

# PASEO COMMUNITY DEVELOPMENT DISTRICT

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DISTRICT OFFICE · 9530 MARKETPLACE ROAD, SUITE 206 · FORT MYERS, FLORIDA 33912

## **NEW ENTRY SYSTEM INSTRUCTIONS**

Enclosed please find the instructions for the new access control system at the Guardhouse. The instructions provide for the use of both the access control system on the web as well as on the phone app.

Please do not call TEM Systems. If you have questions regarding the instructions please contact the District Office.



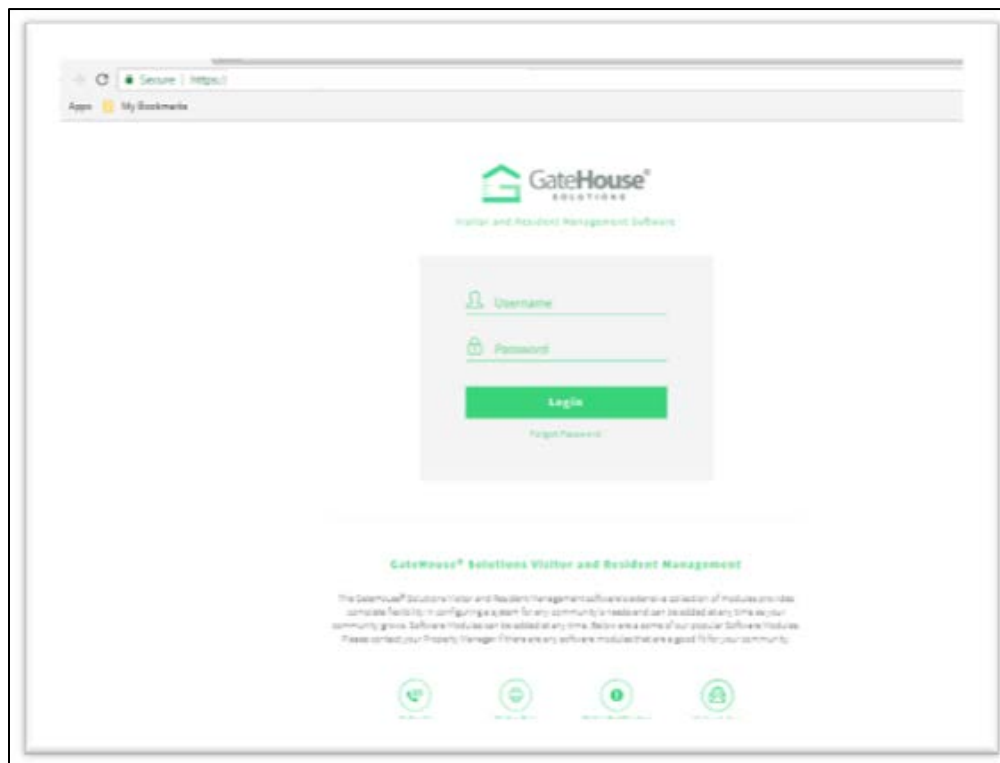
Dear Resident:

Our new Resident and Visitor Management Software, GateHouse® Solutions, offers residents a user-friendly platform in order to manage their visitor lists. This document provides a quick overview of some basic functions in the new software, such as logging into your account and pre-approving a visitor via the web portal or phone / tablet app.

