

Dear Resident:

We are introducing a new Resident and Visitor Management Software, GateHouse Solutions®. This new software offers residents with user friendly platforms to managing view their profile and manage their visitor lists. The purpose of this letter is to introduce residents to the new software and provide residents with a quick overview of some basic functions in the new software, such as logging into your account and pre-approving a visitor.

- Resident Web Portal pg. 1-3
- Resident Phone App pg. 4-10
- Visitor E-Pass pg. 11-13

# **RESIDENT WEB PORTAL**

- A new website has been created to provide all residents with the ability to manage their visitor lists and view their account profiles.
- > Please type-in the following URL: <a href="https://chickasawpoint.gatehouseportal.com">https://chickasawpoint.gatehouseportal.com</a>

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### • INITIAL LOG-IN

- > To log-in to the website for the 1<sup>st</sup> time, your default username & password will be:
  - Default Username: first initial + last name USERNAME SHOULD BE IN ALL CAPS
    - (example: if your name is Ronald Jones your username will be "rjones").
    - There could be some exceptions to this, so if you have trouble, please contact the staff and they will assist you.
  - Default Password: Chick Save Core point 2022 This is the temporary password for new users. You are required to change the password the first time you log in. If you can't remember your password, email a reset request to chickasawpoa@gmail.com.
- The system will prompt you to change your password and enter your email address for future password resets.
  - IMPORTANT: 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.
  - You can also change your username at this time.

Update Credential		
Welcome to the	In order to ensure security, please enter ye	our email address and a new password below.
	* Required Field	
	User Name*	username
	E-mail (required for password resets)*	name@domain.com
	Old Password*	Old Password
	New Password*	Password
	Re-Enter New Password*	Password
	Re-Enter New Password*	Password

IMPORTANT – only one account is set up for each property address, therefore you will need to share the username and password with each of the occupants in order for everyone to make changes to the visitor list.



## ADDING VISITORS

1. To manage the visitor list for your account, click on the "**Visitors**" button in the side menu on the left side of the screen.

Gate <b>House</b>	Grande Dunes 🗲 Ch	avers Bill			🖗 Logout
PSEIDMAN Resident -	Occupant Information	n			ê PDF
	Last Name:	Chavers	First Name:	Bill	
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🔒 Update Credentials	Property St Address:	8111 MONSTER DRIVE	Property City:	SUNRISE	
1 Personal	Property State:	FL	Property Zip:	33351	
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🛄 Cards					
C Phones					
🖾 Emails					
🛧 Vacation					
Activities					

2. Click on the "Add Visitor" button in the top left-hand corner of the screen:

Visitors	i							🖨 PDF
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Find by nar	me	Search						
	<b>≑ Last Name</b>	First Name	Vendor	Relationship	Access Privilege	Activates	Expires	
*	Seidman	Phil	Spectrum Carving	VENDOR	NORMAL	08/27/2018 12:00 AM	11/24/2018 11:59 PM	â

- 3. On the "Add Visitor" screen:
  - Enter in the required information as well as any other information you feel is helpful for the gate staff to identify and process your visitor efficiently.
  - o Select the length of time that the visitor pass will be valid
  - Click "Save" and this information with be sent to the computers in the guard house

Add Visitor	Add Visitor							
Person: Chavers Bill								
* Required Field. Last Name, or Vendor is	required							
Last Name *	Johnson	Relationship	CONTRACTOR	*				
First Name	James	Access Privilege *	CALL FIRST	٣				
Vendor *	Hamilton Productions	Length of Visit *						
Driver License								
Memo								
	l. A							
Tag		Year						
Make		Color						
Model								
			<ul> <li>Save Visitor</li> </ul>	× Cancel				

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# **RESIDENT PHONE APP**

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.

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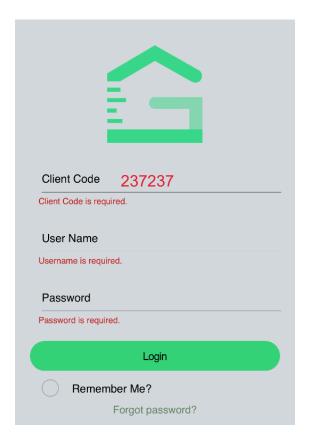


### INITIAL LOG-IN

- After downloading the app to your smartphone, to log-in to the phone app for the 1<sup>st</sup> time, your default username & password will be:
  - Default Username: first initial + last name
    - (example: if your name is Ronald Jones your username will be "rjones").
    - There could be some exceptions to this, so if you have trouble, please contact the staff and they will assist you.
  - Default Password: **hiskasaw2022** point2022
  - Client Code: 237237

This is the temporary password for new users. You are required to change this password the first time you log in. If you can't remember your password, email a reset request to chickasawpoa@gmail.com.

