



Gate Key Plus Guard Transition Manual (ver 1.3)

Please note that this manual includes all available features, your community may not use all features, such as pass printing, drivers and license plate imaging, hardware integration with fobs and transponders, built in phone system, etc.

Gate Key Plus is the latest generation in visitor management and introduces a number of new features, these include:

- Driver's License and Vehicle Imaging (cameras required)
- Resident Mobile App, available for both Apple and Android
- Built in phone system with auto-dial using a Blue tooth headset
- Hardware Integration for Fobs, Transponders and Bar Codes
- Ability for Guard to Communicate with Resident through the mobile app for guest access
- Resident "Insta-Id" allowing residents to prove residency through their mobile app
- Guests can be emailed Passes and guards can scan mobile devices using the new generation of scanners

Guard Interface – use: www.GateKeyPlusGuard.com

There are a number of changes that improve the guard and resident experiences. Here are the most important improvements:

Searching: In Gate Key Legacy, you had 4 search bars, in Gate Key Plus you have one universal search bar which you can search for just about anything and the results will be across the entire database. If you are searching for a person, the more you type in of a name the few results are presented. If you are looking for Mike Jones, if you type in "Mike" the system will return all visitors and residents that contain the letters "Mike", but searching for "Mike Jones" will shorten the results. The same goes for searching for an address, if you start typing in "101" the system will return all addresses, phone numbers and even license plates with "101" in them. Typing in "101 Main" will shorten the results to just the addresses.

If what you are searching for is returning too many results, you can use the drop-down list to limit the searching to your search selection from the drop-down list box.

To Select the resident, guest, or address just click on the choice that matches what you are looking for.



Adding a Guest: In Gate Key Legacy, guests were only able to be assigned to an address. This created a number of problems and complaints from residents.

In Gate Key Plus, each resident can have their own guests. This provides much better structure and organization and required some changes to how guards use the system. In order to assign guests to a specific resident rather than an address, Quick Pass has been removed from the system

To add a guest, once you are at the correct address, to the left of the screen are the list of residents. Just click on the Green Add a Visitor Icon next to the resident that the guest is visiting. So, when adding a guest in Gate Key Plus, you assign the guest to a resident, not an address.

Asking a Resident for permission to admit a guest. This new feature opens a two-way communication portal between the guard and the resident who is using the mobile app.

This feature allows the resident to respond to your request to admit a guest without having to answer their phone, instead just tapping “OK”. To use this feature, when adding a guest, you will see the Icon “Ask Resident Approval”, click that and then Save. You will see an Icon on the bottom of the screen with the resident’s name on it. This will send a message to the resident through their mobile app, when they approve the visitor the icon on the bottom of the screen will turn to green. If the resident never responds the icon will go away after 3 minutes.

When a visitor is in the system, but is outside of the time, day, or date permitted. In Gate Key Legacy, when a visitor was in the system but outside of the permitted times, day of week, or date the guards could still admit that visitor. This created a huge problem for the residents who complained that visitors were allowed in when they were not supposed to. In Gate Key Plus, guards can allow in visitors that are outside of the time or the day of week, but not if the date is outside of the permitted date range. If a visitor shows up on October 10th, but the resident has listed access starting on October 11th, you will not be able to admit the guest. We suggest you contact the resident before going further. If you strongly feel that the visitor should be admitted, we suggest creating a new visitor, and selecting “One-time Entry” so that the visitor can only access the community one time.

Take a photo of a Drivers License and Vehicle This new optional feature allows the guard to take a photo of the Drivers License and/or Vehicle. Your community may arrange the two cameras for different images, such as a driver license and the vehicle occupants, so really any two places you want to point the cameras at. Your community admin determines what the cameras look at, and what they are named. The default descriptions are “Drivers License Cam” and “Vehicle Cam”. When admitting a visitor, simply tap on the approved Visitor, this brings up the Visitor Edit screen and will also display what the cameras are seeing. Once you have the driver’s license on the optional scanner platform, and the vehicle is correctly visible on the camera, simply press the “Take Snapshot” under each of the cameras. The next time you bring up the same guest, it will display the prior photos taken.

Notes from Residents. In Gate Key Legacy, only the community administrator could place a note on a resident’s file. In Gate Key Plus we have added the ability for each resident to also place a note on their own file. You will see these notes, and from which resident, on the address screen on the left-hand side of the screen.

Visitor Pass on a mobile device. In Gate Key Plus, residents and community administrators can email bar code passes directly to the visitors. Using the optional and new high-performance hand scanners, simply scan the bar code from the visitor’s mobile device. The system will look up the code and bring up the guest record to allow you to admit the visitor.