

# GATE SENTRY

Welcome to the Gate Sentry

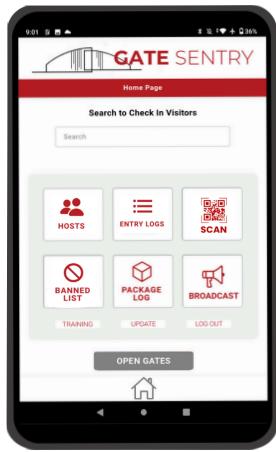
# MOBILE APP USER GUIDE

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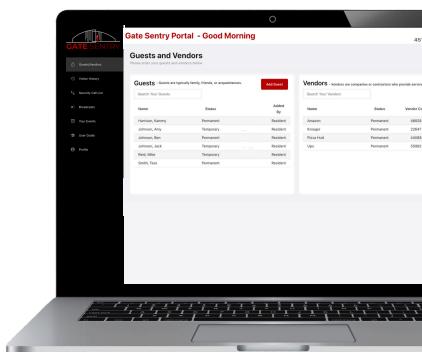
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# GATE SENTRY OVERVIEW

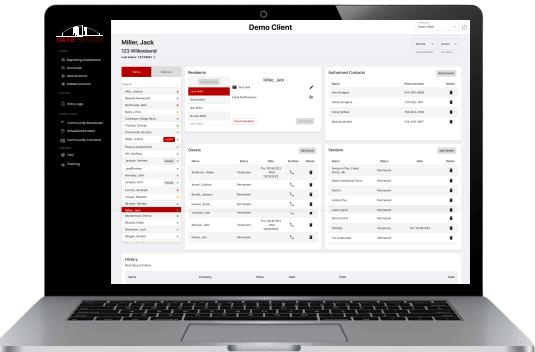
## SECURITY



## RESIDENTS



## ADMINISTRATOR



## WHAT IS GATE SENTRY:

Gate Sentry is a visitor access management control software that provides a direct link between users and security staff. It enables users to dynamically manage their guest lists from anywhere, with real-time updates to the security software.

## HOW DO MY VISITORS ENTER?

Our tablet-based access control software centralizes all security activities into a single tool. Its search features allow staff to quickly locate visitors by various criteria, enabling a streamlined, 10-second check-in process that eliminates lines at the gate.

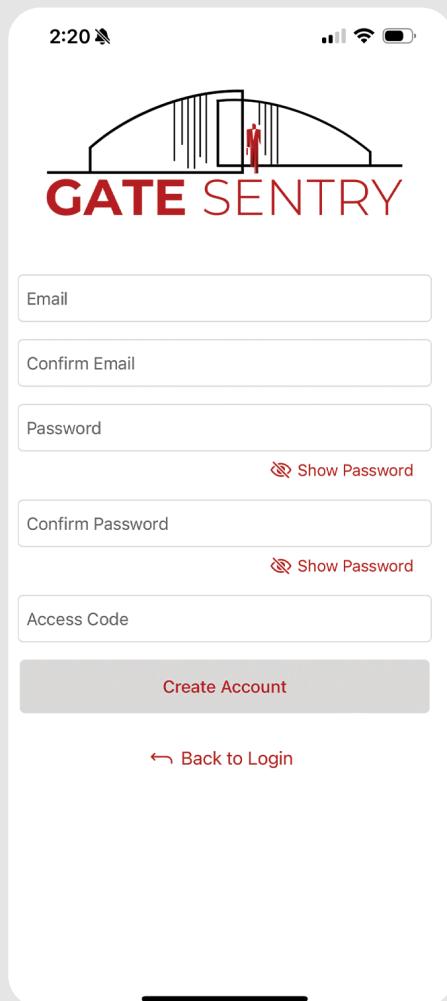
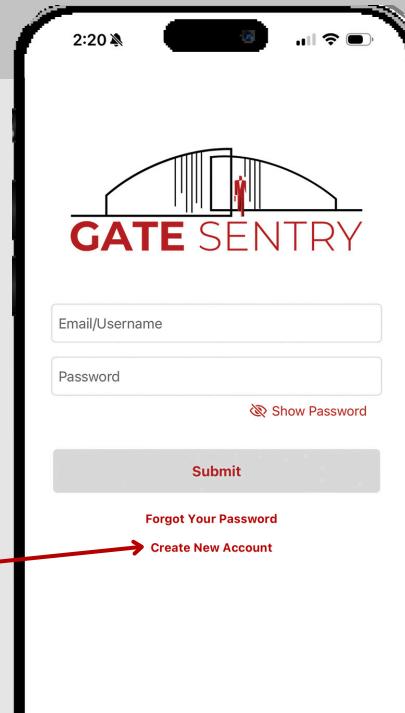
## USER BENEFITS:

