

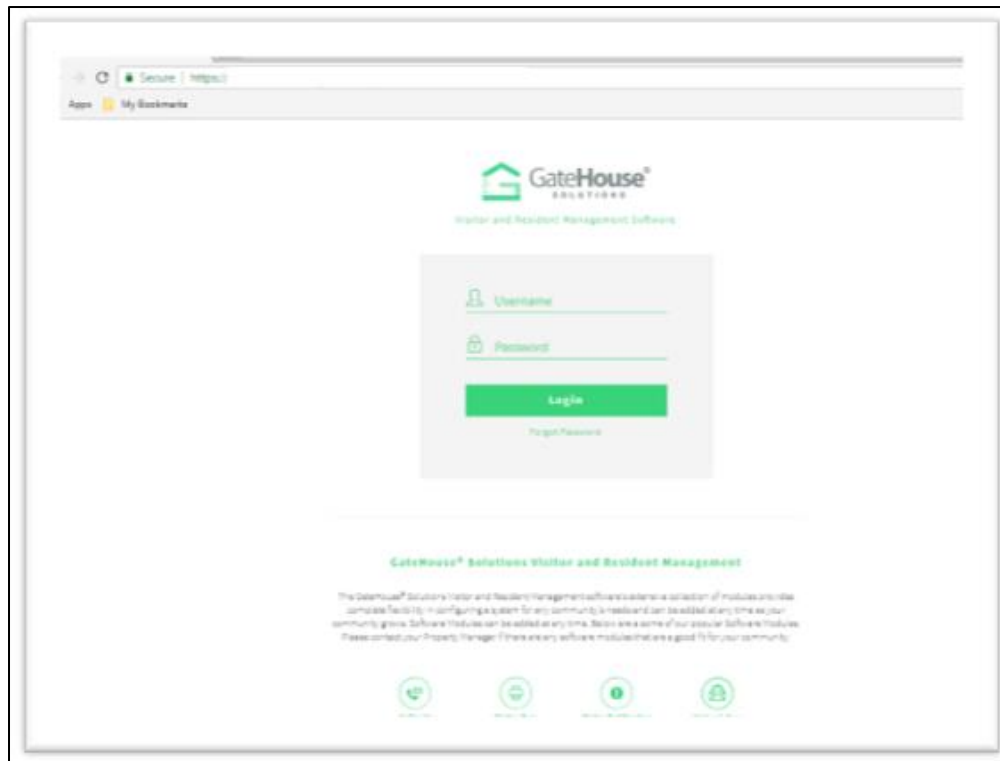
Dear Resident:

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**

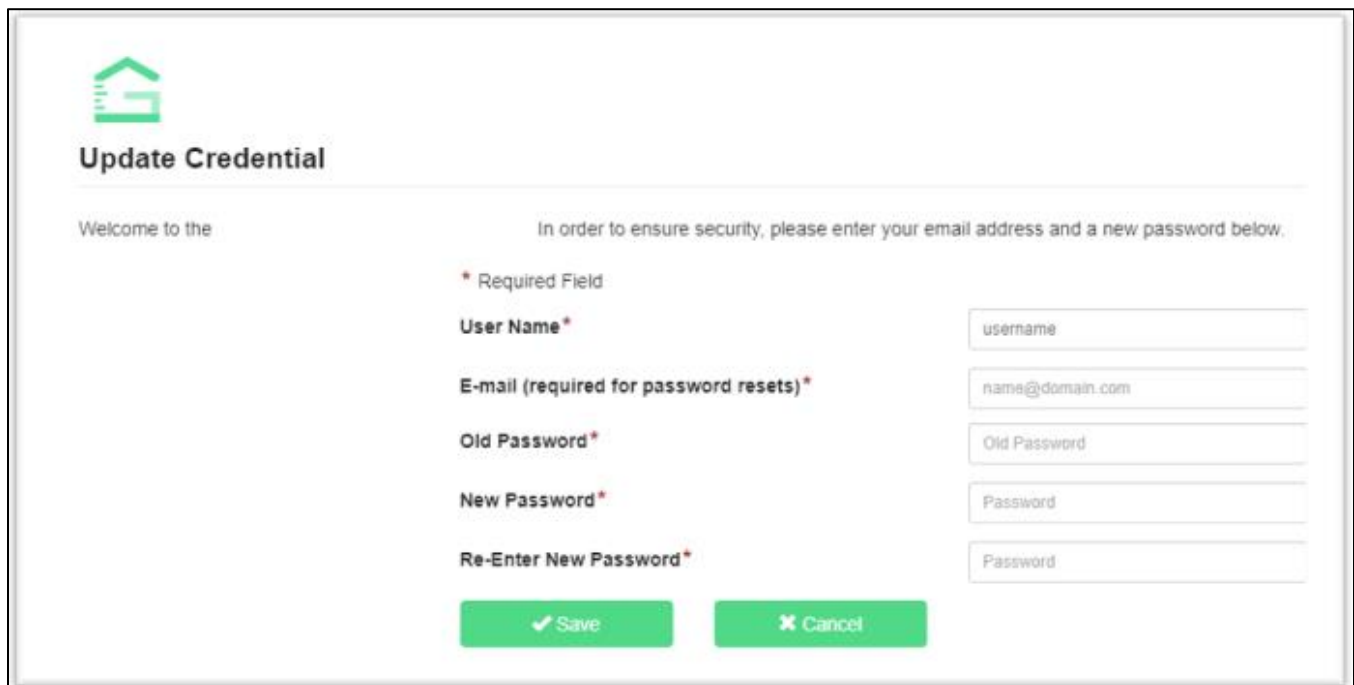
## **RESIDENT WEB PORTAL**

- 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: <https://chickasawpoint.gatehouseportal.com>



• **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: ~~chickasaw2022~~ **point2022** 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.

