# ABDI

## GATEACCESS.NET

**Welcome to GateAccess.net,**

GateAccess.net is a web site that allows home owners to log in using their PCs and/or mobile devices, and update their guests, contact information, emergency contacts.  In addition, it allows the viewing of guests logged to the owner's address, provides for Guest Arrival Notifications and more.  **Use of this system is free of charge to the owners**, as the community itself is subscribed to it.

 There is only one ID and Password per household.  By default, the ID is setup as the main number on record.  The password is generated automatically.  Here is your initial login information and we encourage you to change it to something you can remember following the guidelines below.

Your Community Code:

Your ID:

Your Password:

**Please note the following items:**

- GateAccess.net allows you to manage your visitor\guests without contacting the guard house via a PC or Mobile device.
- Your community may still allow you to contact the Gate House to let visitors\guests in.
- GateAccess.net still requires visitors\guests to show a valid ID upon arrival
- Should you find any information that isn't accurate, and that you are unable to correct yourself (as some of the information is read-only, like entry logs and vehicle information), please contact your security staff or management office and they'll be able to correct.
- We encourage all home owners to set up their id and password to something you can remember after the initial login.

**Logging in**: enter the information provided on page 1 into the relevant fields and click on the LOGIN button. Upon a successful login, the OVERVIEW page will load.



**NOTE:** You will be locked out of the system for 60 minutes after your **3ʳᵈ** unsuccessful Login attempt. If you are not sure what your login credentials are, please contact security or the management office during normal business hours.

**HOW DO I NAVIGATE THE WEB SITE?**

On the upper part of the screen you will see a tab selection bar that allows you to access the different parts of the system. Click on the desired tab to review and edit your information.
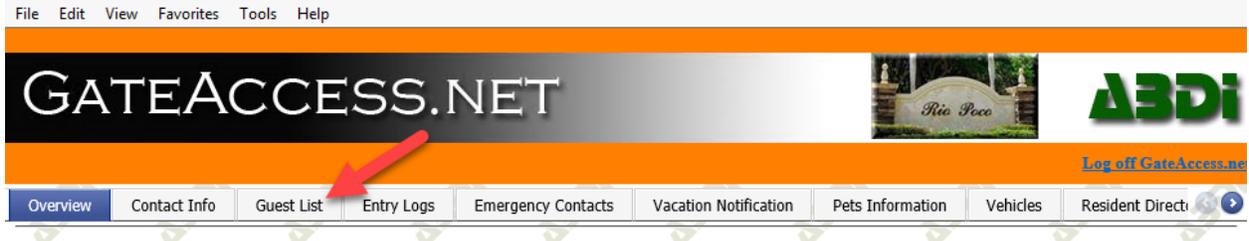


**WHAT ARE THE GENERAL FUNCTIONS FOR EACH TAB?**

CONTACT INFO TAB- This tab allows residents to view and edit their contact information. The top section of this tab shows all of the permanent residents listed under your address and cannot be edited. Underneath, is "Electronic Information" and "Phone Numbers", if you make any changes in either of these two sections, please inform Management.

At the bottom of the "Electronic Information" Section, notice the "Guest Arrival Notifications:" box. This box is for residents who wish to have an email sent to them when guests are granted access to the property.
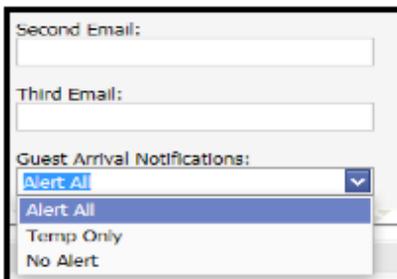


At the bottom of the Contact Info Tab is the "Text SMS Notification" section. If you would like a text message sent directly to your cell phone every time a guest is granted access to your home, read the disclaimer on the right and select your cell phone provider from the drop down menu. By selecting your services provider you are agreeing you've read and accepted the terms and conditions in the disclaimer in Red.

