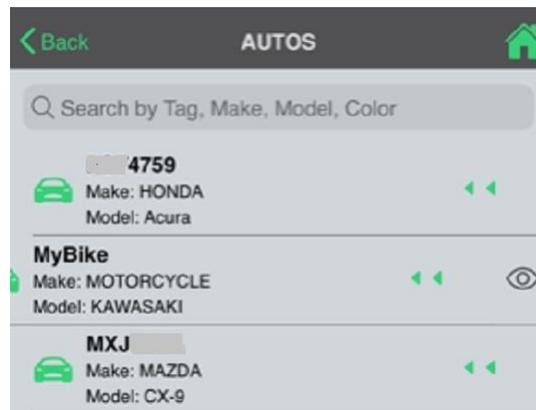
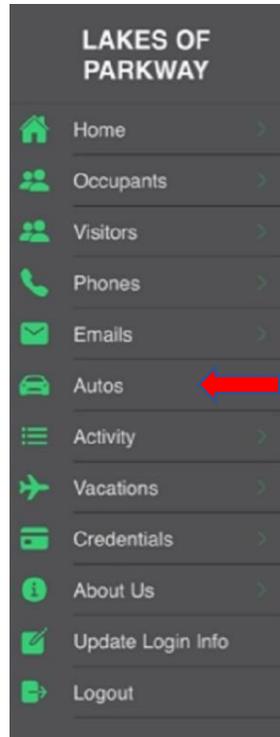
Comment
to send TEXT message upon Admit

✓ Email notification on admit

Save Email

AUTO LIST & DETAILS

Shows all Autos registered at a specific address
Search is enabled but not editing of vehicles.

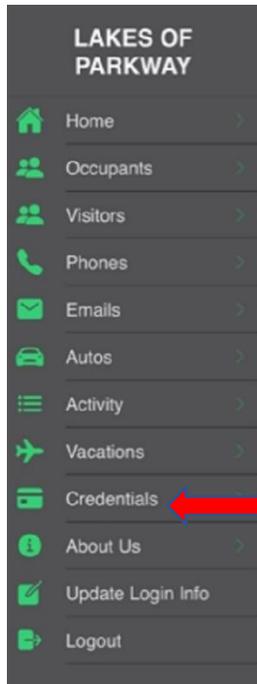


The 'AUTO DETAIL' screen displays the following information:

License Plate	MyBike
Make	MOTORCYCLE
Model	KAWASAKI
Year	2019
Color	SILVER
Space	Tr
Decal	

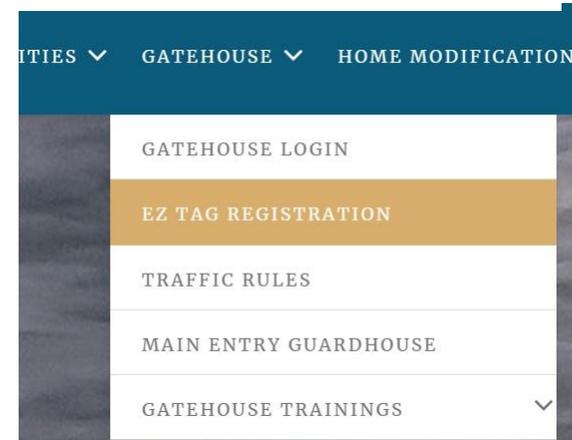
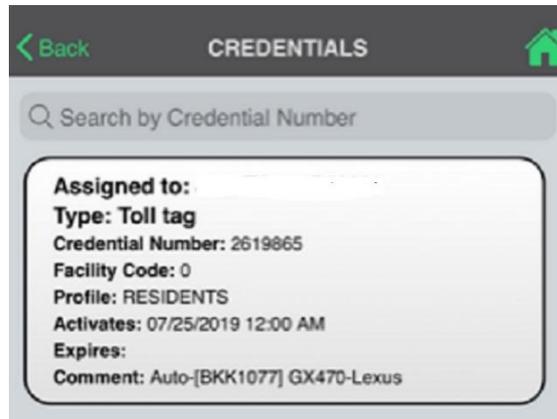
AUTO CREDENTIALS

Vehicle additions / deletions / or updates can only be made the Onsite Management after Resident submits a form found on the HOA website.



