TEKControl
VISITOR MANAGEMENT SYSTEM
MOBILE GUIDE FOR RESIDENTS

(POWERED BY TEKWAVE SOLUTIONS)

VERSION 5.1.15

JULY 8, 2021

Contents

Prelude

Welcome to the TEKControl Visitor Management System (VMS). This guide is designed to help you navigate the desktop portal (web version) of the TEKControl VMS.

Every community is different and not all communities have access to everything in this guide.

Most questions should be directed to your community manager, and they can reach out to TEKControl with any questions they do not have the answers for. Your community manager can help you with login information, updating information and how-to questions, among many other things.

Download Application

1. Open Apple App store or Google Play Store
2. Search "TEKControl Visitor Management"
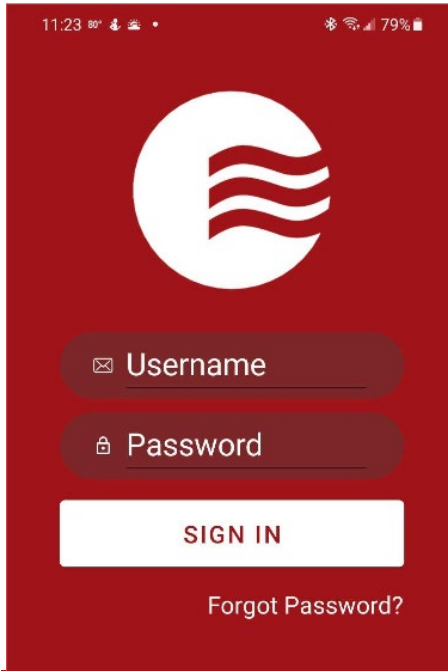3. Tap Install on Android or the Download on Apple
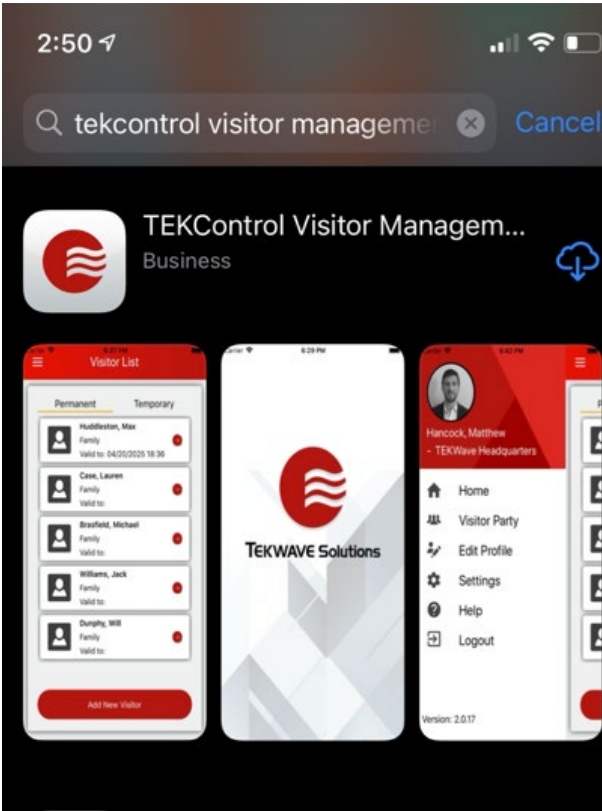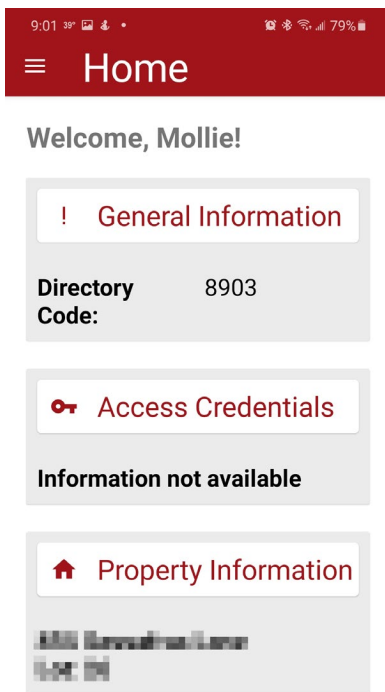

