

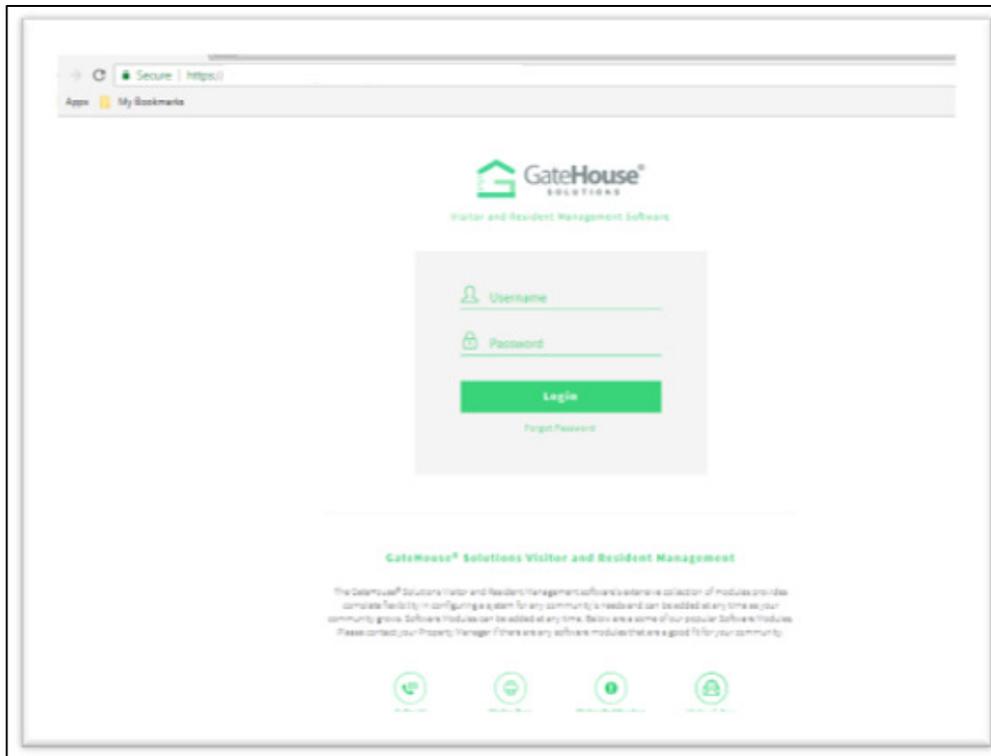
Dear Resident:

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**
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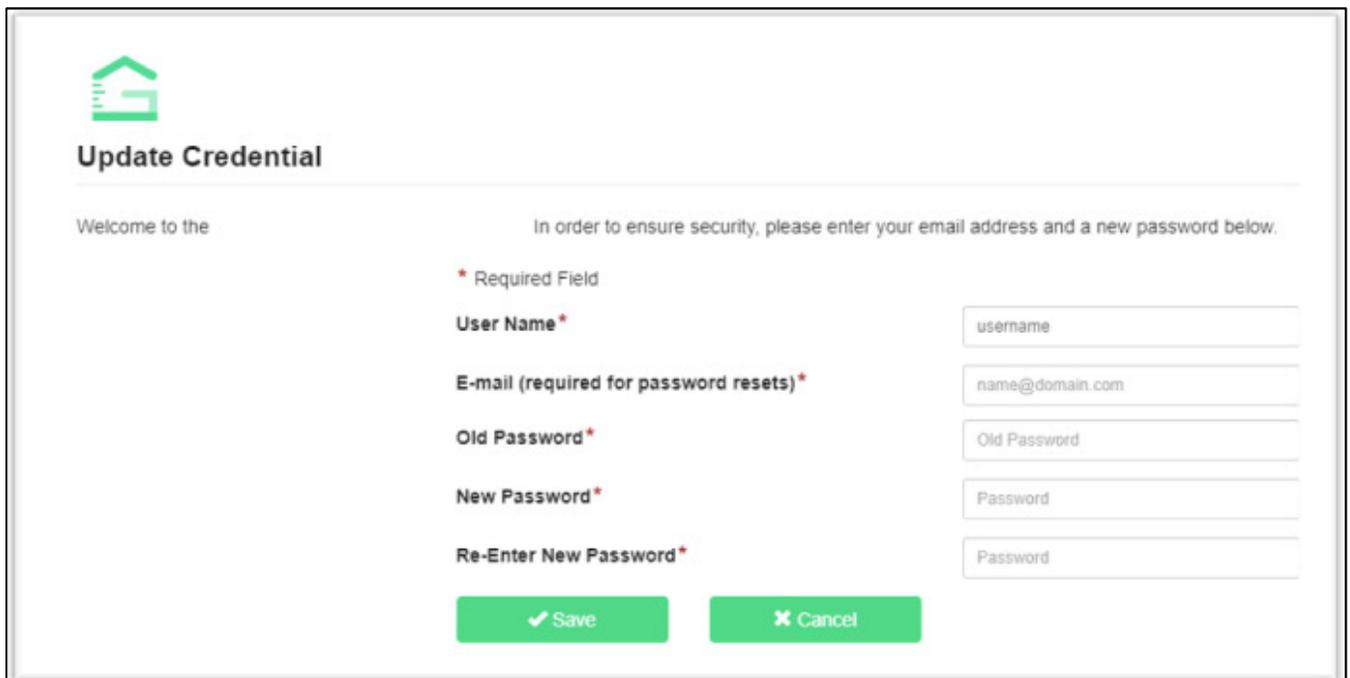
RESIDENT WEB PORTAL

- 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://eagles.gatehouseportal.com/>



- **INITIAL LOG-IN**

- To log-in to the website for the 1st 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: **eagles2025**
- 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 your email address and a new password below.

