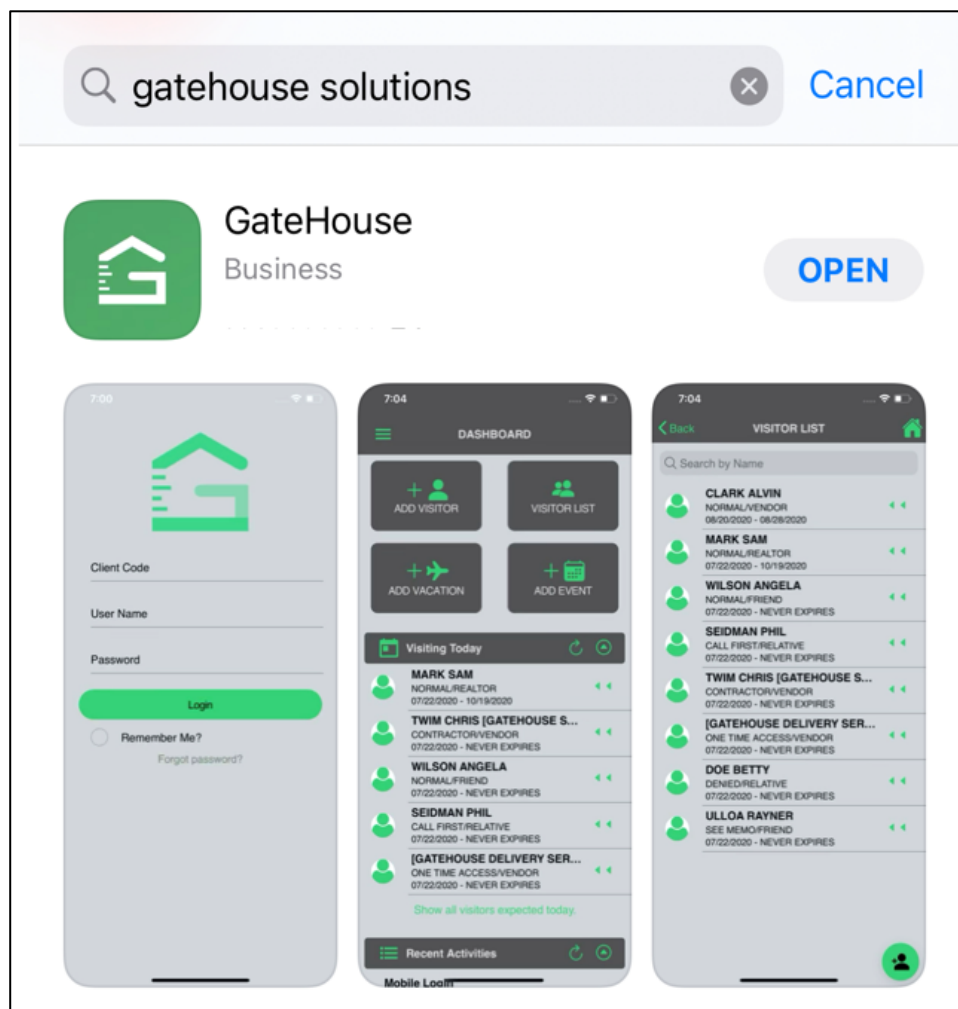


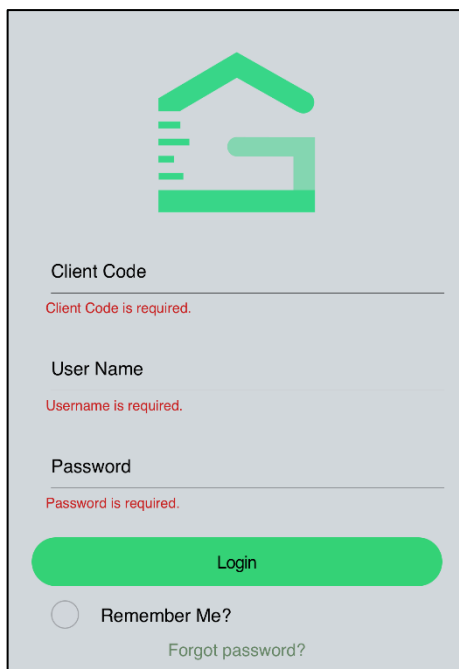
## RESIDENT PHONE APP

- The GateHouse Solutions® 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 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 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: **moorings2025**
  - Client Code: **278278**



Client Code  
Client Code is required.

