

Dear Resident:

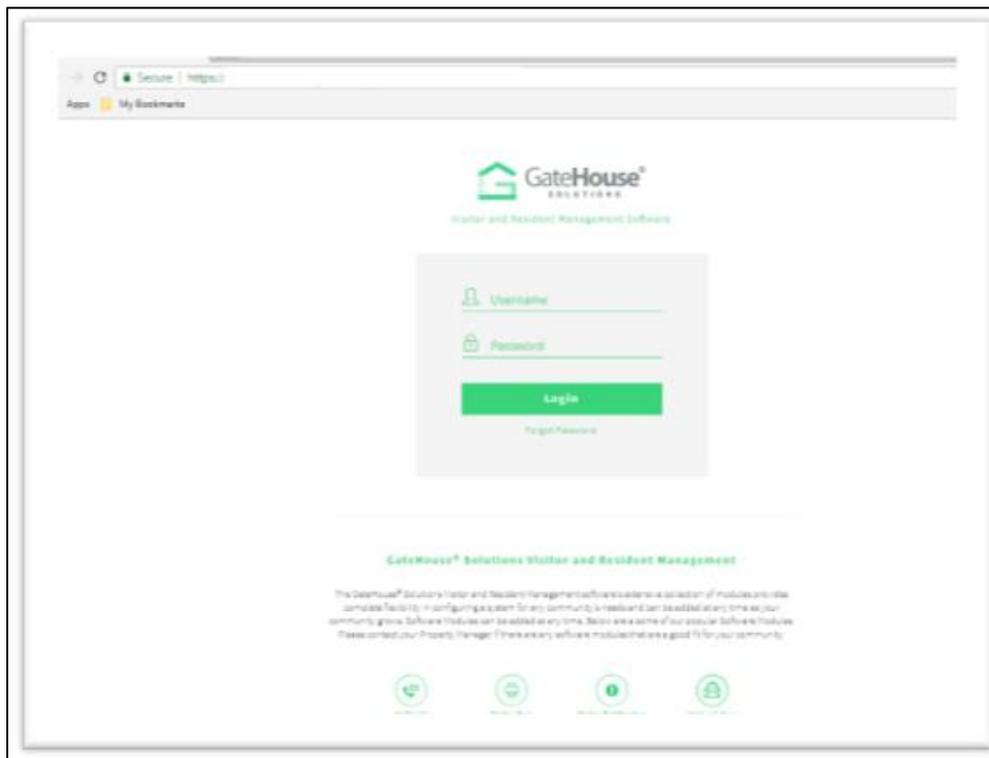
We are introducing a new Resident and Visitor Management Software, GateHouse® Solutions. This new software offers residents with user friendly platforms to managing view their profile and manage their visitor lists. The purpose of this letter is to introduce residents to the new software and provide residents with a quick overview of some basic functions in the new software, such as logging into your account and pre-approving a visitor.

- Resident Web Portal **pg. 1-3**
- Resident Phone App **pg. 4-7**
- Visitor E-Pass **pg. 8-10**
- Visitor Notification **pg. 11**
- Automated Attendant **pg. 12**

