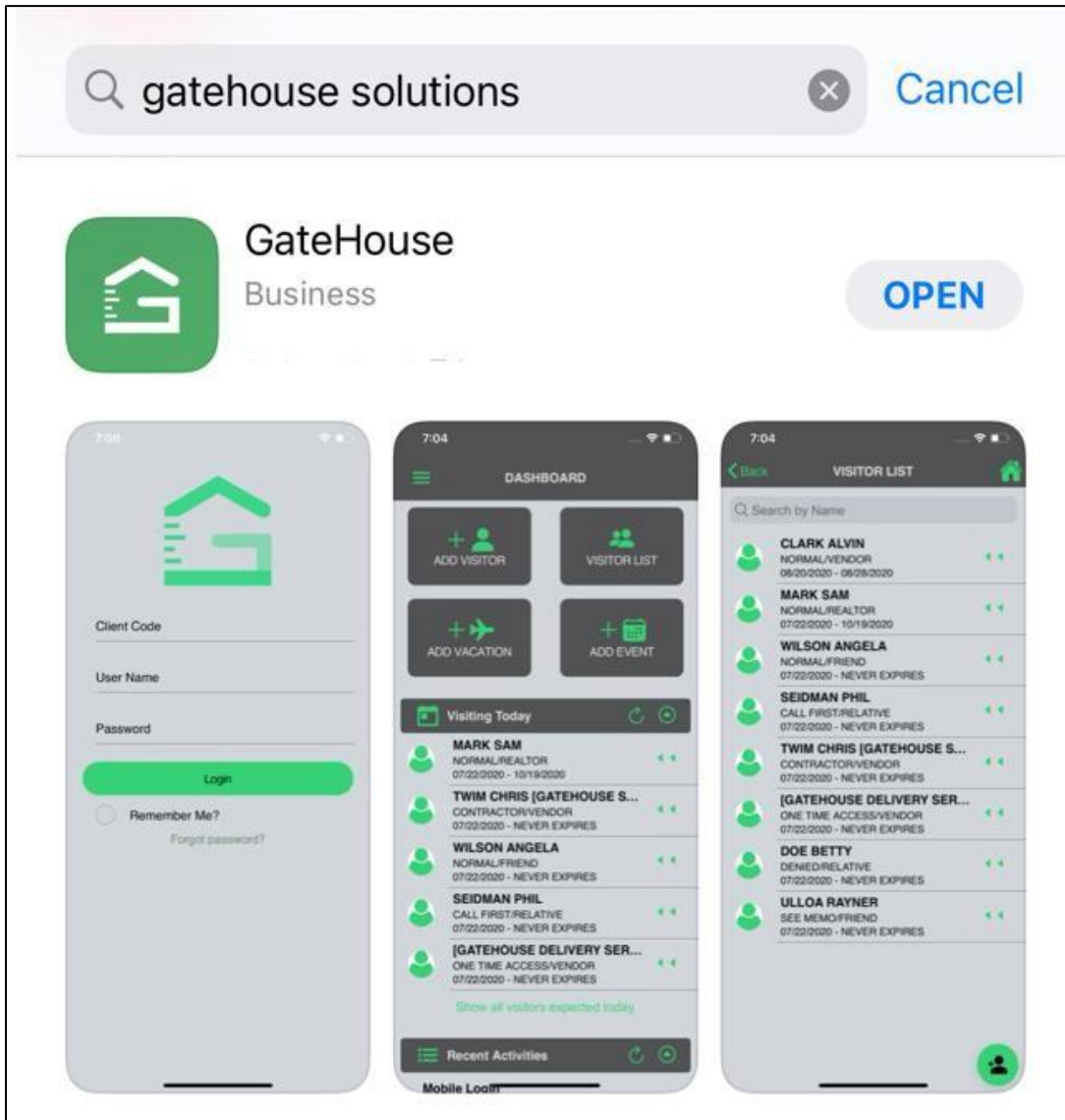


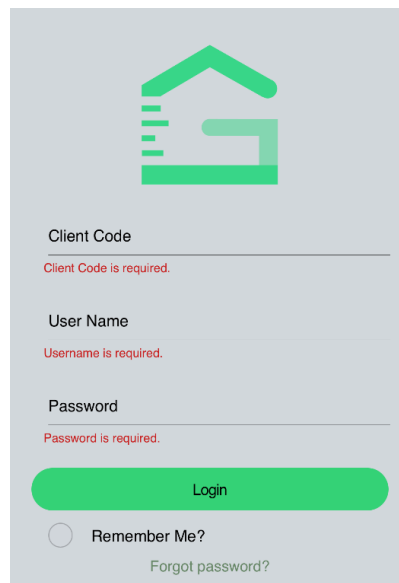
RESIDENT PHONE APP

- 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**

- Download the app to your smartphone.
- If you previously used the resident portal web site wyndemere.gatehouseportal.com You need to use your username and password from there. Otherwise, if this is your 1st time using the phone app, your default username & password will be:
 - Client Code: **141141**
 - Default Username: **first initial + last name all in capital letters.**
 - (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: **WHOA1234**