**GUEST LIST TAB** – This tab allows you to edit, add, and delete guests on your permanent and temporary list. At the top of this tab, there are two options, **"Add New Guest"** and **"Add an Event with Multiple Guests"**. By selecting either one, a new box will appear.

If you would like to add only one guest (temporary or permanent), select "add new guest" and complete the form. Be sure to include the guests name, start and end date, if it's a vendor, and then select update. If the Guest is to be added to your Permanent List, do not add an end date.  For all vendors make sure to add the name of the company and select the vendor box.

 If you plan on having an event, select "Add an event with Multiple Guests". Complete the form, and be sure to include the date of the event and guest's first and last names. This will generate a list in alphabetical order to the gatehouses ensuring all of your guests are granted access to your home in a timely fashion.

**ENTRY LOG TAB**- Displays all guests under your profile who were granted access to the community in Real Time. This tab is viewable-only and cannot be edited, however  you can search your entry log by filtering the different categories.

**EMERGENCY CONTACTS TAB**- This tab allows residents to add and edit their Emergency Contacts. Please inform Management if you decide to change your Emergency Contacts.

**VACATION NOTIFICATION TAB** - This page allows you to view, modify or add a new vacation. To add a new vacation, click on "Add a New Vacation" at the upper left part of the screen.  To edit or delete a vacation, click on the EDIT or DELETE buttons in the row of the vacation entry you'd like to modify.

**PETS INFORMATION TAB**- This tab allows residents to upload their pets information and pictures to their profile. Having your pet information with a picture will help locate your pet in the event they are ever lost in the community.

**VEHICLES TAB**- This page allows residents to view vehicles that are registered to their address.  If a vehicle is listed on this page that you do not own and/or has the wrong information, please contact the Management Office to advise them of the situation.  For security purposes, this screen is "Read Only".  No modifications can be made to this tab by you.

**LOGIN INFORMATION TAB** – This tab allows you to change your login information. This tab is discussed in detail below.

**HOW CAN I CHANGE MY USERNAME AND PASSWORD?**



This section allows you to change the User Name and the Password for your www.GateAccess.net account **ONLY**.

1. Navigate to the LOGIN INFORMATION tab.
2. Enter a "User Name" that you'd like to use as well as a password that you will remember. If the User Name that you selected is already in use, the system will let you know so you can pick a different one. Follow the guidelines on the page in order to select a valid "User Name" and a strong password.

**NOTE:** your User name must be 5-20 characters long. Your Password field must be 8-15 characters long. In addition, the following characters can't be used in either the user name or in the password fields: ' - / * ; +.

**ONCE LOGGED IN, HOW LONG DOES IT TAKE FOR MY INFORMATION TO REACH THE GATEHOUSES**

Every thing on GateAccess.net is done in real time, meaning as soon as you change anything to your profile and hit "update" at the bottom, your profile will automatically be updated reflecting your changes.

**WHERE CAN I GET HELP ON SPECIFIC TABS (GUEST LISTS, ENTRY LOGS, ETC.)?**

At the bottom right corner of each page you will find a HELP button. Clicking on that button will generate a pop-up screen detailing information regarding the open screen. Use this information for help or questions regarding editing, deleting or adding data.

**ABDi**

**WHY CAN'T I EDIT CERTAIN INFORMATION?**

While editing your guest list or emergency contacts, for example, is authorized by the community, other areas of the system are **viewable-only**. For example, the list of entries to your residents or the description of your vehicles and access control devices are only managed by the system data administrator.

 If you would like to make a change to any of these viewable-only areas, simply contact security or the management staff and they'll be happy to help.

**AM I ABLE TO ACCESS THE SYSTEM USING MY SMARTPHONE OR TABLET?**

Yes, you may download the "**ABDi GateAccess**" app to your Smartphone or Tablet. The ABDi GateAccess App is available on most SmartPhones and Tablet App Stores (Iphone, Android, Blackberry, etc.).

1. To access the app, simply search and download the app just as you would any other app.
2. Login using the same credentials used for the web site.
3. Once logged into the App, your profile will appear. The App allows you to perform a small variety of different functions such as adding a guest to your list and viewing your entry log in real time. We recommend downloading the App because you can access your profile and manage your account from where ever you are. Please keep in mind the App is limited to only a few functions, the website has more options available to use.