* Required Field

User Name *

E-mail (required for password resets) *

Old Password *

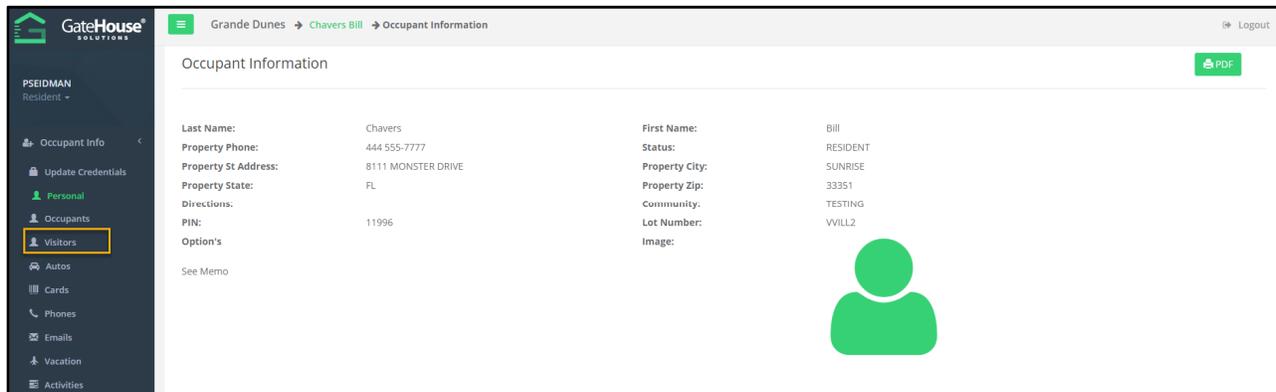
New Password *

Re-Enter New Password *

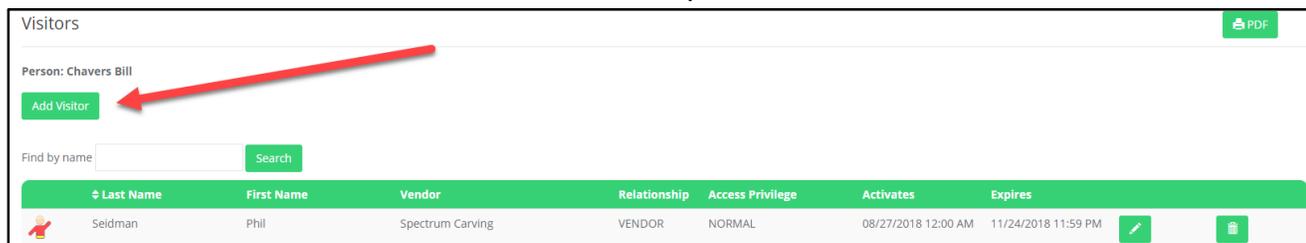
- **IMPORTANT** – only one account is set up for each property address, therefore you will need to share the username and password with each of the occupants in order for everyone to make changes to the visitor list.

- **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.



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

Add Visitor

Person: Chavers Bill

* Required Field. Last Name, or Vendor is required

Last Name * | Relationship:

First Name * | Access Privilege *

Vendor * | Length of Visit *

Driver License:

Memo:

Tag: | Year:

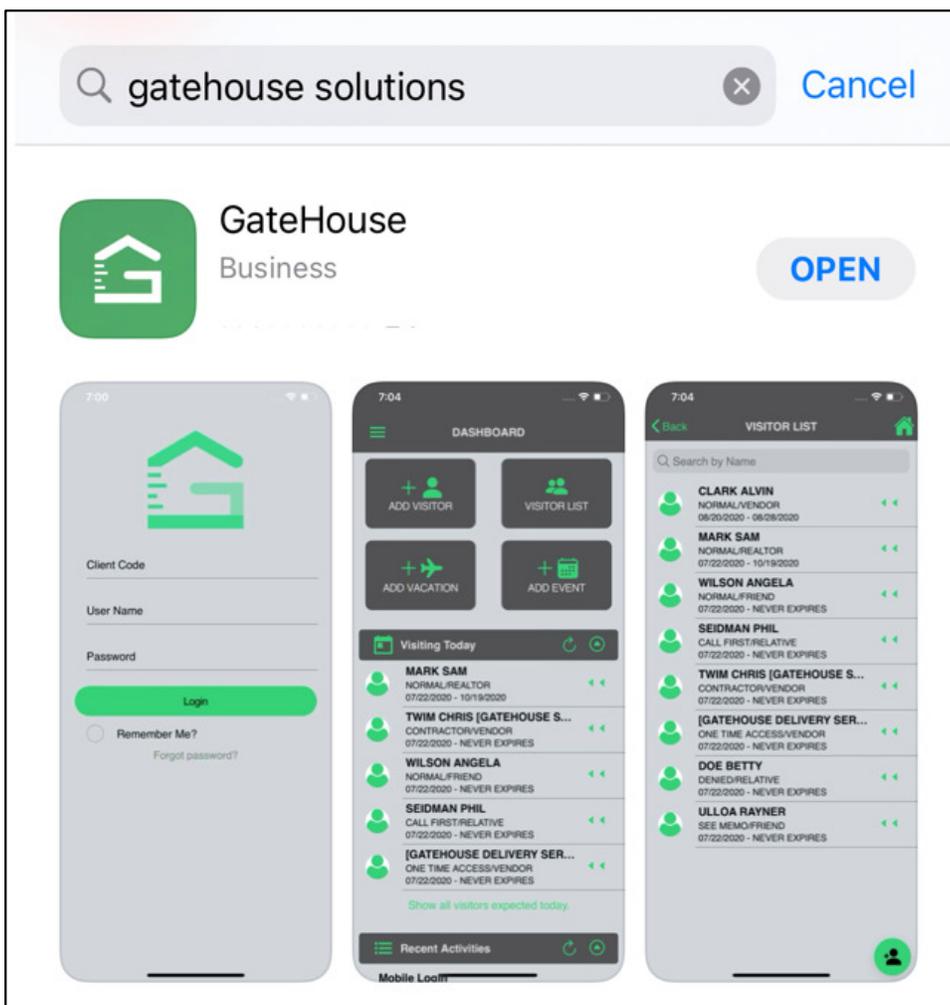
Make: | Color:

Model:

Save Visitor Cancel

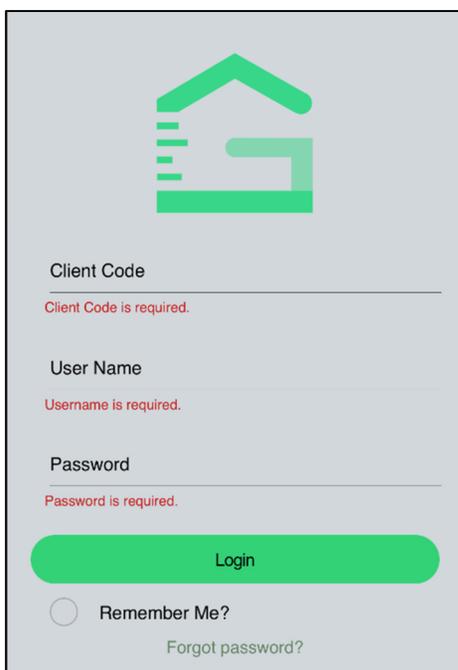
RESIDENT PHONE APP

- The GateHouse Solutions® 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.



INITIAL LOG-IN

- After downloading the app to your smartphone, to log-in to the phone app for the 1st 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: **eagles2025**
 - Client Code: **275275**



Client Code
Client Code is required.

User Name
Username is required.

Password
Password is required.

Login

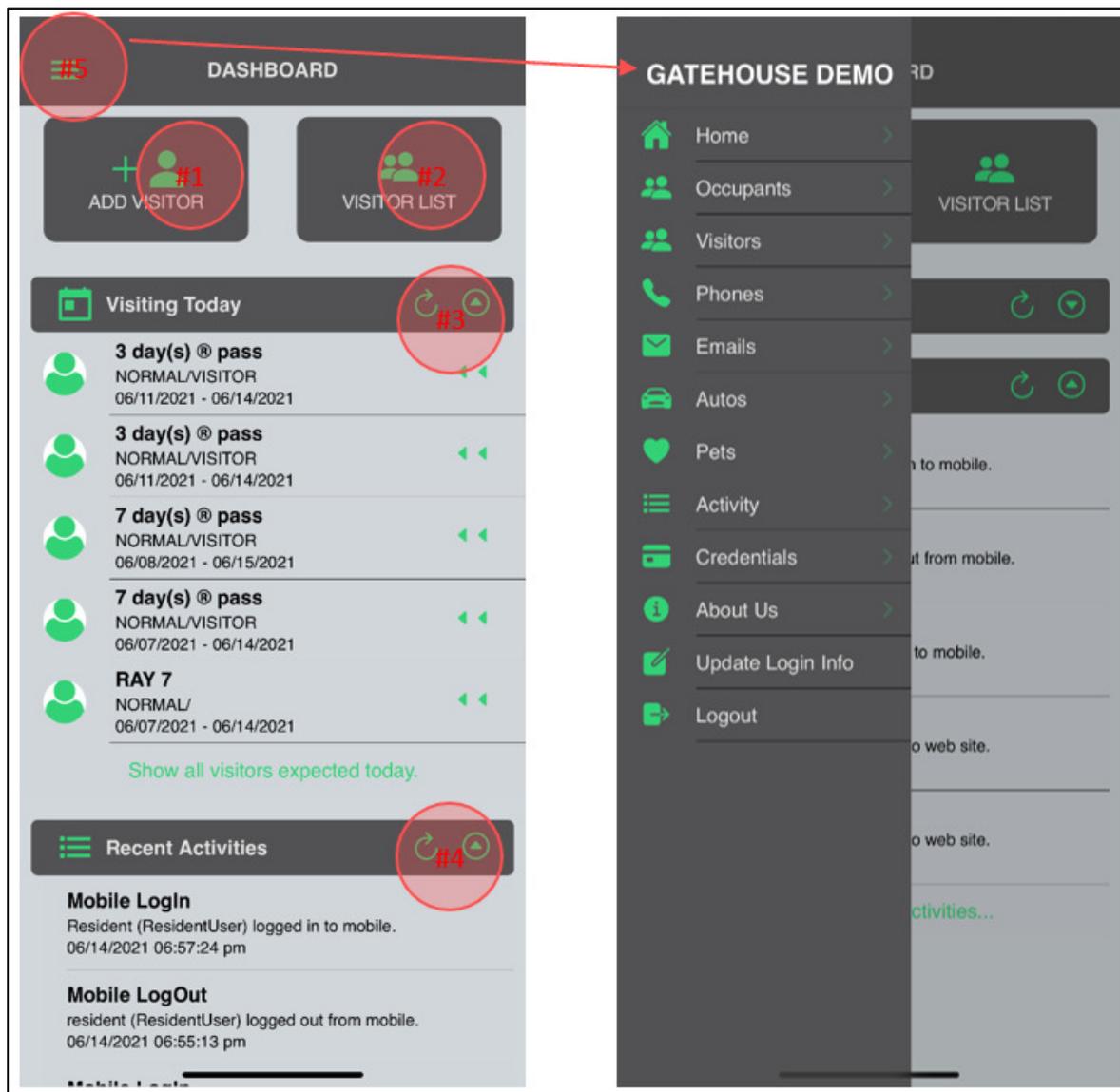
Remember Me?
[Forgot password?](#)