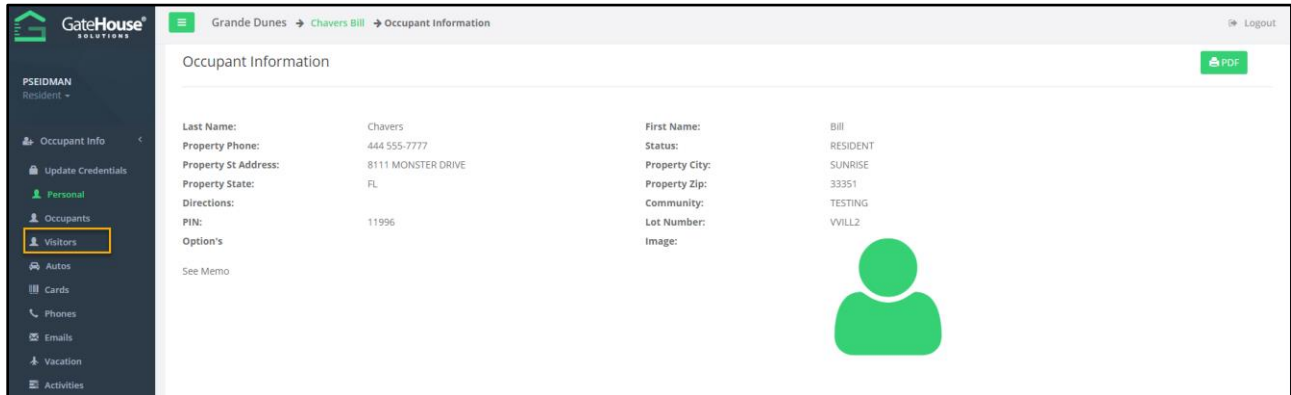


The screenshot shows a web form titled "Update Credential". At the top left is the GateHouse logo. Below the title, there is a message: "Welcome to the [redacted] In order to ensure security, please enter your email address and a new password below." The form contains five required fields, each marked with an asterisk: "User Name", "E-mail (required for password resets)", "Old Password", "New Password", and "Re-Enter New Password". Each field has a corresponding input box. At the bottom of the form are two green buttons: "Save" with a checkmark icon and "Cancel" with an 'X' icon.

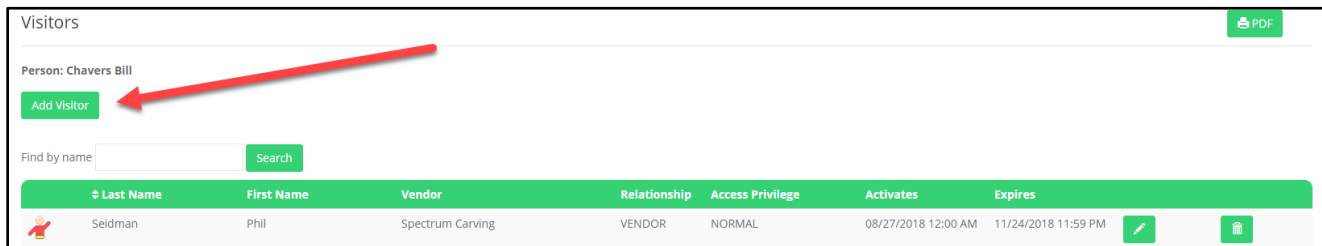
- **IMPORTANT** – only one account is set up for each property address, therefore you will need to share the username and password with each of the occupants in order for everyone to make changes to the visitor list.

• **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.