# GateAccess.net iOS/Android app (free with GateAccess.net subscription)

The GateAccess.net web site offers homeowners access to their data. Likewise, the GateAccess.net app, available for iOS and Android devices, allows residents of communities who subscribe to GateAccess.net access to their files from their mobile devices.

## The App's Login Screen

The login screen of the app allows users to log into their community file. The users may choose to save the community code (if they only have property in ONE community that uses GateAccess.net), the user name, the password, or any combination thereof.

The user name and the password are the same ones used with the GateAccess.net web site, and they default to the 10 digits primary phone number and 4 or 5 digit code number.

If Auto Login is selected, the login screen will be bypassed on first login.

## The App's Main Menu

The main menu of the app shows all options available to the community in question. Not ALL functionality is available to ALL users. For example, if a community chooses to disable the EMERGENCY CONTACTS area of the app, it can do so on a community-wide basis.

A brief one-liner is listed under each line items, describing what's available to the users.

Clicking on any of the available areas will open the screen for the area selected.

# ABDi
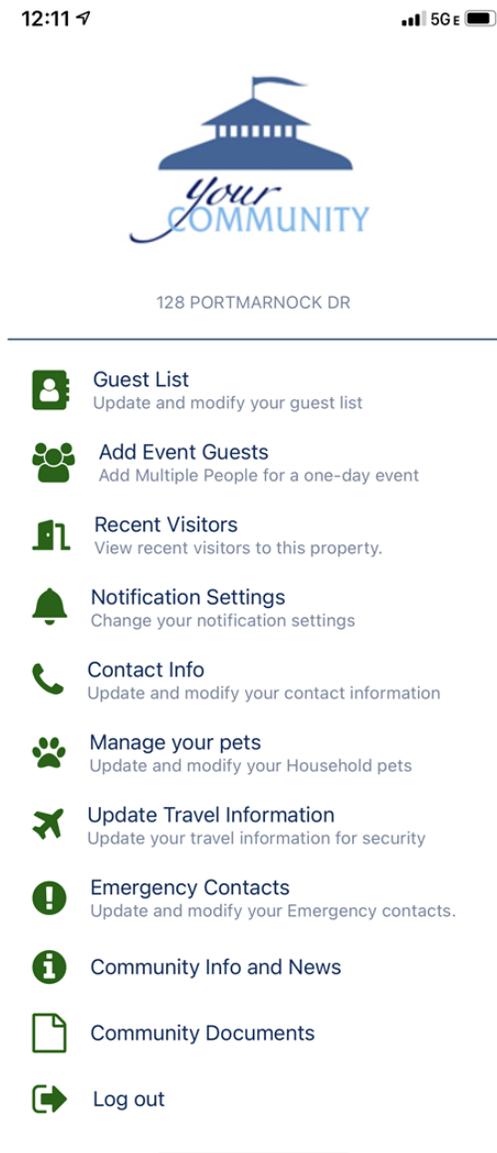
## APPLICATIONS BY DESIGN, INC.
### Access Control Systems for Gated Communities

## The Guest List

The guest list area allows the user to modify his or her guest list.

There are two types of guests: permanent (which have no expiration dates), and temporary (which DO have an expiration date). The list loads initially with all permanent and current guests. As expired guests do not show by default, to view them, slide the SHOW EXPIRED GUESTS slider to the ON position (2).