- 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 – 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

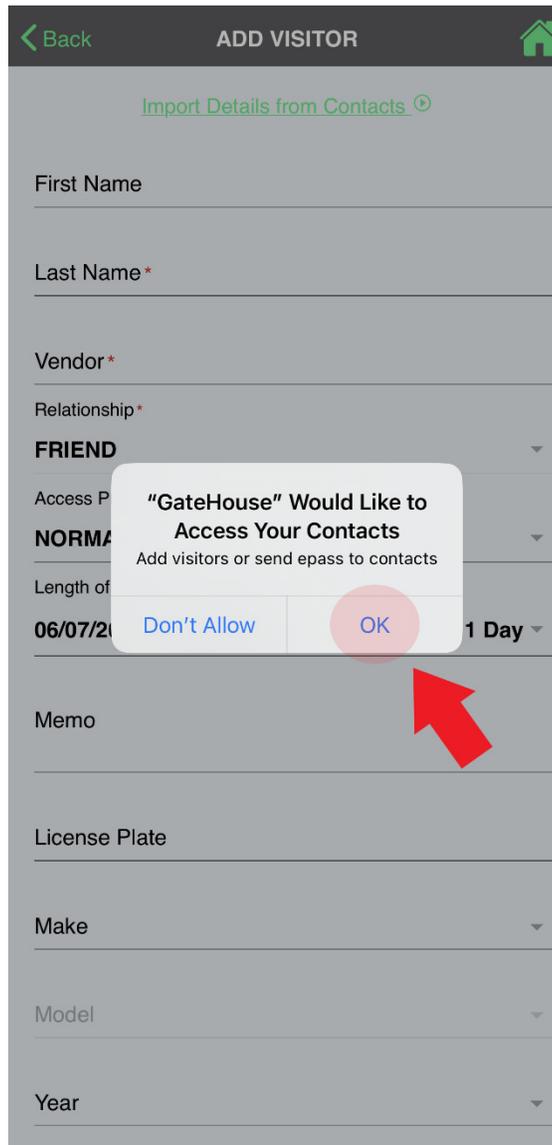
➤ Upon log-in, residents will be taken to the Dashboard where they can:

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”