- 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.



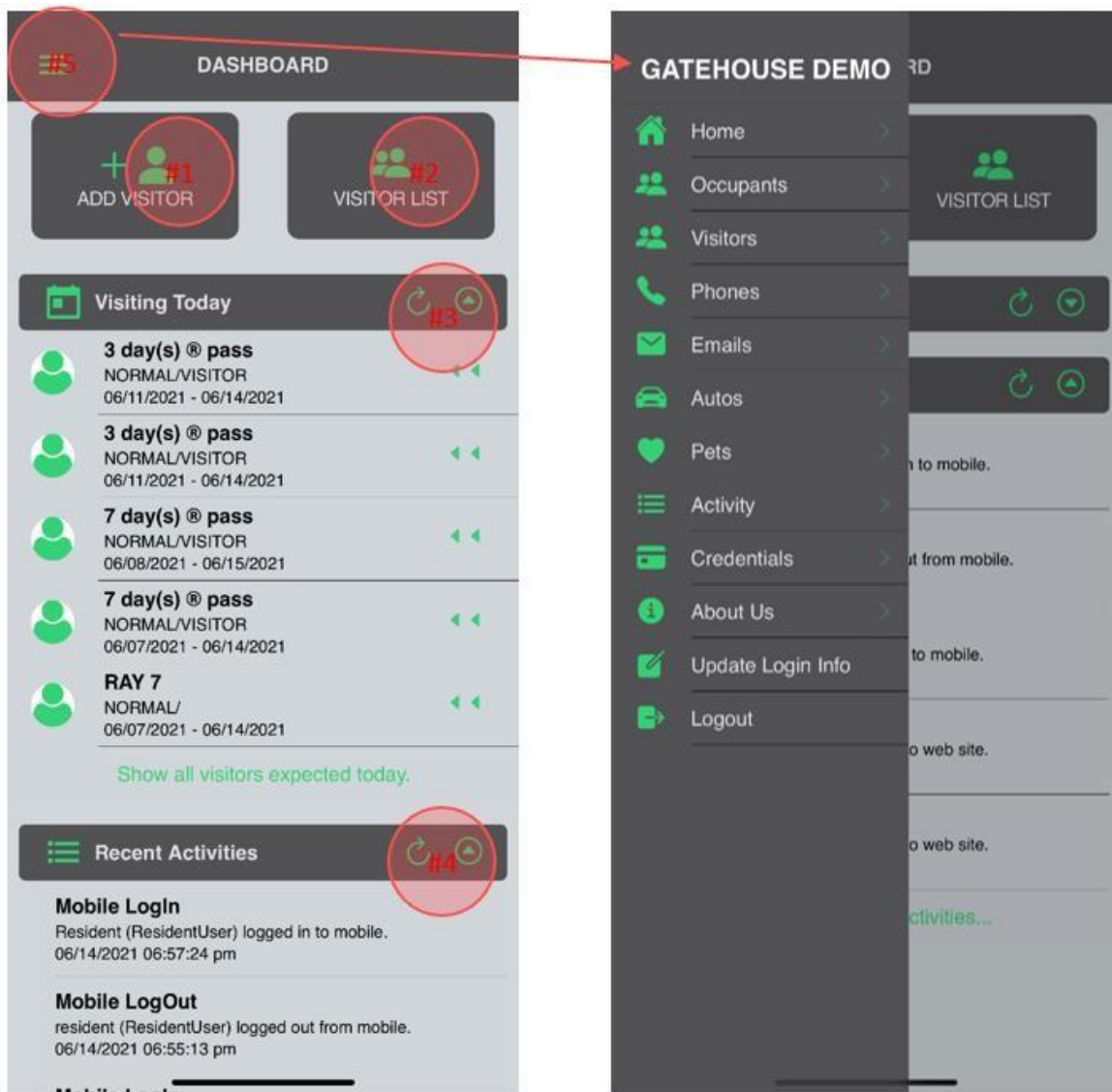
The screenshot shows a login form with the GateHouse logo at the top. Below the logo are three input fields: 'Client Code', 'User Name', and 'Password'. Each field has a red error message below it: 'Client Code is required.', 'Username is required.', and 'Password is required.' respectively. At the bottom of the form is a green 'Login' button, a radio button for 'Remember Me?', and a link for 'Forgot 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.

