

The Vines Community Visitor/Vendor Authorization Instructions

To authorize The Vines gatehouse security staff to admit a guest or service provider you can call the numbers below or use "Gate Access" from your PC or smart phone.

Calling, perform the following:

1. Dial **(239) 267-8515**
2. If the Security computer recognizes your Caller-ID as being in the system, it will go directly to "step 3". Otherwise, you will be prompted to enter your personal security code, followed by the # sign. (*Caller-ID will only work for phones that are listed on your Vines Resident Information Sheet that do not have Caller-ID blocked and are not international numbers*) Personal security codes are available from the gatehouse security staff.
3. After the computer message plays you will hear a beep, now clearly state the name of your guest/vendor. (You do not need to leave your name and address as the computer knows this) Note: you MUST wait for the computer to prompt you to select a day for access.
4. Select when you want to authorize your guest/vendor by:
Pressing 1 for today
Pressing 2 for tomorrow
Pressing 3 for today & tomorrow
Pressing 4 for a custom date
5. If you pressed 1, 2, or 3 the computer will announce that your guest has been authorized until midnight the day you selected. You may now hang up or press 1, 2, 3 or 4 to add another guest.
6. If you pressed 4 for a custom date, the system will ask you to enter the month followed by the # sign. Example: 8# for August. Next, enter the arrival date followed by the # sign. Example 12 # for the 12th. Next add the year followed by the # sign, Example 18# for 2018. Lastly add the number of days you wish to allow the person to be authorized followed by the # sign. You may authorize up to 30 days only. Example: 29#. The computer will then respond telling you your guest is authorized starting August 12, 2018 for 29 days. If that is not correct press 2# and start over, otherwise press another selection or hang up.
7. The message is displayed only on the day(s) you have selected. If you wish to add the person to your permanent guest list, say "add to my list" followed by the person/vendor's name. Example: "Add to my list Kobie Kooling".

Should you wish to speak with the security staff directly, call **(239) 481-2640**.

IMPORTANT NOTES

- The system will only work with touch-tone phones
- You cannot call from your neighbor's phone as Caller-ID will place the message **in their file not yours**.

- Wait for the computer to prompt you to select 1, 2, 3 or 4. If you do not hear the computer confirm your request it will not be saved in the system.

- To remove someone from your permanent list, you can contact the Security Staff or use the "Gate Access" application from your PC or smart phone.

GateAccess.net is a premier website that allows residents of member communities to access certain parts of their individual files in the computers used for community access. The specific areas of their files available is decided upon by the HOA, and differ from one community to the next.

HOW TO LOG INTO THE SYSTEM

Using any standard web browser (IE, Firefox, Chrome, Etc) navigate to www.gateaccess.net. This will open the login screen.

Our Community code is **VCA**

User Name: is your primary phone number from your resident information sheet.

Password: is your 4 digit "code number"

Contact the Security staff for your code number if you do not remember what it is. *It is not your ECC member number.*

FEATURES OF THE GATEACCESS" SOFTWARE



Contact Info: you can change your phone numbers and set up to receive text or email notifications for anyone logged into your file. 2nd Cell phone field DOES work with Caller-ID now.

Guest List: you can edit, delete or add guests / vendors

NOTE: always "update" the page after each and every change you make, otherwise they will not be saved.

(security can only see 35 spaces in "Last Name" & 40 spaces in "Notes" fields do not exceed those)

Entry Logs: you can view who and when people/vendors were logged into your file.

Emergency Contacts: add people who the community should call should you be incapacitated or if there is a problem with your property when you are away.

Vacation Notification: enter the time you will be gone this creates a pop-up screen anytime security logs into your file so they are made aware you are away.

Vehicles: you can view what vehicles are registered to you

Login information: you can change your login name and password here.

Each page has a "HELP" button in the lower right corner, click on it for more information about that page.



Questions about information in your file that you cannot edit contact: The Vines - Security Supervisor @ 239-481-2640

For Smart Phone search for the application [GateAccess](#) by ABDI from your providers application source. **Login is the same as above. You can only view and edit your guest list from this app.**

HOW TO: GUEST ARRIVAL NOTIFICATIONS

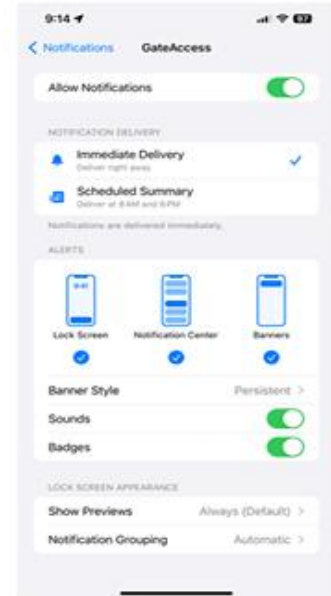


Guest Arrival Notifications is one of the features of ABDI's GateAccess.net. When a security officer logs in a vehicle to a specific address, all devices that logged into the address using the free GateAccess.net app can receive a push notification to announce the guest's arrival.

iOS Setup:

To enable and configure push notifications for Apple devices (iPhones and iPads), on your device go to **SETTINGS -> NOTIFICATIONS -> GATEACCESS**.

Under the GATEACCESS notifications screen, turn on the **ALLOW NOTIFICATIONS**, set to **IMMEDIATE DELIVERY**, **PERSISTENT Banner Style**, and set **Sounds** and **Badges** to **ON**.



Android Setup:

While each Android manufacturer builds its own screens, on Google Pixel ("pure" Android), to enable and configure push notifications go to **SETTINGS -> NOTIFICATIONS -> APP SETTINGS -> GATEACCESS** and turn on. To further configure, click on **GATEACCESS -> Miscellaneous** and ensure that sounds are enabled. The process will be similar, but likely not identical on other Android devices, but ensure to turn **ON** notifications, badges and sounds to get properly notified when a guest arrives.