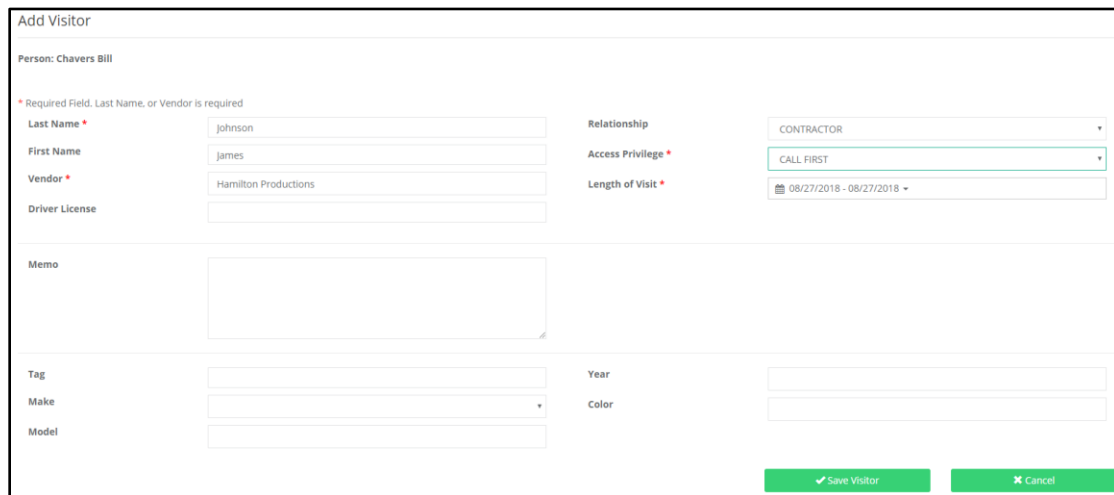


2. Click on the “**Add Visitor**” button in the top left-hand corner of the screen:



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.
- Select the length of time that the visitor pass will be valid
- Click “**Save**” and this information will be sent to the computers in the guard house



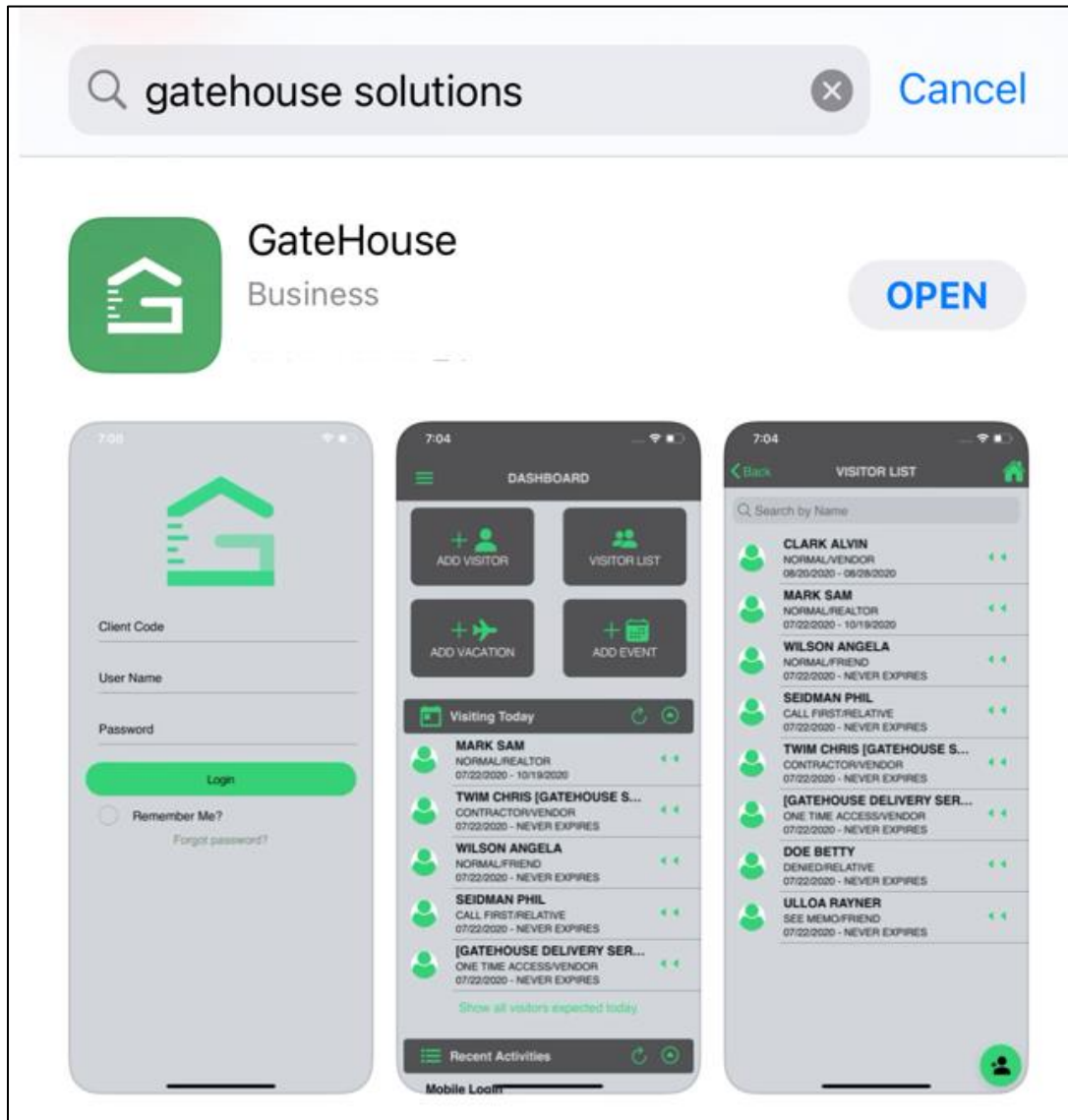
The screenshot shows the 'Add Visitor' form for 'Person: Chavers Bill'. The form contains the following fields and values:

- Last Name: johnson
- First Name: james
- Vendor: Hamilton Productions
- Relationship: CONTRACTOR
- Access Privilege: CALL FIRST
- Length of Visit: 08/27/2018 - 08/27/2018
- Driver License: (empty)
- Memo: (empty)
- Tag: (empty)
- Make: (empty)
- Model: (empty)
- Year: (empty)
- Color: (empty)

The 'Save Visitor' button is highlighted in green.