1: Apple App Store
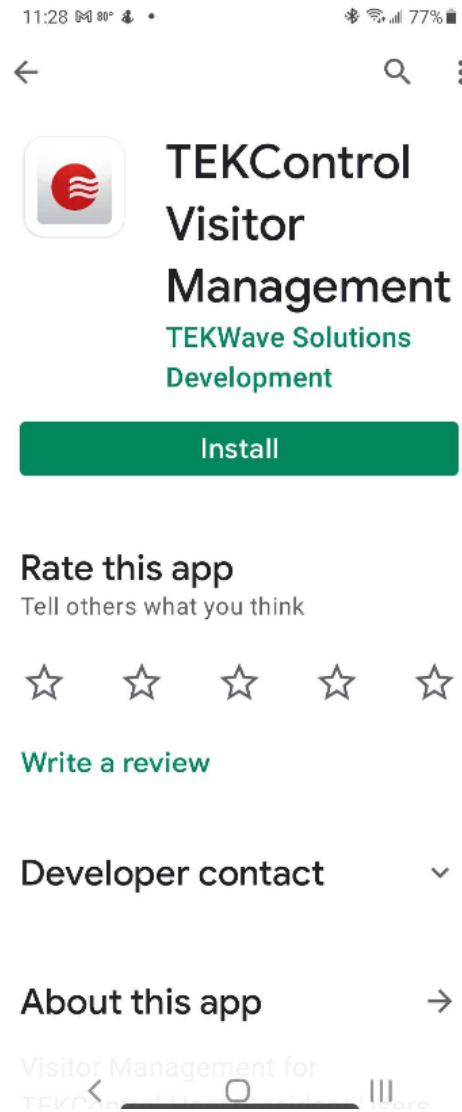
2: Google Play Store

Login Screen

1. Double click on the TEKControl icon on your mobile device
2. Enter in your username and password

3. The default landing page is your profile overview. This has your Directory Code, Access Credentials, and address.
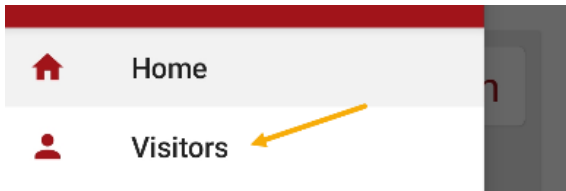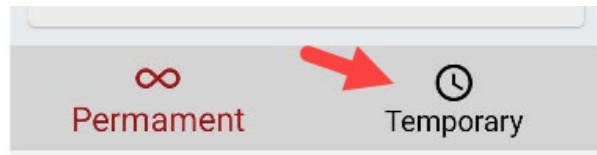
Visitors

View Visitors
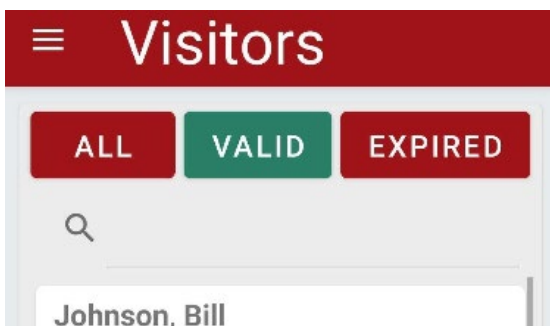
1. Tap Hamburger Bar at top left

2. Tap Visitors

   a. This will pull a list of your permanent visitors

3. Tap Temporary to see a list of your Temporary visitors

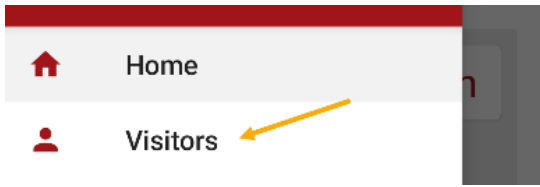   a. You can sort your temporary visitors by All, Valid or Expired