- Resident Web Portal **pg. 2-5**
- Resident Phone App **pg. 6-9**

## RESIDENT WEB PORTAL

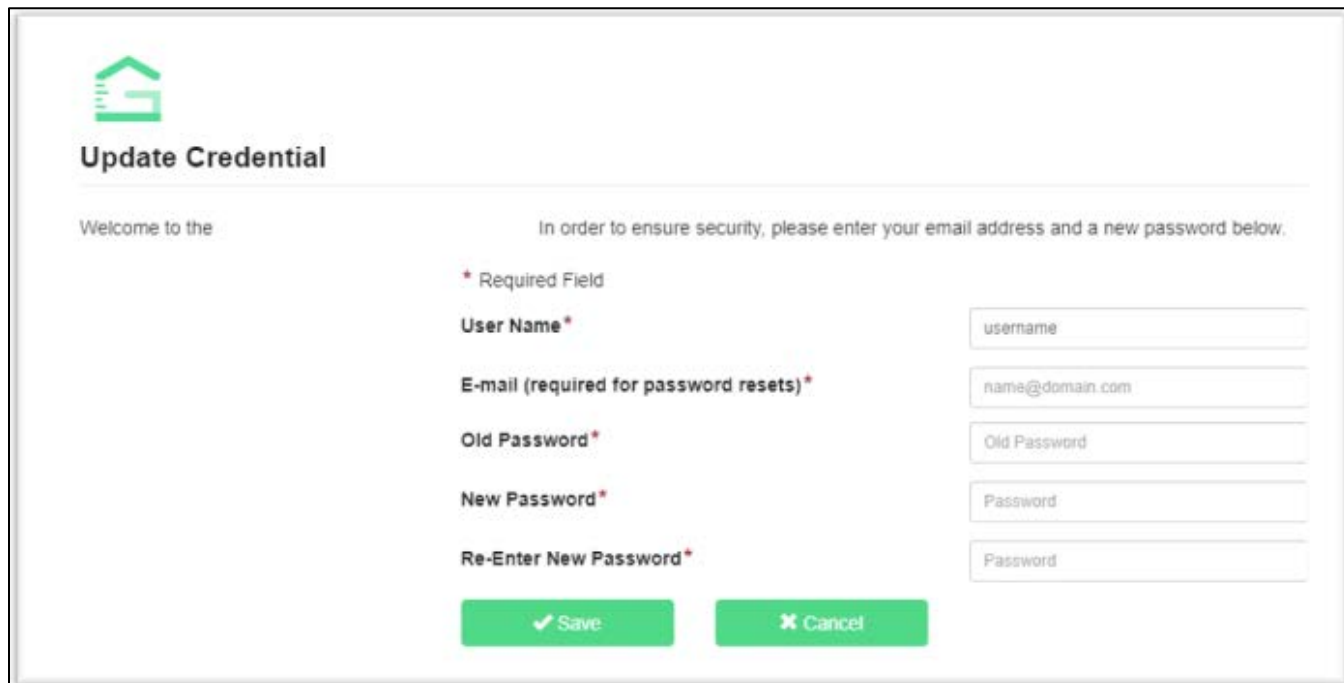
- A new web based portal has been created in order to provide all residents with the ability to manage their visitor lists and view their account profiles. The URL for the portal is <https://paseocdd.gatehouseportal.com/>



### • INITIAL LOG-IN

- To log-in to the website for the 1<sup>st</sup> time, your default username & password will be:
  - Default Username: **first initial + last name**
    - (example: if your name is Ronald Jones your username will be “rjones”).
    - In order to avoid duplications, there may be some exceptions to this, so if you have trouble, please contact the staff and they will assist you.
  - Default Password: **paseo2021**
- The system will prompt you to change your password and enter your email address for future password resets.

- **IMPORTANT:** Please make sure you enter an email address, otherwise the system will not have a place to send you a password should you forget the one you created.



**Update Credential**

Welcome to the In order to ensure security, please enter your email address and a new password below.