• **DASHBOARD & SIDE MENU**

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

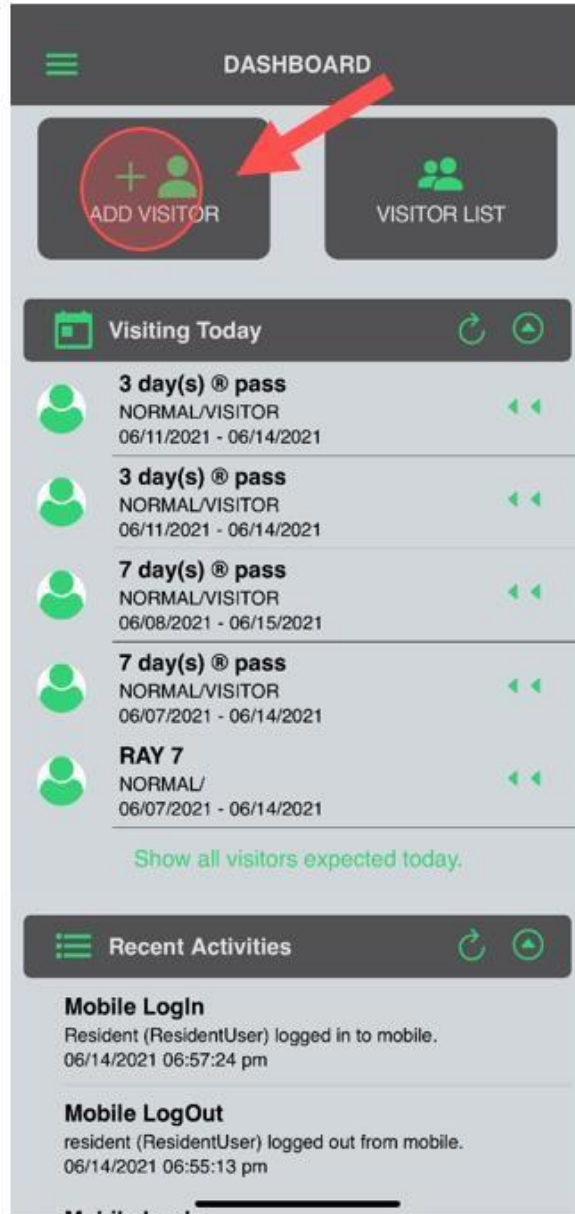
1. click on a button to “Add Visitor”
2. click on a button to view their complete “Visitor List”
3. click to expand the list of visitors with passes that can be used on the current date
4. click to expand the list of recent activity (log-in, log-out, access granted, access denied, etc.)
5. click the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



- **ADDING VISITORS**

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.



