



How to - Start using your Resident App

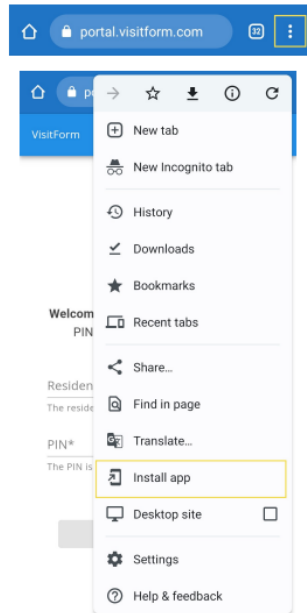
Through the Resident Portal, you can update your information, control visitor access, issue automated guest passes and much more without the need to contact the attendants.

1. Type <https://visitform.com/portal> in your phone browser

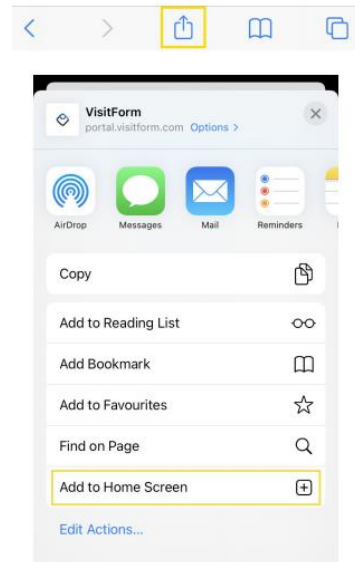
For Android phone: Use Chrome

For iPhone: Use Safari

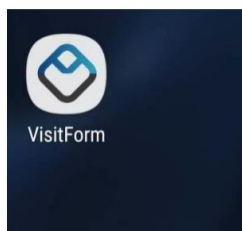
2. Make the website an App
For Android phone:



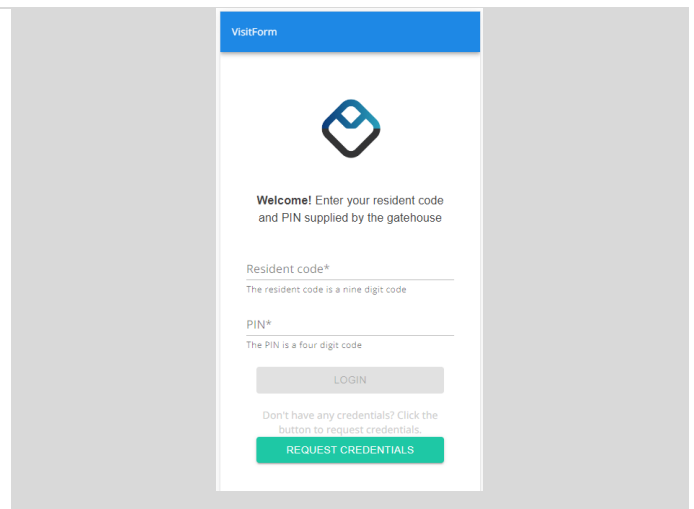
For iPhone:



3. Open the App from your desktop

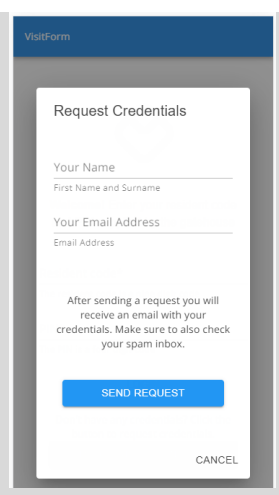


Enter your credentials, a nine-digit code and a four digit PIN code. If you don't have the credentials press the **REQUEST CREDENTIALS** button.

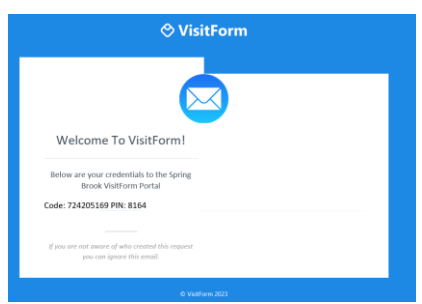


- 4. Enter your email address or telephone number and press **SEND REQUEST**

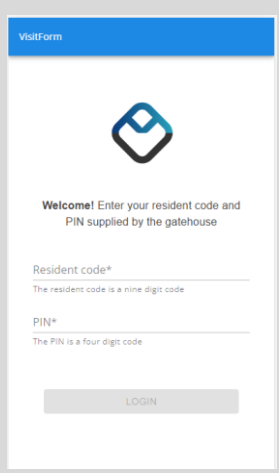
Note:
If you don't have an email address or phone number registered by the community, you need to contact your community management team to get the credentials.



