

Working with the new Gatehouse Software

How will Gatehouse work with my Visitors like friends, relatives and service providers?

All visitors must be approved, which is how it has always worked at Sea Colony. We are simply moving from a paper system to an automated system called “Gatehouse Solutions.”

In the past, you would call the guard to let them know that someone is coming. Now, you simply go onto your phone or computer and add them as a visitor to your home's visitor information. No more phone calls, no more missed messages. You can also have the Gatehouse system automatically send you a text or email telling you your visitor has arrived. This is done under the **Phones** option for your account.

There are two steps to adding any visitor to your home in Gatehouse. The first step is to **Add a Visitor** to your home. The second step is to **Add a Planned Visit** to your Visitor list. Gatehouse will show you your planned visitors each day.

Important: Once a planned visit is over, the visitor will be automatically removed from your visitor list.

Before discussing the details, it is important to understand the Sea Colony **PERMANENT VISITOR POLICY**. Sea Colony wishes to provide the maximum flexibility for Homeowners to control entry easily and quickly for their Visitors, be they guests or vendors. The “Permanent” status has a special meaning within the Gatehouse System. As a result, we are asking that this is **ONLY USED** for regularly scheduled vendors and those that visit you on a very frequent basis. **NEVER** send a QR Code to any visitor that is marked as Permanent. We will actively monitor the use of this status and reserve the right to change this policy should we detect any type of abuse.

Important: During the transition to the new system we have noticed that the guard must make frequent phone calls to owners because we, as a community, have not been diligent in adding permanent vendors. This is causing a backup at the guardhouse. Please add your permanent vendors as soon as possible so that we get people in quickly. The same with QR Codes. Day visitors will get process and allowed in with a quick scan. No wait time!

Sea Colony Recognized Vendors: Sea Colony has set up a list of acceptable vendors, meaning you, the homeowner will not need to add these vendors to your list. Examples of this are Town of Jupiter vehicles, Emergency Services, Amazon, USPS, UPS, FPL, etc.

Adding a Visiting Friend or Relative

To add a friend or relative you use the app on your phone or the computer to set them up as Visitors. If you are using your phone, you can access your phone's contact list to bring up contacts who you can then send a QR Code so they can enter the property. Accessing your contacts eliminates the need for you to know your guest's phone number when you send them a QR Code. The phone number is automatically captured from your contact list. You can also set up your friends and relatives ahead of time instead of when you are on your phone using the phone app or the website. The instructions below are the same for the phone app or the website.

Click on the **Add Visitor** and enter their **First** and **Last** name.

Under **Relationship** select **Friend** or **Relative**.

Under **Access Privilege** select **Normal, Call First** or **One Time Access**. If your friends or relatives are occasional or frequent visitors, you select **Normal**. Normal, provides for in and out vehicle privileges. If you would like to have the guard call and ask you for permission for the visitor to enter each time they visit, select **Call First**. If you are having a gathering and only want to have people visit you for that gathering, select **One Time Access**.

Under **Length of Visit** you select the time period your visitor is staying for. It can be for 1 day, like someone visiting you occasionally and will not need to go in and out of Sea Colony. It can be for 2,3 or 7 days for visits where your visitor will need to be able to go in and out. Sometimes you may have someone visiting for longer than 7 days. In that case, set the person up with a **Custom** range and enter the specific dates. There is a maximum of 21 days using this option.

Sometimes you might get a surprise visitor. If a friend or relative shows up to see you **Unannounced**, the guard will call you for verbal approval. If no one answers, the guard will tell them you are not available and deny them access. If you approve of the visitor the guard will create a visitor list entry for your home, record their license plate and allow them in.

For all your friends and visitors, be it for a one time visit or a visit with in and out privileges, you **Should** send them a **QR Code**. The QR Code works with the guard's hand-held scanner or in the event the guard is not at their station, the visitor can use the scanner which is in a kiosk just past the guardhouse on the left. Your visitor will use their phone and have the QR Code scanned at either the guardhouse or the at the kiosk. Use of QR Codes will drastically shorten time at the front gate for your friends and relatives and minimize the backup of other vehicles entering the property. You can select to send the QR Code at the same time when you add a visit for your visitor.

Sometimes you might need a **Rental Car**. To make it easier to go in and out you can use the QR Code feature. First create a Visitor record with your information called **Rental Car** with a **Relationship called Friend** with **Normal Access Privilege** then send yourself a text or email with a QR Code and use the scanner at the kiosk to come into Sea Colony. If your rental car is for more than a week you can use the Custom option to set up a maximum of 21 days.

Setting up Generic Permanent Vendors

These are vendors that perform a service but always send a different person to your house. This might be someone like Uber, Taxi, Uber Eats, Door Dash, Grocery Delivery, Pharmacy Delivery, etc. For these you would enter the **Vendor Name** in both **Last Name** and **Vendor**.

Under **Relationship** you would select **Vendor**. Under **Access Privilege** you would select **Normal**. Under **Length of Stay** you would select **Permanent**. You do not need to enter any vehicle information. When the service provider arrives, they will come to the guard, provide your name and address and the guard will verify that you have set up this service in the system. If so, the guard will record their license plate and allow them entry. If you have not set them up, the guard will call you to approve their access, then enter their information as a one-time entry and allow them in.

Please note that you should **NEVER** send them a QR Code.

Setting up Regular Permanent Vendors

These are vendors that perform a service at your home. They may or may not send a different person to your house. This might be like someone who services you like Landscaper, Pool Service, Cleaning Service, A/C Service, etc. For these you would enter the actual **First and Last Name** (if known) and **Vendor** name. Or enter the **Vendor Name** in both **Last Name** and **Vendor**.

Under **Relationship** you would select the “**Appropriate Service.**” Under **Access Privilege** you would select **Contractor**. Under **Length of Stay** you would select **Permanent**. You do not need to enter any vehicle information. When the service provider arrives, they will come to the guard, provide your name and address and the guard will verify that you have set up this service in the system. If so, the guard will record their license plate and allow them entry. If you have not set them up, the guard will call you to approve their access, enter their information as a one-time entry and allow them entry. Please note that you should **NEVER** send them a QR Code.

Setting up Construction Vendors

Contractors typically follow a qualified date range. This type of service is for people who are working in your home. These **Contractors** are governed by Sea Colony hours of work policies. For these you would enter the **Vendor** name. Under **Relationship** you would select **Contractor**. Under **Access Privilege** you would select **Contractor**. Under **Length of Visit** you would select 1, 2 or 7 days. If your Contractor is going to be working at your house for more than 7 days, you can select **Custom** and enter in any number of days up to 21. You will need to set them up again if they are going to be longer than that.

Please note that you should **NEVER** send a QR Code to any **Contractors**.

Note: We will make every attempt to keep this up to date and also make this document available on TownSq and on our website www.seacolonycommunity.com