



# Gate Key Plus - Guard Manual (v 7.3)

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Please note that this manual includes all the features Gate key offers, your community may not use all of the features, such as imaging driver licenses and license plates, printing a pass, auto-dialing and SMS (Text) notification. These specifications and features are subject to change at any time.

Gate Key is a program that stores information about residents, their vehicles, and their guests. Residents can connect directly to Gate Key and update all their information on the internet. As soon as they make a change, that information is available to you. We suggest you encourage the residents to use the web-based system, it will greatly reduce the amount of work you have to do, and reduce phone calls to the gatehouse. While Gate Key may work with other browsers, **we only support Firefox**, so please be sure it is installed on the device you are using.

Gate Key allows you to search for resident, vehicle, and guest information quickly, then print a pass to allow the guest entry. Every time you print a pass, the resident is notified via text message and/or email that a pass has been printed, provided they have selected that option for the respective guest.

Setup: If using the driver license camera or outside camera, you must first configure camera and click "always allow" on the Firefox browser.




**Login to Gate Key at: [www.GateKeyPlusGuard.com](http://www.GateKeyPlusGuard.com)**

You will need both a Username and Password, created by your Community Administrator. Contact the management office or other Association representative for your login information. Gate Key keeps all information on changes made or passes printed based upon the login information, so when you finish your shift remember to Log Out (upper right-hand corner of Guard Interface screen). Keep in mind that guards cannot log into more than one device at a time. If you are using both a tablet and a computer, you will need to login using different guard accounts.

Once your login has been accepted you will need to select a Gate, if there is more than one manned gate in the community (Gate Key needs to know which gate you are stationed at is since it has the ability to print directions to the home and we need to know the starting point for accurate directions).

This will bring you to the Welcome screen. If you ever need to get back to this first screen click on House Icon.

 **People Searching** The Search Bar allows you to quickly find almost anything, anywhere in the database. If you search for a person with a last name that begins with “Jon”, Gate Key will display every Resident or Visitor whose last name begins with “Jon”.

If there is more than one match to the search, Gate Key will bring up a list of all matches, simply click on the one that matches who you are looking for



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 last name, a space, then as much as the first name as you want, a search entered as “Jones M” will bring up all the Jones’s with a first name beginning in M.




**Visitor Searching:** Searching for Guests is quick and easy with Gate Key. The simplest way to do this is to first ask the Guest their name and the name of the resident they are visiting. Simply enter the Guest’s last name (and a space and their first initial if they have a common name such as Smith or Jones) in the Search field. If looking for a vendor or service provider, such as “Handy Landscaping” type in the first name of the company (Handy) to find it. If Gate Key finds more than one match on a search, it will display a list of all matches. Simply select the one you want by clicking on it.

The screenshot shows the Gate Key interface with the following elements:

- Address bar: Address Address 101 Tract trk 101 Lot lot 101
- Navigation: Resident Lane, Visitor Lane, Home, Notifications, Messages
- Residents list (left sidebar):
  - John Doe (Property Owner)
  - Eizabeth Doe Johnson (Child)
  - Mariah Doe Johnson (Spouse)
  - Mike Doe Johnson (Child)
- Visitors table:
 

Name	Note	Start Date	End Date	Start Time	End Time	Pass Type	Vehicle plate #	Driver license #	Admit	Print
Permanent 101	(John Doe)	Permanent		12:00 am	11:59 pm	Guest			Admit	Admit
Sophie	(John Doe)	Denied	Denied						Deny	Deny
kiti	(John Doe)	Permanent		03:30 pm	04:30 pm	Guest			Admit	Admit
permanent 102	(Elizabeth Doe Johnson)	Permanent		12:00 am	11:59 pm	Guest			Admit	Admit

Simply click on the Admit button to admit the visitor without printing a pass or click the Admit button with the Printer Icon on it (the second Admit button) to admit the visitor and print a pass. Depending on your community policies, you may have to enter a driver license and/or license plate.

 If the resident has many guests, you can use the **Filter** option quickly search through them. Simply start typing the first or last name of the guest, and the guest list will display only those guests that match what you type in.



Gate Key will show Guests that are currently allowed into the community with a **Green** Admit icon.


If the Admit icon is displayed in **Yellow**, then the Guest is outside of the day and time restrictions set by the Resident or Administrator.

Click on the Guest to view the complete details of the guest, and any date or time restrictions. Before allowing entry to a guest with an Orange Admit Icon you should contact the Resident to confirm they want entry permitted at this time.

**Denied Guests** appear in **Red**, display Denied under Start Date, and the Turn Away icon is displayed instead of the Print Pass. This guest should not be allowed entry, and the resident should be informed that they attempted to enter the community.


Event Guests will all appear on the list with purple icons. They will not show Admin buttons until 10 minutes before the start time of the event. You can also click "Show Only Party Guests" to display only party guests.

To find a vehicle, select Vehicle License in the search bar.

 **Adding or Edit Visitors:** Gate Key allows you to add new visitors, and edit existing ones for the residents. To add a visitor, search for the address or resident you wish to create a guest and click to bring up the address record. Listed are all of the residents that are part of the address. Determine which resident the guest is for and click on the Green Add a Visitor Icon to the right of the resident name.

Select the Visitor Type, Enter their name, and select which pass type. You can set days and times of permitted access. If you only want to allow the guest to enter the community one time, check "One time entry."



 **Calling Residents:** Gate Key can dial the resident phone numbers for you using our built-in phone system, if this service has been installed at your location simply search for the resident you need to contact and click on the contact icon next to the resident you wish to call, then click on the number you want to call. Gate Key will auto-dial the phone number for you. Please note any **Call Restrictions** listed directly above the contact information, these are times when the resident prefers not to be contacted.

 **Important Miscellaneous Information:**

- **Important Notes** about a particular residence, created by the Administrator or the Resident, can be seen in the lower left-hand corner of the Resident Screen underneath contacts.
- **The Call in Code (Pin #)** is displayed in the blue information bar to the right of Lot
- **Resident Information, including: Contacts, Additional Residents, Directions, Health Information, Pet Information, Full Notes, Emergency Contacts, Vehicles and Tracked Items, and Pass History** can be found by clicking on the matching text links directly below the blue information bars on the Resident Screen.



**Barcode Pass Scanning:** If this feature is enabled, you will be able to scan passes for returning guests instead of having to manually search for the guest.

In the upper right-hand corner, you will see a green "Barcode Scanner" Icon. Simply click on that icon to scan a pass, a scan pass screen will open, and you can then use a hand scanner to scan the pass with the bar code on it.

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

This is used for two functions (a), confirming that you have completed a task specified by the administrator, and (b) entering incident reports.

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

In the upper left-hand corner, there is an Icon labeled "DAR":

If there is a Red number next to DAR, this indicates there are pending tasks you need to complete. Clicking on the DAR icon brings you to the DAR screen.

On the left-hand side of the DAR screen, you can enter incident reports by selecting the Hour, Minute, and AM/PM, then enter the description (up to 300 characters) of what happened. The Report Option is used when you have created a separate written report. If you have select the Yes option and the record the report number in the Report Number Field, be sure and click Save.

Of the right-hand side of the DAR screen, you will see any scheduled tasks that are pending, once you complete the task simply click "I Confirm Task Completion". You are only able to complete tasks on the day in which the task is due.

The lower half of the screen shows the history of tasks. If the status showing pending, it means that the task was not completed on the scheduled day.

**Important:** Some features, such as the ability to view the Resident's password, or delete a guest, may be disabled by the Administrator.