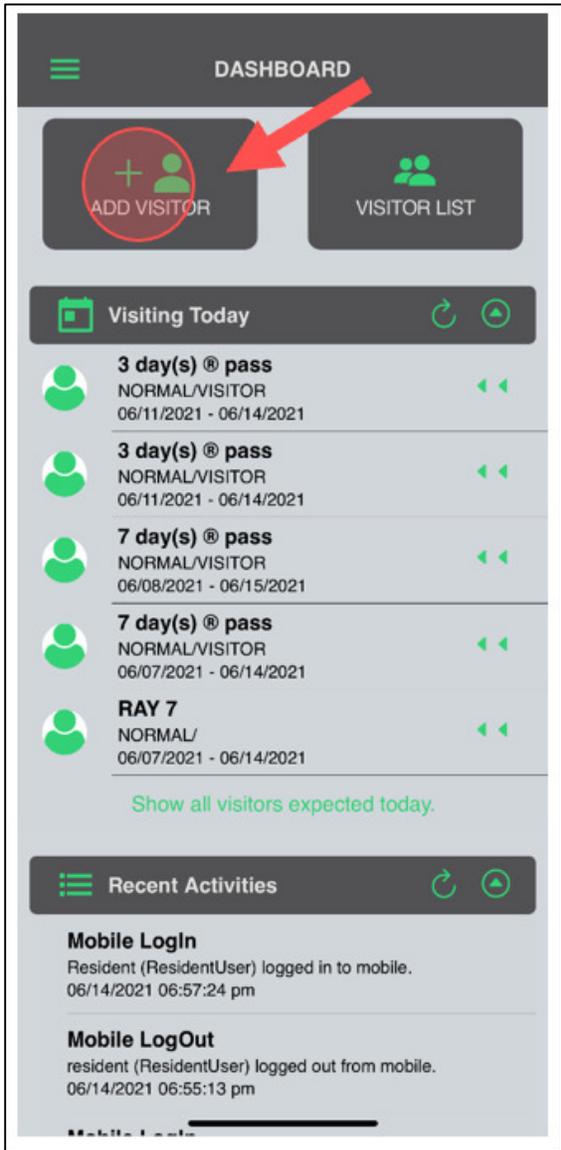
ADDING VISITORS

- Upon log-in, residents will see a pop-up message to allow the GateHouse Solutions Resident Phone App to access your contacts. This will allow you to pull the contact information from your contacts instead of manually typing it in each time.

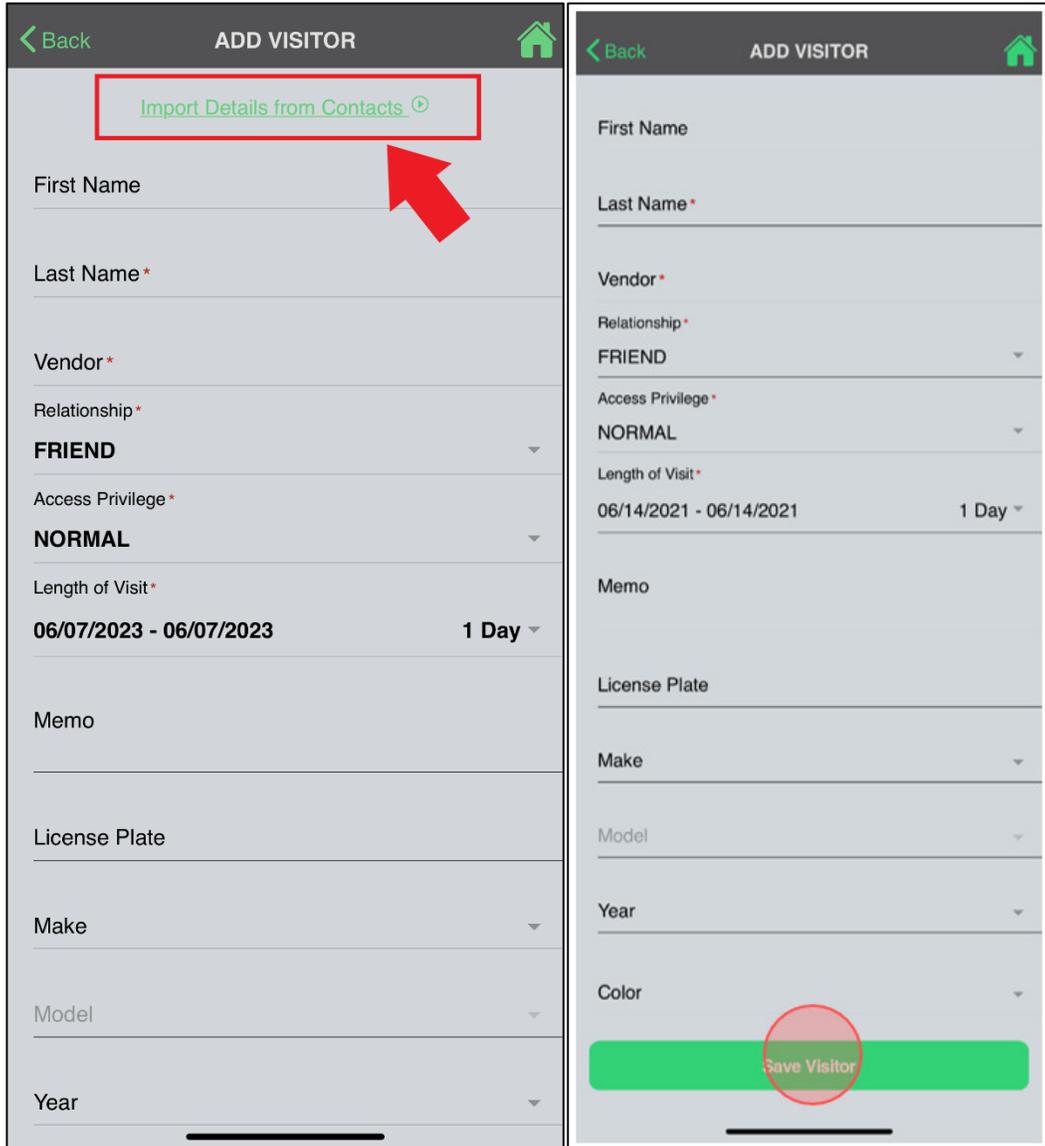


The screenshot shows a mobile application interface for adding a visitor. The form includes fields for First Name, Last Name*, Vendor*, Relationship* (set to FRIEND), Access P (set to NORMA), Length of (set to 06/07/20), Memo, License Plate, Make, Model, and Year. A pop-up dialog box is overlaid on the form, titled "GateHouse" Would Like to Access Your Contacts, with the subtitle "Add visitors or send epass to contacts". The dialog has two buttons: "Don't Allow" and "OK". A red arrow points to the "OK" button.