RESIDENT WEB PORTAL

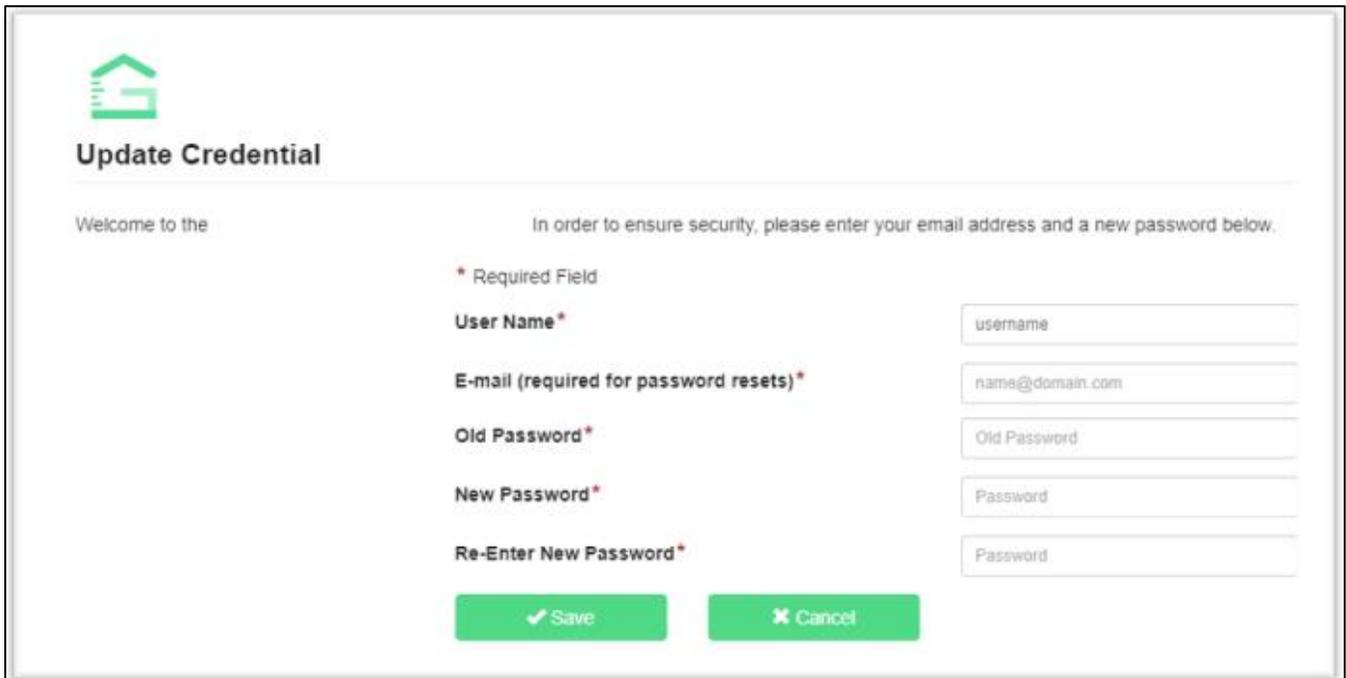
- A new website has been created to provide all residents with the ability to manage their visitor lists and view their account profiles.

Please type-in the following URL: <https://mapleleaf.gatehouseportal.com>



- **INITIAL LOG-IN**

- To log-in to the website for the 1st 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: **maple2020**
- 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.
 - You can also change your username at this time.