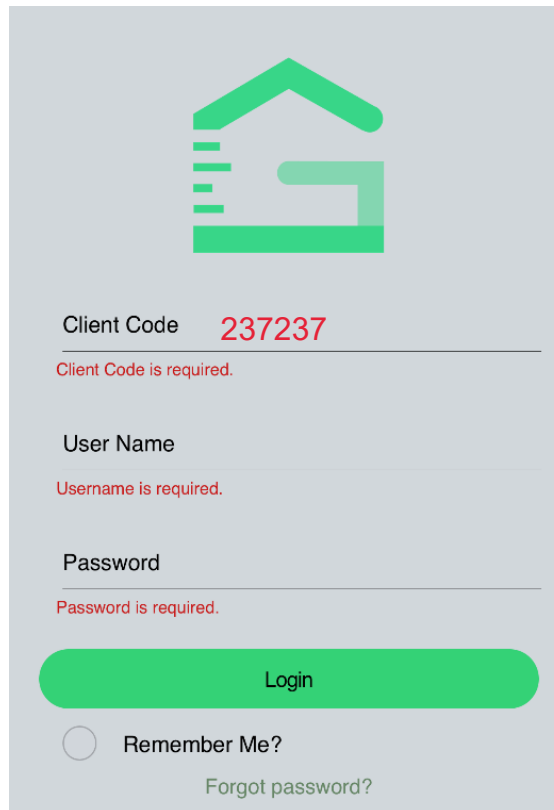
## RESIDENT PHONE APP

- 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<sup>®</sup> Resident Phone App.



- **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: ~~Chickasaw2022~~ point2022 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.
  - Client Code: 237237
- 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.



Client Code **237237**  
Client Code is required.

User Name  
Username is required.

Password  
Password is required.

Login

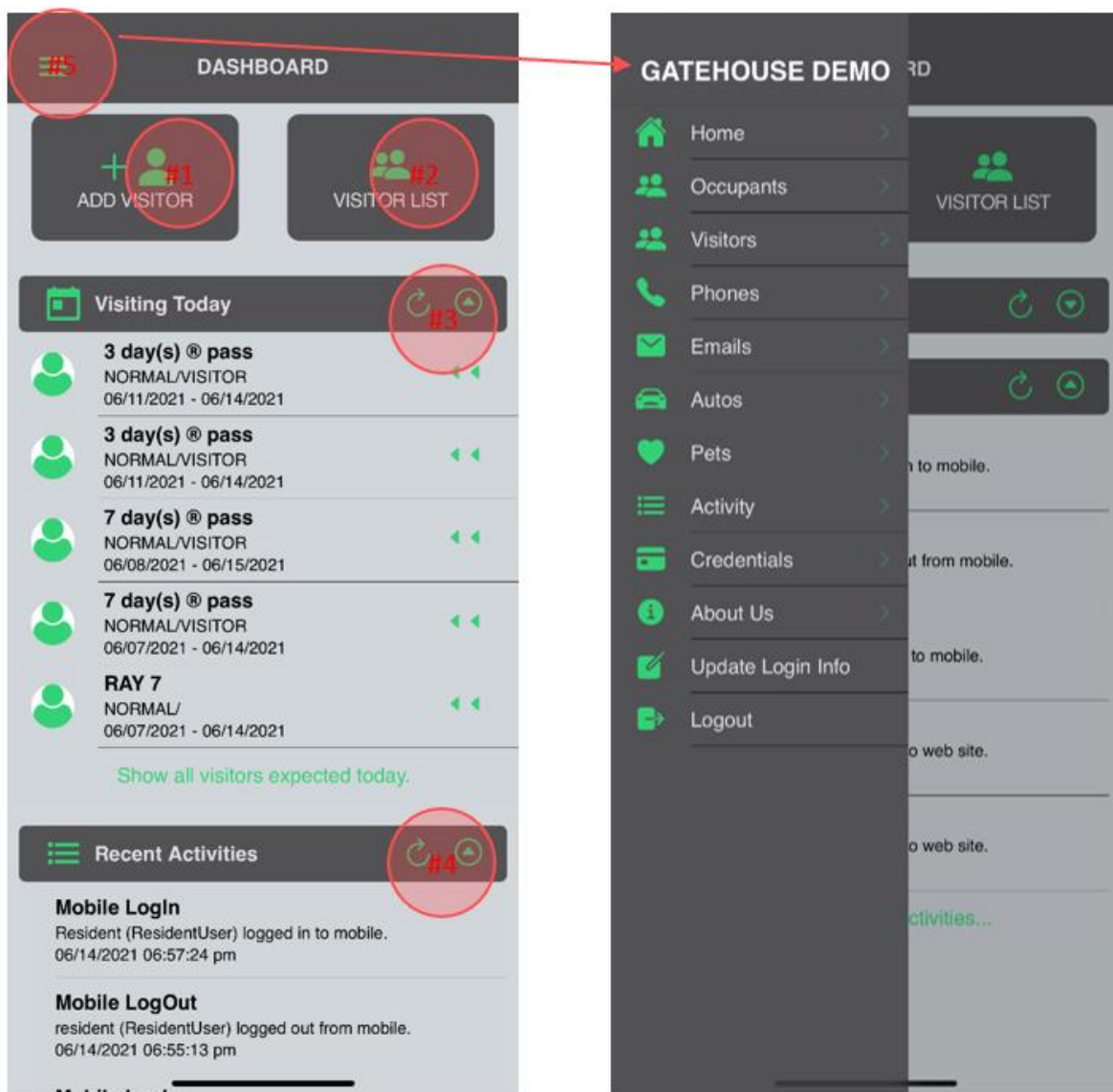
Remember Me?  
Forgot password?