To locate the online form, go to HOA Website, <https://LakesofparkwayHOA.org>
Select main menu tab – GateHouse
followed by EZ TAG Registration

App shows EZ-Tag, License, Make of Auto



AT-A-GLANCE VIEW of ALL ACTIVITY ON THIS ACCOUNT

- LAKES OF PARKWAY
- Home
- Occupants
- Visitors
- Phones
- Emails
- Autos
- Activity
- Vacations
- Credentials
- About Us
- Update Login Info
- Logout

Back ACTIVITIES Home

Search Activities

- (ResidentUser) logged in to mobile.
01/03/2023 03:00:56 pm
- (ResidentUser) logged out from mobile.
01/03/2023 03:00:49 pm
- (ResidentUser) logged in to mobile.
01/03/2023 02:41:37 pm
- FUENTES, FRANCISCO (LOWES)
12/19/2022 08:43:29 am
- (RegularUser) logged in to web site.
12/10/2022 11:10:00 am
- SALAS, GUSTIN (AIR EXPRESS)
12/02/2022 08:56:23 am
- BERNADETTE
11/21/2022 01:25:30 pm
- KATHLEEN
11/18/2022 09:57:42 am
- KATHLEEN (MEETING MS
11/18/2022 09:55:22 am
- GUERRA, SERGIO (AIR EXPRESS)
10/26/2022 10:30:43 am

Search feature ex: Air Express

Back ACTIVITIES Home

Search Air Express Cancel

- SALAS, GUSTIN (AIR EXPRESS)
12/02/2022 08:56:23 am
- GUERRA, SERGIO (AIR EXPRESS)
10/26/2022 10:30:43 am
- 16:33 CHECK-IN 8719137 MACALL, JAIME (AIR EXPRESS)
07/08/2022 04:33:50 pm
- GUERRA, SERGIO (AIR EXPRESS)
07/08/2022 03:28:31 pm
- SALAS, AGUSTIN (AIR EXPRESS)
07/08/2022 02:34:36 pm
- FLORES, ROBERTO (AIR EXPRESS)
07/08/2022 08:40:49 am
- MACALL, JAIME (AIR EXPRESS)
07/08/2022 08:39:25 am
- SALAS, AGUSTIN (AIR EXPRESS)
07/07/2022 08:28:18 am

q w e r t y u i o p
a s d f g h j k l
z x c v b n m
123 space return

VACATION WATCH / UPDATE LOGIN INFO / ABOUT TEMS

< Back VACATION 

Start Date

End Date

Memo

Dont allow [] End date

Save Vacation

Delete Vacation

Feature Not in Use at this time

- LAKES OF PARKWAY
- Home >
 - Occupants >
 - Visitors >
 - Phones >
 - Emails >
 - Autos >
 - Activity >
 - Vacations >
 - Credentials >
 - About Us >
 - Update Login Info >
 - Logout >

< Back ABOUT US 



TEM System's proprietary GateHouse Solutions™ security gate software is the leading technology in managing access to gated communities. The user-friendly guard workstation helps streamline visitor tracking and gate access and the simple and organized design of the administrative workstation helps administrators manage community databases efficiently. Residents will have peace-of-mind that their information is secure and being utilized to proactively manage guest access into their community.

Client Name	Lakes of Parkway
Client Code	144144
Application Version	4.0.9
Device Type	Iphone

Click here for [Terms and Conditions](#)

Click here for [Privacy Policy](#)

TEM
SYSTEMS

Click to learn more

< Back UPDATE LOGIN INFO 

User Name* GTraining

Email* Gatehouselop22@gmail.com

Password* New Password

[Change Password](#)

Update Credentials