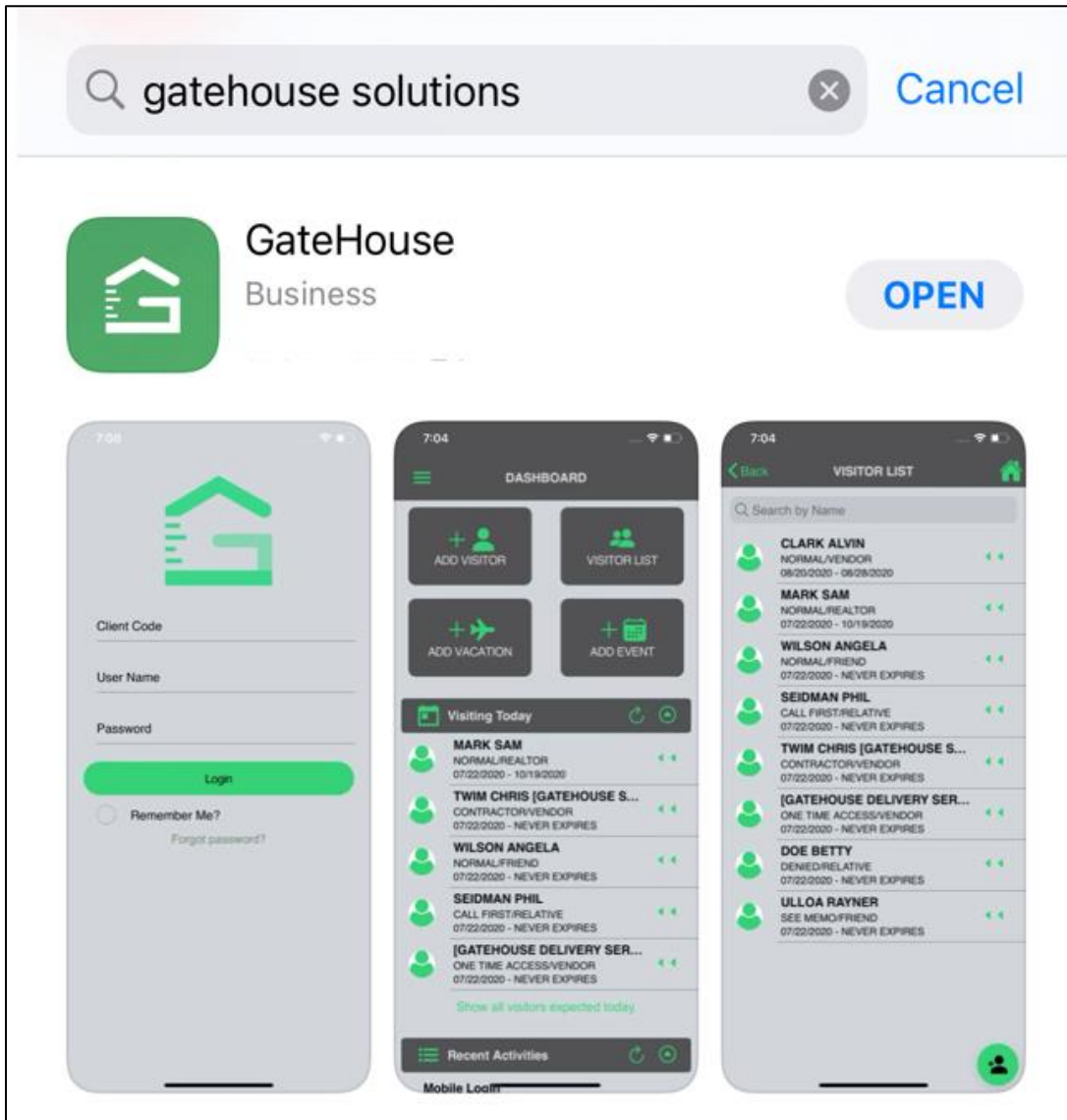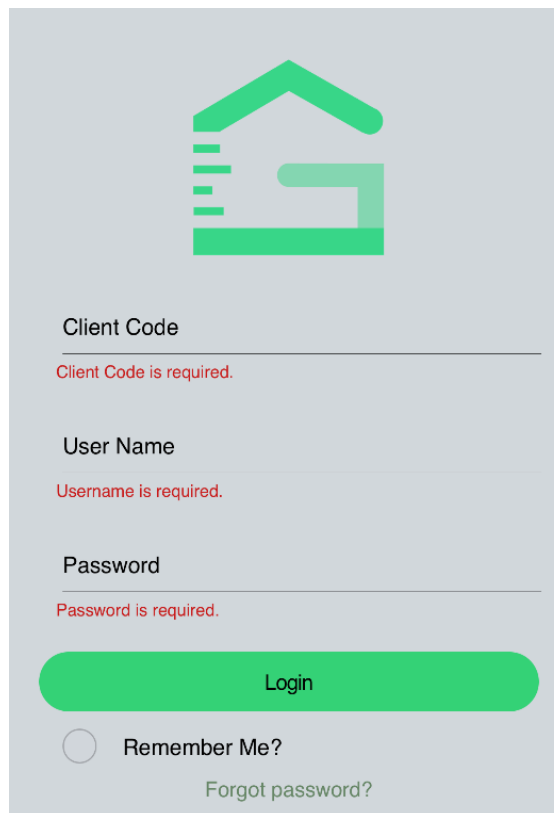# RESIDENT PHONE APP