User Name  
Username is required.

Password  
Password is required.

Login

☐ Remember Me?

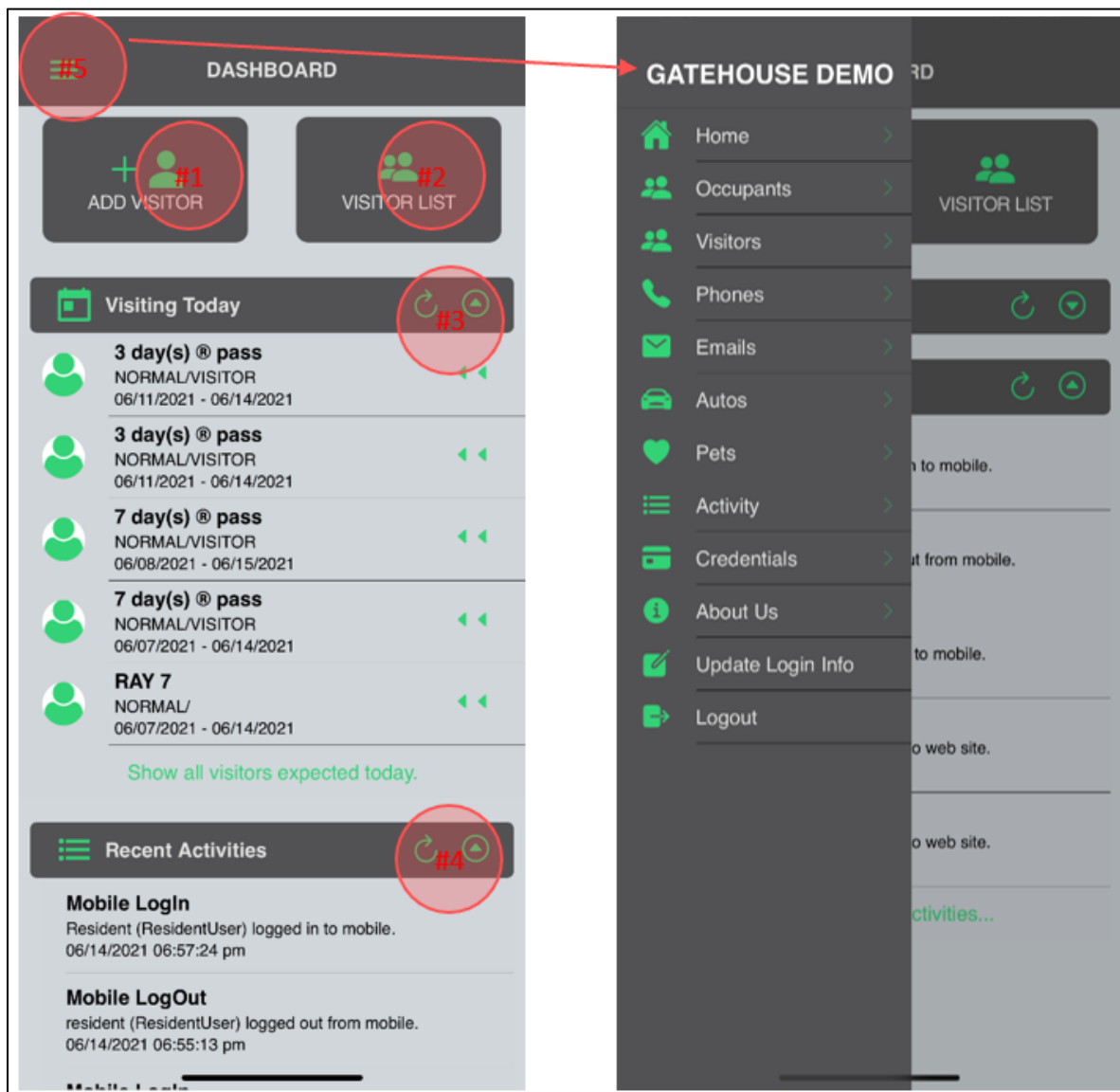
[Forgot password?](#)

- 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.

