



# Gate Key Plus - Administrator Manual (v1.8)

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Gate Key has three separate interfaces; Administrator, Guard, and Resident. Each interface is accessed separately and has separate functionality. This manual explains the Administrator interface.

Gate Key is a program that stores information about residents, their vehicles, and their guests. Residents are able to connect directly to Gate Key over the Internet or via mobile app to update their personal and guest information. As soon as they make a change, that information is available to you and the guards. We suggest you encourage the residents to use Gate Key by downloading the mobile app, it will greatly reduce the amount of work you have to do, and reduce phone calls to the office and to the gatehouse.

Gate Key allows you to search for resident, vehicle, and guest information quickly, and update the records as needed, as well as print a number of reports or export to excell. Message Blaster allows you to send emails, text messages and push notification to everyone in the community quickly and easily.



## Login to Gate Key at: [www.GateKeyPlusAdmin.com](http://www.GateKeyPlusAdmin.com)

You will need both a User Name and Password, created by Gate Key. Contact Gate Key Support ([support@GateKey.com](mailto:support@GateKey.com)) for your login information. If you are an Administrator for more than one community you will need to select a Community from the drop down box.

There are five sections to the Administrator system, they are:

- **Home** – The Administrator’s welcome screen.
- **Select Community** - visible if you use Gate Key in more than one community.
- **Community** – Where view the time zone, enter what you want each pass to say, set up additional trackers, tell the system how many gates you have, set login screens, blacklist vehicles by license plate, create tasks for the guards to complete and change your password, set default permissions for the guards, select which type of pass styles you wish to use and set up guard login credentials.
- **Addresses** – Where you can search, add, edit resident and guest information, and change owners. You can also create address groups to send messages to specific groups of addresses.
- **Hardware** – If you are integrating Gate Key with your transponders or fobs, you can indentify hardware and open the door or gates remotely (handy when have public events).
- **Message Blaster** - Where you can send email and text messages to residents that have opted in.
- **Reports** – Where you can print or export a variety of reports.
- **Logout** – When you are done working in Gate Key, be sure and Log Out!



## Initial Setup

The initial loading of the available resident information should have been done by Gate Key support staff, if not, please contact us before continuing. The setup process will get you up and running, the rest of the information can be added as you get used to the system. You don't need everything in the system, but site address and owner name must be entered before you do anything else.

After you log on as Community Manager, click on the **Community** tab.

**Community Services** - shows which Gate Key services are enabled for your community.

**Manned Gates** If you only have one gate just enter the description "Main Street Gate" or something similar. You can edit an existing gate or to add one simply click on **Add** and enter the gate description. Since Gate Key can also print out directions to the residence, you need to complete this step before entering in directions.

**Unmanned Gates** - Lets you manage unmanned gate when using hardware integration

**Guards** - Let you enter or edit guard information. **Add New Guard.** Enter the guard's information, including user name and password. If a guard is no longer employed you can easily set Active to No to prevent them logging on to the system. Be sure to click **Save** after entering in each guard.

**Pass Types** This allows you to enter the type of passes (or guests). Click on **Pass Types**, and add the pass types you want to use (Guest, Service, Construction, Party, Resident, Golf, etc.). **Max Days** This is the number of days that a printed pass is valid for. You can set this for each pass type by clicking on Edit for the pass type, and entering the amount of days in the Pass validity in days field. **Pass Notes** This allows you to add your own text for each type of pass, each pass can print up to four lines of 60 characters. What is entered here is what prints on the respective passes. An example for Service Pass would be "This Service Pass expires at 5:00 PM" or "Workers must leave the community by 5:00 PM"

**Trackers** Trackers are things like pool keys, boat slips, parking space numbers, locker numbers, or almost anything you want to keep track of. Gate Key allows you to track up to four separate categories, and an unlimited number of entries. To begin to track something click on **Trackers** and enter the description of what you want tracked, an example would be "Pool Key", you can also add a different description to help data entry. If the item you want to track does not change when there is a change of owners, such as a permanent parking space or dock, be sure and select that option when you enter the information. The tracker information will appear on the Resident screen and you and the guards will be able to search trackers to find the specific item across all residents.

**Vehicle Black Listing** You can black list a vehicle by license plate, which will prevent the guard from admitting a black listed vehicle by listing the vehicle. If using the option it is best to require the guard to enter a license plate before admitting a guest, under Community > Settings > Guard Permissions

**Guard Scheduled Tasks** (This option is currently under development, you can use it you wish but there will be changes as we refine the system.)