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*

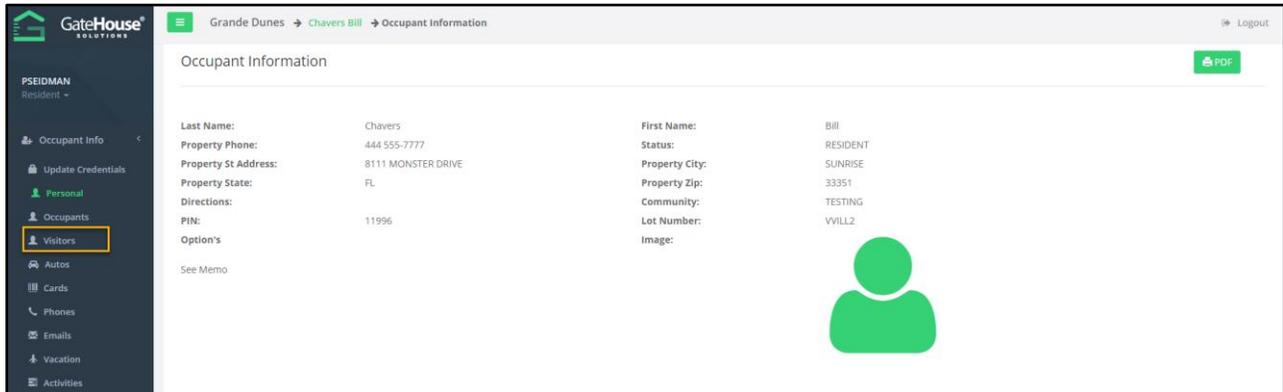
New Password*

Re-Enter New Password*

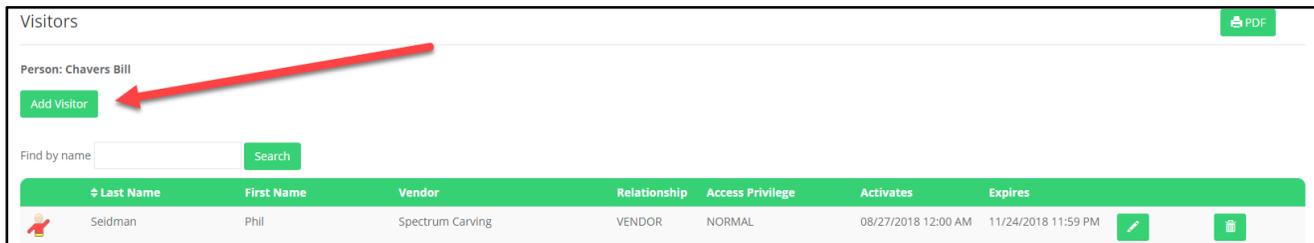
- **IMPORTANT** – only one account is set up for each property address, therefore you will need to share the username and password with each of the occupants in order for everyone to make changes to the visitor list.

• **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 the gate staff to identify and process your visitor efficiently.
- Select the length of time that the visitor pass will be valid
- Click “**Save**” and this information will be sent to the computers in the guard house