➢ 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**

➢ After downloading the app to your smartphone, to log-in to the phone app for the 1st time, your default username & password will be:
  - Default Username: **first initial + last name**
    - (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: **lexington2022**
  - Client Code: **228228**

➢ 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.

Client Code
Client Code is required.

User Name
Username is required.
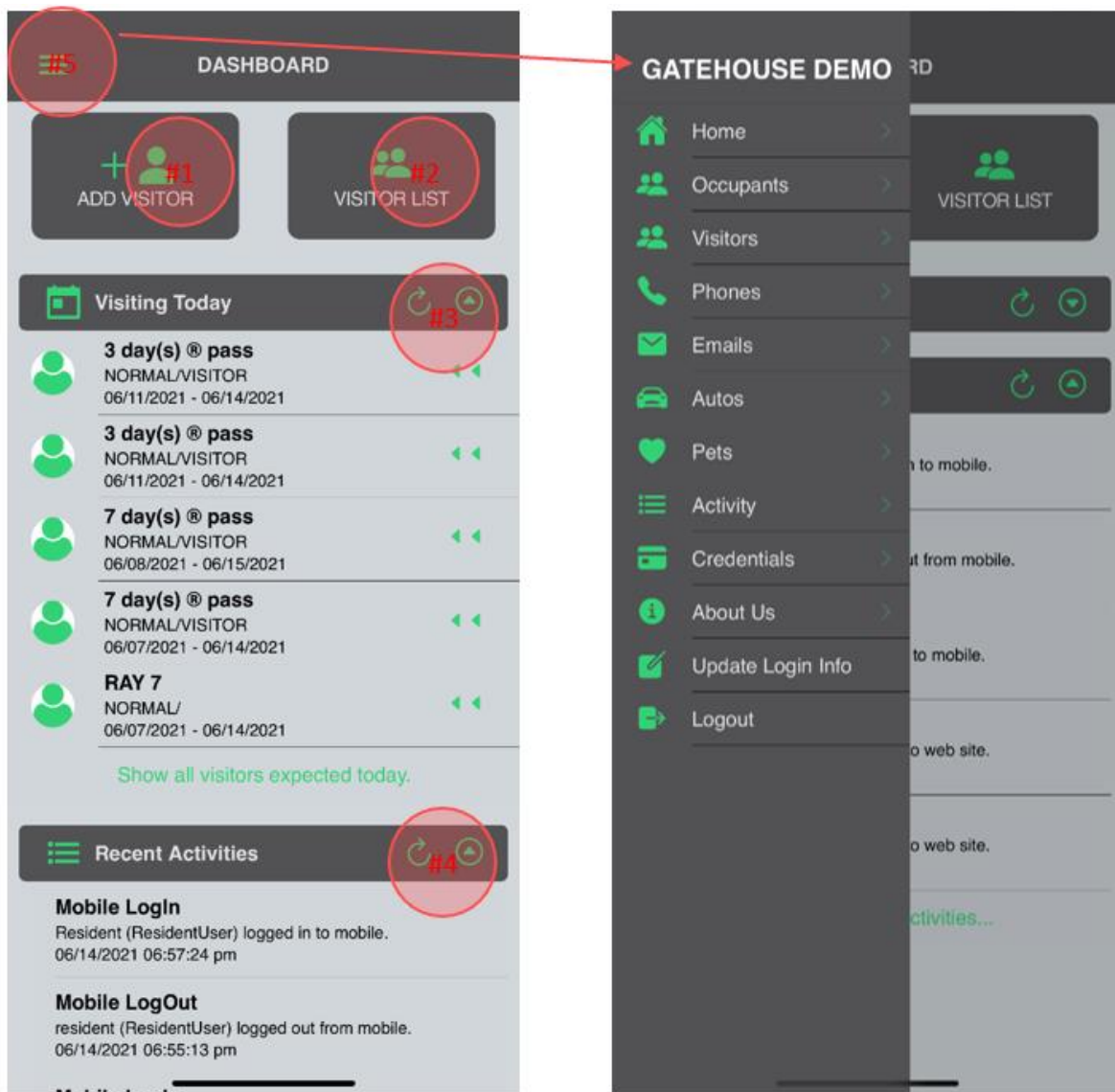
Password
Password is required.

