



# GateKey - Resident Manual (ver 5.3)

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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.*

Gatekey is an Internet based resident and guest management system for gated communities. Gatekey 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.GateKey.us](http://www.GateKey.us) and entering your login phone number (usually your home phone number) and password (assigned by your community's administrator). If you do not know your login phone number and password please contact your community manager or the Gate House.

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



More detailed instructions and information is provided below:



### **Resident & Contact Information**

The **My Info** tab is where you can update your login phone number, phone description, and your account password. Your name and address are set by the Administrator, please contact the management office for your community to have your name changed.

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, and Tenant. To add a Resident to your account, please click on the  Add new Icon and enter the information. Be sure to click Save. To delete a Resident simply click on the  Delete Icon and the Resident will immediately be deleted from the system.

The **Contacts** tab is where you can add additional land-line phone numbers, email addresses, mobile (cell) phone numbers, and Mobile Email SMS information. This is the information GateKey, 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 ways you will be notified in the event of a problem or emergency. 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!

**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.

**Call In Code**, 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 GateKey system.

**Mobil E-Mail** (sms only) is how the GateKey system can contact you by sending text message to your phone without a cost to the community. Most cell phone providers allow text messaging via an email. An example of a correct Mobile E-Mail for a Verizon Cell Phone would be: 9511231234@vtext.com, which would be your ten digit cell phone number, the "@" sign, and your mobile provider's mail server.

Common carriers are:

1. AT&T – cellnumber@txt.att.net
2. Alltel – cellnumber@message.alltel.com
3. Boost - cellnumber@myboostmobile.com
4. Nextel - cellnumber@messaging.nextel.com
5. T-Mobile – cellnumber@tmomail.net
6. Sprint PCS - cellnumber@messaging.sprintpcs.com
7. Virgin Mobile – cellnumber@vmobl.com
8. US Cellular – cellnumber@email.uscc.net
9. Verizon – cellnumber@vtext.com



### Email & Text Message Notification

The **Settings** tab contains Notification, Interface, Privacy and Blast Notification settings.

**Notifications**, where you can request daily, weekly and monthly reports on guest activity, and specify an email address to receive instant notification every time a guest pass is printed.

**Interface**, where you can select different Themes to change the way the site looks to you.

**Privacy**, where you may choose to allow your information to be displayed in the online Community Directory, if enabled in your community.

**Blast Notifications**, where you can set up to ten email addresses, and ten cell phone numbers, to be notified when the community sends out Email and Text Message Blasts.




## Adding or Editing Guests



Click on the **Guests** tab. There are four types of guest to choose from:

- **Temporary Guest** - Temporary guests 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 House to view. When entering service personnel or contractors, please be sure to use the drop down box for Guest/Pass Type and select Service or Construction.
- **Permanent Guest** - These are permanent guests, 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.
- **Denied Guest** - Individuals or Companies that you do not want to allow access at any time. (please note that neither Gatekey, your community, or your Gate House personnel can guaranty the safety of yourself, your residents, or your home).
- **Party Guest** - More than four (4) people that have been invited into the community for a special event or party by a resident.


### To Add a Guest:

1. From the Guests Menu select the appropriate type of guest (**Temporary**, **Permanent**, **Denied**, or **Party**) and click on the  Icon to add your guest.
2. If the guest is one you have previously entered you can click on the drop down box named "Previous Guests" and click on the guest you want. Please skip to step 5 below.
3. Select the type of Guest or Pass Type for this guest. Guest and Pass Types are set up by your community, and generally include: Guest, Service, Construction, and Party. Additional types may include Real Estate, Golf, or Social, etc.
4. Enter Company Name or First Name of an individual, up to 25 characters.
5. Enter Last Name, up to 25 characters.
6. Enter Start Date and End Date that you wish to allow access to the community (does not apply to Permanent or Denied Guests)
7. Enter Start Time and End Time that you wish to allow this guest access to the community (does not apply to Denied Guests).
8. Enter Visit Days, click on the box next to the appropriate day(s) temporary access is being granted (does not apply to Denied or Party Guests).
9. If you know the license plate of the vehicle your guest will be driving, please enter it in under License Plate, up to eight characters. This will help speed your guest through the check in process.
10. If you know the Drivers License Number of your Guest, please enter it in under Drivers License Number. This will also help speed your guest through the check in process.
11. Enter Notes to Gate House if you want or need to, such as: "Plumber to repair sink".
12. On the right hand side of the screen, the contact information you listed under Contacts will appear, 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.
13. Click the **Save** or Cancel button.

### To Edit or Delete Guests:

1. Click on the appropriate type of guest (**Temporary**, **Permanent**, **Denied**, or **Party**) tab.
2. To Edit a Guest, simply click on the  Edit Icon to edit the Guest information, be sure and click Save.
3. To Delete the guest, simple click on the  Delete Icon, your Guest will be immediately deleted from the system.

### To Create a Party List:

1. Click on Party Guests, then click the  Add new party guest Icon.
2. You can enter the party and guest information manually or you can enter the information into an excel compatible spreadsheet and upload into Gatekey.
3. If you would like to use the spreadsheet option please select “**I have a spreadsheet containing the party list**”, and follow the instructions to the 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 **Party Guests** Tab and upload the completed spreadsheet. Please note there is a 200 person limit.
4. Enter the Start and End Dates, as well as the Start and End Time. If you wish to be notified by text message or email upon each guest’s arrival please select the appropriate contacts on the right hand of the screen. Please be sure and click Save!



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.



#### **Personal Information**

The **Information** tab contains Health, Pets, and your Emergency Contacts.

**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 four emergency contacts.



#### **Vehicles**

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



## Additional Users

The **Authorized Users** Tab allows you to Add, Edit, or Delete additional Users that can access your account to make changes. You may also select which privileges each user has. The login phone number will be the same, the password will be different for each user.



## Community Directory

The **Community Directory** Tab allows you to opt in or out of the online directory, view the directory, and search the directory.

- Directory Tab. This tab brings up the community directory.
- Search Tab. By clicking on the drop down arrow you can search by address, last name, or phone number. Partial name or address searches bring up everything beginning with what you search for.
- Settings Tab. Simply click Yes or No to include your information (name, address, phone numbers and email address) in the online community directory.

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



## Guest History

The **History** tab allows you to see all guests that were allowed access. Simply click the Last 7 Days, Last 30 Day, or Last 60 Days to see what guests were allowed access and when. Guest history older than 60 days is stored but is only available through the Community Administrator.

Make sure to **save** your changes!