You can define *daily* tasks for the Guards to perform at specific times and then select the hour, minute, AM or PM, then enter in the task you want the guard to perform.

In the guard interface, alerts will show on the screen that a task is due, and the guards will have to confirm when the task is completed. In addition, guards are able to enter incident reports (up to 300 characters) into the Gate Key system rather than using a paper report.

**Change Admin Password** Click on your login located in the upper right of the screen directly under the search box, click Update password to change your password. Please update your email address, phone numbers, and normal work hours.

That is all we need in order to start using Gate Key! Please refer to the rest of the manual for more detailed information.

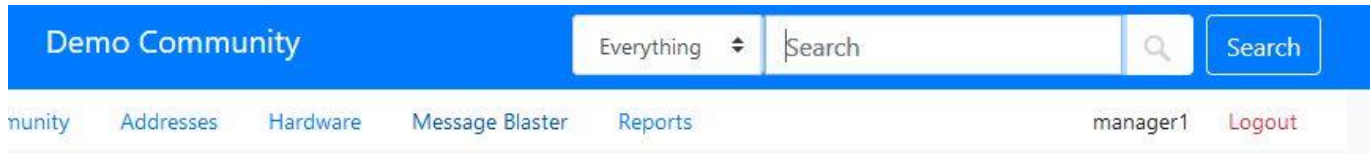


## Addresses

This is where all you can view, edit, and add information about the site addresses and the residents, their guests and their vehicles. You can update Track and Lot, and pass directions by clicking on the address. **Under each address is where you add or edit the residents that live there.**

If you need to send messages to groups of homes, you can create **Address Groups** by clicking on **Addresses > Address Group, Add new address group** and selecting the addresses for the group.

To find an address simply enter it in the Search Box located in the upper right hand section of the screen.



If there is more than one match to the search, Gate Key will bring up a list of all matches, locate the one you need and click View to display the resident information.



**Tip** When searching for common names like Smith or Jones, it helps to have the first name. You can search for Mike Jones by typing the first name, a space, then as much as the last name as you want, a search entered as "M Jones" will bring up all the Jones's with a first name beginning in M.

To edit a resident, just click on their name, to add a new resident just click "**Add Resident**".

The resident information is divided into multiple sections, simply clicking on the section you want to work on brings up that section's information. Each section is described below:

The **Resident Name** section is where add or edit the resident's names, the contact information for them, and set or send their login information. You can also activate or de-activate their online access and change permissions to the Gate Key system.



**Really, Really Important:** If a resident moves out, and you need to delete all the old information, instead of trying to change all of the information, guests and vehicles, click on the Resident, set Active to NO, save, then click **Delete**. This will delete all information about the existing resident. Do this for each resident you want to delete.

**Add New Resident** Where you add all the residents in the home, and describe what relationship they are. Residents will be allowed access to the community without restrictions. Relationship options are: Spouse, Child, Family Member, Roommate, Care Giver, Property Owner, Tenant and Other. You can also enter in more details about the resident, list them in the community directory and set permissions.

**Options & Settings.** Where you can set if they receive notifications and message blasts

**Contacts.** Where you can add additional land-line phone numbers, email addresses, and mobile (cell) phone numbers. Please note that the First email address and the First Mobile number you enter will be the Primary ways the resident will be notified in the event of a problem or emergency. You can add additional contact information for the primary owner and each additional resident, if you add contact information for other residents make sure you indicate whose contact it is in the description field, such as: "Sally's Cell Phone".

Information. Where you set the following:

**Health Information.** This is where you should add any pertinent health information about anyone residing in the residence. This information will be displayed in the Guard's interface.

**Pet Information.** This is where you should add information about pets in the residence, note that this field can be searched in both the Administrator and Guard interface.

**Emergency Contacts.** This is where to add the emergency contacts for the residents. It appears in all interfaces and can be changed by both the Administrator and the Resident.

**Manager Notes for Guard.** This is a field that is only displayed in the Administrator and Guard interface. Think of it as your special instructions to the guard about this particular home. It could be to note when the family is out of town, that they have a pit bull, or anything that you feel the guards should know about this residence.