4. Tap Permanent to go back to the Permanent list

Add Visitor

1. Tap Hamburger Bar at top left

2. Tap Visitors

3. Tap Permanent or Temporary based on the type of visitor

4. Tap + at bottom right

5. Enter Visitor Information
    a. First Name
    b. Last Name
    c. Company Name (if applicable)
    d. Select Destination from drop-down
    e. Select Type from drop-down
    f. Enter Date
    g. Enter the visitors email
    h. Enter the visitors phone number – no spaces or dashes; please enter cell phone if sending ePass
    i. Enter any notes
    j. Click Save or Save & Send E-Pass (if available)
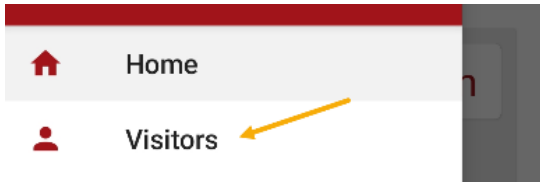   i. If you send E-Pass the visitor will receive a text QR code to their cell number

Not all communities allow the ePass feature. If you do not see this, it is not activated in your community
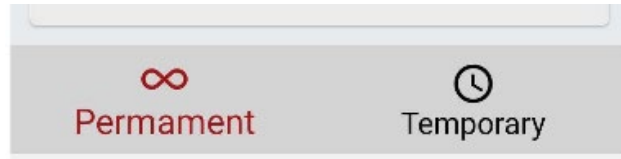
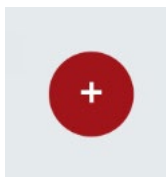## Deny Visitor

1. Tap Hamburger Bar at top left

2. Tap Visitors

3. Tap Permanent or Temporary if you want to permanently or temporarily deny them

4. Tap + at bottom right

5. Enter Visitor Information
   - k. First Name
   - l. Last Name
   - m. Company Name (if applicable)
   - n. Select Type from drop-down
   - o. Enter Date
   - p. Add notes
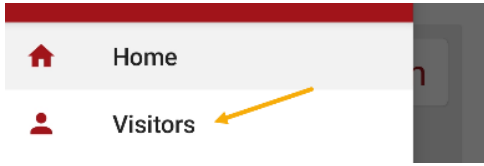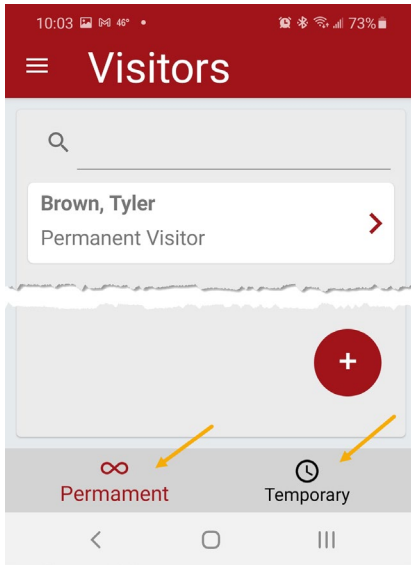
6. Tap Deny

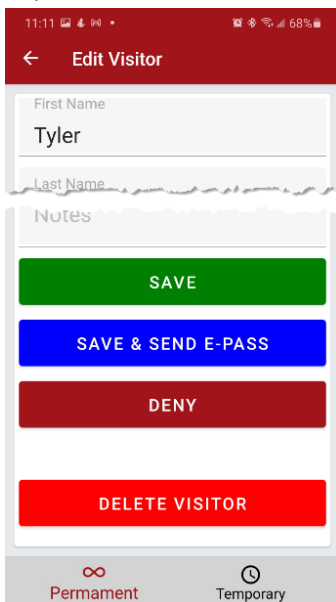## Edit Visitor

1. Tap Hamburger Bar at top left

2. Tap Visitors

3. Tap Permanent or Temporary based on Visitor you need to Edit

4. Tap Visitor Name
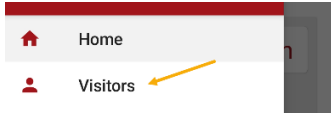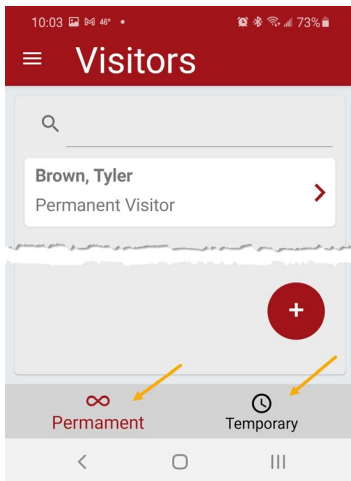5. Edit as needed
6. Tap Save