\* Required Field

**User Name\***

**E-mail (required for password resets)\***

**Old Password\***

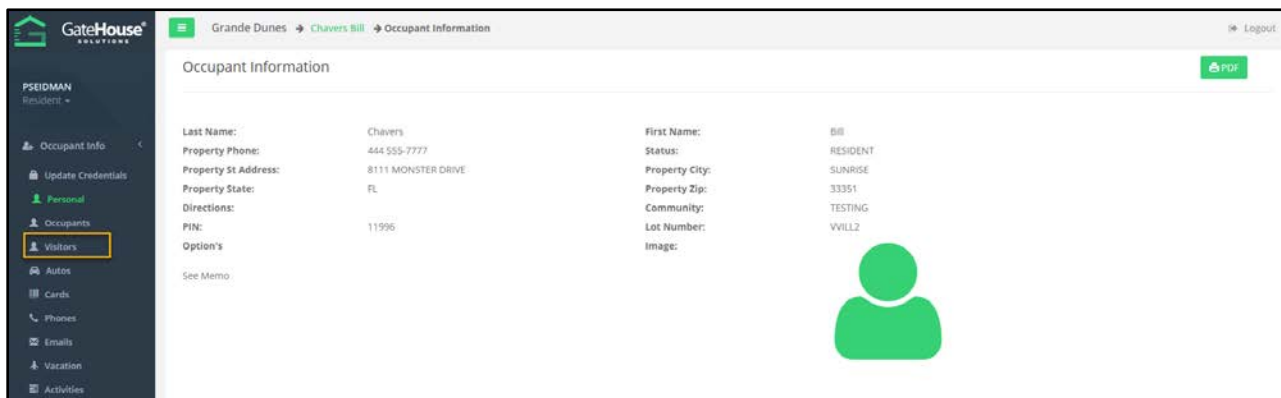
**New Password\***

**Re-Enter New Password\***

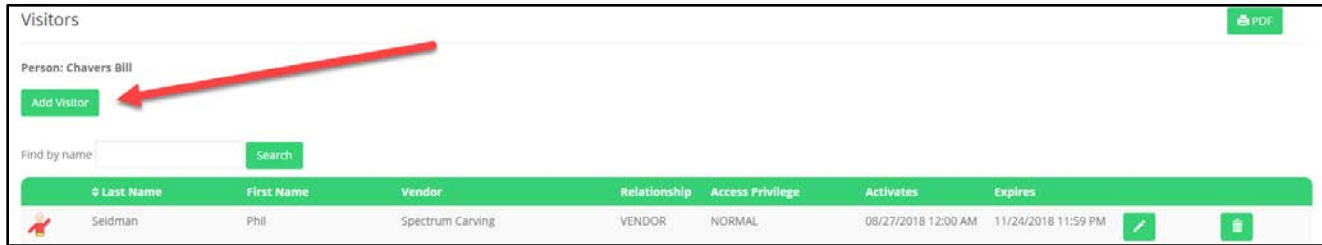
- **IMPORTANT** – only one account is set up for each property address, therefore you will need to share the username and password with each of the occupants in order for everyone to make changes to the visitor list.

- **ADDING VISITORS**

1. To manage the visitor list for your account, click on the **“Visitors”** button in the side menu on the left side of the screen.

