Resident Letter from Gatehouse Solutions - Visitor Management System - Resident Portal Updates

To: Eagles Residents

In the next couple months, the Eagles will be implementing the new Visitors Management System and central to this effort is the Resident Portal.

Please use the attached Gatehouse Visitor Management information guide to add your visitors, et cetera. The portal is accessible/updatable via computer (Resident Web Portal) or cell phone (Resident Phone App), and you can update the portal using JUST one or the other or a combination of the two.

The main things to work on are: changing your password, **adding visitors, especially permanent ones**, making sure you have the correct primary (Property Phone) phone number for your home, adding additional phone number(s), in case the main one is not available if/when the guard is trying to reach the home, indicating which, if any, phone you would like to use for the optional text you would like to receive when your visitor leaves the gate to head to your home, and how to send an optional QR-Code type pass to your visitor's phone or email.

Note 1: Please do not spend any time on the Resident Auto Information. This will be handled by the current resident barcode system.

Note 2: In the Resident Phone App there is a way to optionally import your contacts to fill-in visitor information, but you must first set up your cell phone to allow access to your contacts to do this. This feature is not mandatory for the system to work; alternately, you could simply enter the visitor information yourself rather than let the application fill them in. I personally did not allow this feature.

Note 3: If you want to change your primary phone (Property Phone)) please send me a requesting email since it is not updatable by the resident. In the email also please let me know what you want to do with the old primary number (delete it; or add it as an alternate number). This is the same primary number that the guard calls today when your visitor arrives if you haven't called ahead. If you need to change your primary phone number, I will coordinate with Captain Bill to make sure this new primary phone (Property Phone) number is consistent with what is being used today by the guards.

Note 4: Occasionally, people have experienced problems with logging in on the computer, which is usually resolvable by starting over and typing in the URL differently; i.e., eagles.gatehouseportal.com instead of https:\\eagles.gatehouseportal.com (that is, leaving off the https:\\)

Please email with issues or questions: bderby@tampabay.rr.com.

Thanks in advance, and please let me know when you have added your portal entries, we are trying to keep a count of entries so we know when to go live.

Bruce

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