- **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 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:

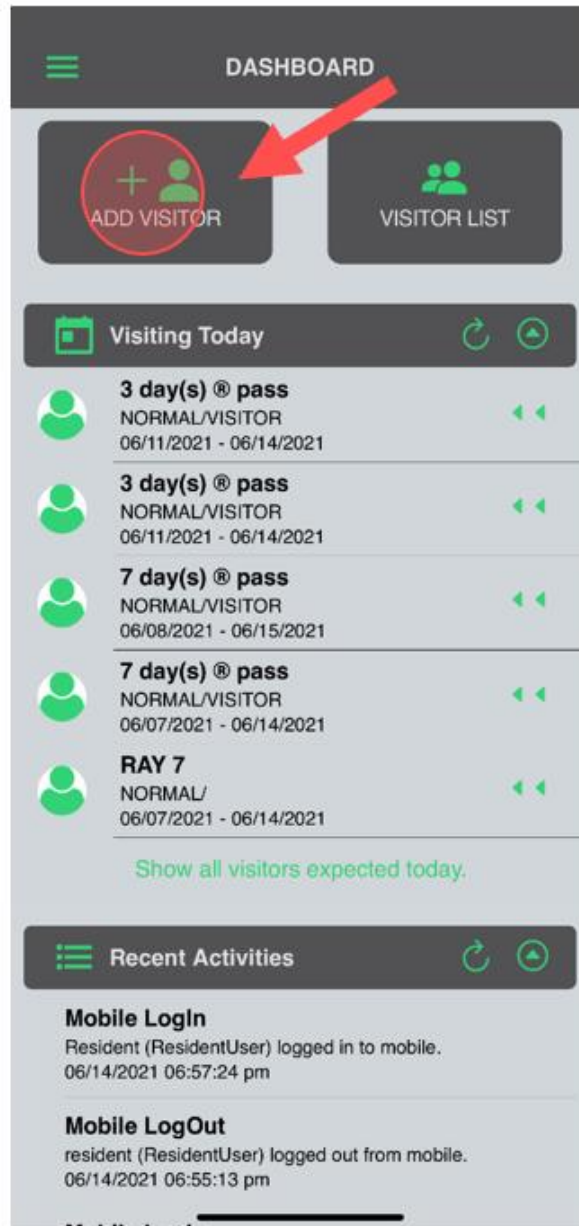
1. click on a button to “Add Visitor”
2. click on a button to view their complete “Visitor List”
3. click to expand the list of visitors with passes that can be used on the current date
4. click to expand the list of recent activity (log-in, log-out, access granted, access denied, etc.)
5. click the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