Delete Visitor

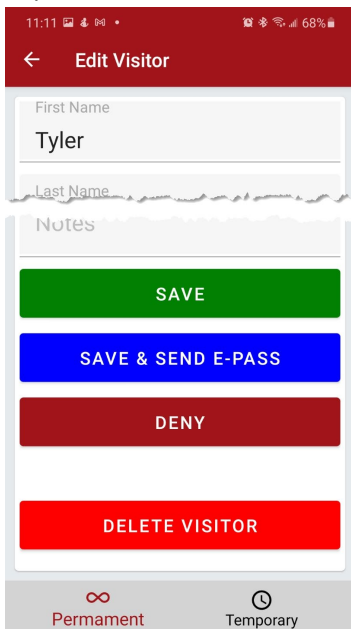1. Tap Hamburger Bar at top left

2. Tap Visitors

3. Tap Permanent or Temporary based on Visitor you need to Delete

4. Tap Visitor Name you need to Delete
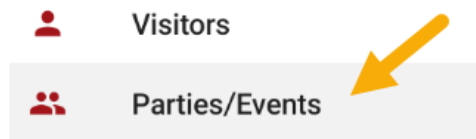5. Tap Delete at bottom
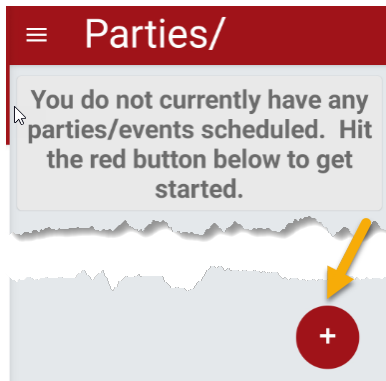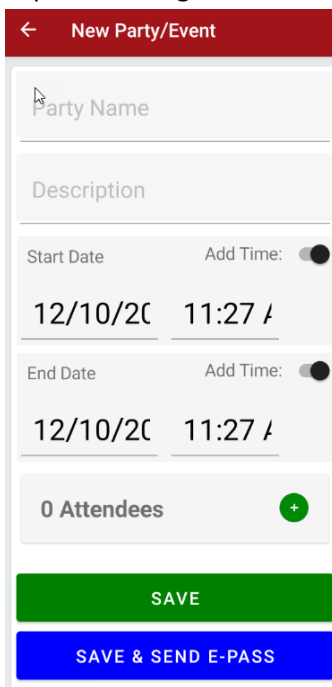
Create a Party
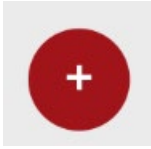
1. Tap Hamburger Bar at top left

2. Tap Parties/Events

3. Tap + at bottom right

4. Enter Party Name
5. Enter Description
6. Set Start and End Date and Time
7. Tap Green + Sign

8. Tap the Red + Sign

9. Select Existing Visitor from drop-down or
    a. Enter New Visitor Information
        i. First Name
        ii. Last Name
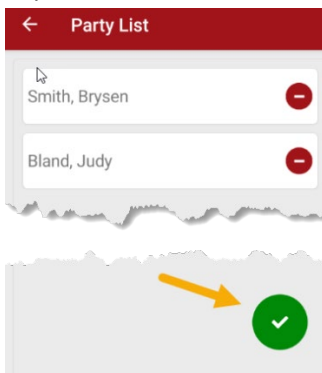   iii. Contact Phone – visitor phone number
        iv. Contact Email – visitor email

10. Tap Add
11. Continue Adding All Visitors
12. Tap Green Check when all visitors added

13. Tap Save or Save & Send E-Pass
    a. If you send E-Pass the visitor will receive a text QR code pass to their cell number

Not all communities allow the ePass feature. If you do not see this, it is not activated in your community
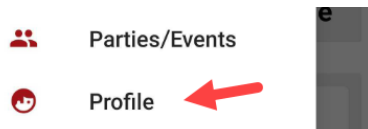
Profile

