

Dear Resident,

The following credentials will allow you to log into and manage your Gate Access System, also referred to as VMS (Visitor Management System).

Our Community Code is **WPPOA**

Your User Name: _____ Do not use dashes or spaces – (This will be 10 digits)

You're Password: _____

General Information

It is the resident's responsibility to make sure every guest and vendor coming to your Woodside Property has a pass in the system.

VMS allows you to manage all guest and vendor access to your property/s. Each property you own has its own code. You will need to enter passes according to the property your guest/vendor is visiting.

Important Information

*****FAILURE TO LOGIN SUCCESSFULLY WITH THREE (3) ATTEMPTS, WILL RESULT IN A SYSTEM BLOCK OF FURTHER ATTEMPTS FOR 60 MINUTES AS A SECURITY PRECAUTION*****

The Community Code will always be WPPOA. The Username will always be the 10 digit primary phone number on file with the POA office.

Passes entered will be located in your property account at any of the four gates. If a pass is not sent via the QR option in the app, an officer at the gate will verify your guest ID and print that guest pass for the allotted time frame, anywhere between 1 day and 1 week (7 days).

Please note that Vendors are not allowed through the Main Gate and need to be directed to one of the other 3 to gain entry.

When through with the App, it is very important to CLOSE the App and not just send it to the background of your device as it will "Time Out" and prompt an error.

When logging in, the App and Website use the same and Username, PIN/PASSWORD, as well as the Community Code **WPPOA**. If calling into a Gate to have a pass entered, the Officer is also going to request this PIN/PASSWORD. They may not enter the pass without being provided the code.

There are a few important tips to operating VMS. Passes can be entered up to one year in advance. Passes can be created for a time period between 1 day and 7 days from the start date you choose. Once a pass is created, the information should not be edited if at all possible. If the information must be edited, please make sure to resend any digital passes or have your guest pick up a new paper pass at the gate. Once a pass is edited, the QR code becomes no longer valid and MUST be re-sent or re-printed. If you are creating a pass to be ongoing from week to week, it is important to create multiple passes (one week and then another one week starting the day the previous pass ends) and not continue to edit the existing pass. These passes eventually become invalid in the system, creating delays at the gate while the officer reaches out to confirm re-entry.

If you need to update any contact information inside your Gate Access account, please contact the WPPOA office at 803-641-9663.

Once you have logged into your Gate Access account, weather by the app or the website, you are encouraged to check your contact information.

If any information is incorrect, you must notify the WPPOA Office to have it updated. You cannot change your personal information in the system regardless of the options.

Simplified instructions for the App can be found on the website at www.wppoa.com

DEPARTMENTS>> SECURITY>> VISITOR MANAGEMENT

Alerts

There are two ways to receive alerts for entries to your property. One is the standard SMS text alert that you can sign up for through GateAccess.net. Standard messaging and data rates apply through your provider. Standard alerts may not be live. They can come through hours after the pass is initially scanned.

If you have the App installed on your tablet or smartphone, then you may select the Push Notification option on your device. These alerts are live and generally come through as soon as the pass is scanned.

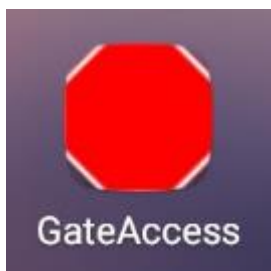
Entering Passes

You can manage guest/vendors using any of 3 entry methods listed below.

1. The easiest and most convenient being the Gate Access by ABDi App for your smartphone or tablet; you can download the App from The App Store for iPhone or the Play Store for Android.

Again, the simplified instructions for operating the App can be found at www.wppoa.com

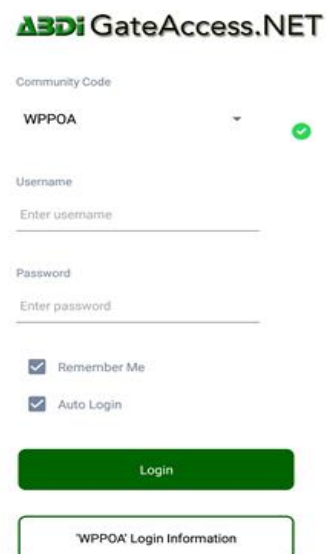
Download the App [Gate Access by ABDi](#)



Apple (iOS)

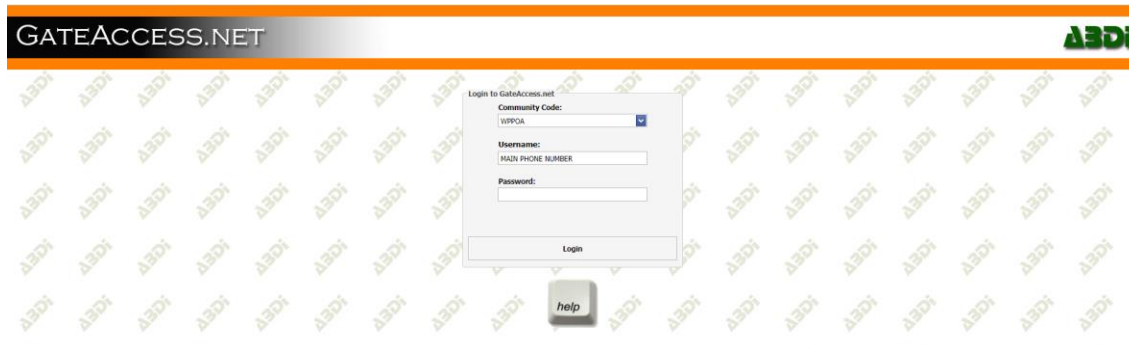
&

Samsung (Android)



2. The second favored method is GateAccess.net, the online web browser log in. You can access the website from any supporting web browser or by clicking the Gate Access Tab on the homepage of the wppoa.com website.