- **EDITING VISITOR LIST**

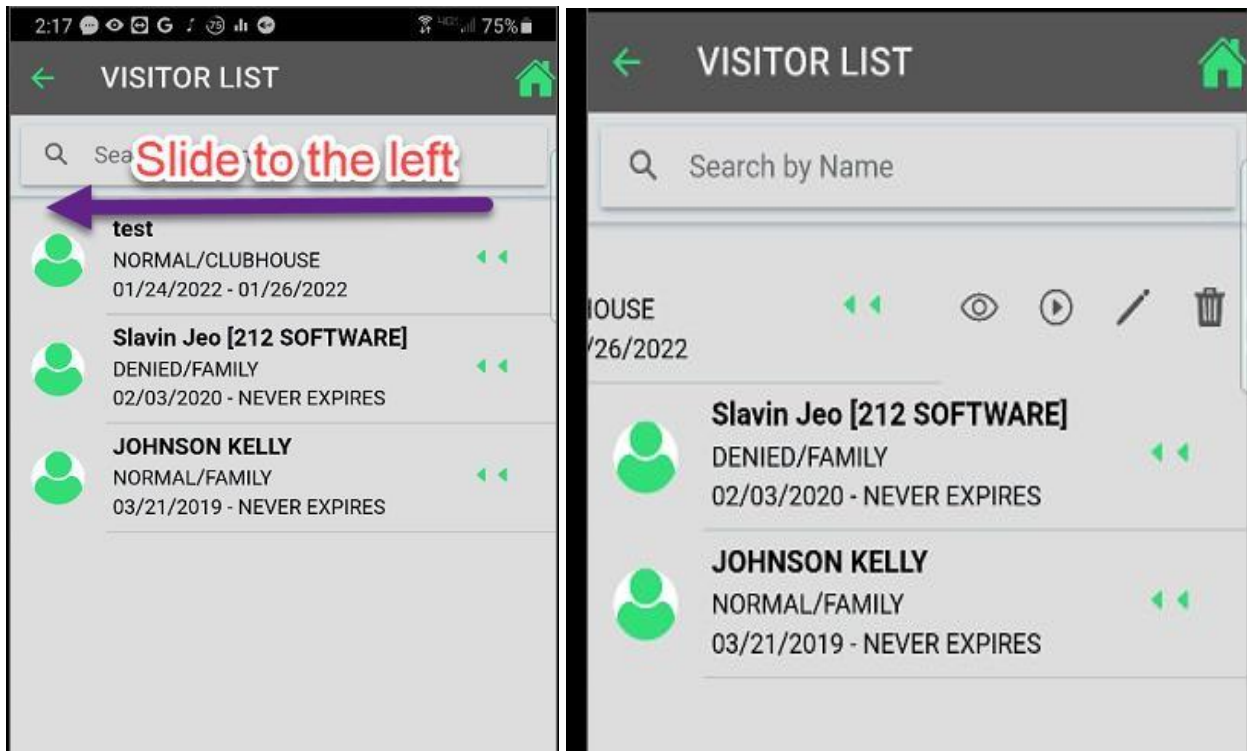
When you click on visitor list you will see a list of your visitors, on the right side there are 2 green arrows. << if you slide to left on the visitor you want to use, it will reveal several icons. >>

Eyeball - Visitor detail information

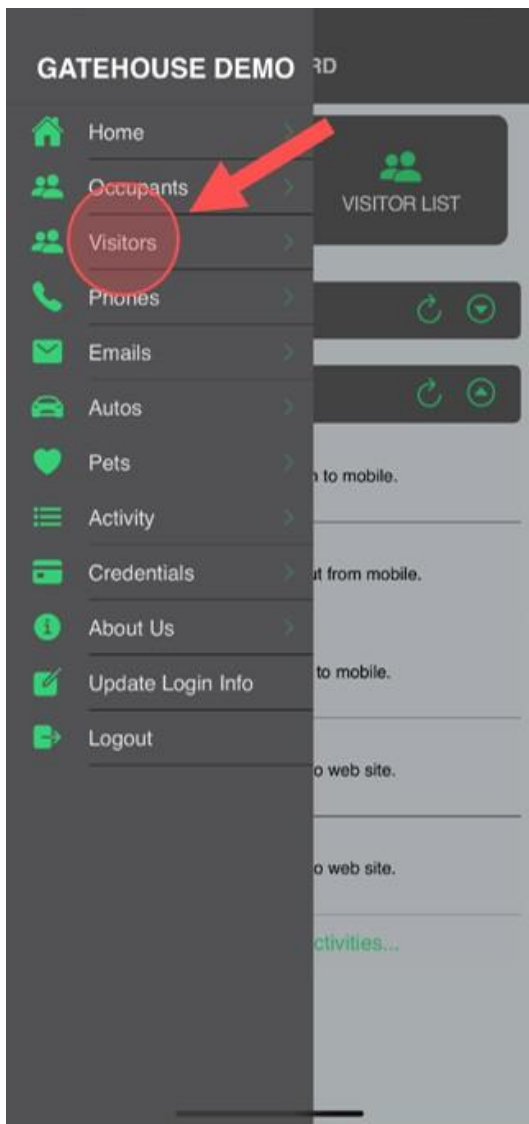
Play button – Visit history for this visitor

Pen - Edit the visitor information

Trashcan - Delete this visitor



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.



ADD VISITOR

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

• **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.