Profile

Update Personal information

1. Tap Hamburger Bar at top left

2. Tap Profile

3. Enter the updated information
   a. Email
      i. Updating this will not change your login email
   b. Phone
      i. Tap Notify if you want to be notified at this number
      ii. Tap Directory if you want this number listed in the Directory
   c. Offsite Address
   d. Emergency Contact
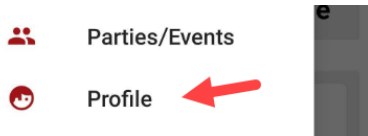   e. Notes

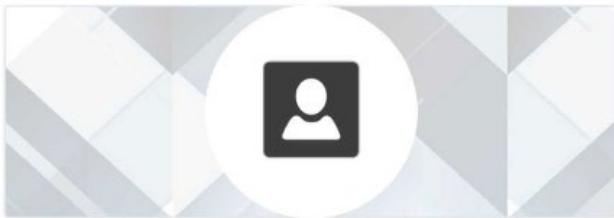4. Tap Update

Add Profile Picture

1. Tap Hamburger Bar at top left

2. Tap Profile

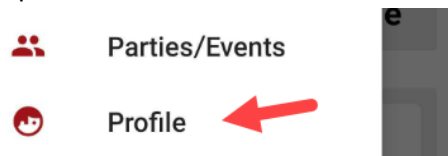
3. Tap the Profile Picture

4. Take a picture of yourself
5. Tap Update

## Opt-In Notifications

1. Tap Hamburger Bar at top left

2. Tap Profile

3. Scroll down to Opt-In Notifications
   a. Announcement/Alert by Email
      i. Tap the toggle if you want Email announcements/alerts
   b. Announcement/Alert by SMS
      i. Tap the toggle if you want SMS (text) announcements/alerts
   c. Visitor Arrival by Email
      i. Tap the toggle if you want to be notified of arrivals by Email
   d. Visitor Arrival by SMS
      i. Tap the toggle if you want to be notified of arrivals by SMS (text)
   e. Visitor Departure by Email
      i. Tap the toggle if you want to be notified of departures by Email
   f. Visitor Departure by SMS
      i. Tap the toggle if you want to be notified of departures by SMS (text)
   g. Visitor Denial by Email
      i. Tap the toggle if you want to be notified of denials by Email

    h. Visitor Denial by SMS
        i. Tap the toggle if you want to be notified of denials by SMS (text)
    i. Visitor Scheduled Confirmation by SMS
        i. Tap the toggle if you want a schedule confirmation by SMS (text)
    j. Visitor Scheduled Confirmation by Email
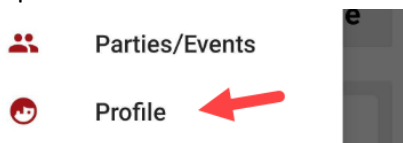   i. Tap the toggle if you want a schedule confirmation by Email
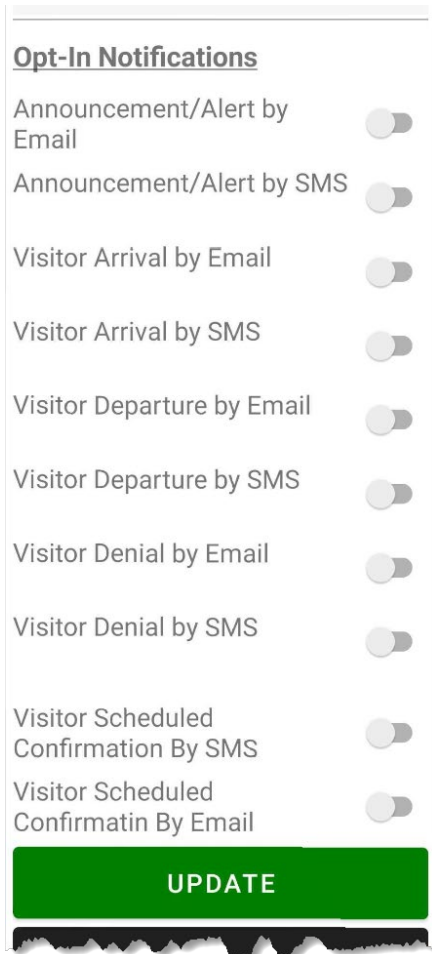
4. Tap UPDATE

