



## Gate Access Instructions

The Gate Access system can be accessed through your laptop or PC, in addition to other devices including smart phones and tablets. Let's address the laptop and PC option first. Open your web browser (IE Explorer, Chrome, Firefox, etc.) and search for [www.gateaccess.net](http://www.gateaccess.net). The site looks like this:

To set up the account for both members of the household, use the following credentials to populate the various boxes you see on the Gate Access home page:

Community Code: VCC

User Name: **Primary Phone Number**

Password: **6 Digit Passcode**

**IMPORTANT:** The login credentials used on a laptop or PC are the same as those required to access via a mobile device. If the log-in credentials are changed on the laptop or PC, the new log-in information must be saved /used when accessing the mobile device.

Account information can only be changed on a laptop or PC, not on a mobile device.

Once the account is accessed, navigate by the tabs on the toolbar at the top of the page. First, complete the "contact info" section with current telephone numbers and email addresses. Complete each of the sections. Be sure to click "update information"

to save changes. NOTE: The vehicle section can only be populated by management. When using devices other than laptops or PC's, the system requires an "App" to be installed via the Apple store for IO devices, or Google Play for Android devices.

As with the installation of any application for your device(s), an internet connection is required, in addition to the password used for access to either the Apple or Play store(s) to download the free app for your device.

Once the requisite app store is accessed, search for the app listed as: ABDI gateaccess. The logo for the app looks like this:



Install the app on your device. Once installed, open the app. It looks like this:



Using the same credentials provided for setting up a laptop or PC, type in the information for the various blocks as needed. Select the "Remember" function to save the login credentials, so they automatically populate the next time the account is accessed.

To add a person to your guest list, click the + icon at the top left side of the page, then choose the "Add Guest" option. Complete the form as indicated, including last and first names, any notes for security, (such as: "please create a 3- day pass for my brother") and the appropriate date(s) for the guest, whether one or several days' period, or select the permanent guest option. Once completed, click the "Add Guest" key at the top right of the page. That's it! Please contact us if there are any questions.

## CALL AUTHORIZATION INSTRUCTIONS

(Available 24 hours a day, 7 days a week)

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1. Dial the following telephone number: 407-380-5672 The computer will pick up and request that you enter your personal security PIN # and press the # sign. Once the computer identifies your PIN#, it will open your resident file.
2. 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).
3. 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.**
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 # sign to add another guest.
5. 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 16<sup>th</sup> of the month. Finally, you will enter the year followed by the # sign. For example, you may either enter 2002# or 02# for the year 2002. 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 8/16/2002. 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.**
6. 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.
7. Should you need to speak to a security officer directly, please call (407) 794-1755

### NOTES:

- The computer can only recognize a touch-tone phone.
- No one will be admitted into the community without prior authorization.