- Access anytime, anywhere, on any device
- Users can control and update their own visitor lists
- Mobile and email notifications for visitor arrivals
- Accurate, real-time visitor logs and reports

# CREATE ACCOUNT

## DOWNLOAD APP

To create an account, download the Gate Sentry app from the App Store or Google Play. Open the app, tap 'Create New Account', and you'll be redirected to the Create Account page shown below.



## CREATE ACCOUNT

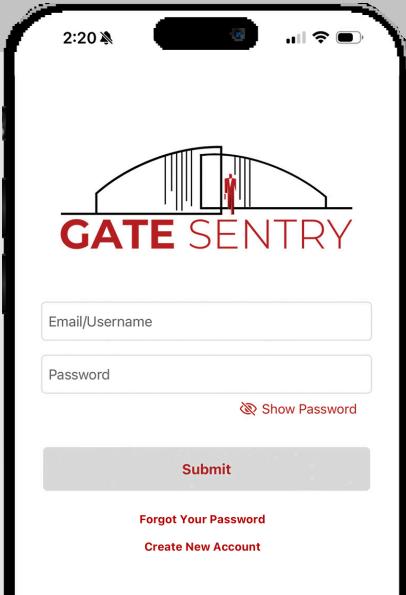
On the Create Account page, enter and confirm your email. Next, enter and confirm your password. Finally, enter your access code and tap Create Account.



## NEED ACCESS CODE?

If you did not receive an email with the access code, visit [portal.gatesentry.com/auth/access-code](http://portal.gatesentry.com/auth/access-code) and enter your email to receive a welcome email with your access code.

# LOGIN & PASSWORD RESET

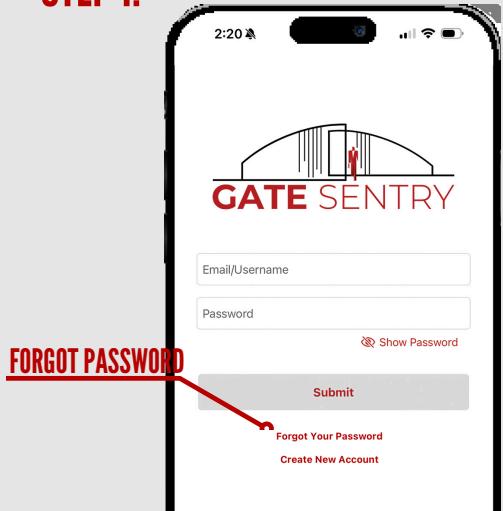


## HOW TO LOGIN:

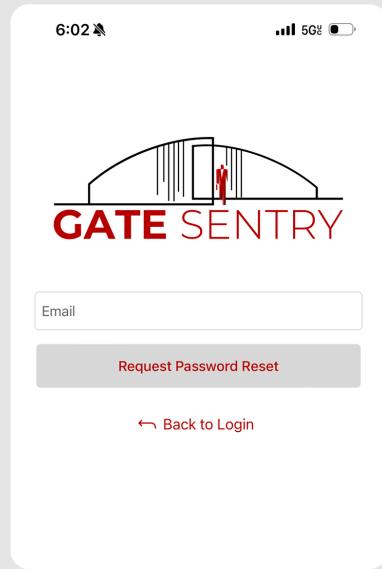
After creating your account, open the app to log in. Enter your username and password, then tap Submit.