**Resident Note for Guard.** This is a field displayed in the Resident, Guard and Admin interface and allows the resident to place a note on their record for the Guard to read, such as "We will be out of town until Aug 21st"

**Call-In Code.** Where to enter a secret word or phrase, which needs to be verified to the Gate House personnel should anyone call the Gate House representing themselves as being from that residence. Another way to think of this is a "Pin Number" for the Gate Key system.

**Call Restrictions.** Where you can set "do not disturb" times, such as "11 pm to 6:30 am" during which the residents prefer not to be contacted by the guards.

**Vehicles.** This is where to add or edit vehicles for the residence. You can also enter vehicle permit and transponder/bar code numbers. Some communities use also this for tracking bicycles, boats, or anything else that could be considered a vehicle that you want to keep track of. You can change Settings > General > Allow Residents to add and delete vehicles if you want the residents to update their own information from the Resident Interface.

**Credentials.** When using hardware integration, this is where you assign Fobs, Transponders, etc to a resident or their vehicle.

**Directions to Residence.** To enter directions to a home, go to Addresses, locate the address, and click Directions. You can add up to four lines of up to 60 characters each. If you have multiple gates you can enter directions for all of them, just select which gate before you start entering your information. This information will be printed on the guest passes for the respective residence.



**Special Note:** If your community sets day or time restrictions for vendors to be in the community, try to adopt a rule that specifies that owners must identify such guests as Service or Construction, and NOT permanent guests. To save time for the administrative staff, it is recommended that the resident enter their own guest information.

**Temporary Visitors** - Temporary visitors have date limits that will expire based upon what you specify. This would generally be a one time guest or service personnel such as Housekeeping, Pool/Yard Service, or Child/Healthcare. You can also set up specific days and times in which they are allowed access, and place any pertinent notes for the gatehouse to view. When entering service personnel or contractors, please be sure to use the drop down box for Guest Type and select Service or Construction.

**Permanent Visitors** - These are permanent guests, such as relatives, or close friends that the resident always want to allow access to. You can later delete them if needed. You can set up specific days and times in which they are allowed access, and place any pertinent notes for the gatehouse to view.

Note: These specifications and features are subject to change at any time.

**Event Visitors** - More than four (4) people that have been invited into the community for a special event or party by a resident.

**Denied Guest** - Individuals or Companies that you do not want to allow access at any time. (please note that neither Gate Key, your community, or your gatehouse personnel can guaranty the safety of your home).

**One Time Entry for Guests** - When entering a temporary guest there is an option located under Notes called One Time Entry, if you select this option the guest will only be permitted into the community one time, if the leave the community they will need to be re-entered into the system to be admitted.

**Resident Notification on Guest Arrival** - To have the resident notified on guest arrive, when entering guests, select the email or mobile phone number listed on the right hand side of the screen (these should have been entered under Contacts) that the resident wants notified when this guest arrives. Each guest can have different, and multiple resident notifications, so that the husband and be notified when his guest arrives, and the spouse can be notified when their guest arrives.



When entering Guests such as married couples or siblings, create a separate guest record for each person. By example, John & Mary Smith should be entered as two guests; John Smith, and Mary Smith.

**Tracked Items.** This is where to enter in whatever you want tracked for the residence, such a pool keys, parking spaces, or whatever you want. The choices are set up in the Communities => Trackers tab. To add a new item, simply click on **Add New**.



**Reports** This is where you can print and export a variety of very useful information. The reports are separated into three types of reports; Basic, Advanced, and Cost.

**Basic Reports.** These reports are for printing or exporting a simple list of addresses, residents, contacts, and vehicles. Just click on the Icon for the type of report you want.

#### **Advanced Reports.**

**Visitors.** This is a very long report listing every guest for every resident, including type and any day or time restriction, notes and respective resident information, sorted by guest first or last name. The report is available in both web and excel (you can save the web version to pdf by clicking Print, the selecting Microsoft Print to PDF.)

Reports coming soon:

**Daily Pass History.** This will print a guest report for any day you select from the drop down calendar, sorted by guest last name, address visited, or time. The report is available in both pdf and excel. Select Sort by Gate to see separate reports for each manned gate you operate.

**Guest Frequency Report:** Want to know when the busiest times are for the guards? This report will print a guest access matrix showing traffic in two hour increments, for any weekly period you choose, with totals by day, by time period, and by week. The report is available in both pdf and excel. You can also select a specific gate by making a selection under "For Gate".