## DASHBOARD & SIDE MENU

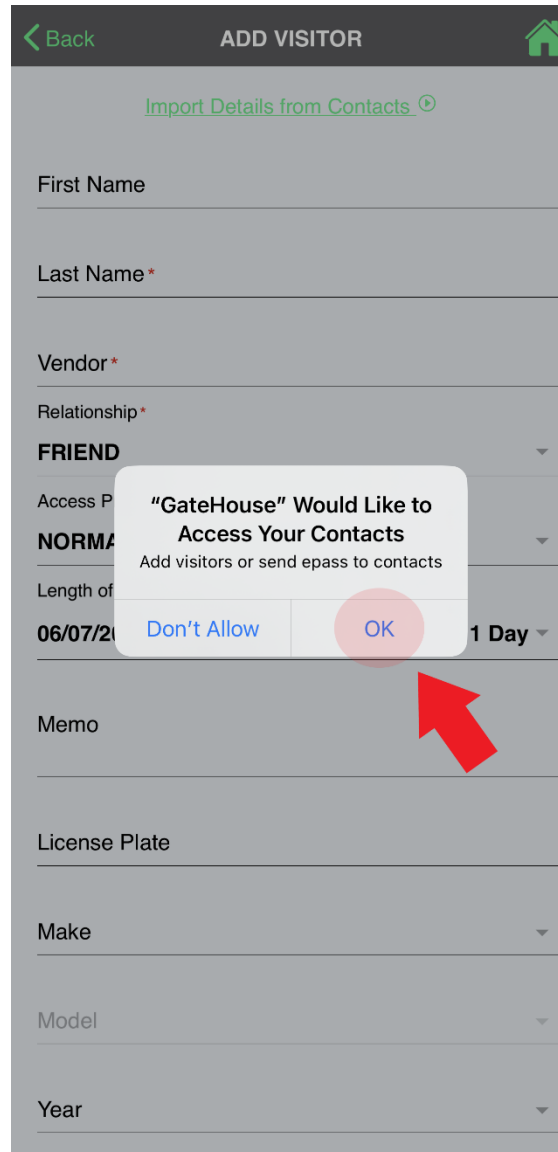
➤ Upon log-in, residents will be taken to the Dashboard where they can:

1. click on a button to “Add Visitor”
2. click on a button to view their complete “Visitor List”
3. click to expand the list of visitors with passes that can be used on the current date