## HOW TO RESET YOUR PASSWORD:

### STEP 1:



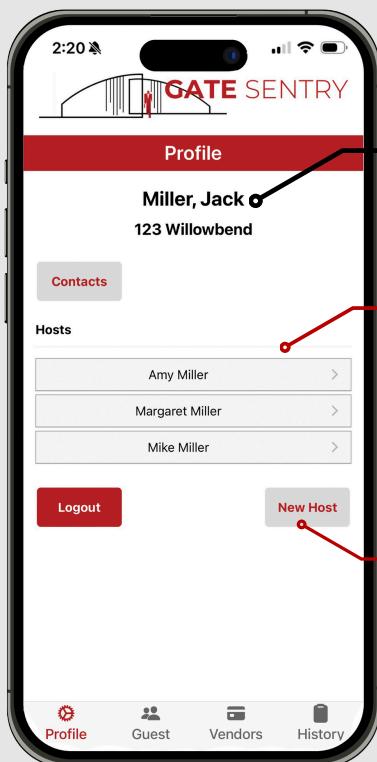
### STEP 2:



**Step 1:** On the login page, click Forgot Password.

**Step 2:** You will be redirected to the Reset Password page. Enter your email, and you'll receive an email with instructions to reset your password. If you don't see the email, please check your spam folder or contact support@gatesentry.com.

# PROFILE PAGE



## PROFILE PAGE

The top of the Profile page displays your name and property address.

### HOST:

The Host section displays all individuals living in the household. Tap a host's name to edit their information (name, email, and email notifications) or to delete the host.

### ADD HOST:

Tap the 'New Host' button to add additional hosts. A host is defined as a resident, member, owner, or anyone living on the property.

### CONTACTS:

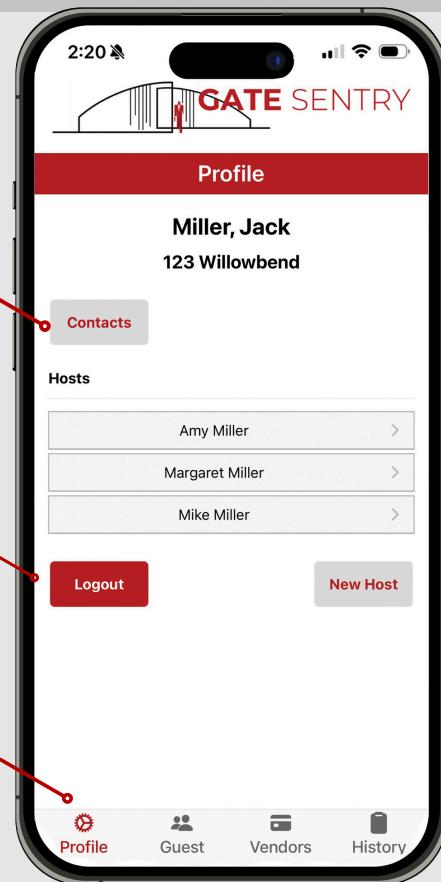
Contacts are individuals authorized to grant access in priority order if a visitor arrives who isn't on your list and you don't answer security's call. Tap the Contact button to add, edit, or remove contacts.

### LOGOUT:

To log out of your account, tap the Logout button.

### PROFILE PAGE:

You are currently viewing the Profile page. To navigate to other pages, simply tap the page name on the bottom navigation bar.