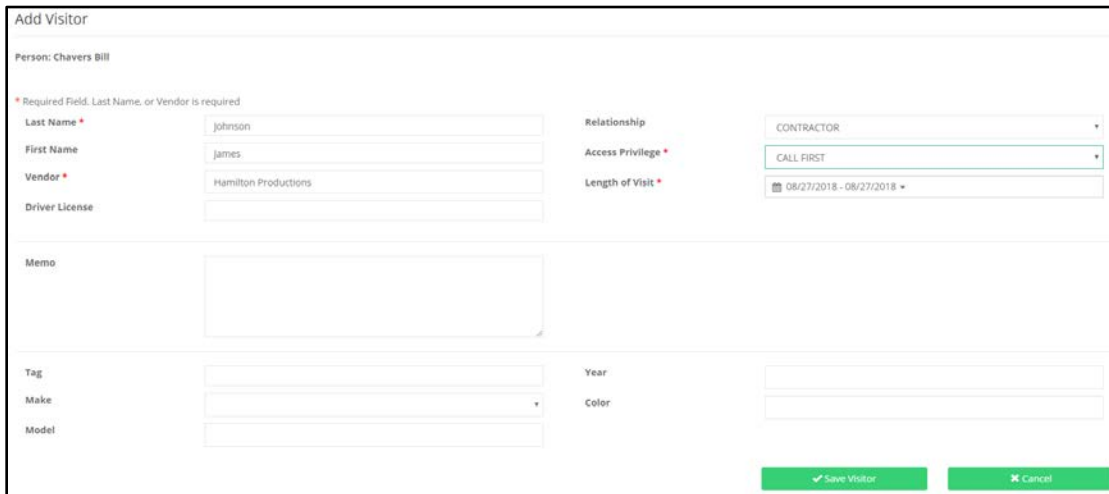


2. Click on the **“Add Visitor”** button in the top left-hand corner of the screen:



3. On the **“Add Visitor”** screen:

- Enter in the required information as well as any other information you feel is helpful for your account and for the admin staff
- Select the length of time that the visitor pass will be valid
- Click **“Save”** and this information will be sent to the admin cloud for the administrators records



The screenshot shows the 'Add Visitor' form. At the top left, there is a green button labeled 'Add Visitor'. Below the button is a search bar with the text 'Find by name:' and a 'Search' button. Below the search bar is a table with columns: Last Name, First Name, Vendor, Relationship, Access Privilege, Activates, and Expires. The first row of the table contains the following data: Seidman, Phil, Spectrum Carving, VENDOR, NORMAL, 08/27/2018 12:00 AM, 11/24/2018 11:59 PM. There are also edit and delete icons for this row.

The form fields are as follows:

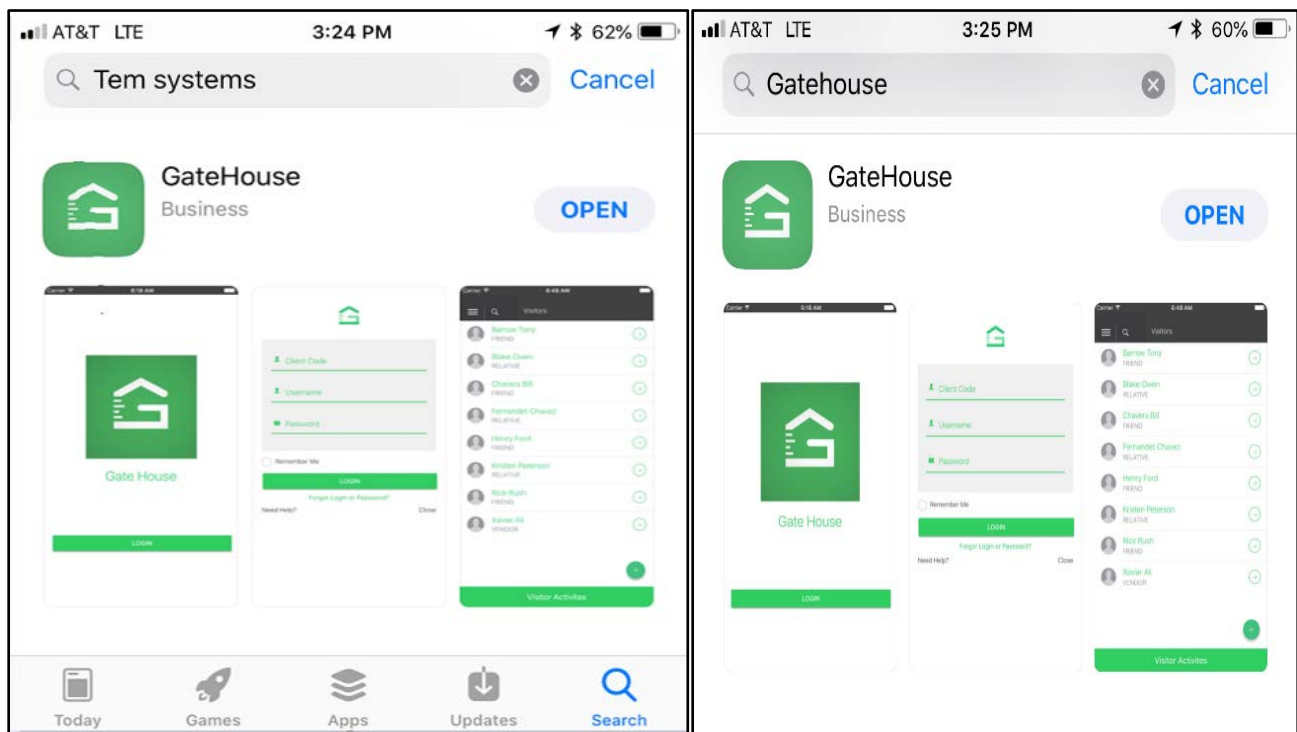
- Last Name: Johnson
- First Name: James
- Vendor: Hamilton Productions
- Driver License: (empty)
- Relationship: CONTRACTOR
- Access Privilege: CALL FIRST
- Length of Visit: 08/27/2018 - 08/27/2018
- Memo: (empty)
- Tag: (empty)
- Year: (empty)
- Make: (empty)
- Color: (empty)
- Model: (empty)

