A Quick Start Guide to Gate Access

<u>Residents</u>: (getting a sticker and set up online)

The new gates are controlled by TEKwave app/software

1. Get a login ID for Tekwave

> Go to <u>myuniversityplace.com</u> and fill out the **TEKwave decal request** form
> OR Go see Nicole at the Charleston pool on Friday morning and she will fill out the form for you. Nicole may give you a sticker but it still takes 24-48 hours to be activated.)
> In 24-48 hours a decal will be delivered to your home. (You can use a PIN code in the interim - see instructions below)
> Apply it vertically to the passenger side back window.

2. In the meantime until you get the sticker:

> You will receive an email from TEKwave after the form is received with a **link** to the website (this is specific to your address only and cannot be shared)
> Enter your **email** on the website (the same email you entered on the form) and create a **password** and any info required such as phone number.
> Now you have a LOGIN and PASSWORD

3. Download the **TEKControl Visitor Management** app from the app store for your smartphone. Open the app on your phone to check your profile and visitors

<u>Using the TEKwave app</u>

The opening **HOME** screen has 3 sections: **General Information**, **Access Credentials**, and **Property Information**. There are also 3 lines in the upper left hand corner.

From the **HOME** screen, under **Access Credentials** you will see a list of your decals
At the top of the list is a **4 digit PIN Code**

> **You can use this PIN Code until your decal arrives.**
> You can also use this code when you are in a vehicle without your decal.
> (car rental, UBER, etc.)
> It can also be given out to family members.
> ***Make sure to use the 4-digit PIN code and NOT the Directory Code above***

Click the 3 lines on the upper left corner and open the 4th option which is **<u>Profile</u>**

> Here you make sure **Notify** is set to ON (green) and **Directory** is set to ON/green
> Also make sure the primary phone number listed here is your cell phone,
> (you can not give visitors access if you use a land line and are away from home.)

Scroll down and make sure **Directory Listing?** Is set to ON/green
Under that there is a box for **Directory Alias** - this is what the visitors will see when they search for you in the Directory. For example, if you don't want your first name to show in the directory, you can change it here to just show your last name. Or if you want more than first names listed, you can change it to something like Smith Bill and Ann. The last name MUST be first as that is what the visitors use for their search.

You can also use this section to choose how you want to be **notified** when visitors arrive.
VERY IMPORTANT!!! Scroll to the bottom and click **UPDATE** to have your changes saved.

Setting up Visitors

Click the 3 lines at the top left and choose the 2nd option **Visitors**
Click the **RED + SIGN** in the circle and fill in the fields shown
VERY IMPORTANT: the **TYPE** is default set to **Temporary** - change to **Permanent** if you want your guest to have permanent access

Scroll down to the bottom and click **SAVE** or your visitor information will not be saved. If you would like to send your visitor a E-Pass (QR code), click the blue option **SAVE & SEND E-PASS**

Tell your visitors to click YES when they receive the text message, and click the next message to get the E-PASS. They can enter by holding it up to the QR code reader square at the gate.

Visitors instructions to enter

Visitors encounter the KIOSK (electronic screen) in front of the gate.
Visitors can enter using 4 methods:
PIN Code, E-Pass (QR code), **Directory** (calling Resident) or **Remote Gate Guard**

The **PIN code** is the code listed in the app (instructions above) given by the resident.

The **E-Pass** is a QR code received by web link from the resident. It is best if the visitors save the link to their phone Home Screen, or screen shot the code and save to Photos. Visitors hold up the QR code/E-Pass to the small square box at the kiosk.

Selecting **Directory**, the visitor will enter the resident's last name.
IMPORTANT - send the visitor the correct spelling of your LAST name
The screen will ask if they want to call the resident. Upon selecting YES, the resident will be called on the number listed in the profile, and can talk to the visitor. (The call will come from (888)267-6690.) The resident MUST SELECT 9 from their phone keypad and the gate will open. A cell phone is more convenient in case you are not home and someone needs access.

When choosing **Remote Gate Guard**, the remote guard will answer and ask which resident the visitor wants to visit, and the guard will call the resident to confirm entry. (The call will come from (844)845-7400.)

Helpful Information:

Create a contact on your phone for the Front Gate with the 2 phone numbers listed. Many residents don't answer calls from random 800/888/etc. numbers, so the call will show up as front gate if you have created a contact.

Advise your visitors that if they can't reach you by the **Directory** method, to use the **Remote Gate Guard** instead.