Login

○ Remember Me?

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.

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![GateHouse Solutions logo] GateHouse® SOLUTIONS
Division of TEM Systems, Inc.

- **DASHBOARD & SIDE MENU**

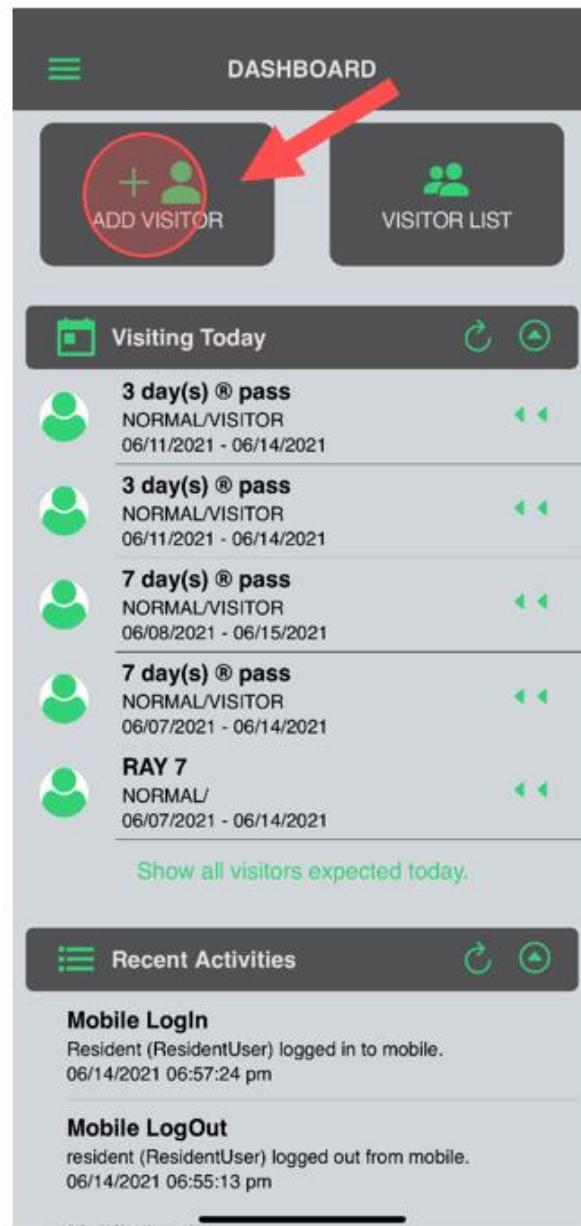Upon log-in, residents will be taken to the Dashboard where they can:

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"

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- **ADDING VISITORS**

The Resident Phone App provides residents with two (2) options in how they can add visitors.