# GUEST PAGE

## WHAT IS A GUEST:

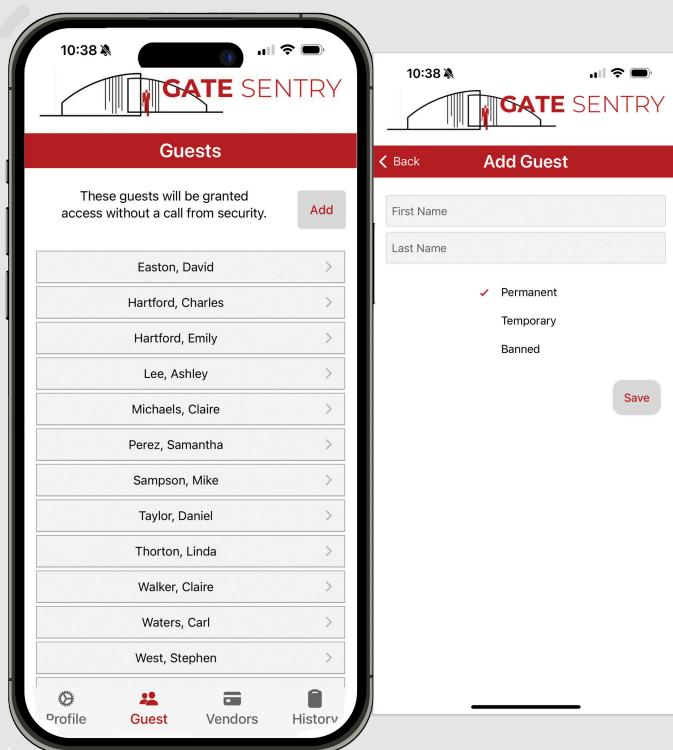
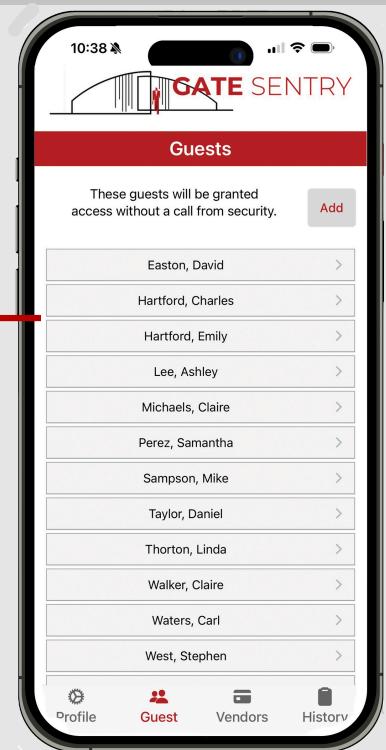
A guest can be a friend, family member, or acquaintance.

## GUEST LIST:

The Guest page displays a list of all your guests.

## HOW TO EDIT A GUEST:

To edit a guest, tap their name. You can delete them or edit their information and duration at any time.



## ADD A GUEST:

To add a guest, click the 'Add Guest' button in the top-right corner of your guest list.

## GUEST INFORMATION:

Enter the guest's first and last name, then select their type: Permanent, Temporary, or Banned.

- Permanent Guest: Family and friends you see regularly.
- Temporary Guest: A friend visiting for the weekend who plans to come by on specific days.
- Banned Guest: Someone you do not want to have access to the property.

Once complete, tap the Save button.