Add Visitor

Person: Chavers Bill

* Required Field. Last Name, or Vendor is required

Last Name * Relationship

First Name Access Privilege *

Vendor * Length of Visit *

Driver License

Memo

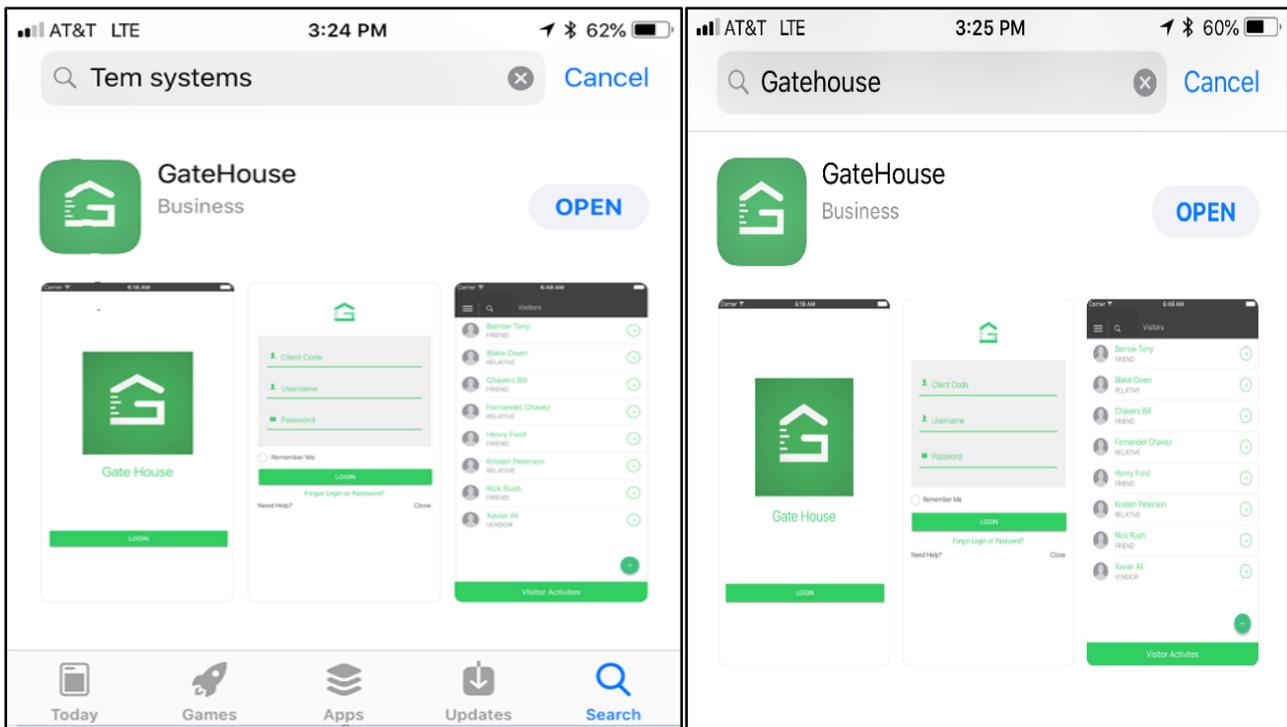
Tag Year

Make Color

Model

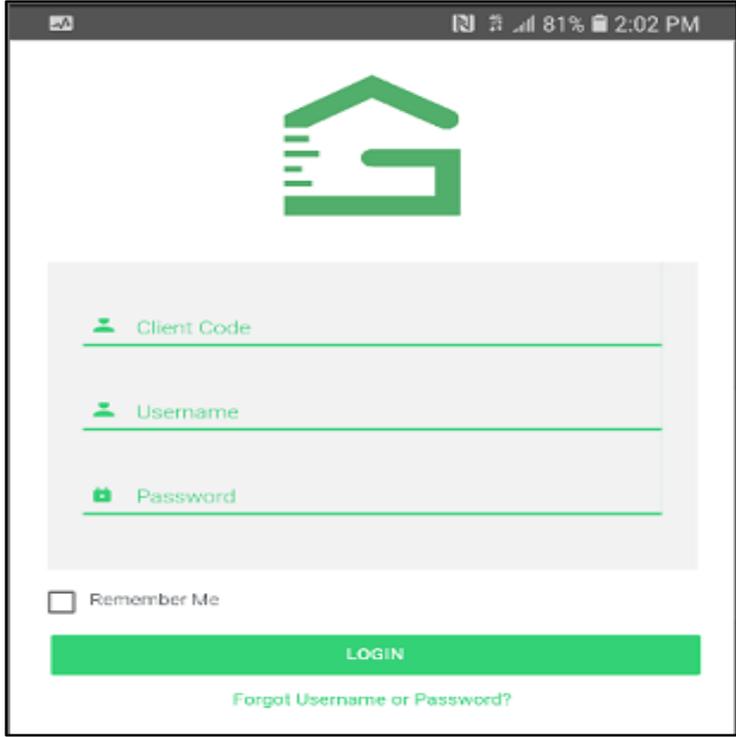
RESIDENT PHONE APP

- 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 Phone App.



- **INITIAL LOG-IN**

- After downloading the app to their smartphone, the resident will need to log-in with their client code, username, and password. To log-in to the website for the 1st time, your default username will be your first initial + last name (example: if your name is Ronald Jones your username will be “rjones”). The default password is **maple2020**
- The client code is **168168**



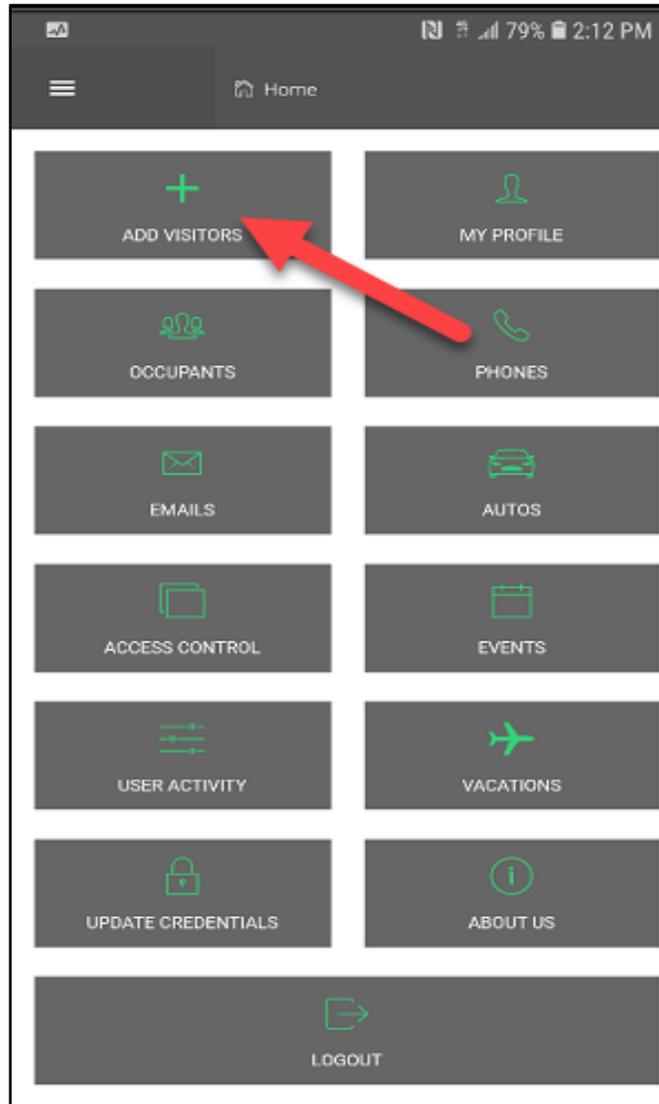
The screenshot shows a mobile application interface for logging in. At the top, there is a status bar with signal strength, Wi-Fi, 81% battery, and 2:02 PM. Below that is the GateHouse logo, a green house icon with a stylized 'G'. The main content area has a light gray background and contains three input fields with green borders and icons: 'Client Code' (with a person icon), 'Username' (with a person icon), and 'Password' (with a lock icon). Below these fields is a checkbox labeled 'Remember Me'. A prominent green button labeled 'LOGIN' is centered below the checkbox. At the bottom of the form area, 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.