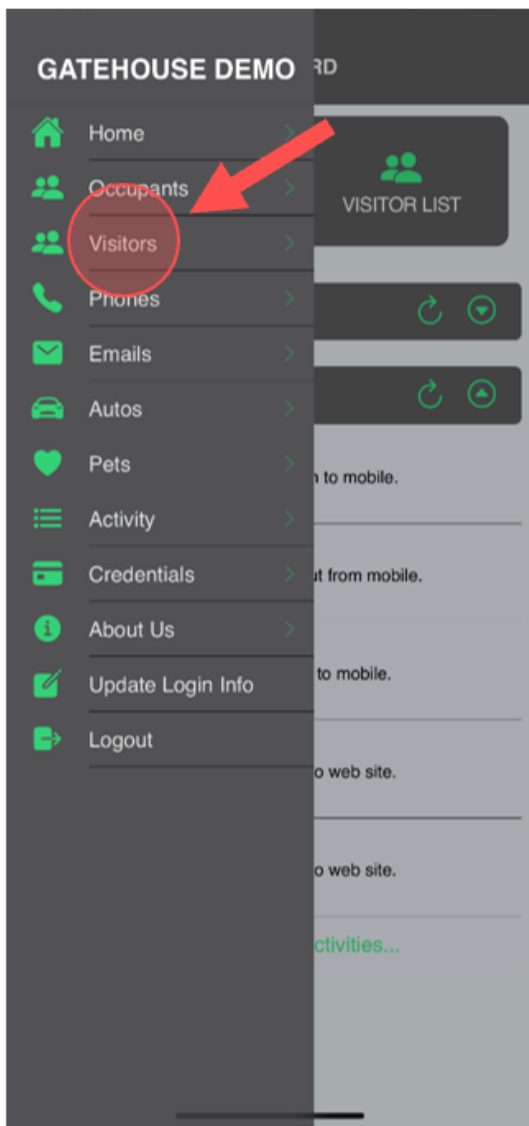
- **ADDING VISITORS**

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.

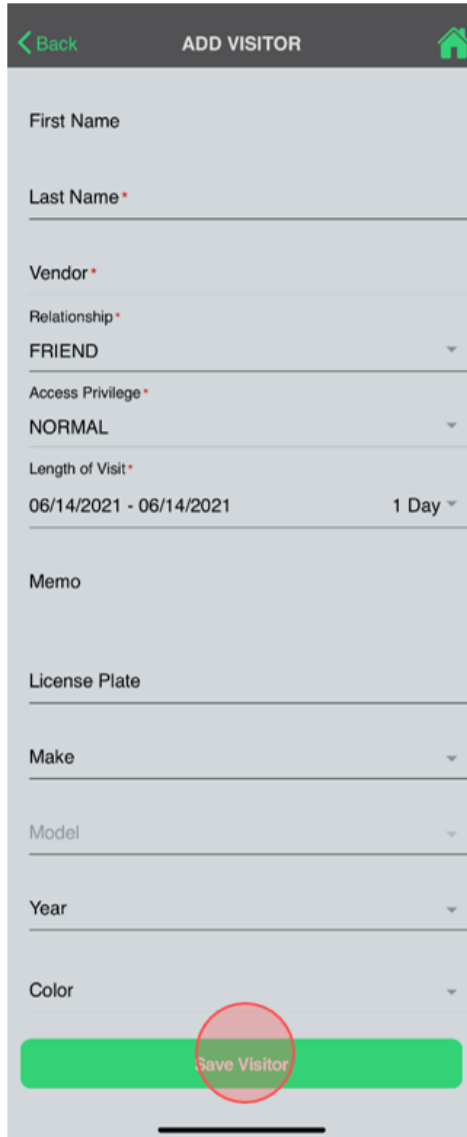


**Option 2** - Additionally, residents can click on the “Menu” icon in the top left-hand corner to display the side menu, where they can click on the “Visitor” button. To add visitor, residents will click on the “+” on the bottom right-hand corner of the visitor list screen.





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.



ADD VISITOR

First Name

Last Name\*

Vendor\*

Relationship\*  
FRIEND

Access Privilege\*  
NORMAL

Length of Visit\*  
06/14/2021 - 06/14/2021 1 Day

Memo

License Plate

Make

Model

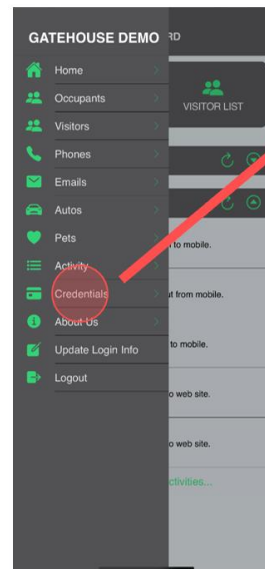
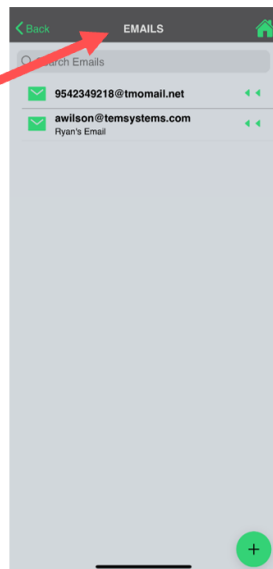
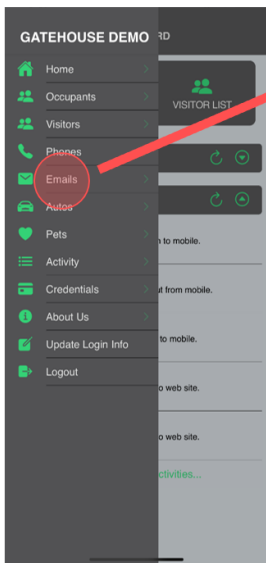
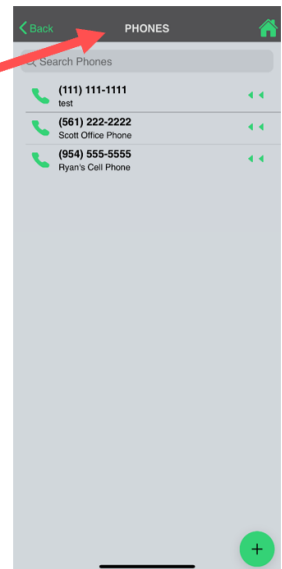
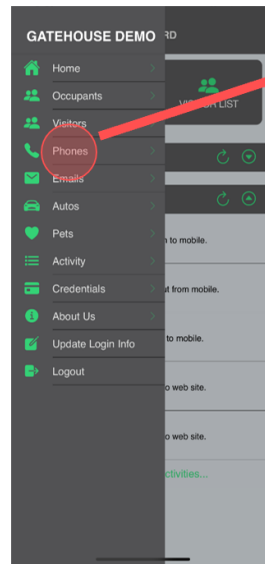
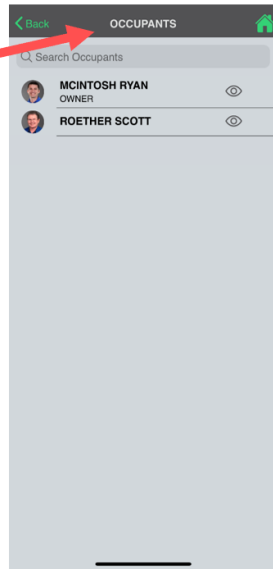
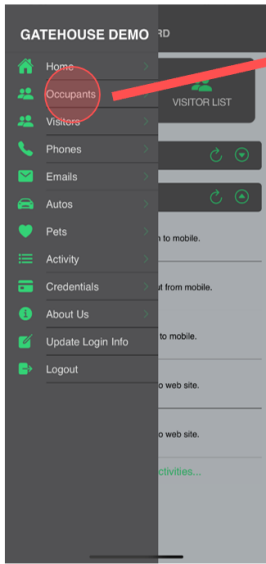
Year