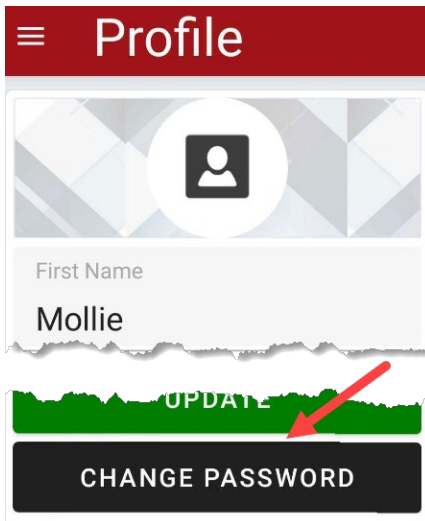## Update Password

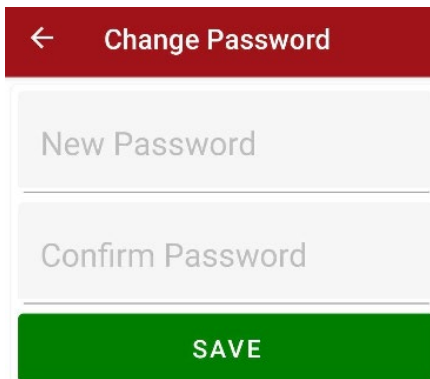1. Tap Hamburger Bar at top left

2. Tap Profile

3. Scroll to the bottom

4. Tap Change Password

5. Enter New Password
   a. Eight digit minimum
   b. At least one lowercase and one uppercase letter
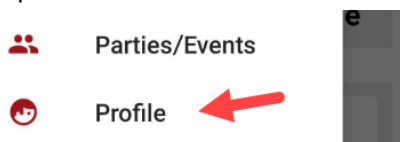6. Confirm Password

7. Tap Save

Family
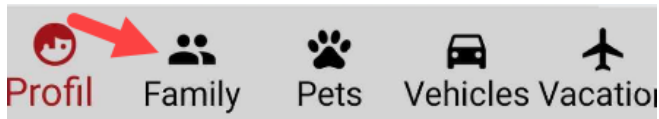
View Family members

1. Tap Hamburger Bar at top left

2. Tap Profile
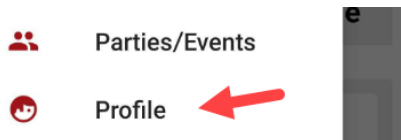

3. Tap Family at the bottom

4. This will show you a list of family members

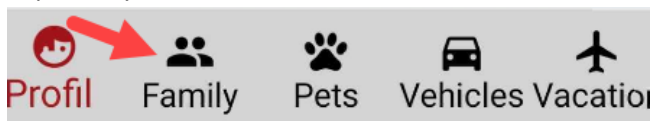## Add New Family member

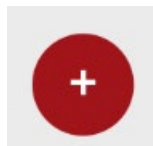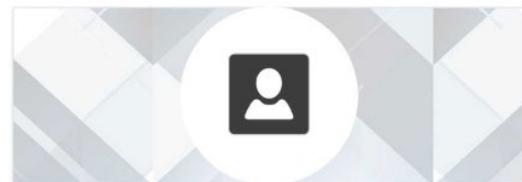1. Tap Hamburger Bar at top left

2. Tap Profile

3. Tap Family at the bottom

4. Tap the Red + Sign

5. Tap the Profile Picture

6. Take a picture of your family member
7. Enter the following required information
    a. First Name
    b. Last Name
    c. Email, if you want them to have their own login
    d. Phone, this number cannot be on any other account, numbers only, no spaces or dashes
    e. Relationship
8. Enter any other information needed
9. Select Opt-In Notifications
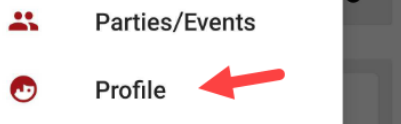10. Click Save
11. It will take you back to the Family Page

Pets

**Not all communities allow you to enter your pet information*

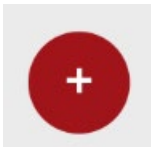1. Tap Hamburger Bar at top left
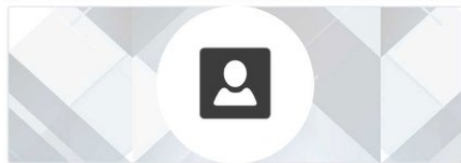