- 5. Check your email or SMS for the PIN code
If you used your mail, you would receive a mail from VisitForm that will look like this;

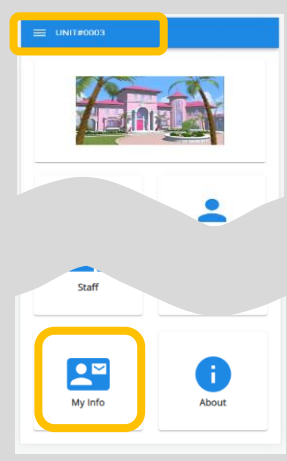
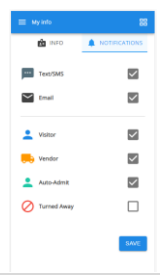


Enter the credentials and press **LOGIN**



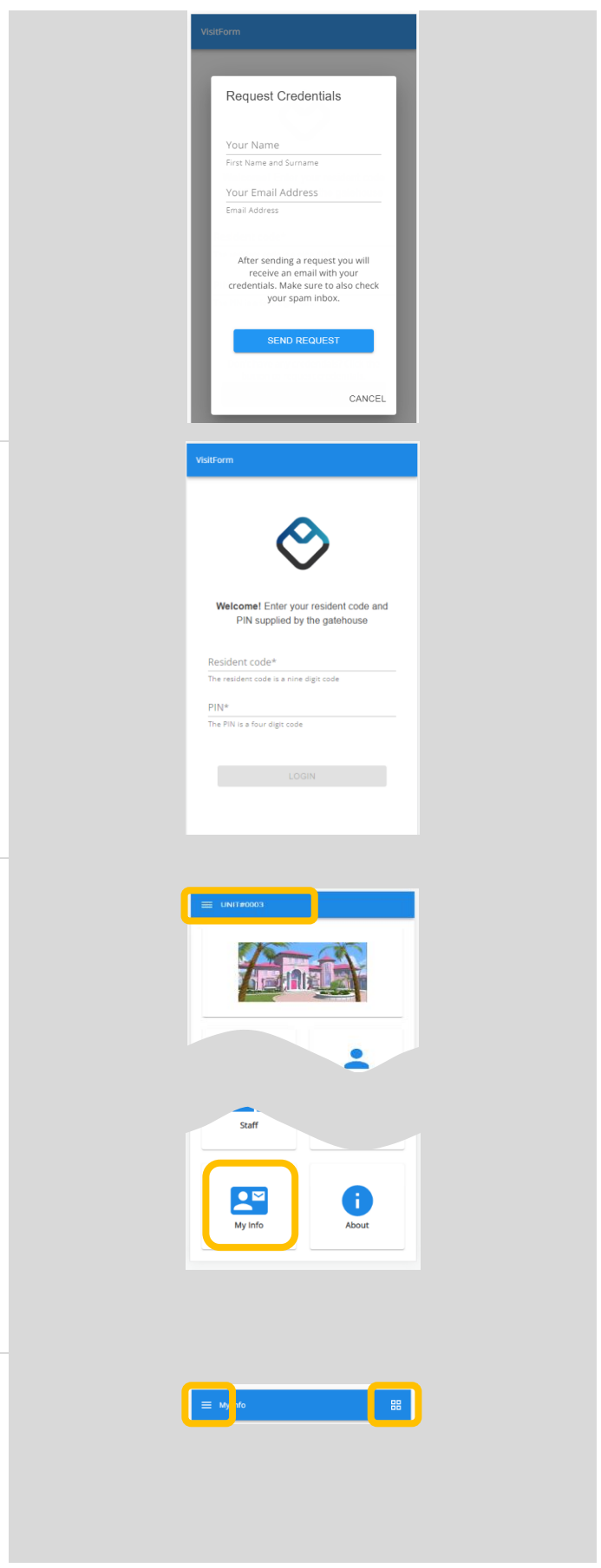
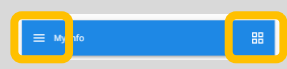
- 6. Verify that you got the right portal
 - a. In the header your unit shall be displayed
 - b. Check that the info in "My Info" is correct. If needed, you can update your mobile phone number and email address.

Tips.
You can also check and edit your notifications here



- 7. Now you can start using VisitForm to inform the Gatehouse about your visitors.

Tips.
Press the upper left symbol to get the menu. Press the upper right symbol to get to the start screen.





- 8. When you shall report a visitor, you can do that in two ways:
 - a. Auto-Admits
 - b. Visitors

- 9. Auto-Admits are for your frequent visitors, typically relatives, and best friends. What you need to fill in the form depends on your HOA rules.

