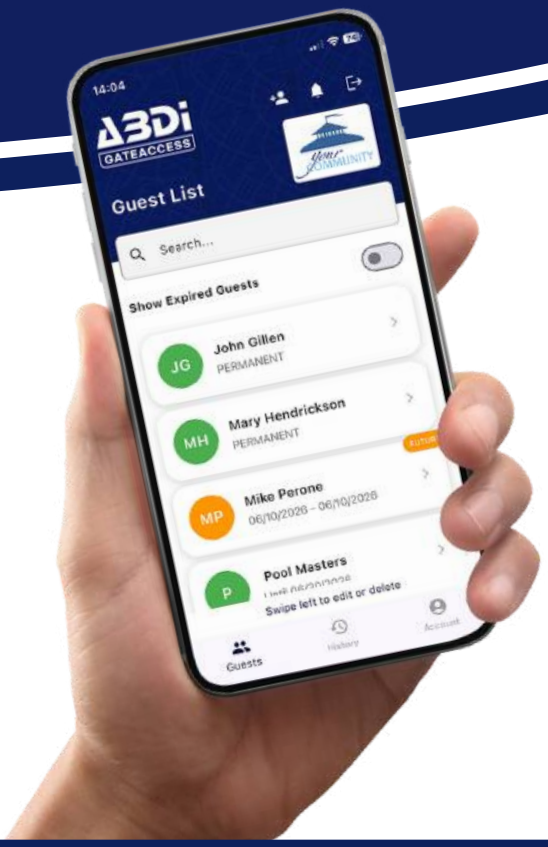
Help Guide



Download on the App Store

GET IT ON Google Play

The GateAccess app is a free mobile companion to your community's GateAccess.net subscription, available for both iOS and Android devices. With the app, you can securely access and manage your community information from anywhere, right from your mobile device.

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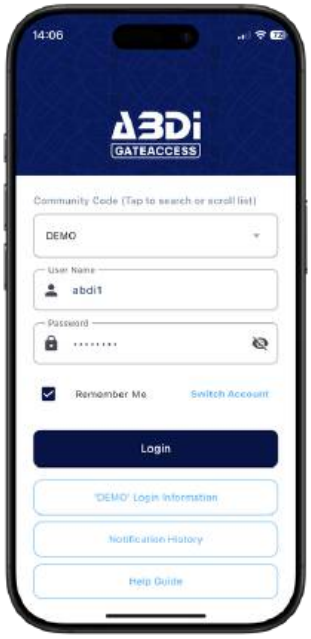
Getting Started

Login Screen

The login screen of the app allows you to log into your community file. You may optionally choose to save your login credentials.

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.



Navigating GateAccess

GateAccess is separated into three primary pages: **Guests** , **History** , and **Account** .

These pages are used for managing your guest list, viewing guest history, and configuring information related to you and your account.

Clicking on an icon in the bottom navigation bar will open the corresponding page.



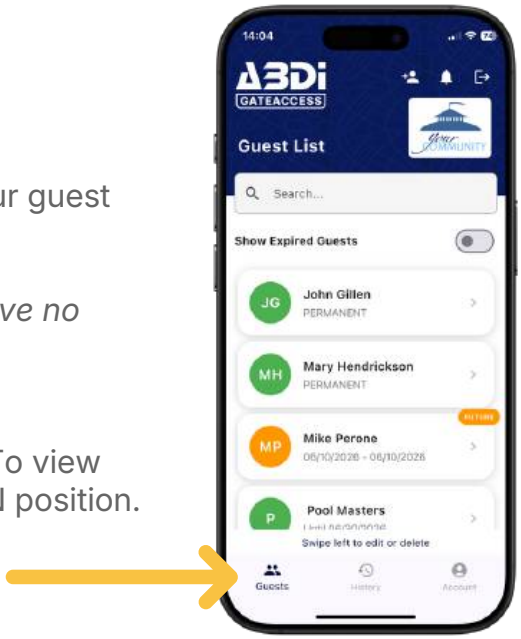
Guest Management

Guests Page

The **Guests** page allows you to view and manage your guest list.