- 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.

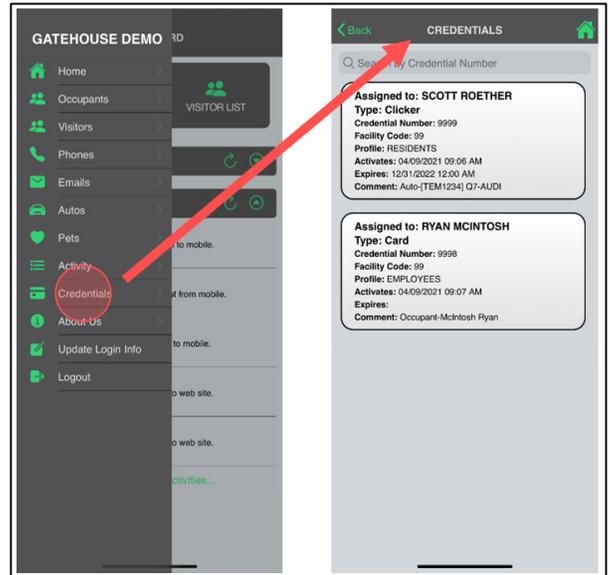
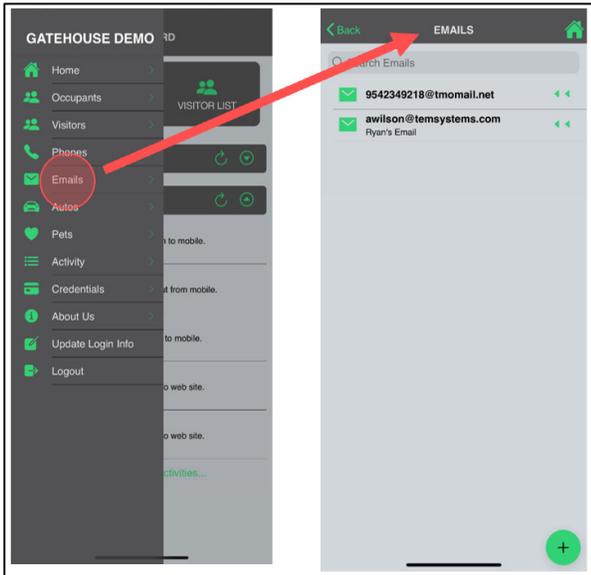
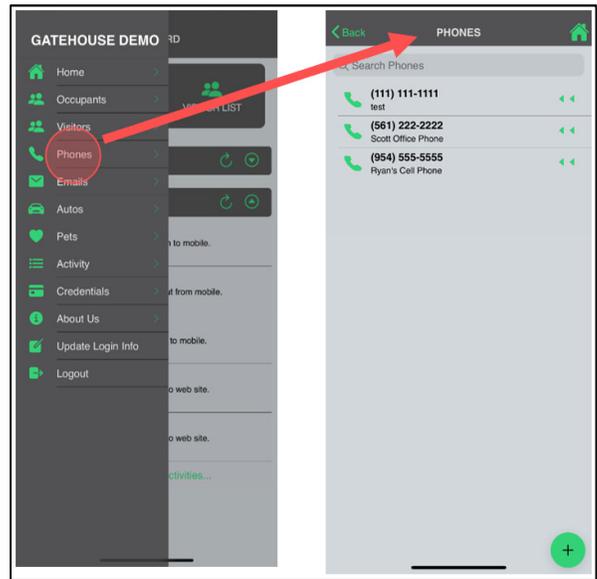
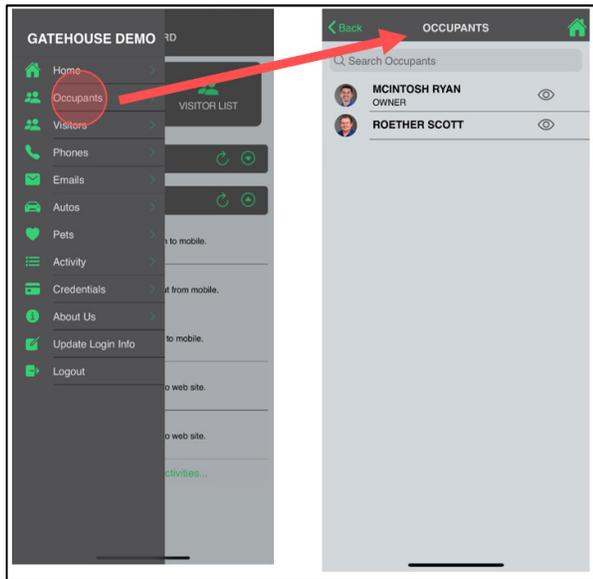


- On the “Add Visitor” screen, you will need to enter in the required information, as well as any other information you feel is helpful for your account and the admin staff.