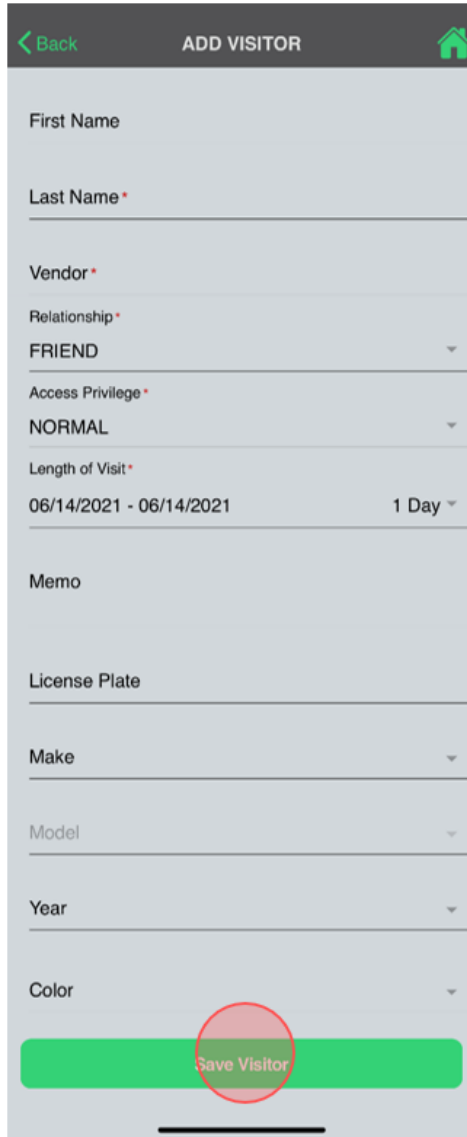**Option 1** - Residents can quickly add visitors by clicking on the "Add Visitors" button.

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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.
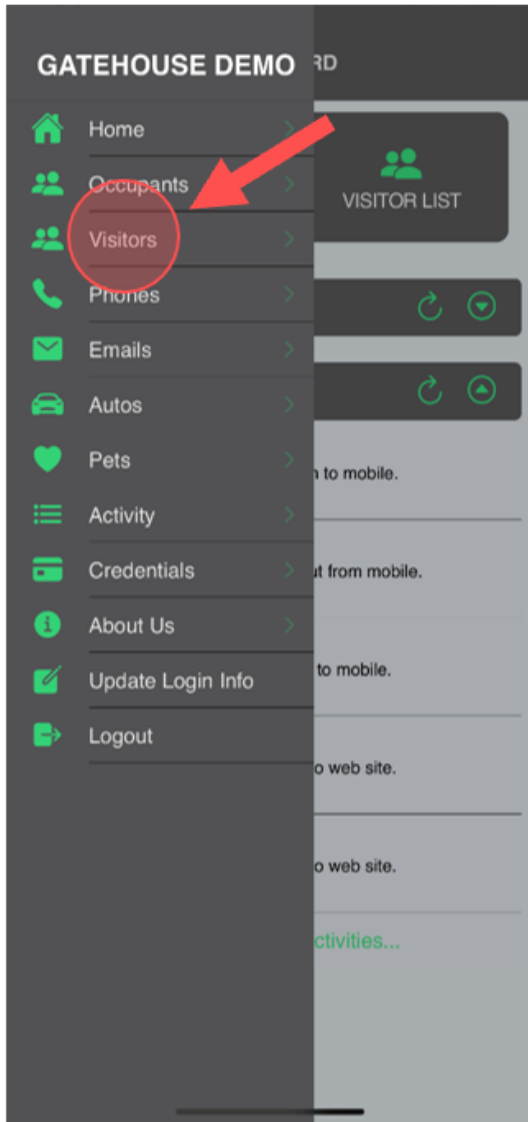
On the "Add Visitor" screen, you will need to enter in the required information, as well as any other information you feel is helpful for your account and the admin staff.