2. Tap Profile

3. Tap Pets at the bottom

4. Tap the Red + Sign

5. Tap the Profile Picture

6. Take a picture of your pet
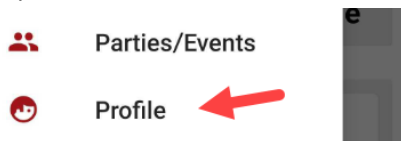7. Enter any of the information
8. Tap Save Pet

Vehicles

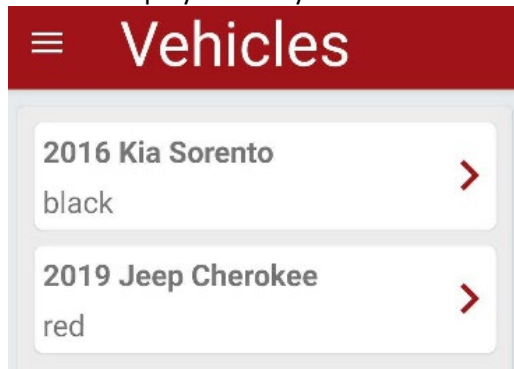### View Vehicles

1. Tap Hamburger Bar at top left

2. Tap Profile

3. Tap Vehicles at the bottom
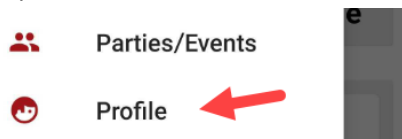
4. This will display a list of your vehicles

Add Vehicle

Not all communities allow you to enter your vehicle information
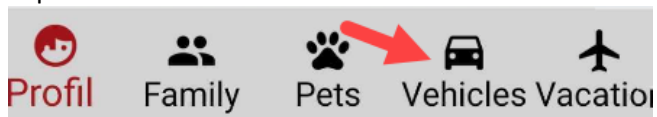
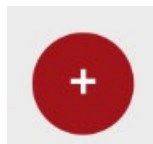1. Tap Hamburger Bar at top left

2. Tap Profile

3. Tap Vehicles at the bottom

4. Tap the Red + Sign

5. Enter your vehicle information
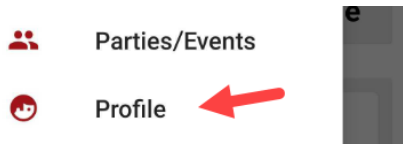6. Tap Save Vehicle

Delete Vehicle

Not all communities allow you to enter your vehicle information
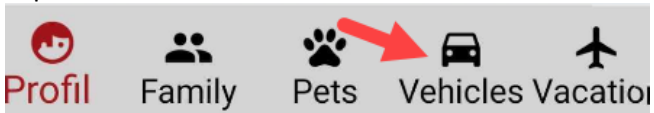
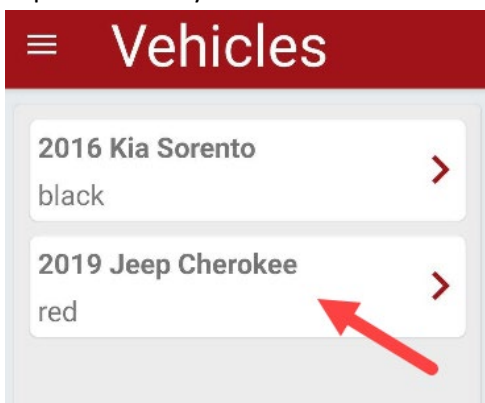1. Tap Hamburger Bar at top left

