Gate Key Plus - Resident Manual (ver 21.0)

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Please note that this manual includes all available features, your community may not use all features, such as pass printing and SMS (Text) notification.

Gate Key Plus is an Internet based resident and guest management system for gated communities. Gate Key Plus provides you with the ability to update your household's information, manage your guests, and create guest arrival notifications and reports. Your information is immediately available to the Gate House.

Access your account by visiting: www.GateKeyPlusResident.com and entering username and password (assigned by your community's administrator). If you do not know your login and password please contact your community manager or the Gate House.

Quick Setup: Click on **Account** and change your password, Click on **My Contacts** to add or update your contact information, and Click on **Permanent Visitors** to add your approved visitors.

More detailed instructions and information is provided below:

Resident & Contact Information

The **Account** tab is where you can update your login user name, and your account password. The account holder's name and property address are set by the Administrator; please contact the management office for your community to have your name changed. It is **critical** for your security to use a unique password for Gate Key Plus, and not a password you use to log into other systems.

Call Restrictions, this sets time limits on when the Gate House is allowed to contact you. If no restrictions are entered, the Gate House may contact you at any time. You can find this in the Account tab.

Call In Pin, please 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 your residence. Another way to think of this is a "Pin Number" for the Gate Key system. You can find this in the Account tab.

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The **Additional Residents** tab is where you can list all the residents in your 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. To add a Resident to your account, please click on the Add New User button and enter the information.

They will also have access to a Gate Key Plus Resident account. You may select which privileges each user has. They will have their own **username** and **password** that is chosen when they are added as a Resident. You can choose whether they will be listed in the community directory and set them to Active or Inactive. Be sure to click Save.

To delete a Resident simply click on their name and then Delete Resident. The Resident will immediately be deleted from the system.

The **My Contacts** tab is where you can add additional land-line phone numbers, email addresses, and mobile (cell) phone numbers. Each category has a maximum limit of 5 entries. This is the information Gate Key Plus, the Gate House, and the community will use to try to contact you. Please note that the First email address and the First Mobile number you enter will be the Primary way you will be notified in the event of a problem or emergency. To change your Primary contact, you can select the contact you would like to change it to and then click Make primary Contact. You can add additional contact information for yourself and each 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”. When you add guests, you can select arrival notification from this list of contacts.

If you want to be notified on guest arrival, be sure and list at least one mobile phone number and email address in Contacts!

Email & Text Message Notification

The **Options and Settings** tab contains Mobile, Email, and Blast Notification settings.

You can choose whether you would like to receive mobile notifications when your visitors arrive.

You can choose if you would like to receive blast notifications through email or text message when they are sent out by your community, and whether they would be received by only the primary contact or by all contacts.

You choose whether you would like to receive push notification blasts through the mobile app when they are sent out by your community.

Adding or Editing Visitors

There are four types of visitors to choose from:

- Temporary Visitor - 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 Gate

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House to view. When entering service personnel or contractors, please be sure to use the drop down box for Pass Type and select Service.

- Permanent Visitor - These are permanent visitors, such as relatives, care workers, or close friends that you 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 Gate House to view.
- Event Guest - More than four (4) people that have been invited into the community for a special event or party by a resident.
- Denied Visitor - Individuals or Companies that you do not want to allow access at any time. (Please note that neither Gate Key Plus, your community, nor your Gate House personnel can guaranty the safety of yourself, your residents, or your home).