ADDITIONAL INFORMATION

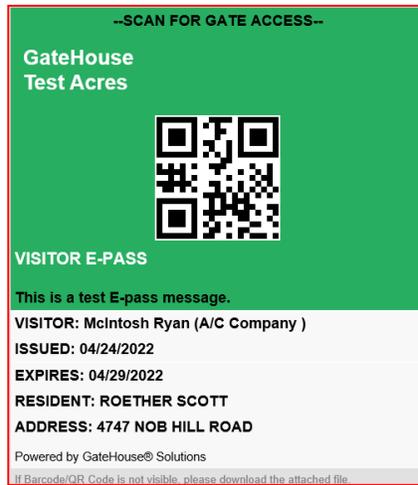
- The Resident Phone App also allows residents to view the other information in their account, such as Occupants Names, Phone Numbers, Email Address, Access Control Credentials, etc.



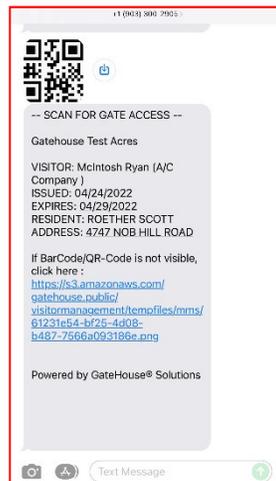
VISITOR E-PASS

- 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

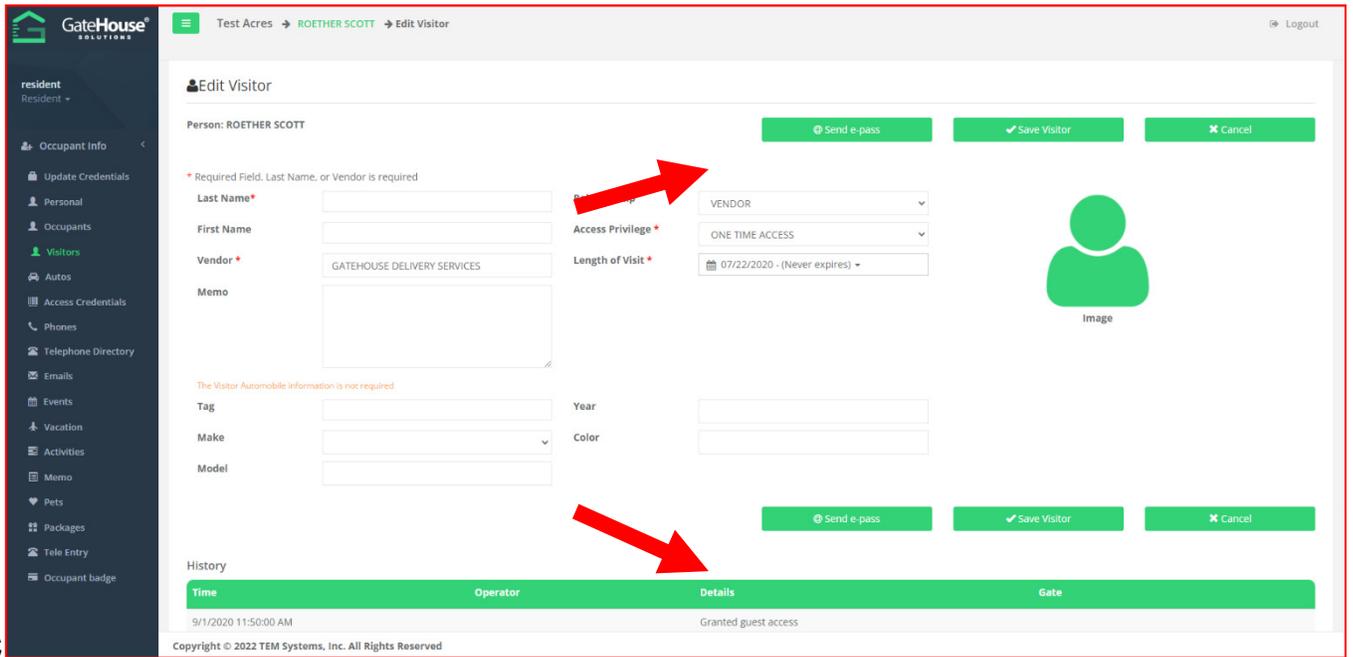
E-Pass Received via Email



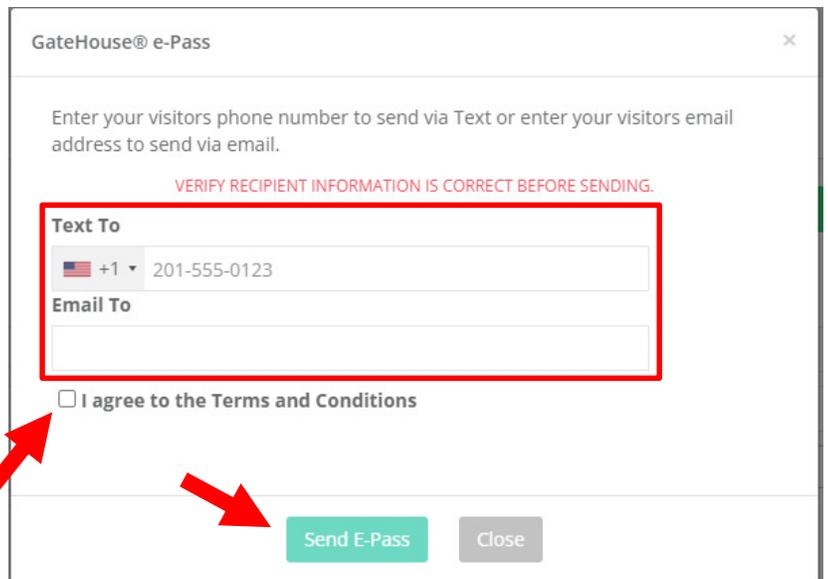
E-Pass Received via Text



- 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)