At the bottom right, there are two buttons: 'Save Visitor' and 'Cancel'.

- **To send an e-pass to a visitor:**
  - Click the pencil to the right of the visitor's name
  - Click the "**Send e-pass**" button at top or bottom of the visitor data screen
  - Enter the visitor's email address
  - Click the box acknowledging you agree to the use agreement
  - Click "**Send e-pass**" and you visitor will be sent an email with their guest pass
  
- **To delete a visitor**
  - Click the trash can to the right of the visitor's name
  - Click "**Delete Visitor**"

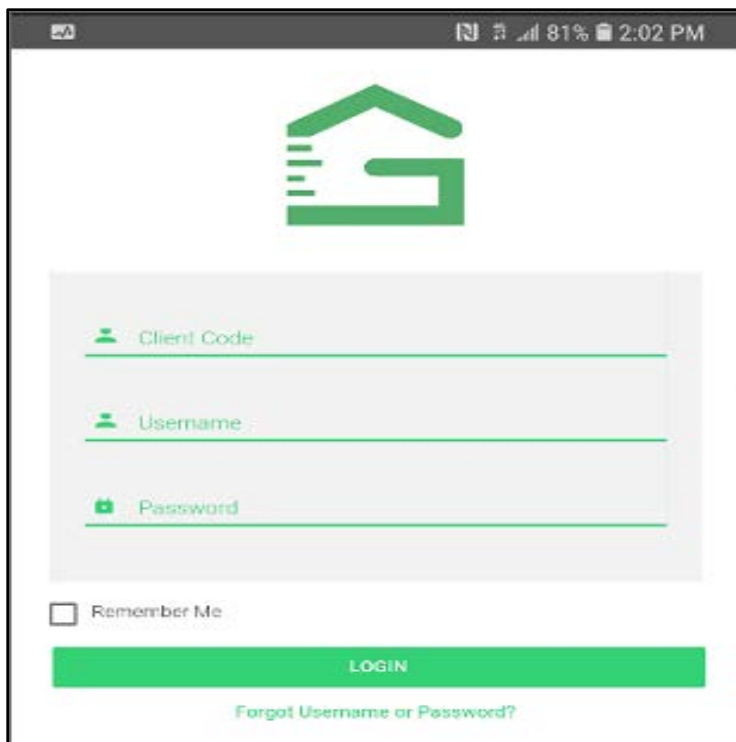
## RESIDENT PHONE APP

- The GateHouse Resident Phone App was designed to provide all residents with the ability to manage their visitor lists and view their account profiles from the palm of their hand. Residents will need to log into the App Store (IOS) or Google Play (Android) and search GateHouse Solutions or TEM Systems to find the GateHouse® Resident Activities Phone App.