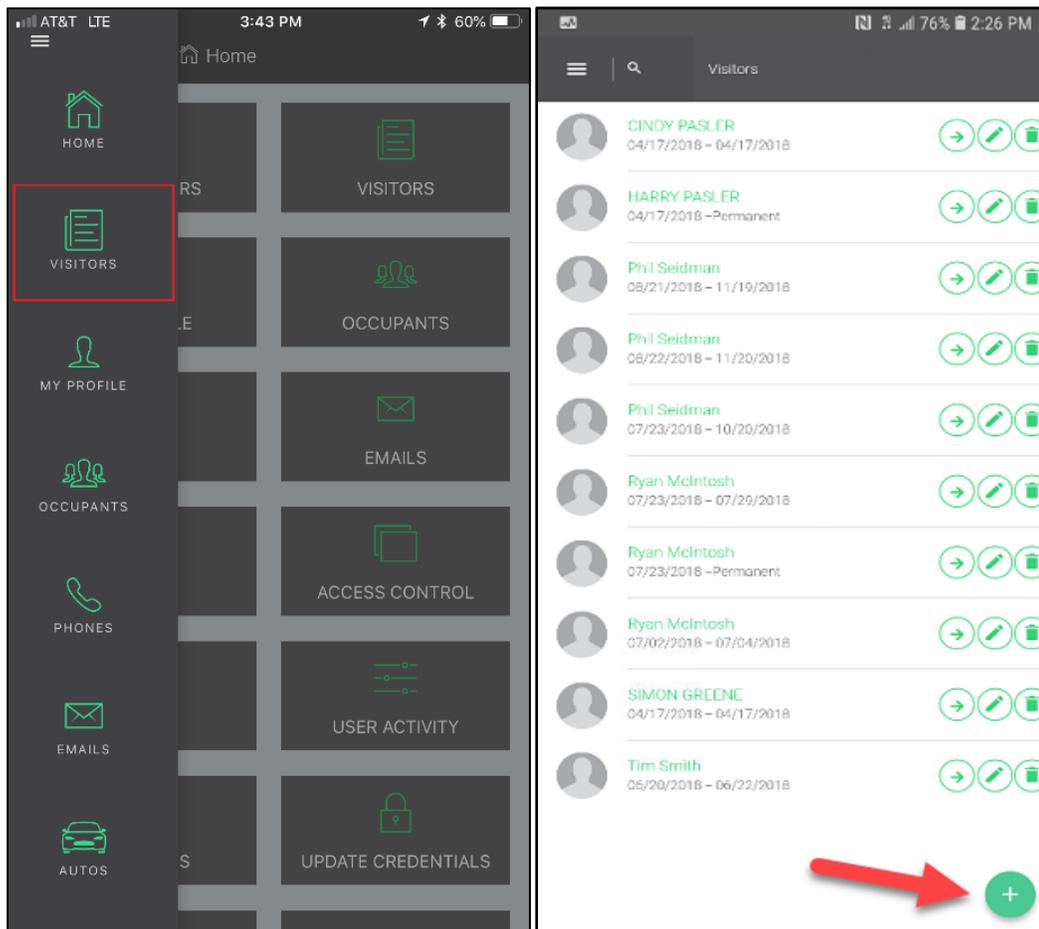
- **ADDING VISITORS**

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.



- 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 the security guard to identify and process your visitor efficiently.

VISITOR E-PASS

- Authorized visitors to “” will either receive a paper pass from the security officer at the guardhouse or residents can create an E-Pass that is sent prior to their arrival via email.
- When the visitor arrives at the community, they will need to open the email on their smart phone and display the barcode so that the security officer can scan the barcode to check them in. Please note that the E-Pass will include the same information as the paper pass, so it is up to the residents on how they want to distribute their visitor pass.



