

Dear Resident:

We are introducing a new Resident and Visitor Management Software, GateHouse Solutions®. This new software offers residents a user friendly platform to manage your profile and create and manage visitor lists. The purpose of this letter is to introduce residents to the new software and provide a quick overview of some basic functions such as logging into your account and pre-approving a visitor. The new software will help automate common tasks associated with providing access to our community for friends, family and service providers while maintaining a secure front entrance.

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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: <u>https://seacolony.gatehouseportal.com/</u>









- > To log-in to the website for the 1st time, your default username & password will be:
 - o 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.
 - o Default Password: sea2025
- The system will prompt you to change your password and enter your email address for future password resets.
 - o **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.
 - o You can also change your username at this time.

G Update Credential		
Welcome to the	In order to ensure security, please enter y	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
	Save K Cancel	

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 House *	■ Grande Dunes → Ch	navers Bill 🗲 Occupant Information			🕑 Logout
PSEIDMAN Resident -	Occupant Informatio	n			≜ PDF
	Last Name:	Chavers	First Name:	Bill	
🔐 Occupant Info 🧹	Property Phone:	444 555-7777	Status:	RESIDENT	
🎒 Update Credentials	Property St Address:	8111 MONSTER DRIVE	Property City:	SUNRISE	
Porronal	Property State:	FL	Property Zip:	33351	
	Directions:		Community:	TESTING	
Occupants	PIN:	11996	Lot Number:	VVILL2	
Visitors	Option's		Image:		
😝 Autos	See Memo				
🛄 Cards					
📞 Phones					
🖾 Emails					
🛦 Vacation					
Activities					

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

Visitors								🖶 PDF
Person: Ch	avers Bill							
Find by nan	ne	Search						
	¢ Last Name	First Name	Vendor	Relationship	Access Privilege	Activates	Expires	

- 3. On the "Add Visitor" screen:
 - o 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
 - o Click "**Save**" and this information with be sent to the computers in the guard house

Add Visitor				
Person: Chavers Bill				
* Required Field. Last Name, or Vendor is r	required			
Last Name *	Johnson	Relationship	CONTRACTOR	Ŧ
First Name	James	Access Privilege *	CALL FIRST	Ŧ
Vendor *	Hamilton Productions	Length of Visit *		
Driver License				
Memo				
Tag		Year		
Make	٣	Color		
Model				
			Save Visitor	X 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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GateHo Business	ouse	C	PEN
ZOO Client Code User Name Password Desember Me? Forgot password?	7.04 DASHBOARD Image: Construction of the const	2024 2025	T A CONTRACT OF CONTRACT ON CONTRACT OF CO



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:
 - o 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.
 - o Default Password: sea2025
 - o Client Code: 268268
- 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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		6	Y Home	
A	VISITOR VISITOR LIST	- 22	Cccupants	VISITOR LIST
		- 22	Visitors	>
	Visiting Today	N 1	Phones	⊙ S
	3 day(s) ® pass		Emails	
-	06/11/2021 - 06/14/2021	6	Autos	> (💿
	3 day(s) ® pass NORMAL/VISITOR 06/11/2021 - 06/14/2021		Pets	> to mobile.
	7 day(s) ® pass		Activity	>
•	06/08/2021 - 06/15/2021	•	Credentials	> It from mobile.
	7 day(s) ® pass NORMAL/VISITOR 06/07/2021 - 06/14/2021	•	About Us	> to mobile
	RAY 7		Update Login Info	
•	NORMAL/ 06/07/2021 - 06/14/2021	6	Logout	o web site
	Show all visitors expected today.			
≣	Recent Activities			o web site.
Mob Resid 06/14	tile LogIn dent (ResidentUser) logged in to mobile. J/2021 06:57:24 pm			ctivities
Mob reside 06/14	ile LogOut ent (ResidentUser) logged out from mobile. //2021 06:55:13 pm			

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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.

< Back	ADD VISITOR	ñ
First Name		
Lost Norma		
Last Name*		
Vendor*		
Relationship*		
FRIEND		Ŧ
Access Privilege		
NORMAL		Ŧ
Length of Visit*		
06/14/2021 - 06/	14/2021	1 Day 👻
Memo		
License Plate		
Make		v
Model		Y
Year		Ť
Color		÷
	Bave 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 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

& +	Occupant Info <	Add Email				
-	Update Credentials		Add Email			
1	Personal	Find by email	Person: Johnson Debra			
	Occupants					
1	Visitors	_	* Required field			
æ	Autos		Email *	hame@domain.com		
	l Cards		Comment			
٩	Phones		Send email notification	n on admit		
	2 Emails		3		✔ Save Email	🗙 Cancel



- > **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 *	2
Comment	
Enable Recognition by	y Auto Attendant
Send SMS on Guest A	tivity 3



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



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- > To create an E-Pass in the **Resident Web Portal**:
 - o Step #1 the resident will need to first CREATE the visitor record and SAVE 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)

С

Gate House	■ Test Acres → RO	ETHER SCOTT 🔶 Edit Visitor					🕞 Logout
resident Resident -	Letter Content						
	Person: ROETHER SCOTT			Ø Send e-pass		✓ Save Visitor	X Cancel
🛃 Occupant Info 🧹							
🖨 Update Credentials	* Required Field. Last Name	e, or Vendor is required					
1 Personal	Last Name*		Relationship	VENDOR	~		
L Occupants	First Name		Access Privilege *	ONE TIME ACCESS	~		
1 Visitors	Vendor *		Length of Visit *				
🖨 Autos	Mama	GATERIOGE DELIVERT SERVICES					
Access Credentials	Mento						
🌜 Phones						Image	
Telephone Directory							
🖾 Emails	The Visitor Automobile Inform	nation is not required					
🛗 Events	Тад		Year				
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Occupant badge	Time	Operator		Details		Gate	
		Operator		occard and a second and a secon		oute -	
	9/1/2020 11:50:00 AM			Granted guest access			
	Copyright © 2022 TEM System	ns, 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.

GateHouse® e-Pass	×
Enter your visitors phone number to send via Text or enter your visitors email address to send via email.	
GateHouse® e-Pass × Enter your visitors phone number to send via Text or enter your visitors email address to send via email. VERIEY RECIPIENT INFORMATION IS CORRECT BEFORE SENDING. Text To • • +1 • 201-555-0123 Email To • • I agree to the Terms and Conditions Send E-Pass Close	
Text To	
■ +1 ▼ 201-555-0123	
Email To	
□ I agree to the Terms and Conditions	
Send E-Pass Close	



- > To create an E-Pass in the **Resident Phone App**:
 - o 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

10:23	- 7	🗢 📼	
< Back	VISITOR LIST	**	
Q Search by Name			
	WILSON ANGELA NORMAL/FRIEND 07/22/2020 - NEVER EXPIRES		
VE EXPIRES			
-	[GATEHOUSE DELIVERY SI ONE TIME ACCESS/VENDOR 07/22/2020 - NEVER EXPIRES		
- 👄 -	DOE PETTY DENILO/FELATIVE		
	ULLCA RAYNER SEE MEM OF THE ND 07/22/2020 - NEVER EXPIRES		
	5		

- 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.
- o Step #5 Click the "Send E-PASS" button.

10:20 √ ◀ TestFlight		.ıl 🗢 🗖	
く Back	E-PASS		
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			
■ +1 ▼ 201-555-0123			
Email			
Send E-Pass			

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