Gatehouse Solutions Instructions

Phone App Instructions

Access

- Download the GateHouse App = GateHouse Solutions or TEM Systems
- Client Code: 151151
- One account per property
- User Name:
  - Default = 1st person listed on Homeowner Account
    - '01' at the end of the account # (reference homeowner card)
  - 1st initial + last name (Robert Jones = rjones)
  - You can change your username after changing the default password
- Password:
  - Default = cwpv2019
  - You will be prompted to change the password after 1st login.
  - Enter your email address

Adding Visitors

Option #1
  - Click "Visitors" button
  - Click "Add Visitor"
    - Enter Visitor Information
    - Enter Length of Time for Visitor Pass, Save

Option #2
  - Click "Menu" icon
  - Click on "Visitor" button
  - Click "+" on the bottom right-hand corner
    - Enter Visitor Information

Visitor E-Pass

Option #1
  - After creating the Visitor
    - Click on the "envelope"
    - Enter the Visitor's email
    - Click "Send E-Pass" button

Option #2
  - Printed at guardhouse upon visitor's arrival

Web Portal

Access

- https://cwpv.gatehouseportal.com
- One account per property
- User Name:
    - Default = 1st person listed on Homeowner Account
        - '01' at the end of the account # (reference homeowner card)
    - 1st initial + last name (Robert Jones = rjones)
    - You can change your username after changing the default password
- Password:
    - Default = cwpv2019
    - You will be prompted to change the password after 1st login.
    - Enter your email address

Adding Visitors

- Click "Visitors" button
- Click "Add Visitor"
    - Enter Visitor Information
    - Enter Length of Time for Visitor Pass, Save

Visitor E-Pass

Option #1
- Email to visitor to be shown when entering the gate
    - Open Visitor's record
    - Select "@Send e-pass" and follow instructions to send e-pass

Option #2
- Printed at guardhouse upon visitor's arrival

Phone Attendant

- Need unique 5 Digit ID (PIN) Number
    - **Call San Tan Gate @ (480) 895-6846 for your unique ID (PIN) Number**
- Call Attendant
- After hearing the "Welcome" greeting
    - you will be prompted to choose the duration for your Visitor
    - You will need to say the name of your Visitor
    - After 1-2 seconds, you will receive a confirmation recording