# VENDOR PAGE

## WHAT IS A VENDOR:

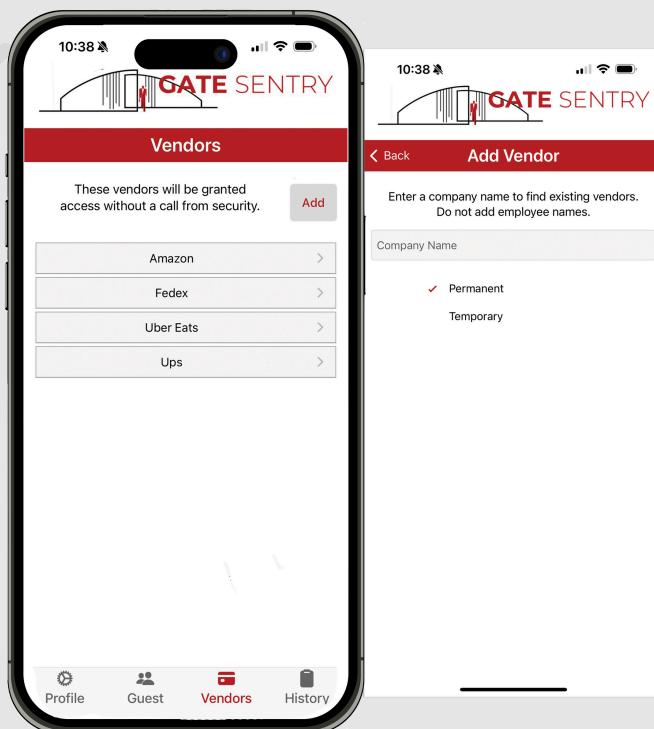
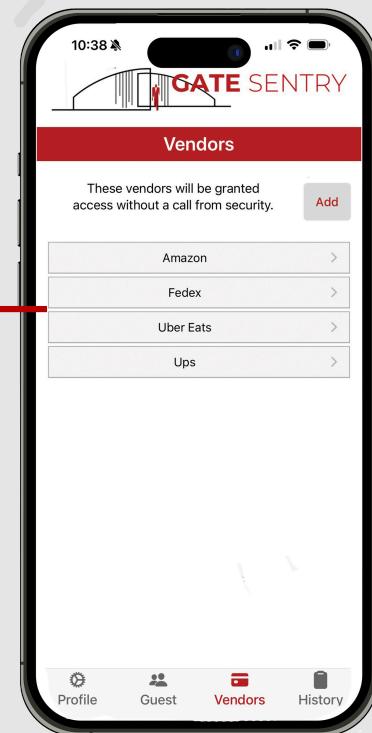
A vendor is a contractor or employee who provides services, such as plumbing, electrical work, or dog walking.

## VENDOR LIST:

The Vendor page displays a list of all your vendors.

## HOW TO EDIT A VENDOR:

To edit a vendor, tap their name. You can delete them or update their information and duration at any time.



## ADD A VENDOR:

To add a vendor, click the 'Add Vendor' button in the top-right corner of your vendor list.

## VENDOR INFORMATION:

Enter the vendor's company name, then select whether they are a Permanent or Temporary vendor.

- Permanent Vendor: A dog walker who comes daily or a cleaning service that visits twice a week.
- Temporary Vendor: A plumber coming to fix an issue or a painter doing touch-ups for the day.

Once complete, tap the Save button.

# VISITOR HISTORY PAGE

## VISITOR HISTORY LIST

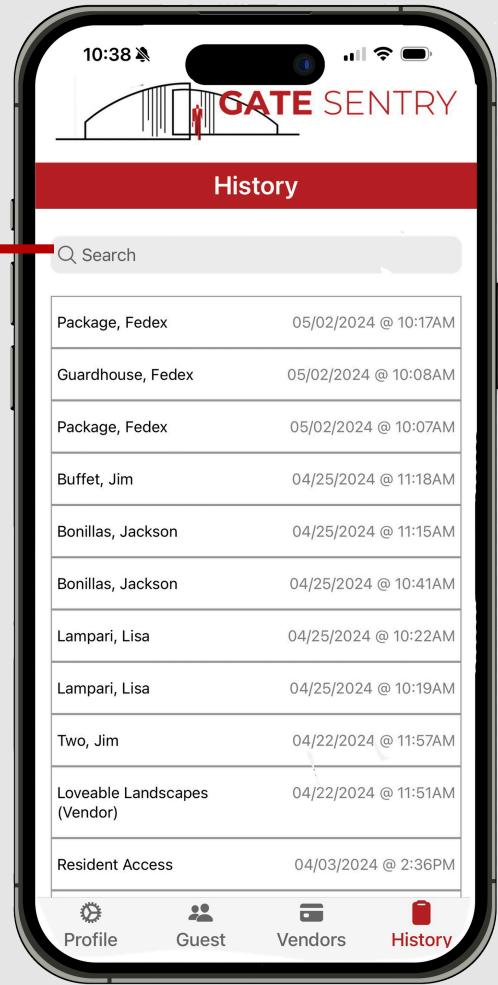
The Visitor History page displays all guests and vendors who have been granted access to your property by security.