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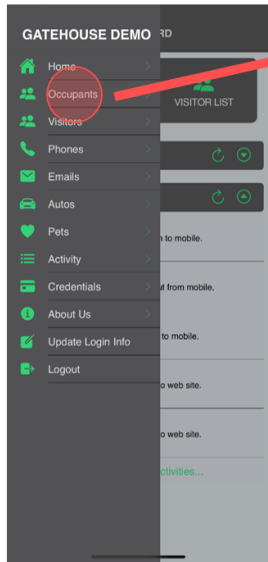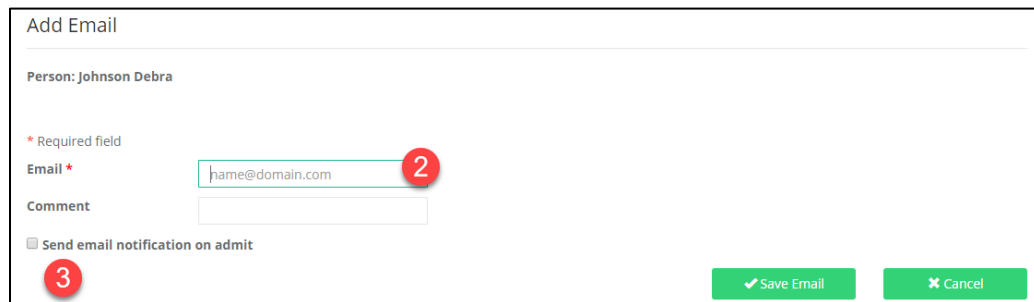- ## **ADDITIONAL INFORMATION**

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.

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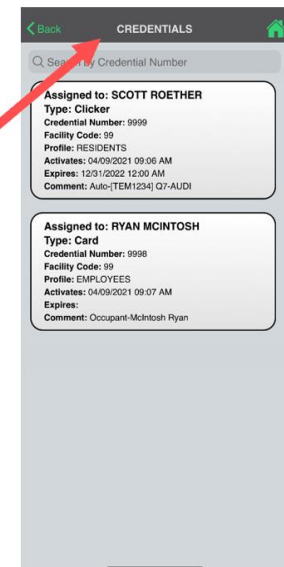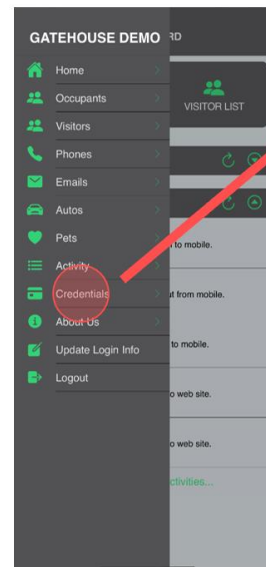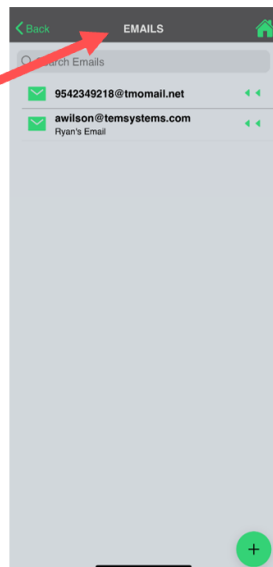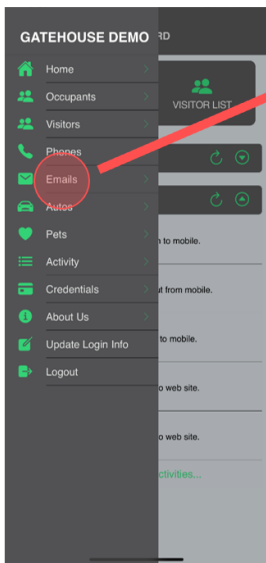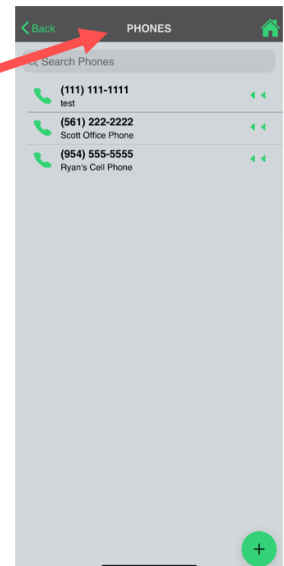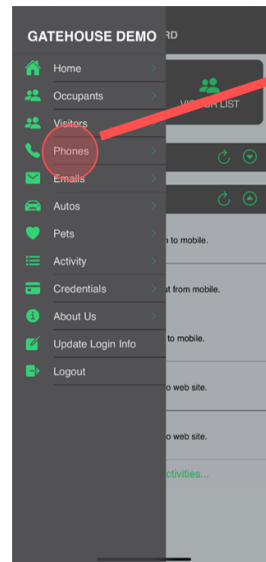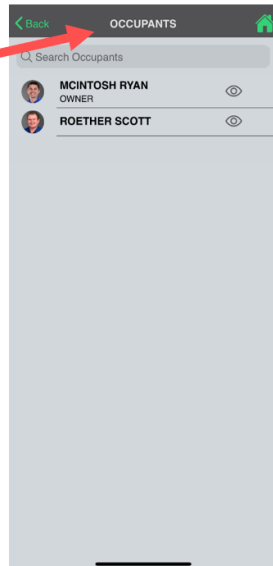
VISITOR NOTIFICATION

