

Dear Resident,

Wyndemere uses GateHouse® Solutions Visitor Management software for access control.

Below are two ways to manage and pre-authorize temporary visitors/vendors without speaking to the Privacy staff. There are two types of visitors, permanent and temporary. A temporary visitor only has access to the community during a defined period of time, and a permanent visitor has access for an undefined period of time.

1 – Automated Attendant

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 Privacy 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 Privacy 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 Privacy 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 (Personal Identification Number), which is your member number, in order to leave a message. If needed, your PIN number can be obtained at your convenience from the Privacy Department.

The telephone number for the GateHouse® Auto Attendant is **239-263-0782**.

Your personal PIN: **“This will be your existing member number.”**

You will hear the following greeting: **“Welcome to the visitors scheduling system.”**

- If the system recognizes your phone number, you will be 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 3 day pass
- Press 4 for a 1 week pass
- Press 5 for a 30 day pass
- Press 6 for a 90 day pass

For an alternate number of days, please contact the Privacy Department at 239-263-3726.

After you select a choice from the number of days, 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

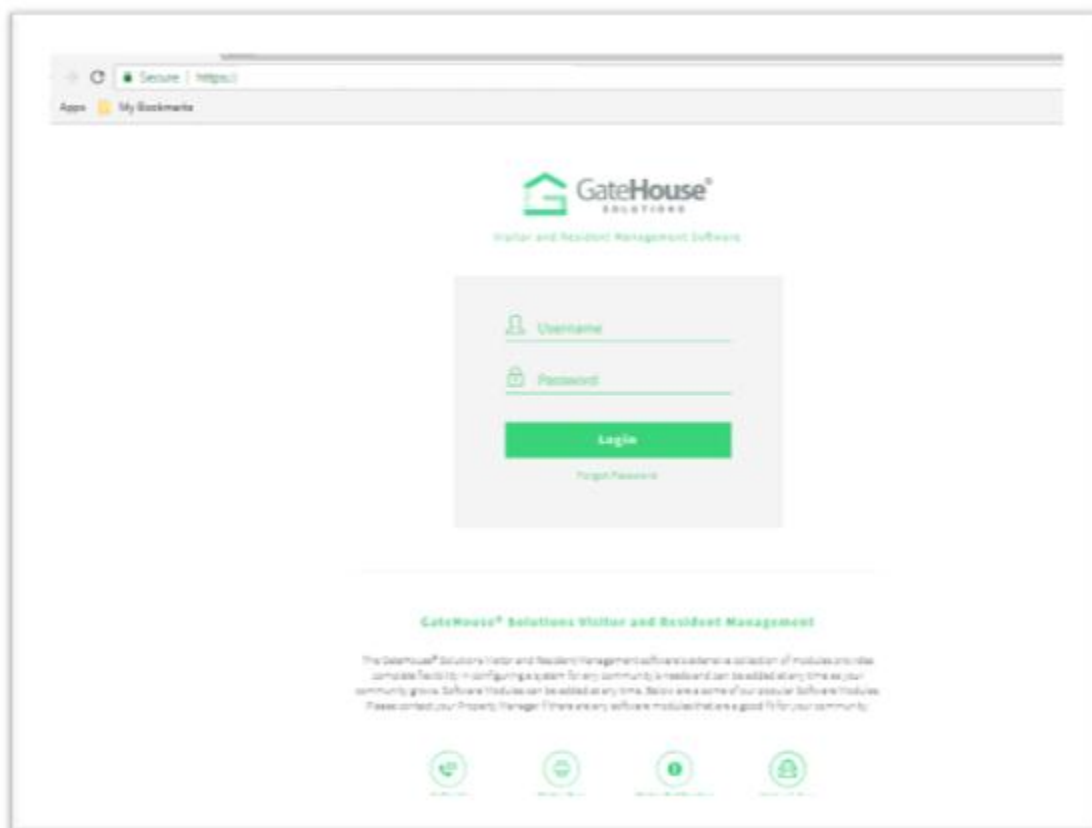
“Please enter your personal identification number now.” (Your PIN)

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 Privacy Department to obtain your valid PIN.