4. click to expand the list of recent activity (log-in, log-out, access granted, access denied, etc.)
5. click the menu icon in the top right corner to open the Side “Menu”



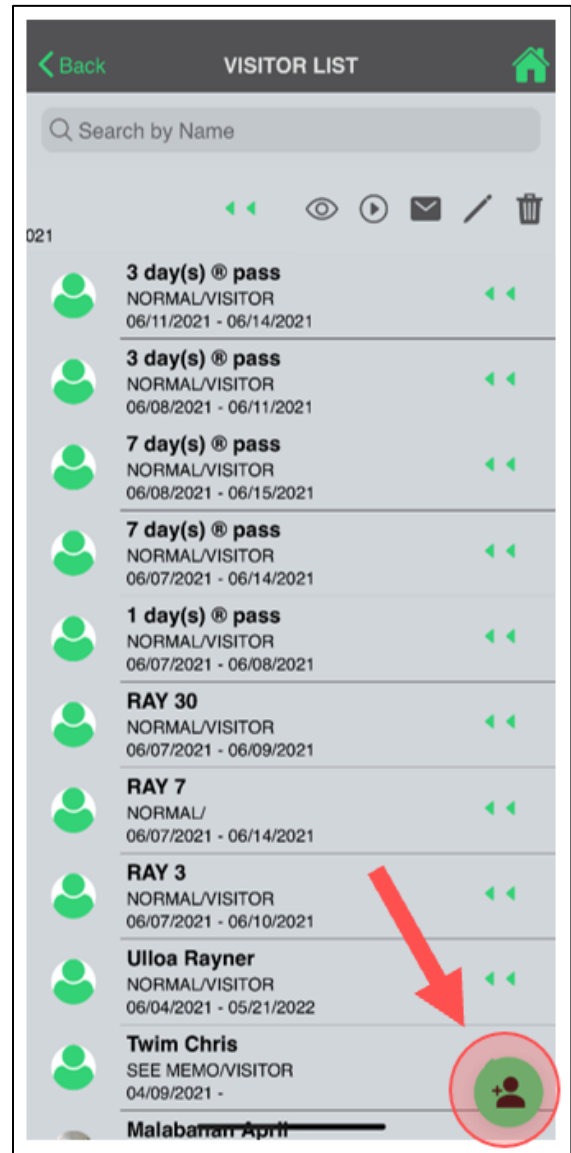
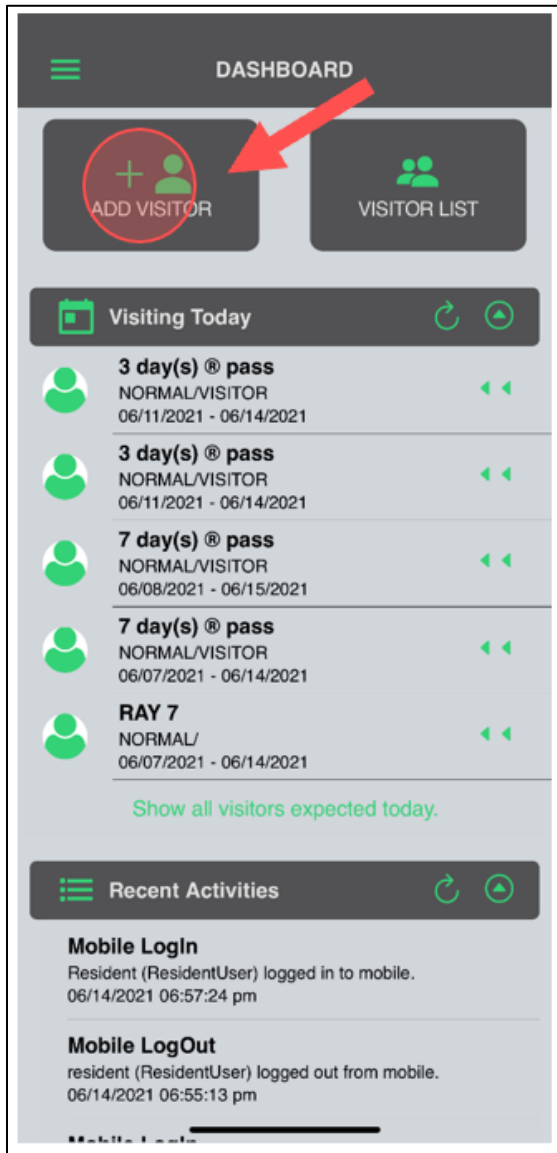
## ADDING VISITORS