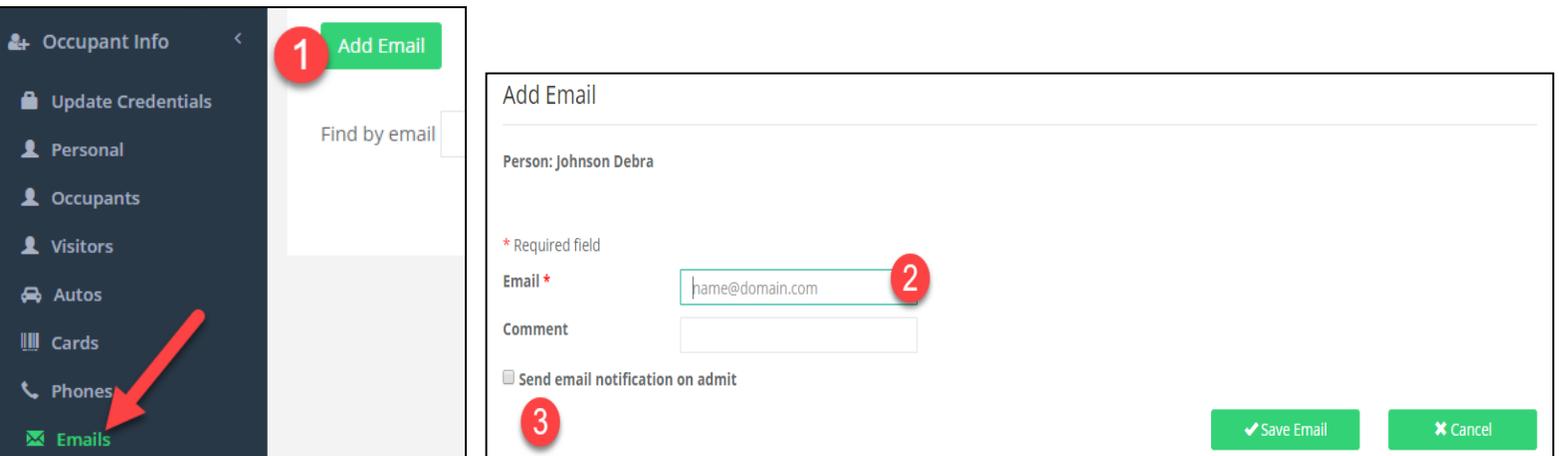
- **Step #4** – Enter in the visitor’s cell phone number so visitor receives it via SMS text message or enter in the visitor’s email address, so visitor receives it via email.
- **Step #5** – Click the “I Agree” check box and click the “Send” button.



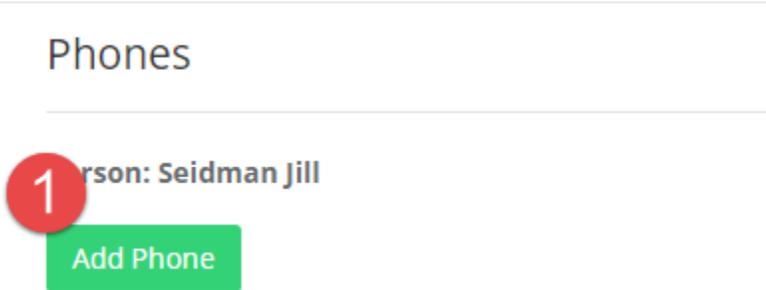
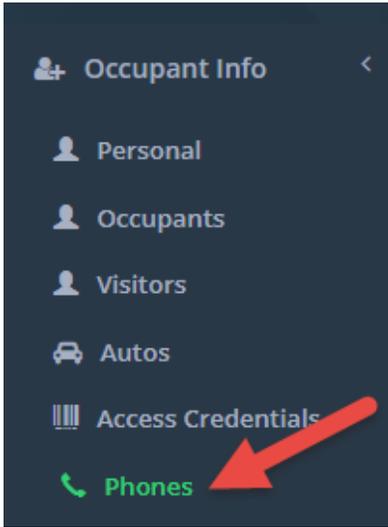
VISITOR NOTIFICATION

- Residents have the ability to receive an email or text message notifying them when their visitor has been checked-in at the guardhouse.

- **Option 1 - Email Notification:**
 1. Click **“Add Email”**
 2. Enter the correct email address to receive the notification
 3. Select the **checkbox** Send email notification on admit



- **Option 2 – Text Notification:**
 1. Click “**Add Phone**”
 2. Enter the correct phone number to receive the notification
 3. Select the **checkbox** send SMS on Guest Activity



Add Phone

Person: Seidman Jill

* Required field

Phone Number *

Comment

Enable Recognition by Auto Attendant

Send SMS on Guest Activity