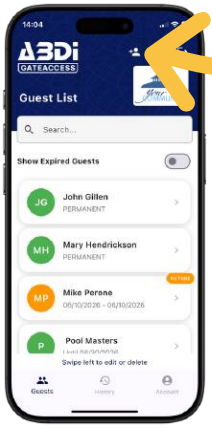
There are two types of guests: **Permanent** (*which have no expiration dates*), and **Temporary** (*which do have an expiration date*).

Expired guests are not shown on this list by default. To view them, slide the **Show Expired Guests** slider to the ON position.



Adding Guests

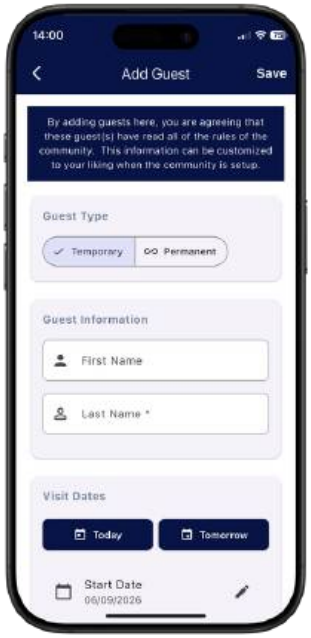
To add a guest, click on in the upper right corner



When adding a guest, first click the appropriate duration for the guest, either **Temporary** or **Permanent**

Enter the first name, last name, and security notes if applicable

If the guest is temporary, you may select a quick entry for **today** or **tomorrow**, or click and fill out the start and end date on the calendar. Once done, click on **Save** on the upper right corner.

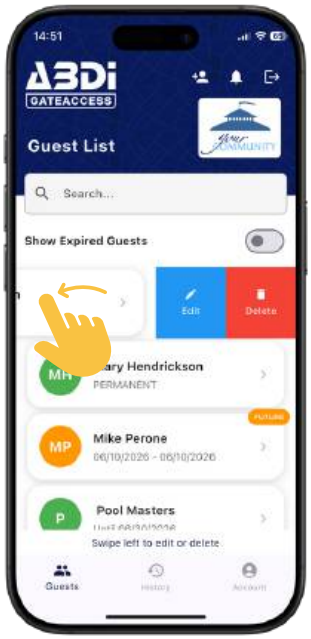


Guest Management

Modify or Delete Guests

To modify a guest, simply click on the guest's name on the guest list

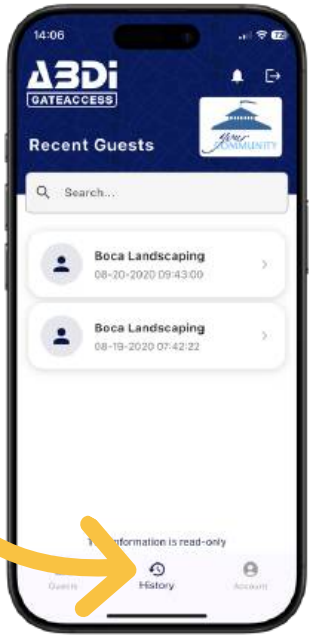
To delete a guest from the guest list, swipe the guest tile to the left to reveal the **Delete** button and click on it.

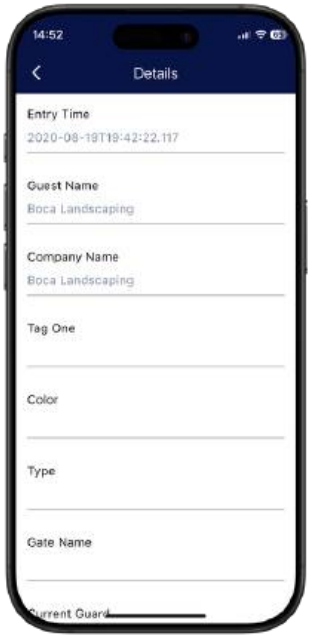


History Page

The **History** page displays a read-only log of guests who have visited your address. Tap any entry to view its full details.