The system will prompt you to change your password and enter your email address for 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.



IMPORTANT – <u>only one account is set up for each property address</u>, therefore you will need to share the username and password with each of the occupants of the property address that can make changes to the visitor list.



### DASHBOARD & SIDE MENU

Upon log-in, residents will be taken to the Dashboard where they can:

- 1. click on a button to "Add Visitor"
- 2. click on a button to view their complete "Visitor List"
- 3. click to expand the list of visitors with passes that can be used on the current date
- 4. click to expand the list of recent activity (log-in, log-out, access granted, access denied, etc.)
- 5. click the menu icon in the top right corner to open the Side "Menu"

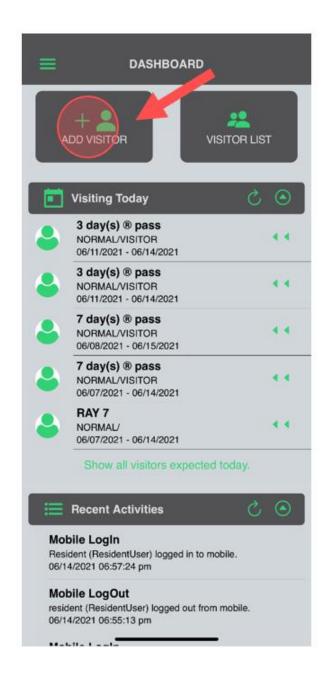
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RAY 7 NORMAL/ 06/07/2021 - 06/14/2021	Update Login Info	
Show all visitors expected today.		o web site.
Recent Activities		o web site.
Mobile LogIn Resident (ResidentUser) logged in to mobile. 06/14/2021 06:57:24 pm		ctivities
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### ADDING VISITORS

The Resident Phone App provides residents with two (2) options in how they can add visitors.

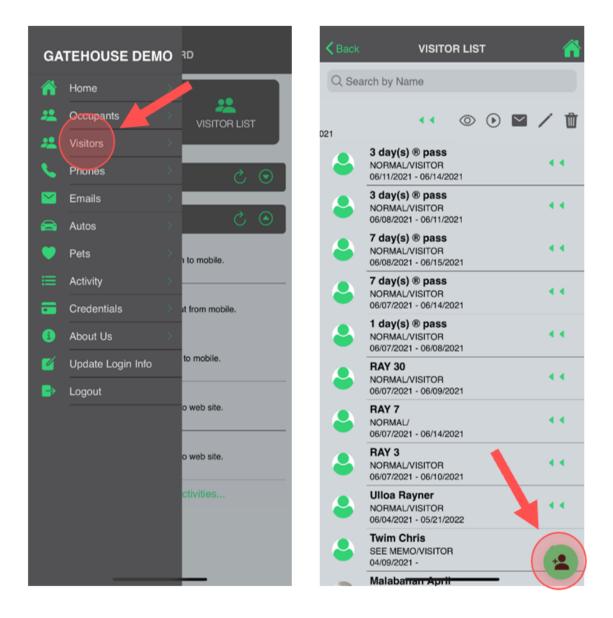
**Option 1** - Residents can quickly add visitors by clicking on the "Add Visitors" button.



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**Option 2** - Additionally, residents can click on the "Menu" icon in the top left-hand corner to display the side menu, where they can click on the "Visitor" button. To add visitor, residents will click on the "+" on the bottom right-hand corner of the visitor list screen.