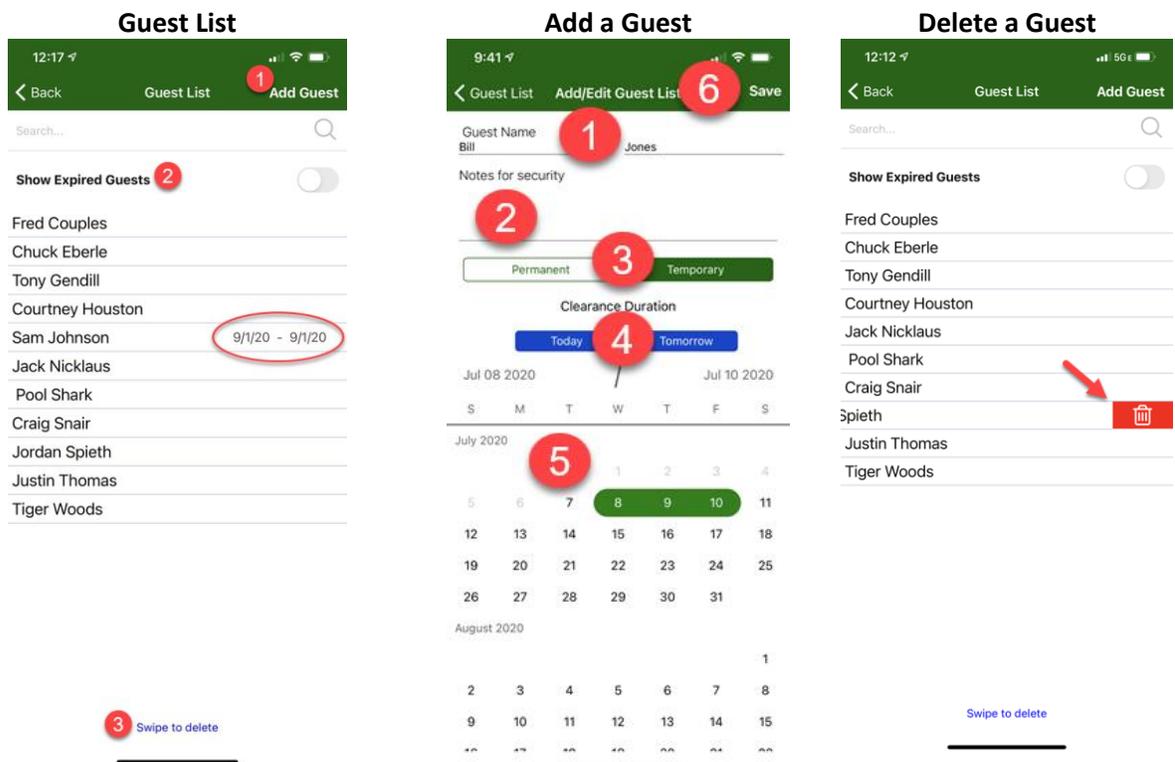To ADD a guest, click on Add a Guest on the upper right corner (1).

When adding a guest, enter the first name (1), last name, (2), and security notes if applicable.

If the guest is permanent, click on the PERMANENT BUTTON, and for temporary, select TEMPORARY (item 3).

If the guest is temporary, you may select a quick entry (today/tomorrow- item 4), or click the start date on the calendar, and the end date on the calendar (5).  Once done, click on SAVE on the upper right corner (6).

To modify a guest, simply click on the guest's name under the GUEST LIST.

To DELETE a guest, from the guest list, swipe the guest name from right to left to revel the DELETE button, and click on it.

| Guest List | Add a Guest | Delete a Guest |
|---|---|---|

## The Entry Log

The entry log is a READ ONLY screen, and it presents the list of visitors to the address.

To view the details of the entry, click on the entry in question to reveal the DETAILS screen.

NOTE: ABDI is not able to remove entries from the Entry Log. Such action may only be taken by request from the property manager or board of directions.