If you need an entry removed, please contact your property manager or board of directors, as ABDi is unable to make changes to the History page.



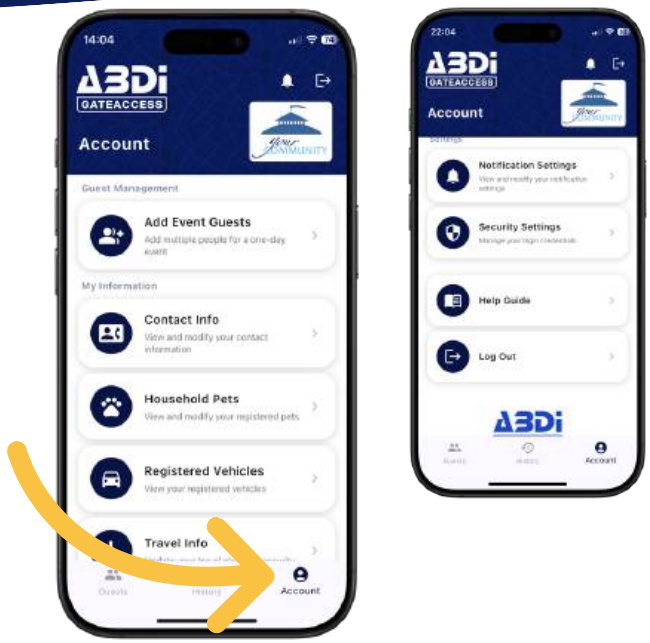


Resident Information

Account Page

The **Account** page is used to configure information related to you and your account.

- Please note that the screenshots in this guide may show different features than you see in your app. Community managers may choose to enable or disable various features. For example, if a community chooses to disable the Emergency Contacts area of the app, it can do so on a community-wide basis.



Add Event Guests

This page allows you to quickly add multiple guests by manual entry or importing from your contact list.



Contact Info

Here you are able to view and update your phone numbers and email addresses on file.

Use the **Save** button in the upper right corner to store any changes you have made.



Resident Information

Household Pets

Use this page to store pictures and information about your pets.

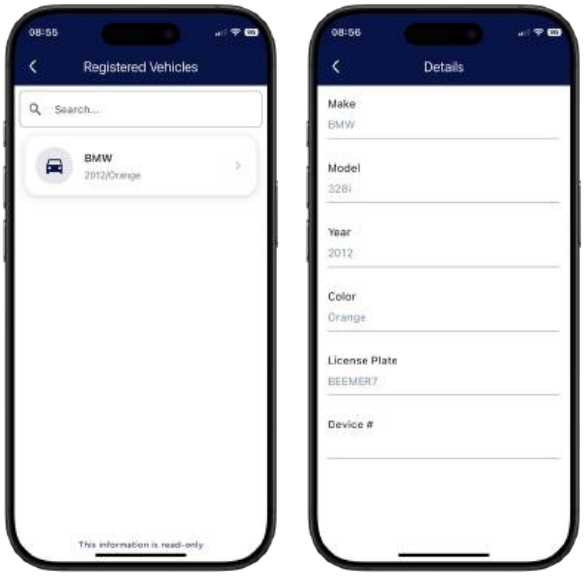
To view the list of pets, click on the **Household Pets** page. To delete a pet, swipe the pet tile to the left and click **Delete**. To enter a new pet, click on **Add** on the upper right corner of the screen.

To update the pet's information, select it from the list, and make the desired changes. To upload a picture, click on the **Upload Photo** button. When done, click on **Save** on the upper right corner.



Registered Vehicles

This page provides a read-only view of the vehicles registered to your account by your community manager.