Color

Save Visitor

• **ADDITIONAL INFORMATION**

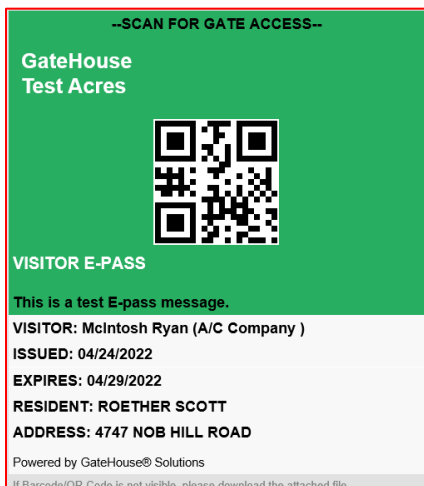
The Resident Phone App also allows residents to view the other information in their account, such as Occupants Names, Phone Numbers, Email Address, Access Control Credentials, etc.



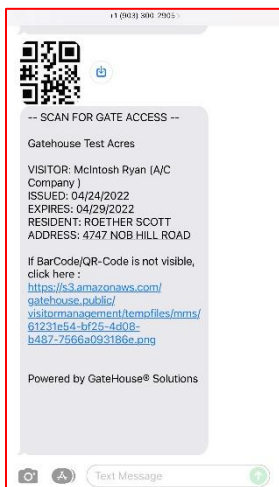
# VISITOR E-PASS

- 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

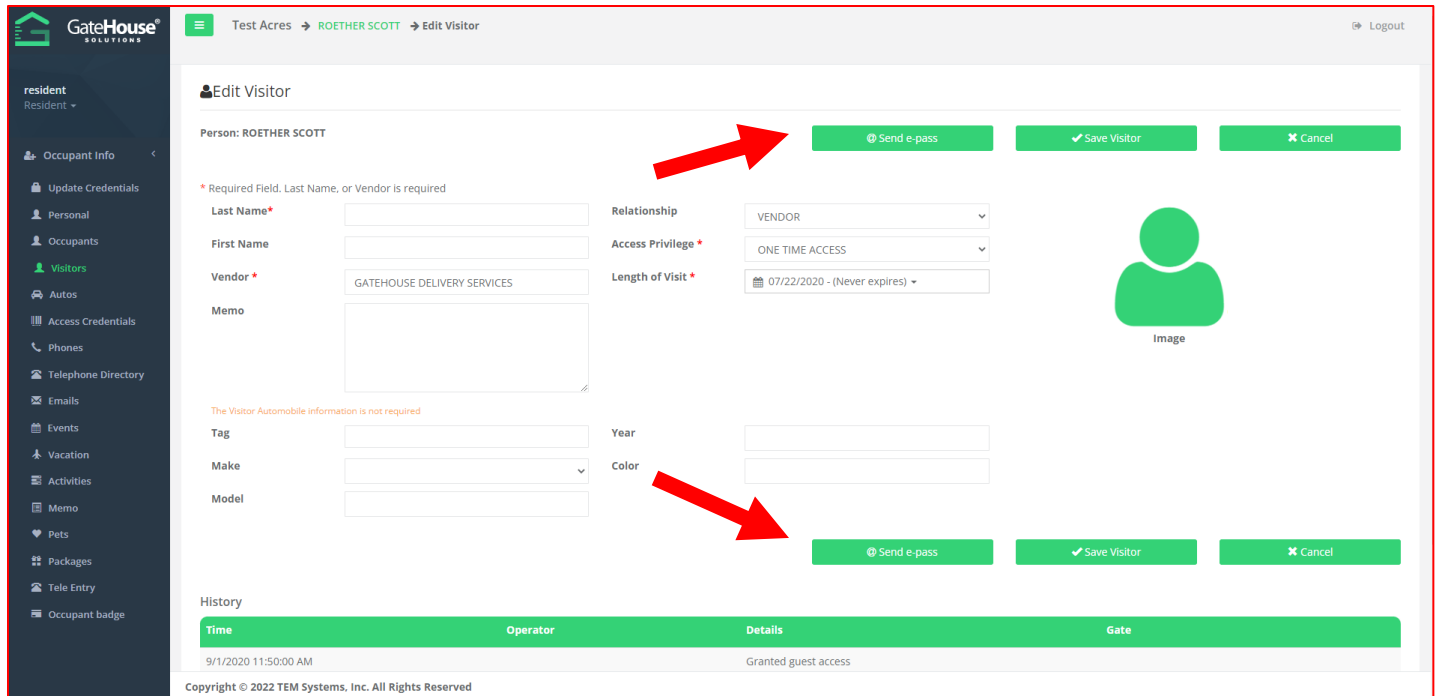


## E-Pass Received via Text

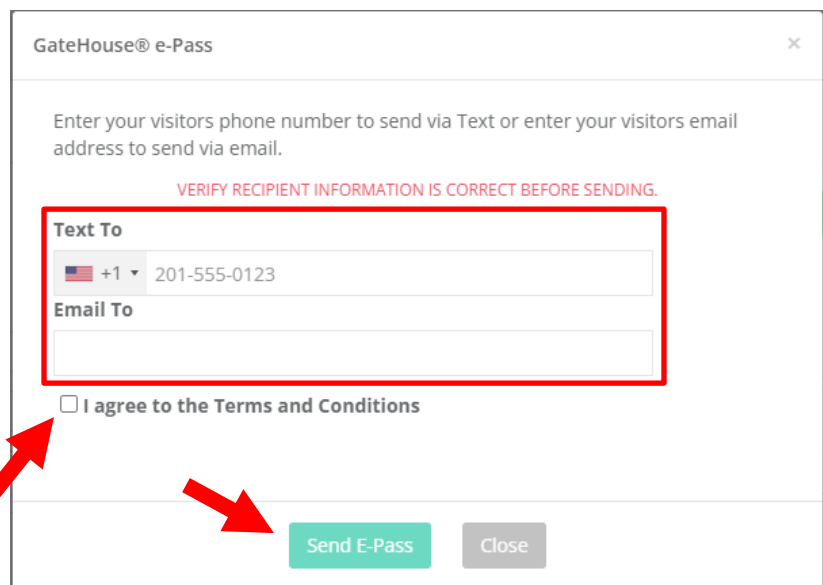


- To create an E-Pass in the **Resident Web Portal**:
  - **Step #1** – the resident will need to first **CREATE** the visitor record and **SAVE** it.
  - **Step #2** – the resident will need to **REOPEN/EDIT** the visitor record by clicking on the “pencil” icon