**Entry Log Screen**

| | |
|---|---|
| **Recent Visitors** | |
| Search... | |
| Boca Landscaping<br>08-20-2020 11:25:37 | |
| POOL SHARK<br>08-17-2020 07:25:51 | 43587902 |
| GENDILL TONY<br>07-09-2020 02:44:05 | 3298472 |
| GENDILL, TONY<br>07-02-2020 03:26:36 | 3298472 |
| SPIETH JORDAN<br>07-02-2020 03:07:48 | iey93 |
| SNAIR, CRAIG<br>07-02-2020 01:21:37 | 3209483 |
| SNAIR, CRAIG<br>07-02-2020 01:21:32 | 3209483 |
| SNAIR, CRAIG<br>07-02-2020 01:21:29 | 3209483 |
| SNAIR, CRAIG<br>07-02-2020 01:12:09 | 3209483 |
| SNAIR, CRAIG<br>07-02-2020 01:10:06 | 3209483 |
| THOMAS JUSTIN<br>07-02-2020 01:52:52 | ABC123 |
| WOODS, TIGER | 320847 |

This information is read-only

**Guest Details Screen**

**Details**

Entry Time
2020-07-02T13:21:29.22

Guest Name
SNAIR, CRAIG

Company Name

Tag One
3209483

Color
Black

Type
Mercedes

Gate Name
Main Gate

Current Guard
CHUCK

## Guest Arrival Notification Settings

Communities who subscribe to GateAccess.net have access to Guest Arrival Notifications (GAN).  There is no extra charge for the notifications, and they are included in the price of the subscription. GANs are NOT enabled when the site rolls out so that residents will not start receiving notifications prior to the management office/security alerting them to the fact that the feature is about to become active.

There are three types of supported notifications: emails, text messages and push notifications. Homeowners may choose to receive (or not) any combination of the above choices.  The notifications allow for increased security as any resident gets alerted when someone is logged to his or her house.

NOTE: if the entry is NOT logged in by the security officers, or if it is logged in to a different address (for example, a pool service company who services many homes in the community may be logged in elsewhere), then no notification will be sent to the owner.

Select ALERT ALL to receive EMAILS, select a valid provider to receive text messages, and log into the app from a qualified device (iOS/Android of recent releases) to receive push notifications.

NOTE: More on the notifications can be found in the notifications guide.
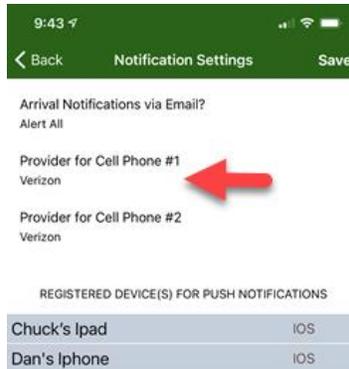
## Contact Information (phones/Emails)

Users are able to update their phones numbers and email addresses on file by using the app's Contact Information area.

Upon reviewing the current information on open, changes can be made, and subsequently saved by clicking on the SAVE button on the upper right corner of the screen.
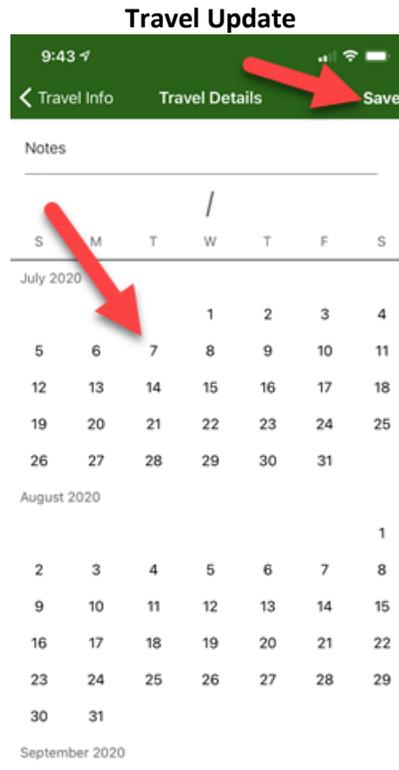
## Travel Information

Residents are able to update their vacation information, so that security is alerted when someone attempts to enter during the time of the vacation. To view the list of vacations, click on the UPDATE TRAVEL INFORMATION area. The DELETE a vacation, swipe it, and click DELETE. To UPDATE a vacation, click on the vacation in question, and to ADD a vacation, click on ADD on the upper right corner of the screen.

To update the vacation's information, select it from the list, and make the changes on it. When done, click on SAVE on the upper right corner.