**Access History Report.** This report allows you to "build" a report for guest access by searching for a license plate, a guest, or a visited address. You can select how long of a period (up to one year) you want

the report for. Very handy when wanting to track down who came into the community, or who visited a specific residence. The report is available in both pdf and excel.

Account Access Report. This report shows the last login information for everyone that has ever logged on to the system. Shows when, what IP address they access from, how they go to the login site, what operating system they were running, and which browser they were using.

Resident Info Report. This report will provide a print out in pdf format showing all information for a specific owner, including login (but not password) chosen from the drop down list.

Turn Away Report. This report shows any guests that have been turned away in the last 12 months. You can select "All Residents" or select a specific resident from the drop down menu.

### **Blast Reports.**

Community Blast Report (email). The report shows the unformatted text of the message sent and email recipients of the blast selected from the drop down selection box - available only in PDF.

Community Blast Report (SMS). The report shows the text of the SMS message sent and recipients of the blast selected from the drop down selection box.

### **DAR Reports.** (still in development)

Full Dar Report. The report allows printing of both the Guard tasks and Incident Reports.



**Message Blaster** This is where you can send out emails and/or text messages to those residents that have opted in to receive emails from the community. If you have created Address Groups under Addresses > Address Group you can select a group from the drop down menu.

**Email Blast** – Allows messaging and file attachments. You can also embed links by pasting into the message box. Be sure to enter in a subject and a message, even if only sending out files. The best file format to send is a PDF.

**SMS Blast** – You can send 140 characters to each phone that has been entered in the field "Blast Notifications" or every mobile phone, see Settings > Administrator. Please note there is a \$.075 for each message sent.



## How to Handle Leased or Rented Homes

You can create additional users (residents) under each Address, identify who they are, and set individual permissions limiting that they can do. Be aware of the settings under Community > Settings which govern if the Primary Resident is allowed to create their own additional residents.

Gate Key allows you to assign one resident as a Primary Resident, if you limit permissions for the Primary Resident, such as not allowing them to enter vehicles into Gate Key, those same restrictions as passed to every other resident created under that address.

To create an account for a tenant, simply go to the address, click Residents, Add a new resident, and enter their information. You will need to create a user name and password for them, and you will need a mobile phone or email address to send them their login information.



## Settings

This is the area in which you can modify how GateKey works, and turn on or off features within GateKey.

### Community - Settings Administrative Settings:

**Print Passes**, settings are Yes, No or Both. If you don't plan on printing passes, but want to still track visitors, change this setting to No. It will change the "Print Pass" icon in the Guard Interface to "Admit", if you want to allow for both printing and non-printing of passes set to "Both"

**Force using pass type for party visitors**, settings are from the pass types you have created under Community > Pass Type. This setting is to force the printing of a specific type of pass for party guests, so if you have created a specific pass for party guests, when the guard prints the pass it will print the pass you select in this setting.

**Print Pass for denied visitors** Select which pass to print when a visitor is denied access.

**Disable community directory feature**, settings are Yes or No. Change this setting to Yes to disable the community directory feature of Gate Key.

**Print Pass on turn away**, settings are Yes or No. If you want to print out a Denied Pass when your guards use Turn Away, change this setting to Yes.

**Email Blast Reply to**, enter your email address for residents to reply to your email blasts.

**Force Guard to enter vehicle license plate for each guest**, settings are Yes or No. Setting to Yes will require guards to enter a license plate before being able to print a pass.

**Force Guard to enter Drivers License for each guest**, settings are Yes or No. Setting to Yes will require guards to enter a drivers license number before being able to print a pass.

**Enable Epass feature.** Selecting this option allows emailing the guest a pass, the optional scanner module must be purchased to use this feature.

**Allow primary resident to add residents**, settings are Yes or No. Setting to Yes will allow the Primary Resident to add additional residents and accounts to be listed and use Gate Key.

**Pass validity in days**. Sets the maximum days a pass can be printed for, if set to zero there will be no limit. We suggest setting this to 30 days.

**Enable person camera in guard interface** (requires camera) If using the optional camera module, setting to Yes enables the camera used to take images of person or vehicle.

**Person camera display name** - Enter a camera name, such as "Vehicle Camera" or "Guest Camera" depending on where you place the camera to make is easy for the guard to use the camera.