2. Tap Profile

3. Tap Vehicles at the bottom

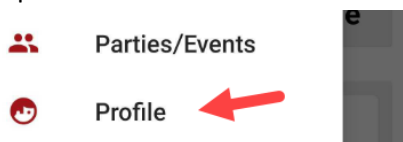4. Tap the vehicle you want to delete

5. Tap Delete

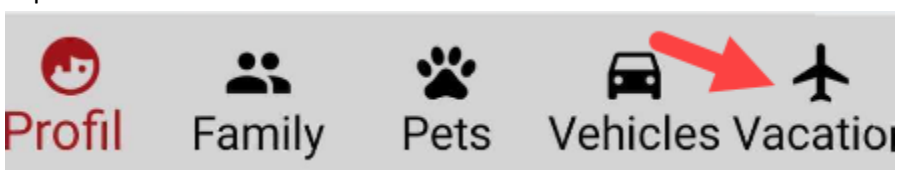# Vacation

Add Vacation

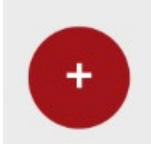1. Tap Hamburger Bar at top left

2. Tap Profile

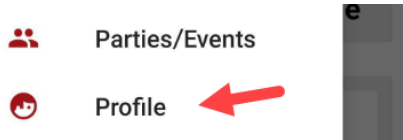3. Tap Vacation at the bottom

4. Tap the Red + Sign

5. Enter Start and End Date
6. Enter a Description
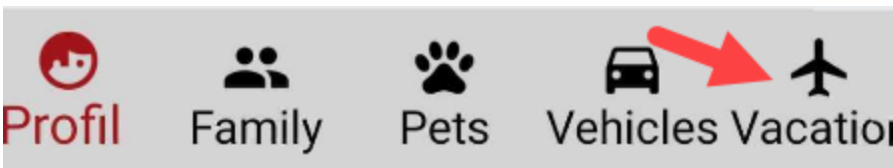7. Tap Save Vacation

Delete Vacation

1. Tap Hamburger Bar at top left

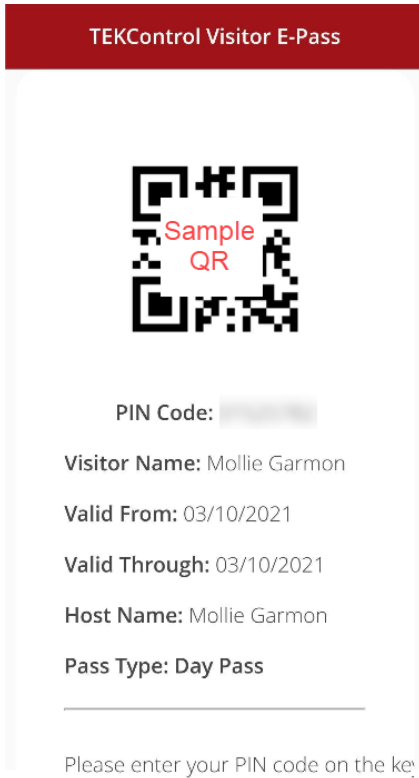2. Tap Profile

3. Tap Vacation at the bottom

4. Tap the vacation you want to delete
5. Tap Delete

FAQs

What is an ePass or QR code?

- Some communities allow residents to send an email or SMS (text) message to their visitors to scan at the gate. The text will have your name and address with a link for them to click to get a pass like the one below.

I forgot my password.

- You can reset your password on the log in page. Click the Forgot Password link on the login page. An email will be sent with instructions to reset your password. If you are still having problems, please reach out to your community contact.
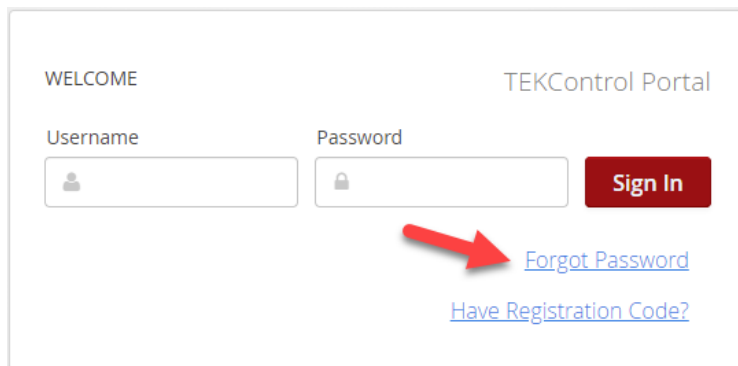
I forgot my username.

- Your username is typically your email address. If that does not work, please reach out to your community contact.

I need to register for TEKControl.

- Please reach out to your community contact for registration.

I do not see the Save and Send ePass button.

- Not all communities allow the ePass function.

I cannot add my phone to my account.

- A phone number is only allowed in the system one time. Make sure you do not have the same number listed on a family members profile.

Other Questions:

- Please visit our support center at https://support.tekwavesolutions.com.