- **INITIAL LOG-IN**

- After downloading the app to your smartphone, to log-in to the phone app for the 1<sup>st</sup> time, your default username, password and client code will be:
  - Default Username: **first initial + last name**
    - (example: if your name is Ronald Jones your username will be “rjones”).
    - There could be some exceptions to this, so if you have trouble, please contact the staff and they will assist you.
  - Default Password: **paseo2021**
  - Client Code: **199199**



The screenshot displays a mobile application interface for logging in. At the top, there is a status bar with signal strength, Wi-Fi, 81% battery, and 2:02 PM. Below this is the GateHouse logo, a green house icon with a stylized 'G'. The main content area contains three input fields: 'Client Code', 'Username', and 'Password', each with a green underline. Below the 'Password' field is a 'Remember Me' checkbox. A prominent green 'LOGIN' button is centered below the fields. At the bottom, there is a link that says 'Forgot Username or Password?'.

- The system will prompt you to change your password and enter your email address for password resets. Please make sure you enter an email address, otherwise the system will not have a place to send you a password should you forget the one you created.
- IMPORTANT – **only one account is set up for each property address**, therefore you will need to share the username and password with each of the occupants of the property address that can make changes to the visitor list.

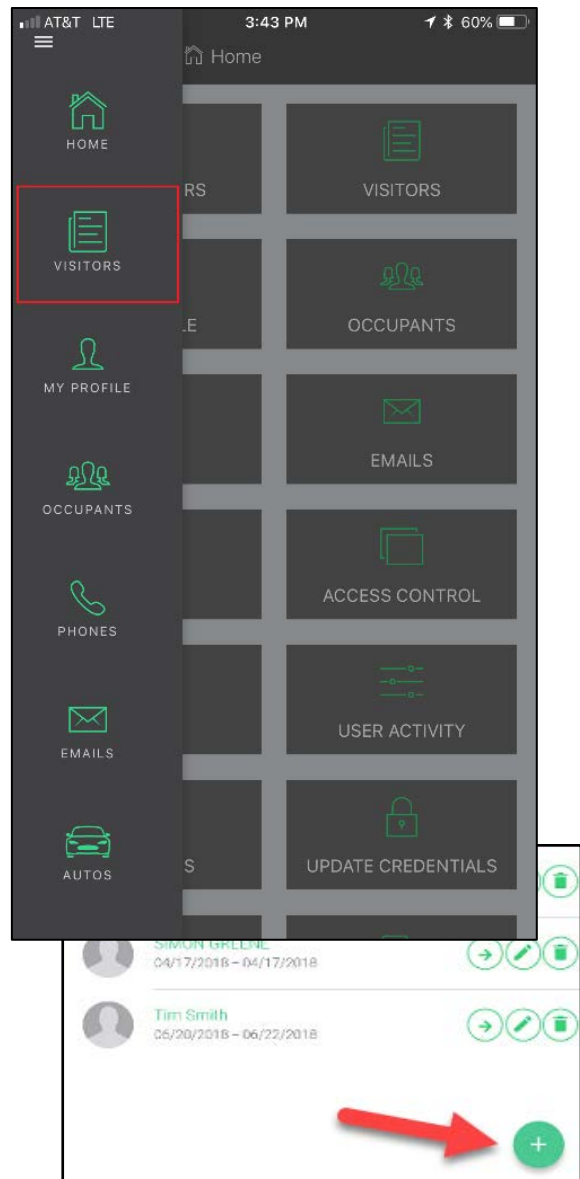
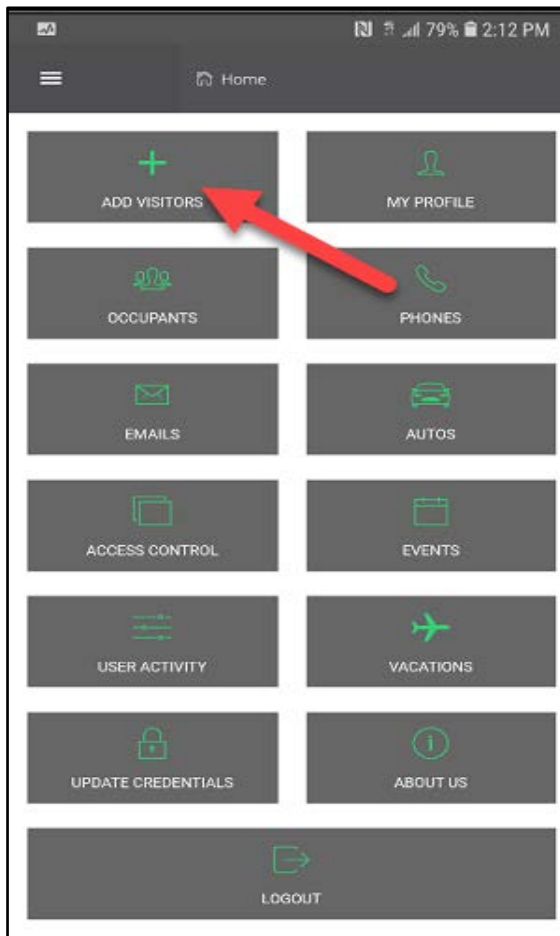