To Add a Visitor:

1. Select the tab for the appropriate type of visitor (**Temporary Visitors**, **Permanent Visitors**, or **Denied Visitors**) and click on the Add New Visitor button.
2. Enter Company name or full name (first and last) of an individual.
3. If the visitor is one you have previously entered their name will appear in a drop down box as you start typing. You can click on this to autofill some of the fields based on their previous entry.
4. Select the Pass Type for this visitor. Visitor and Pass Types are set up by your community, and generally include: Guest, Event/Party, Resident, and Service. Additional types may include Real Estate, Golf, or Social, etc. (Does not apply to a Denied Visitor.)
5. Enter Start Date and End Date that you wish to allow access to the community. (Does not apply to Permanent or Denied Visitors.)
6. Enter Start Time and End Time that you wish to allow this guest access to the community .(Does not apply to Denied Guests).
7. Enter Visit Days, click on the box next to the appropriate day(s) temporary access is being granted (Does not apply to Denied Visitors.)
8. If you know the license plate of the vehicle your visitor will be driving, please enter it in under License Plate. This will help speed your visitor through the check in process.
9. If you know the Drivers License Number of your Visitor, please enter it in under Drivers License Number. This will also help speed your visitor through the check in process.
10. Enter Notes to Gate House if you want or need to, such as: “Plumber to repair sink”.
11. For Temporary Visitors only, if you only want to allow the visitor to enter the community one time, check "One time entry."
12. If you know the Visitor’s E-Mail, enter it under Visitor E-Mail. With this an e-pass will be sent to the visitor via e-mail. This will also help speed your visitor through the check in process. (Does not apply to Denied Visitors.)
13. The contact information you listed under Contacts will be listed under Arrival Notifications; if your community uses these features, the system will notify you by sending a text message to your mobile phone, and/or by sending you an email when a pass is printed for your guest upon arrival. Please select all contacts you wish to be notified upon the guest’s arrival.
14. Click the Save or Cancel button.

To Create an Event Guest List:

1. Click on the **Event** tab, then click the Add New Event button, if you have not already scheduled your event. If you have done so already, skip to step 6.
2. Name your event in under Event Name.
3. Choose Event/Party in the Pass Type drop down menu.
4. Select the Start Date and End Date, as well as the Start Time and End Time.
5. Click the Save or Cancel button.

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6. Find your event entry and click Edit Event.
7. Select View Event Guests.
8. You can enter the party and guest information manually by using the Add New Guest to Event button, or you can enter the information into an excel compatible spreadsheet and upload into Gate Key.
9. If you would like to use the spreadsheet option please select Import Spreadsheet of Guests click Download Event Guest Import Spreadsheet to download the template. Please note that certain browsers or operating systems may generate error messages, ignore the error messages and save the file to your computer. After entering your guests save the file, return to the import screen and upload the completed spreadsheet using Choose File. Please note there is a 200 person limit.
10. If you wish to be notified of a visitor's arrival, click there name and select your preferred contacts under Arrival Notifications.

To Edit or Delete Guests:

1. Click on the appropriate type tab (**Temporary Visitors**, **Permanent Visitors**, **Event**, or **Denied Visitors**).
2. To Edit a visitor, simply click on their name.
3. To Delete the visitor, click on the Delete button at the bottom of the Edit Visitor page.

When entering Visitor 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.

Personal Information

The **My Information** tab contains Health, Pets, your Emergency Contacts, and Notes for Guard.

Health Information, where you can list information regarding your health that the Gate House and administrators can have access to.

Pet Information, where you can list your pet's name, breed, and description.

Emergency Contacts, where you can list who you would like contacted in the event of an emergency or in the event you are not able to be reached. You may enter up to five emergency contacts.

Resident Note for Guard, where you can list information you would like the guards to be aware of, that may not fit into one of the defined categories. For example: "I'll be out of town until September 1st."

Vehicles

The **My Vehicles** Tab allows you to view the vehicles registered to your residence. Unless enabled by your community, you are not allowed to add, edit or delete vehicle information; only the Community Administrator has authorization to do this.

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Community Directory

The **Community Directory** Tab allows you to view and search the online directory of residents.

- Search Bar. You can use this to search by name or address. Partial name or address searches bring up everything containing what you search for.

Note: The Community Directory may be disabled for your community.

Visitor History

The **Previous Visitors** tab allows you to see all visitors that you have entered in the past.

The **Access History** tab allows you to see all visitors that have entered. It lists the date and time that they were given access. You can click on an entry for further details.

Make sure to **save** any changes!

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