- Upon log-in, residents will see a pop-up message to allow the GateHouse Solutions Resident Phone App to access your contacts. This will allow you to pull the contact information from your contacts instead of manually typing it in each time.

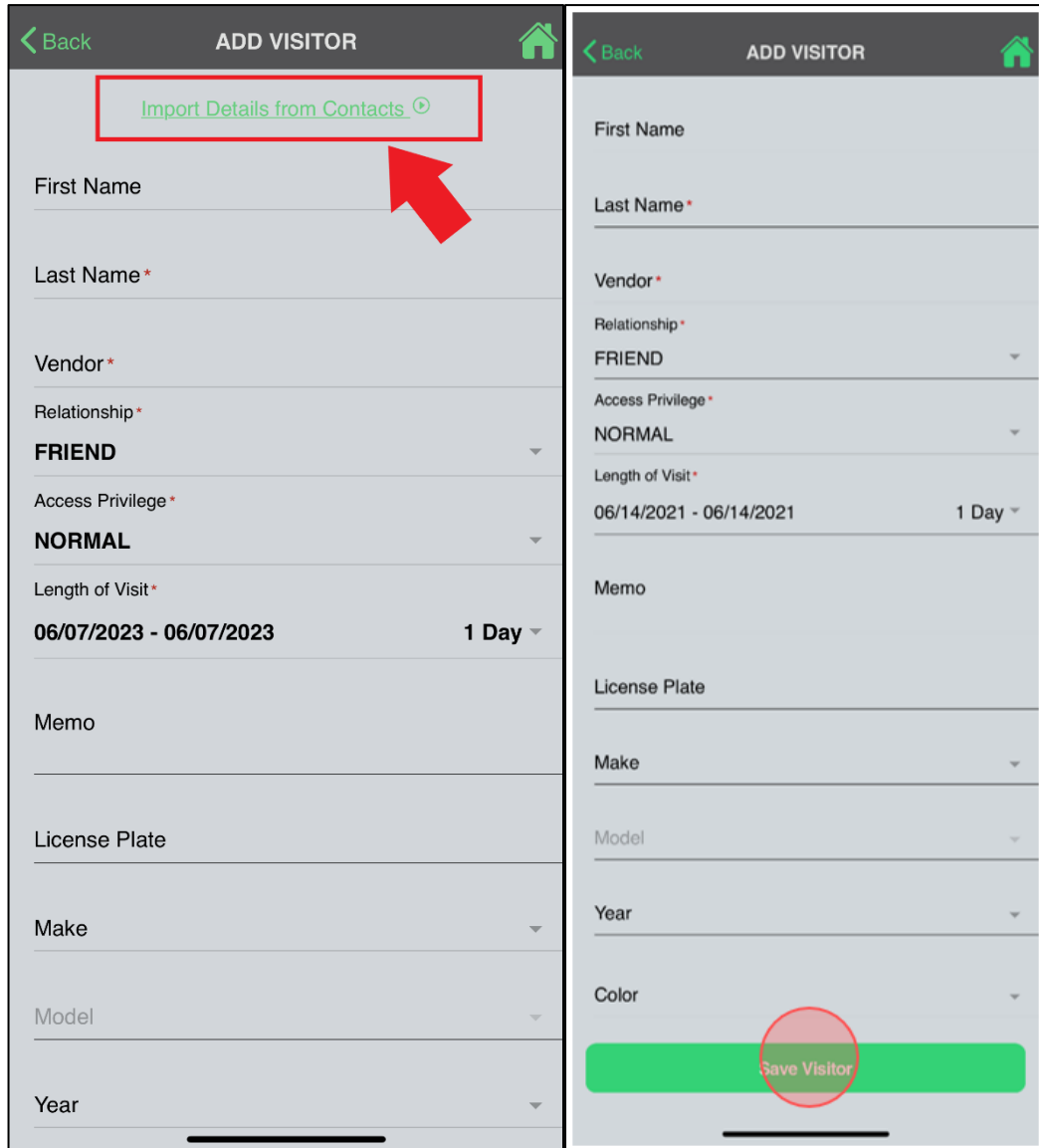


The screenshot shows a mobile app interface for adding a visitor. At the top, there is a dark header bar with a green back arrow, the text "ADD VISITOR", and a green home icon. Below the header, a green link "Import Details from Contacts" with a download icon is visible. The form contains several input fields: "First Name", "Last Name\*", "Vendor\*", "Relationship\*" (with a dropdown menu showing "FRIEND"), "Access P" (with a dropdown menu showing "NORMA"), "Length of" (with a dropdown menu showing "06/07/20" and "1 Day"), "Memo", "License Plate", "Make" (with a dropdown menu), "Model" (with a dropdown menu), and "Year" (with a dropdown menu). A white pop-up dialog box is centered over the form, titled "GateHouse" Would Like to Access Your Contacts. It contains the text "Add visitors or send epass to contacts" and two buttons: "Don't Allow" and "OK". A red arrow points to the "OK" button.

- The Resident Phone App provides residents with two (2) options in how they can add visitors.
- **Option 1** - Residents can quickly add visitors by clicking on the “Add Visitors” button.
  - **Option 2** - Additionally, 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.



- On the “Add Visitor” screen, you will need to enter in the required information, as well as any other information you feel is helpful for your account and the admin staff.



The image displays two side-by-side screenshots of the "ADD VISITOR" screen in the GateHouse SOLUTIONS mobile application. The left screenshot shows the "Import Details from Contacts" link highlighted with a red box and a red arrow pointing to it. The right screenshot shows the "Save Visitor" button highlighted with a red circle.

**Left Screenshot (ADD VISITOR):**

- Back arrow
- Home icon
- Import Details from Contacts (highlighted with a red box and a red arrow pointing to it)
- First Name
- Last Name \*
- Vendor \*
- Relationship \*  
FRIEND
- Access Privilege \*  
NORMAL
- Length of Visit \*  
06/07/2023 - 06/07/2023 1 Day
- Memo
- License Plate
- Make
- Model
- Year

**Right Screenshot (ADD VISITOR):**

- Back arrow
- Home icon
- First Name
- Last Name \*
- Vendor \*
- Relationship \*  
FRIEND
- Access Privilege \*  
NORMAL
- Length of Visit \*  
06/14/2021 - 06/14/2021 1 Day
- Memo
- License Plate
- Make
- Model
- Year
- Color
- Save Visitor (highlighted with a red circle)

## ADDITIONAL INFORMATION

- The Resident Phone App also allows residents to view the other information in their account, such as Occupants Names, Phone Numbers, Email Address, Access Control Credentials, etc.