SCAN FOR GATE ACCESS



Visitor: WILSON ANGELA (GateHouse Solutions)

ISSUED:

06/23/2020

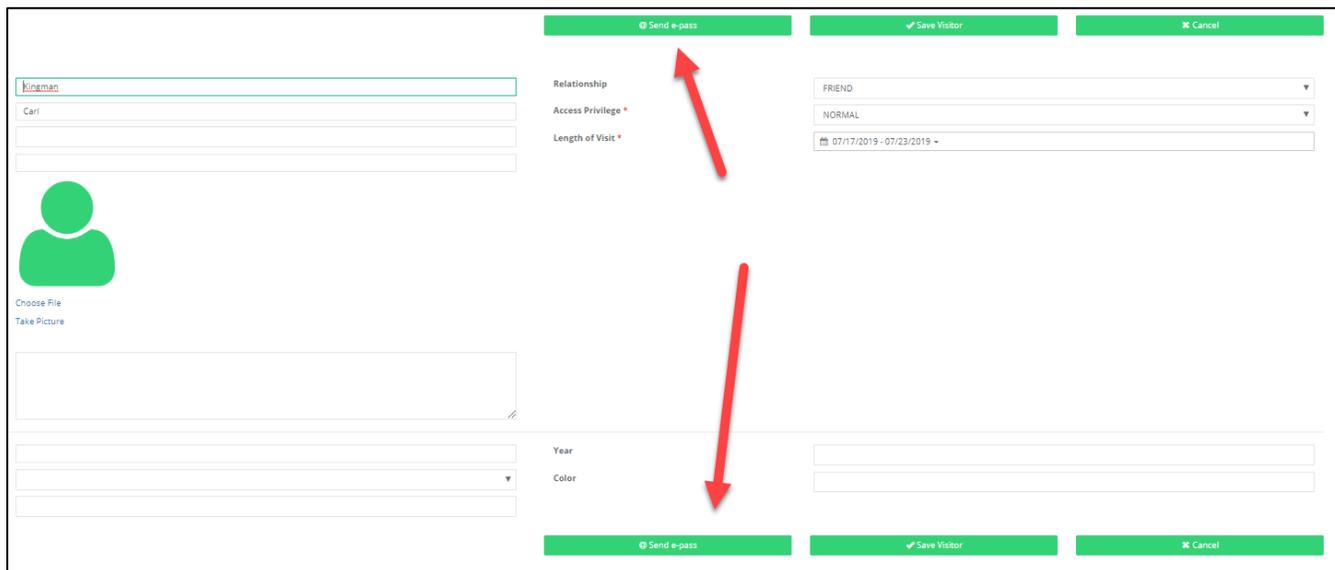
EXPIRATION:

10/31/2020

Resident: SEIDMAN PHIL

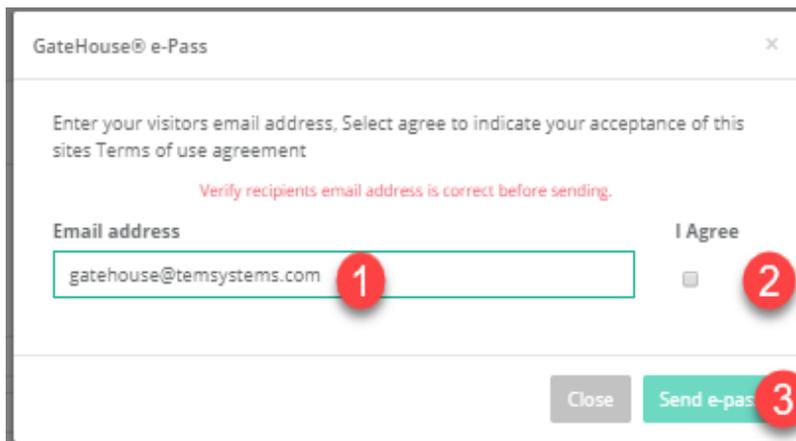
Address: 4747 NOB HILL ROAD

- To create an E-Pass in the **Resident Web Portal**, the resident will need to first create the visitor record and save it. Then the resident will need to reopen the visitor record and a new button called “@Send e-pass” will appear.