**Travel List**

| 12:22 | | |
|---|---|---|
| ‹ Back | Travel Info | Add |
| Test Vacation | | 04-18-2020 |
| Trip To Nyc | | 01-24-2018 |
| 17 Year Old Son Will Be Home.... | | 02-09-2019 |
| No Guests Allowed After 8Pm. | | 10-19-2019 |

Swipe to delete

**Travel Update**

9:43

‹ Travel Info      Travel Details      Save

Notes

/

| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| **July 2020** | | | | | | |
| | | | 1 | 2 | 3 | 4 |
| 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 12 | 13 | 14 | 15 | 16 | 17 | 18 |
| 19 | 20 | 21 | 22 | 23 | 24 | 25 |
| 26 | 27 | 28 | 29 | 30 | 31 | |
| **August 2020** | | | | | | |
| | | | | | | 1 |
| 2 | 3 | 4 | 5 | 6 | 7 | 8 |
| 9 | 10 | 11 | 12 | 13 | 14 | 15 |
| 16 | 17 | 18 | 19 | 20 | 21 | 22 |
| 23 | 24 | 25 | 26 | 27 | 28 | 29 |
| 30 | 31 | | | | | |
| **September 2020** | | | | | | |
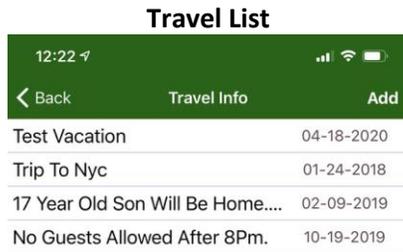
Select Date

## Pet Information

Residents are able to load their pet's information, and upload a picture of the pet to the server. To view the list of pets, click on the PETS INFORMATION area. The DELETE a pet, swipe it, and click DELETE. To UPDATE a pet, click on the pet's name, and to ADD a pet, click on ADD on the upper right corner of the screen.

To update the pet's information, select it from the list, and make the changes on it. To upload a picture, click on the UPLOAD PHOTO button. When done, click on SAVE on the upper right corner.
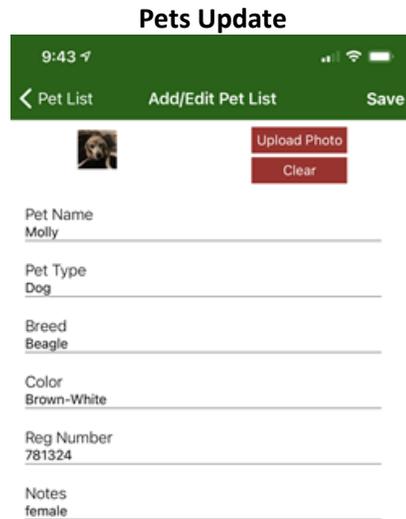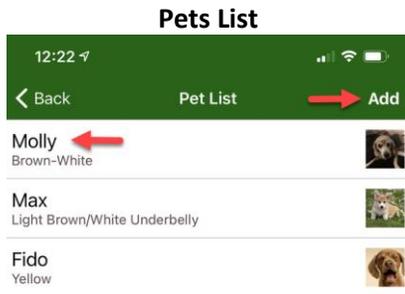
**Pets List**



**Pets Update**

## Emergency Contacts Information

Residents are able to update their emergency contacts, so that security can contact someone in case of an emergency and when the resident him or herself is not available. To view the list of emergency contacts, click on the EMERGENCY CONTACTS area from the main menu. The DELETE a contact, swipe it, and click DELETE. To UPDATE a contact, click on the contact in question, and to ADD a contact, click on ADD on the upper right corner of the screen.

To update the contact's information, select it from the list, and make the changes on it. When done, click on SAVE on the upper right corner.

**Emergency Contacts**



Swipe to delete

## Phone Numbers and Documents

The community manager is able to upload phone number for the residents' use, and documents, such as minutes from board meetings and ARB applications. These numbers and documents are available from the app, respectively, by clicking on Community Info and News and Community Documents, respectively.

**Information and News**

**Documents**

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