**Enable document camera in guard interface** (requires camera) If using the optional camera module, setting to Yes enables the camera used to take images of drivers license or other types of indentification/

**Document camera display name** - Enter a camera name, such as "Drivers License Camera" or "Identification Camera" depending on what type of IDs you are using to make is easy for the guard to use the camera.

### General - Guard Permissions

**Allow guard to view resident call-in pin**, settings are Yes or No. This allows the guard to view the resident's Call-In Code, or Pin Number. Change this setting to No if you do not want to allow the guard to view the residents Call-In (Pin) Code.

**Allow guard to login from more than one location at the same time**, settings are Yes or No. This is used with the setting Restrict guard login to specific ip address(es). If you want to prevent guards from logging in from anywhere other than the gatehouses, you will need static ip addresses, change the first setting to No, and enter in the ip addresses of the gatehouse in the second setting.

**Allow guard to view visitor record log**, settings are Yes or No. This allows the guard to view the history of who created, and edited visitort records. Change this setting to No to prevent the guard from viewing the history log of the guest record creation and editing.

**Allow guard to add/edit visitors**, settings are Yes or No. This allows the guard to add or edit visitors guests from the resident's records. Change this setting to No to prevent the guards from adding or editing visitors.

**Allow guard to delete guests**, settings are Yes or No. This allows the guard to delete guests from the resident's records. Change this setting to No to prevent the guards from deleting guests.

### General - Resident Permissions, these permissions are set at the Resident level, so each resident can have different permissions. Click Edit on any Resident to modify permissions.

Can login to web interface - Allows resident log onto the resident web interface

Can login to mobile app - Allows resident to use the Gate Key Resident mobile app.

Add/edit/delete contacts - Allows resident to add, edit and delete their contact information.



Add/edit/delete information - Allows resident to add, edit and delete their Health, Pet, Emergency, and Resident Note to Guard information

Update resident data - Allows resident to add, edit and delete their call restrictions, call in code, etc.

Add/edit/delete vehicles - Allows resident to add, edit, and delete their own vehicle information.

Add/edit/delete temporary visitors. Allow resident to be able to enter & modify temporary guests.

Add/edit/delete events visitors. Allow resident to be able to modify event visitors.

Add/edit/delete denied visitor. Allow resident to be able to enter & modify denied visitors

Receive sms notifications on guest arrival. Check to send notifications to mobile on guest arrival



## I only want to print some passes

Gate Key automatically prints guest passes. However if you want the guards to be able to allow guest entry without printing a pass, go to Settings > General > Print Passes, and change setting to "Both", be sure to click Save at the bottom of the page. Guards will have to log out, then log back in. You will see "Print Pass" and "Admit" next to each guest in the guard interface. The guards can then click "Admit" instead of printing a pass.

Visitors		Filter	X	Previous	Next	Temporary	Permanent	Event	Denied		
Name Note	Start Date End Date	Start Time End Time	Pass Type	Vehicle plate #	Driver license #	Admit	Print				
Cindy Wilson(FRED & MARY JOHNSON)	Permanent	12:00 am 11:59 pm	Guest			Admit	Print				
Ralph(FRED & MARY JOHNSON) Husband getting dirv	Denied	Denied				Deny					
Seth Mann(Oscar Weinberg)	Aug 14, 19 Sep 28, 19	12:00 am 11:59 pm	Guest			Admit	Print				
Steve's Pool Service(Sally Jones)	Permanent	12:00 am 11:59 pm	Guest			Admit	Print				



## Easy way to send a Resident their log in Information

To send any resident their login and password information, simply go to the resident record (Addresses > Residents that you want to send, and on the center you will see the option: **Send Login Information**.

Click that option and it will bring up a screen asking you where to send the information, which are the email addresses and mobile phones listed in that Resident's contact information; Simply check where want to send the information to and Click **Send**. Gate Key will automatically send out texts or emails with a link that allows the resident to reset their password.