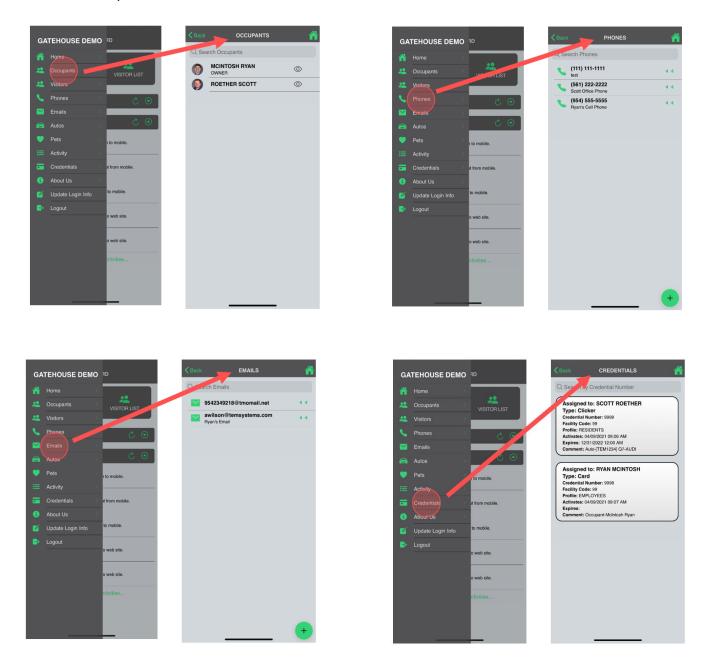
On the "Add Visitor" screen, you will need to enter in the required information, as well as any other information you feel is helpful for your account and the admin staff.

<b>く</b> Back	ADD VISITOR	<b>^</b>
First Name		
Last Name*		
Vendor*		
Relationship • FRIEND		Ŧ
Access Privilege •		
Length of Visit*		
06/14/2021 - 06/1	14/2021	1 Day <sup>∞</sup>
Memo		
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Make		Ŧ
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Color		*
	Save Visitor	



#### ADDITIONAL INFORMATION

The Resident Phone App also allows residents to view the other information in their account, such as Occupants Names, Phone Numbers, Email Address, Access Control Credentials, etc.



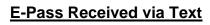


# VISITOR E-PASS

- Residents can create and send an E-Pass to their visitor prior to the visitor arriving at the community.
- When the visitor arrives at the community, they will need to open the email or text message on their smart phone, so the on-site guard can scan the QR code/barcode or the visitor can scan it themselves using the scanner in the kiosk.



## E-Pass Received via Email









- > To create an E-Pass in the Resident Web Portal:
  - Step #1 the resident will need to first <u>CREATE</u> the visitor record and <u>SAVE</u> it.
  - Step #2 the resident will need to <u>REOPEN/EDIT</u> the visitor record by clicking on the "pencil" icon
  - Step #3 when the visitor record reopens, a new button called <u>@Send e-pass</u> will appear. The resident will need to click on the <u>@Send e-pass</u> button and a pop-up box will appear (see steps below)

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<b>resident</b> Resident <del>-</del>	&Edit Visitor						
🔐 Occupant Info 🛛 <	Person: ROETHER SCOTT			Ø Send e-pass		✓ Save Visitor	X Cancel
Update Credentials	* Required Field. Last Nam	e, or Vendor is required					
👤 Personal	Last Name*		Relationship	VENDOR	~		
<b>1</b> Occupants	First Name		Access Privilege *	ONE TIME ACCESS	~		
L Visitors	Vendor *	GATEHOUSE DELIVERY SERVICES	Length of Visit *				
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Occupant badge	Time	Operator		Details		Gate	
	9/1/2020 11:50:00 AM			Granted guest access			
	Copyright © 2022 TEM Syste	ms, Inc. All Rights Reserved					

- Step #4 Enter in the visitor's cell phone number so visitor receives it via SMS text message or enter in the visitor's email address, so visitor receives it via email.
- Step #5 Click the "I Agree" check box and click the "Send" button.

VERIFY RECIPIENT INFORMATION IS CORRECT BEFORE SENDING.         Text To         Image: provide the sendence of the	
<b>+1 </b> 201-555-0123	
Email To	
I agree to the Terms and Conditions	



- > To create an E-Pass in the **Resident Phone App**:
  - Step #1 the resident will need to first <u>CREATE</u> the visitor record and <u>SAVE</u> it.
  - **Step #2** the resident will need slide the green arrows to the left to open up the quick menu options and click on the "envelope" icon

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- Step #4 Enter in the visitor's cell phone number so visitor receives it via SMS text message or enter in the visitor's email address, so visitor receives it via email.
- Step #5 Click the "Send E-PASS" button.

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Enter your visitors phone number to send via SMS or enter your visitors email address to send via email. VERIFY RECIPIENT INFORMATION IS CORRECT BEFORE SENDING.						
Phone Number						
<b>+1</b> = 201-{	555-0123					
Email						
	Send E-Pass					

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