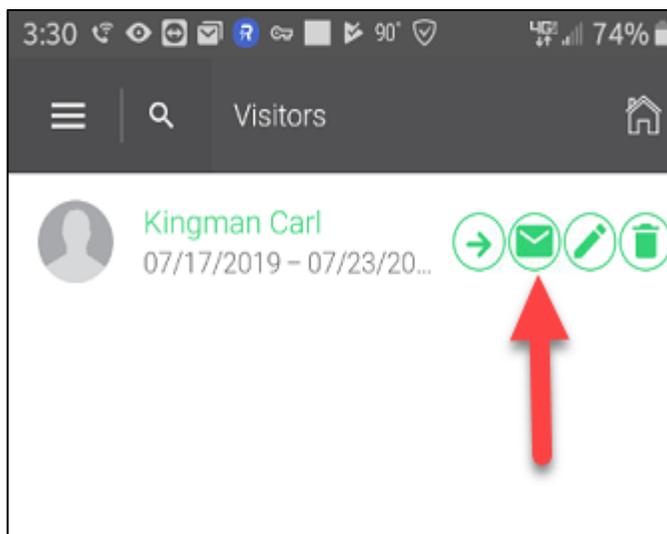
The screenshot shows a web form for creating a visitor record. At the top, there are three buttons: "@ Send e-pass", "Save Visitor", and "Cancel". The form fields include: Name (Kingman), Card, Relationship (FRIEND), Access Privilege (NORMAL), Length of Visit (07/17/2019 - 07/23/2019), Year, and Color. There are also buttons for "Choose File" and "Take Picture". At the bottom, there are three buttons: "@ Send e-pass", "Save Visitor", and "Cancel". Two red arrows point to the "@ Send e-pass" buttons at the top and bottom.

- Then the resident will need to:
 1. Enter the visitor’s email address
 2. Click the “**I Agree**” check box
 3. Click the “**Send**” button.

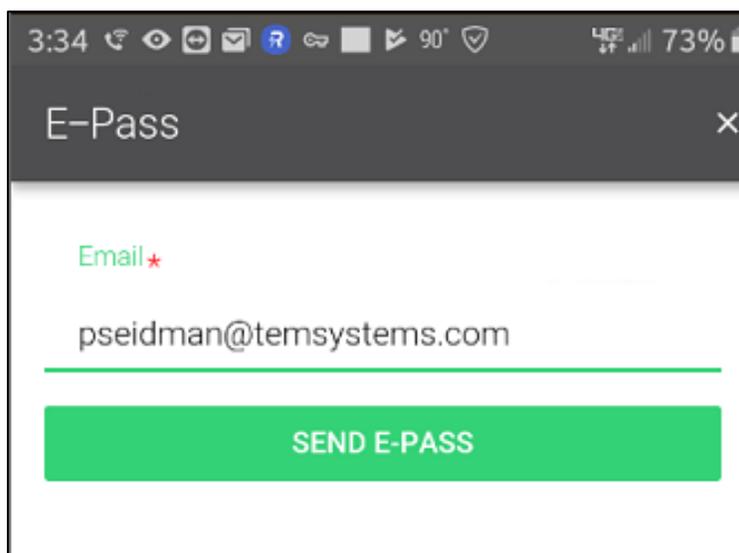


The screenshot shows a dialog box titled "GateHouse® e-Pass". It contains the text "Enter your visitors email address, Select agree to indicate your acceptance of this sites Terms of use agreement". Below this is a red warning message: "Verify recipients email address is correct before sending.". There is an "Email address" field with the value "gatehouse@temsystems.com" (marked with a red circle 1), an "I Agree" checkbox (marked with a red circle 2), and a "Send e-pass" button (marked with a red circle 3). There is also a "Close" button.

- To create an E-Pass in the **Resident Phone App**, the resident will need to first create the visitor record and save it. Then the resident will need to click on the “envelope” icon to open the E-Pass screen.