  - **Step #3** – when the visitor record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

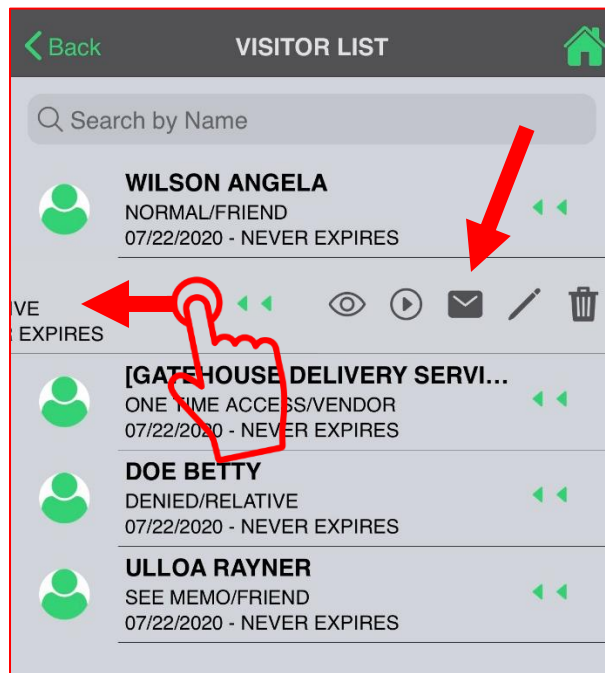
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- **Step #4** – Enter in the visitor’s cell phone number so visitor receives it via SMS text message or enter in the visitor’s email address, so visitor receives it via email.
- **Step #5** – Click the “I Agree” check box and click the “Send” button.



- To create an E-Pass in the **Resident Phone App**:
  - **Step #1** – the resident will need to first **CREATE** the visitor record and **SAVE** 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



- **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.