## Navigator

FRED & MARY JOHNSON

Options & Settings

Contacts

Information

Call-in code

Call restrictions

Vehicles

Credentials

/ Home / Addresses / 101 happy association road / Residents / FRED & MARY JOHNSON

## FRED & MARY JOHNSON

Edit

Delete

ID 24

Code [1-2-25-24-00122](#)

Resident name FRED & MARY JOHNSON

Username fmjohnson

Password \*\*\*\*\* [Send Credentials](#)

Relation Property Owner



## Security Concerns

It is critical to keep anti-virus on and updated at every computer that is connected to the internet. We recommend using the latest versions of Norton Internet Security or the paid version of AVG Internet Security products. Windows or MAC OSX updates should be configured to run every day and to automatically install. We HIGHLY recommend having your local IT professional limit the internet locations the guards can access to:

### Gate Key:

gatekey.us  
system.gatekey.com  
gatekey.com  
gatekey1.com  
gatekey2.com  
gatekey3.com  
gatekeyguard.com  
gatekeyadmin.com  
gatekeyresident.com  
system.gatekey.com  
vimeo.com  
fastsupport.com, gotoassist.com  
ocsp2.globalsign.com

### System:

mozilla.org  
windowsupdate.microsoft.com (or apple update site if running apple computers)  
update.microsoft.com  
download.windowsupdate.com  
support.microsoft.com  
(add any anti-virus software update url)



## Black List a Vehicle

You can black list a vehicle by license plate, which will prevent the guard from admitting a black listed vehicle by listing the vehicle under: Community > Vehicle Blacklisting



## DAR (Daily Activity Report)

(This option is currently under development, you can use it you wish but there will be changes as we refine the system.)

You can define *daily* tasks for the Guards to perform at specific times at Community > DAR Configurations, then select the hour, minute, AM or PM, then enter in the task you want the guard to perform.

In the guard interface, alerts will show on the screen that a task is due, and the guards will have to confirm when the task is completed. In addition, guards are able to enter incident reports (up to 300 characters) into the Gate Key system rather than using a paper report.



## Bar Code Pass Scanning

There is an optional (\$20 per month) bar code scanning function which allows the guards to print bar codes on passes and later scan them using a hand scanner to admit returning guests. This will speed up the admittance of returning guests. To enable this option please email [Support@GateKey.com](mailto:Support@GateKey.com) and confirming your agreement of the additional fee and request this option be enabled for your community.



## Visitor Record Searching

If you want to search the records for a visitor, just enter the name into the search box in the upper right hand corner, the system will pull up all the records for guest with the searched name.

To download an excel sheet of guest, go to Reports > Advanced reports > Visitors



## Supplies and Hardware Support

If you need to order supplies, hardware, or need hardware technical support please visit: [www.GateKeyOrder.com](http://www.GateKeyOrder.com)



## Email Tips

Why some resident do not receive an email from Gate Key.

Please be assured that Gate Key sends every email to every recipient. Once it leaves Gate Key, it can be interrupted for any of the following reasons:

- 1) The end user has at one point in the past flagged Gate Key email as spam.
- 2) Another resident within the community that uses the same ISP (say Verizon) has reported Gate Key email as spam. Not every resident want to receive your notices and will report them.
- 3) There are too many incorrect email addresses in your community, and the ISP will block Gate Key emails from being sent due to the large "bounce back" rate.
- 4) The email was received but was interpreted as spam by either the ISP or the individual client software that resident is using (Outlook).
- 5) The ISP that the resident uses blocks the same message to multiple users after a certain threshold is met. Some ISPs will flag email as spam if more than 200 (can range from 200 to 900 depending on the ISP) of the exact same email are sent on the same day.

What can you do?

- 1) In the admin portal, go to Settings > General and place your email in the "Email Blast Reply to" and hit Save. This will then let you see bounce backs and in many cases responses from the ISP that have blocked the emails. Delete any emails from the resident records that are bouncing back.
- 2) Have the resident provide a different email address from different provider. If they currently have a gmail account have them try a yahoo account.

- 3) Have the resident look in their spam folder.
- 4) Have the resident contact their email provider and ask them why they are not receiving the important Gate Key emails.
- 5) For life threatening or critical notifications that go to the entire community, use the paid Text Message blast.
- 6) For guest notifications, use the Mobile Email (SMS) method of delivery



## **Insta-ID**

Residents using the mobile app, with a guard house that uses the new optional hand scanner, can use their app to prove residency to the community. This is handy when a resident does not have their ID with them, such as when returning from a walk, a bike ride, or when using a ride sharing vehicle to return home. From the mobile app's home screen, the resident can swipe right, and tap Generate Access Code, this access code will be good for about 20 seconds, and the guard can then scan the access code. The resident's record will be pulled up on the guard screen, and if the resident has uploaded their photo it will also be available to the guard. The guard can then admit the resident using the app and the information on the screen.

**If you have questions, please email us at: [support@GateKey.com](mailto:support@GateKey.com)**