• **ADDING VISITORS**

The Resident Phone App provides residents with two (2) options in how they can add visitors.

1. **Option 1** - Residents can quickly add visitors by clicking on the “Add Visitors” button.

2. **Option 2** - Residents can click on the “Menu” icon in the top left-hand corner to display the side menu, where they can click on the “Visitor” button. To add visitor, residents will click on the “+” on the bottom right-hand corner of the visitor list screen.



- Regardless of which method you use, you will need to enter all the required information on the “Add Visitor” screen, as well as any other information you feel is helpful for your account and the admin staff.
  
- **To send an e-pass to a visitor:**
  - Go to Visitors list
  - Swipe left on visitor’s name
  - Click the the Email or Envelope button at top or bottom of the visitor data screen
  - Enter the visitor’s email address
  - Click the box acknowledging you agree to the use agreement
  - Click “**Send e-pass**” and your visitor will be sent an email with their guest pass
  
- **To delete a visitor**
  - Click the trash can to the right of the visitor’s name
  - Click “**Delete Visitor**”

# PASEO COMMUNITY DEVELOPMENT DISTRICT

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[www.paseocdd.org](http://www.paseocdd.org)

## **ENTRY SYSTEM AUTOMATED VOICE ATTENDANT CALL IN INSTRUCTIONS**

The Automated Attendant Module (AAM) is a voice authorization process that allows you to call the guardhouse in order to pre-authorize a new visitor without having to speak directly to a Community Safety Officer (CSO). Please note that the Automated Attendant system is set up to recognize ONLY the phone numbers that are registered to your profile in the GateHouse® software. You can add additional phone numbers via the resident portal and there is no limit to the amount of phone numbers the system will recognize.

Below are instructions for using the Automated Attendant:

1. The telephone number for the GateHouse® Automated Attendant is (239) 217-4864.
2. You will hear the following greeting: **“Welcome to the visitor scheduling system.”**
3. When the system recognizes your phone number, you will get prompted to choose how long to authorize your visitor for:
  - Press 1 for a 1-day pass
  - Press 2 for a 2-day pass
  - Press 3 for a 7-day pass
4. You will then be prompted to say the name of your visitor or vendor, **“After the tone please say the name of your visitor or vendor”**.
5. After you say the name of your visitor or vendor, wait 1-2 seconds for confirmation **“Your message has been recorded. To enter another visitor or vendor press 1, to end this call, press 2.”** or you can just hang-up to end the call.
6. If the system does not recognize your phone number, you will be prompted to enter in your PIN number, **“Please enter your personal identification number now.”** Your personal PIN is a unique 5-digit personal ID Number that can be found through the resident web portal.
7. If the PIN you enter is valid, you will be prompted to choose the length of the visitor pass (Item 3 above). If the PIN you enter is invalid, the system will prompt you to re-enter it.

Although this is a great feature we encourage all residents to continue to use the app and log on to your accounts to issue the visitors passes. The app and the web portal both speed up the entry process at the guardhouse.