Log on to the web site (www.gateaccess.net)



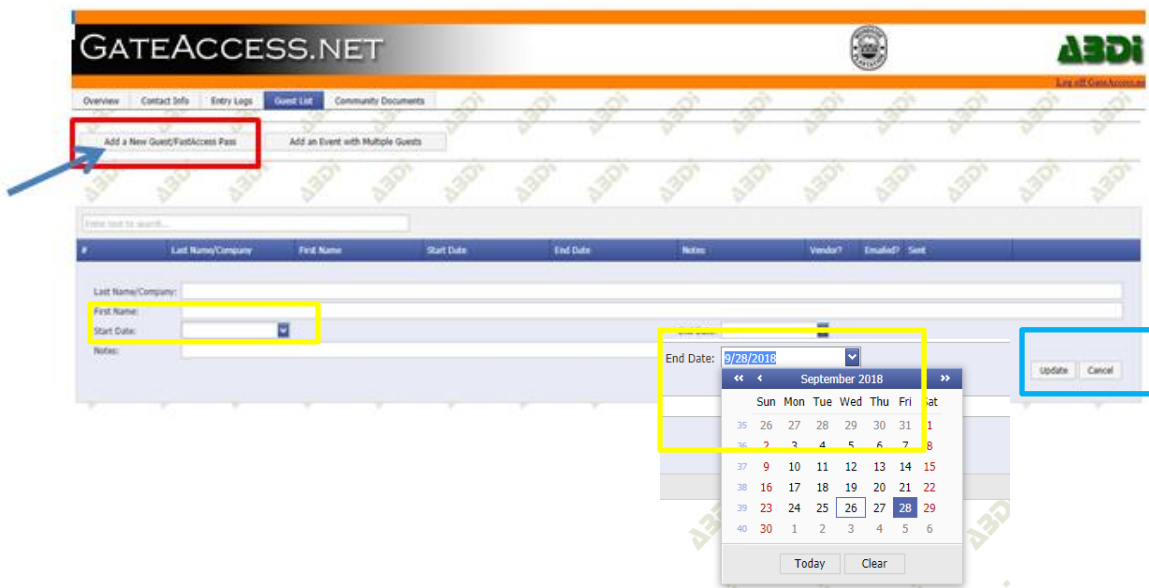
Once you have successfully logged into your Gate Access account, follow the below prompts to initiate a pass.

The primary tab you will utilize is the Guest List.



Once you have located that tab. You will click on the Add a Guest, or if you are entering a list of guest for one date, you can click to Add an Event w/ Multiple Guest. **See the red box.**

Using the drop down for dates, you will select your start and end date for the pass/s in question. **See the yellow boxes.**



Once all info has been entered; last name, first name, dates, and any notes for the guards, you will need to hit the word UPDATE to save the pass. **See the Blue box.**

You can see entered passes at any point by reviewing the Guest List tab.

You can send created passes via Email through the website using the Send Email button to the right hand side of an existing pass.

3. And lastly, you may use the automated voice over phone system by calling **803-641-2368**. This method is not encouraged as the technology is dated, but is still functional.

You may now call and leave a message at the gates to authorize entry for guests and vendors. Please make sure to speak clearly so the guards can hear the name of your guest. This system is available 24 hours a day, 7 days a week.

- Dial the following telephone number: **803-641-2368**. A computer will pick up and request that you enter your personal security code: _____ and press the # sign. Once the computer identifies your code, it will open your resident file.

- The computer will now prompt you to wait for the beep and then **clearly state the name of your guest** (or the name of your first guest, in the event of more than one guest being cleared at this time).

- Next, the computer will ask you to **PRESS 1# if you expect your guest today, PRESS 2# if you expect your guest tomorrow, or PRESS-3# if you wish to clear your guest for both today AND tomorrow.** For any other date, **PRESS-4.**

- If you pressed 1, 2 or 3, the system will announce that the guest has been added to your list. You may hang up the phone, or press 1 and the # sign to add another guest.

- If you pressed 4 for another date, the system will ask you to enter the month and the # sign. For example, enter 8# for August. Next, you will be asked to enter the day of arrival followed by the # sign. For example, press 16# for the 16th of the month. Finally, you will enter the year followed by the # sign. For example, you may either enter 2016# or 16# for the year 2016. Once verified as a valid date, the system will prompt you for the number of days you wish to clear your guest, followed by the # sign. For example 7# will clear the guest for 7 days starting 8/16/2016. When complete, the system will read back the date and number of days, which you may accept by pressing 1 and the # sign, or reject and try again by pressing 2 and the # sign. **PLEASE DO NOT HANG UP THE PHONE UNTIL THE COMPUTER PROMPTS YOU TO DO SO.**

- Your visitor will now be authorized to enter. The message will now be stored in the system for the number of days you have cleared him/her. Upon expiration, this guest will no longer appear on your guest list.

NOTES:

- **The computer can only recognize a touch-tone phone.**
- **No one will be admitted into the community without prior authorization.**
- **Wait for the computer to tell you to hang up, otherwise the name will NOT be recorded in the system. THERE WILL BE A PAUSE! DO NOT HANG UP.**

If at any point you need additional assistance or training on VMS, please call the WPPOA Office at 803-641-9663 or email Harley Williams at harley@wppoa.com appreciate