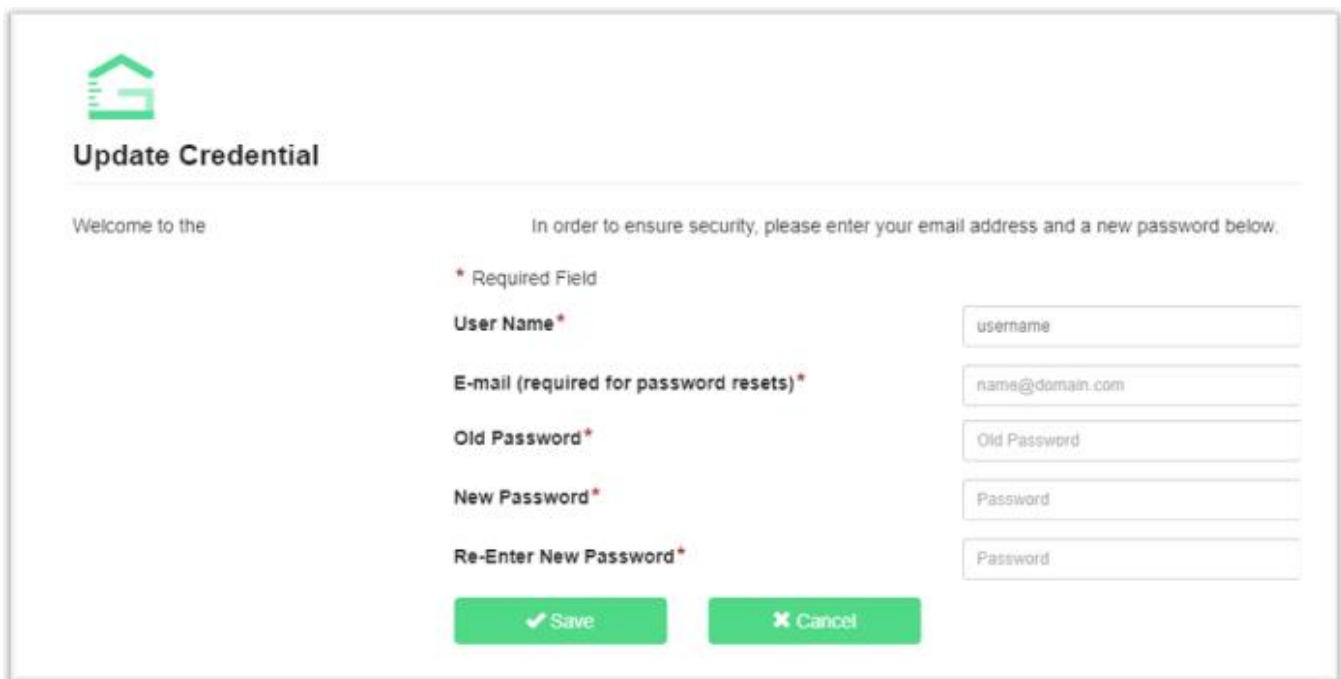
2 – Resident Web Portal


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



- **INITIAL LOG-IN**

- To log-in to the website for the 1st time, your default username will be your first initial + last name all in capital letters. (example: if your name is Ronald Jones your username will be “RJONES”).
- **Your initial password is WHOA1234 (case sensitive).** 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. 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*

