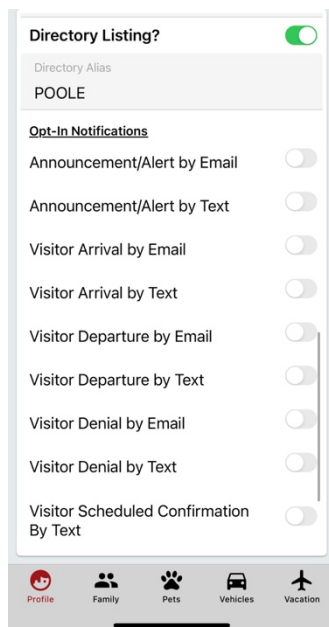


Dear Neighbors,

1. **FIRST PRIORITY.** To help expedite your guests/visitors at the gates; please send them an **EPASS**/QR CODE. This will help alleviate congestion at the gates.

You can find out how to do this by going to:
<https://support.tekwavesolutions.com/hc/en-us/articles/4411848453901-How-To-add-a-visitor>

2. Secondly, your guests/visitors can use the directory to call you. Please check to make sure you are listed in the director for this by going to your profile and turning on directory listing. You can also create an alias if you choose. dWhen someone calls you from the directory, you hit “9” on your phone. This will grant them access.



3. Lastly, Remote guarding. Just like we had before but remember it depends on guard response times. We are newer community and they manage multiple neighborhoods. I have personally been to the gatehouse 12 times in the last 3 days to help/watch the interaction. Guard response times have been decent. I’m aware of some outlier long wait times and they have been addressed with the manager.

Common Questions below:

User guides for the system can be found here: [How do I use the TEKControl Visitor Management system?](#)

I've included instructions for downloading the mobile app here: [Where do I find the TEKControl Visitor Management mobile application?](#)

Regards,

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