### SEARCH FUNCTION:

The search function allows you to search by visitor name, company name, and date and time.

### HISTORY LOG DETAILS:

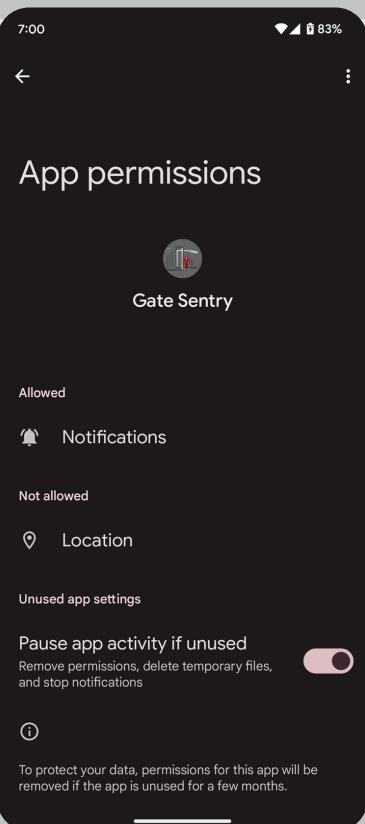
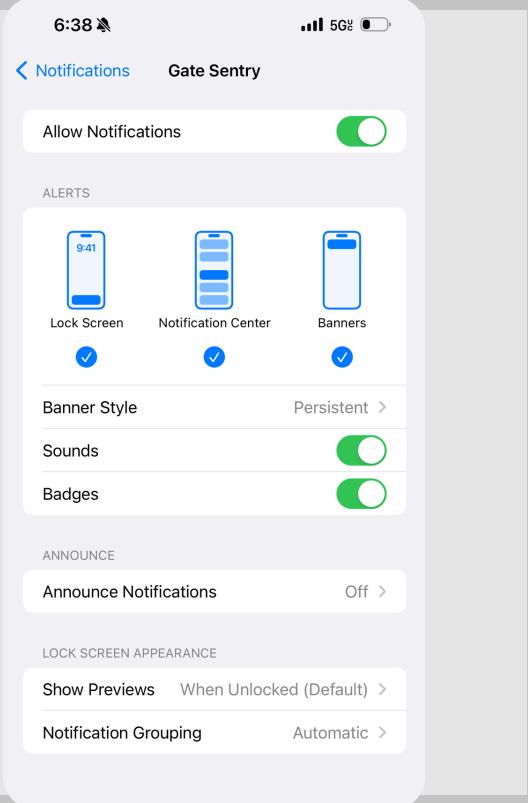
For each visitor granted access, the History page displays their name or company name (if they are a vendor), along with the date and time of entry.



# MOBILE VISITOR ARRIVAL NOTIFICATIONS

## IPHONE NOTIFICATIONS:

1. Open Settings.
2. Tap Notifications.
3. Scroll down and select the Gate Sentry app.
4. Turn on Allow Notifications.
5. Choose how and where you want to receive notifications.
  - a. We recommend tapping Banner and selecting Persistent.



## ANDROID NOTIFICATIONS:

1. Open the Settings app.
2. Tap Notifications, then select App Settings.
3. To view all apps on your phone, tap All Apps.
4. Tap on the Gate Sentry app.
5. Enable notifications for the Gate Sentry app.