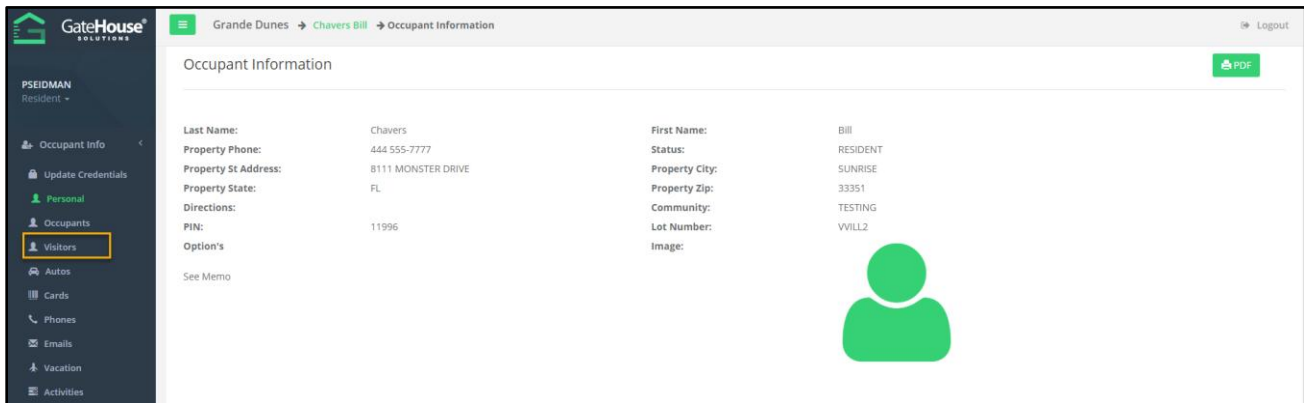
New Password*

Re-Enter New Password*

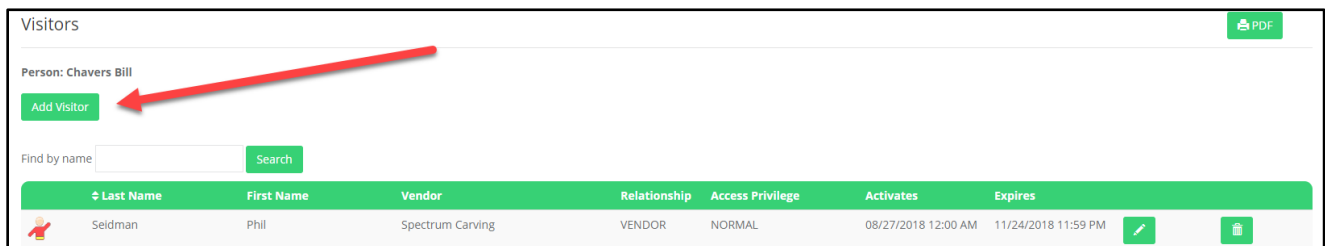
- **IMPORTANT – only one account is set up for each property address**, therefore you will need to share the username and password with each of the occupants of the property address that can make changes to the visitor list.

- **ADDING VISITORS**

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



- Click on the “Add Visitor” button in the top left-hand corner of the 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 Privacy Officers to identify and process your visitor efficiently.

- Please select the length of time that the visitor pass will be valid. There are multiple options available for you to choose from. See below:
 - 1 day pass (the current time up to 24 hours)
 - 2 day pass
 - 3 day pass
 - 7 day pass
 - 30 day pass
 - 90 day pass
 - Custom date range for visitors arriving in the future

- Press SAVE.

- Note: If your visitor is arriving in the future, click on “Custom”, and enter the date range in advance (up to 30 days).

Add Visitor

Person: Chavers Bill

* Required Field. Last Name, or Vendor is required

Last Name *	<input type="text" value="Johnson"/>	Relationship	<input type="text" value="CONTRACTOR"/>
First Name	<input type="text" value="James"/>	Access Privilege *	<input type="text" value="CALL FIRST"/>
Vendor *	<input type="text" value="Hamilton Productions"/>	Length of Visit *	<input type="text" value="08/27/2018 - 08/27/2018"/>
Driver License	<input type="text"/>		

Memo

Tag	<input type="text"/>	Year	<input type="text"/>
Make	<input type="text"/>	Color	<input type="text"/>
Model	<input type="text"/>		

IF YOU HAVE ANY QUESTIONS ABOUT THE NEW SYSTEM, PLEASE CONTACT PRIVACY MANAGER; NICK DICKSON AT (239) 263-3726.