Resident Information

Travel Info

Use the **Travel Info** page to manage your vacation and travel 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 Travel Info tile. To delete a trip, swipe it left and click **Delete**. To add a vacation, click on **Add** on the upper right corner of the screen.



To update an existing trip's information, select it from the list and make the desired changes. When done, click on **Save** on the upper right corner.

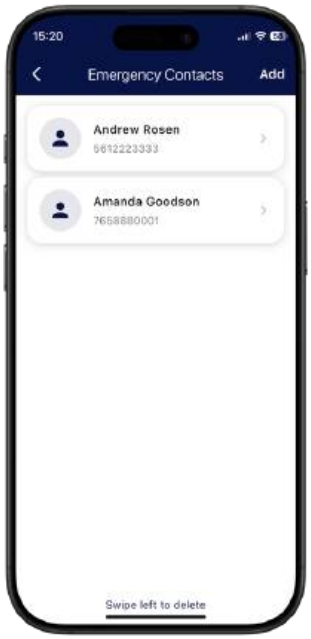


Emergency Contacts

Use this page to maintain your emergency contacts so that security can contact someone in case of an emergency when you are not available.

To view the list of emergency contacts, click on the **Emergency Contacts** area from the main menu. To delete a contact, swipe it left and click **Delete**. To add a contact, click on **Add** on the upper right corner of the screen.

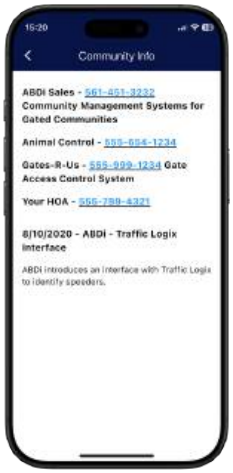
To update a contact's information, select it from the list and make the desired changes. When done, click on **Save** on the upper right corner.



Resident Information

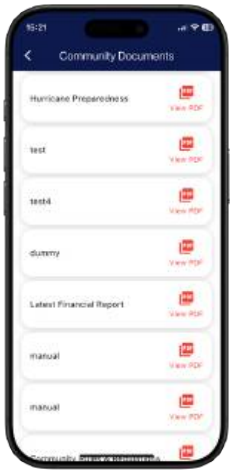
Community Info & News

This page shows information provided by your community manager to all residents.



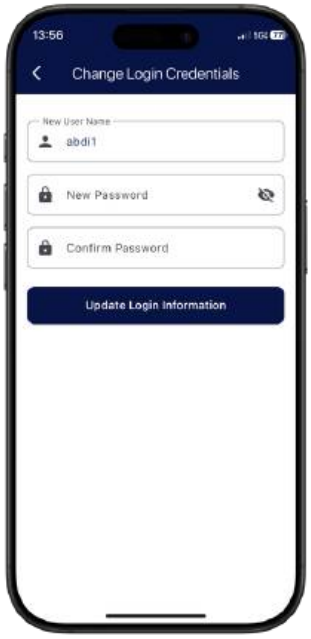
Community Documents

This page displays informational documents, such as minutes from board meetings and ARB applications, provided by your community manager to all residents.



Login Security Settings

Use the form on this page to change your username and/or password that you use to log in to GateAccess.



Notification Settings

Communities that subscribe to GateAccess.net have the ability to enable Guest Arrival Notifications for the residents. These notifications support increased security as you will be notified when someone is logged to visit your house.

There are three types of supported notifications: *push notifications*, *emails*, and *text messages*. Text message support is an additional community-specific feature. You are strongly encouraged to allow push notifications for the GateAccess app as push notifications are the fastest and most consistent notification method. Emails and texts are subject to provider filters and delivery delays that are outside of ABDi's control.

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

Select **Alert All** to receive notifications for every logged entry. Select **Temp Only** to receive notifications only for entries of temporary guests. Select **No Alert** if you do not wish to receive any entry notifications.

If your community provides text message alerts, you must select the cellular provider for the associated phone number.

You can view your notifications by clicking the bell icon at the top of the application.