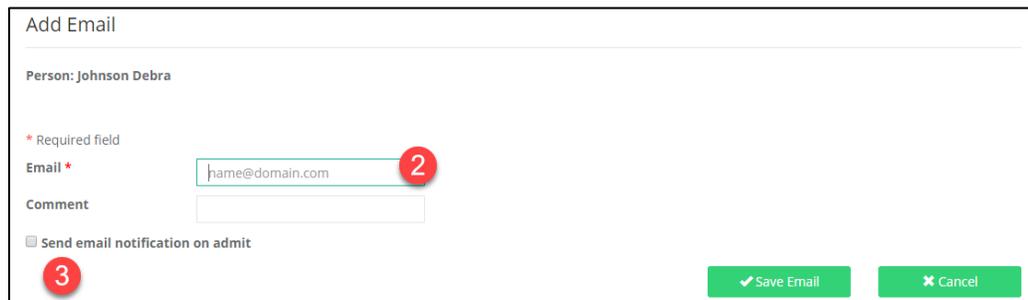
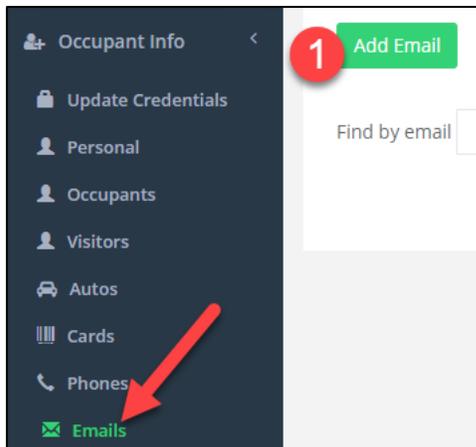


- Then the resident will need to:
 1. Enter the visitor's email address
 2. Click the “**Send E-Pass**” button.



VISITOR NOTIFICATION

- Residents have the ability to receive an email or text message notifying them when their visitor has been checked-in at the guardhouse.
- **Option 1 - Email Notification:**
 1. Click “**Add Email**”
 2. Enter the correct email address to receive the notification
 3. Select the **checkbox** below “Comment”



- **Option 2 – Text Notification:**
 1. Click “**Add Email**”
 2. Enter the correct resident phone number with the carrier email format.
 - For example: 9992221234@txt.att.net
 - If your carrier is not there, please contact them and ask them.
 3. Select the **checkbox** below “Comment”
 - AT&T: number@txt.att.net
 - T-Mobile: number@tmomail.net
 - Verizon: number@vtext.com
 - Sprint: number@messaging.sprintpcs.com or number@pm.sprint.com
 - Virgin Mobile: number@vmobl.com
 - Tracfone: number@mmst5.tracfone.com
 - Metro PCS: number@mymetropcs.com
 - Boost Mobile: number@myboostmobile.com
 - Cricket: number@sms.mycricket.com
 - Nextel: number@messaging.nextel.com
 - Alltel: number@message.alltel.com
 - Ptel: number@ptel.com
 - Suncom: number@tms.suncom.com
 - Qwest: number@qwestmp.com
 - U.S. Cellular: number@email.uscc.net

Automated Attendant

- The Automated Attendant is a voice authorization process that allows you to call to admit a guest without having to speak directly to a gate officer. Simply call the phone number listed below and follow the voice prompts to pre-authorize your visitor. The voice message will be saved to your account in the GateHouse® software for retrieval by the gate officer at the gatehouse when your visitor arrives. Please note that the Automated Attendant system is set up to recognize the phone numbers that are registered to your profile in the GateHouse® software. Phone numbers can be added via the resident portal or by calling the gatehouse and speaking with the gate staff. There is no limit to the amount of phone numbers the system will recognize. If the number you are calling from is not recognized, you must enter your PIN in order to leave a message.
- The telephone number for the GateHouse® Auto Attendant is **(941) 624-2961**
- Your personal PIN: **Your unique 5-digit personal ID Number can be found through the resident web portal or the administration office.**
- You will hear the following greeting: **“Welcome to the visitors scheduling system.”**
- When the system recognizes your phone number, you will get prompted to choose how long to authorize your visitor for:
 - **“Please press 1 to create a pass expiring at midnight tonight.”**
 - **“Please press 2 to create a 2-day pass”**
 - **“Please press 3 to create a 3-day pass”**
- You will be prompted to say the name of your guest or vendor, **“After the tone please say the name of your guest or vendor”**.
- After you say the name of your guest or vendor, wait 1-2 seconds for confirmation **“Your message has been recorded. To enter another guest or vendor press 1, to end this call, press 2.”** (or hang-up the phone to end the call)
- 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.”
- If the PIN you enter is valid, you will be prompted to choose the length of the visitor pass (see list above). If the PIN you enter is invalid, the system will prompt you to re-enter it. If you enter in an invalid PIN more than 3 times, the system will automatically end the call. You will need to contact the gate staff to obtain your valid PIN.