- ➤ Residents have the ability to receive an email or text message notifying them when their visitor has been checked-in at the guardhouse.
- ➤ **Option 1** - Email Notification:
  1. Click "**Add Email**"
  2. Enter the correct email address to receive the notification
  3. Select the **checkbox** below "Comment"
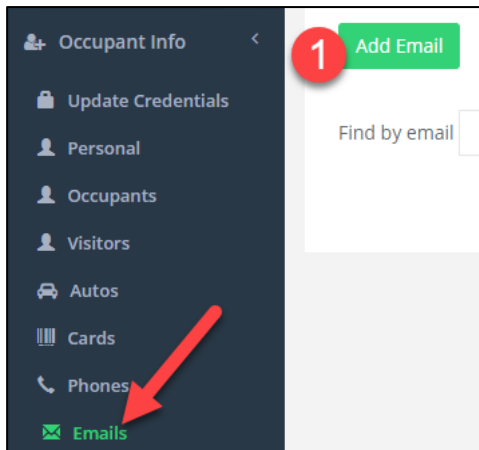
- ➤ **Option 2** – Text Notification:
  1. Click "**Add Email**"
  2. Enter the correct resident phone number with the carrier email format.
     - For example: 9992221234@txt.att.net
     - If your carrier is not there, please contact them and ask them.
  3. Select the **checkbox** below "Comment"
     - AT&T:number@txt.att.net
     - T-Mobile:number@tmomail.net
     - Verizon:number@vtext.com
     - Sprint:number@messaging.sprintpcs.com   or number@pm.sprint.com
     - Virgin Mobile:number@vmobl.com
     - Tracfone:number@mmst5.tracfone.com
     - Metro PCS:number@mymetropcs.com
     - Boost Mobile:number@myboostmobile.com
     - Cricket:number@sms.mycricket.com
     - Nextel:number@messaging.nextel.com
     - Alltel:number@message.alltel.com
     - Ptel:number@ptel.com
     - Suncom:number@tms.suncom.com
     - Qwest:number@qwestmp.com
     - U.S. Cellular:number@email.uscc.net

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