Tips.

For most Auto-Admits you probably can set the validity period to "Permanent"

Temporary
 Permanent

Entry from/to
 1/19/2023 → 2/19/2023

It may be needed to put your Auto-Admit in the right category

Visitor
 Vendor
 Resident

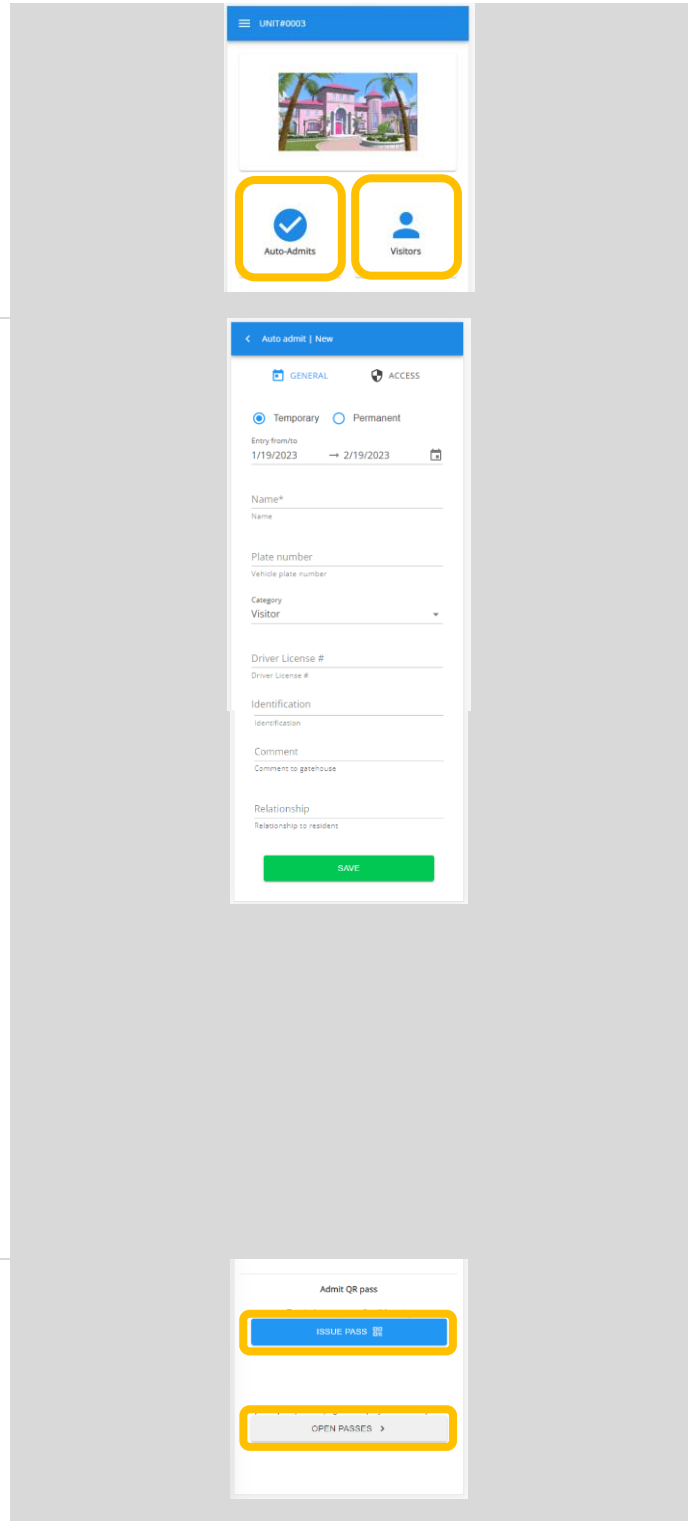
You can also use this to prohibit a person to visit by press **ACCESS** and mark the visitor as **Banned**

GENERAL
 ACCESS

Select whether this vehicle shall be allowed or banned from the premises

Allow
 Banned

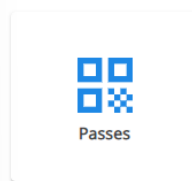
- 10. When you have pressed **SAVE** you can make the life for your visitor and Attendant even simpler by generate a QR pass.



11. When the pass is generated, you can open the passes and download or send it by email to your visitor.

Tips:

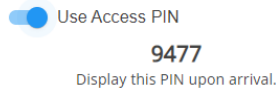
You can also reach your passes from the home page this symbol



12. Visitors, similar function as the Auto-Admit but used for one-time visits.

Tips:

To make a smooth passage at the gate you can give the Visitor an Access PIN that he/she can tell the Attendant at the gate.



13. Other functions on your app

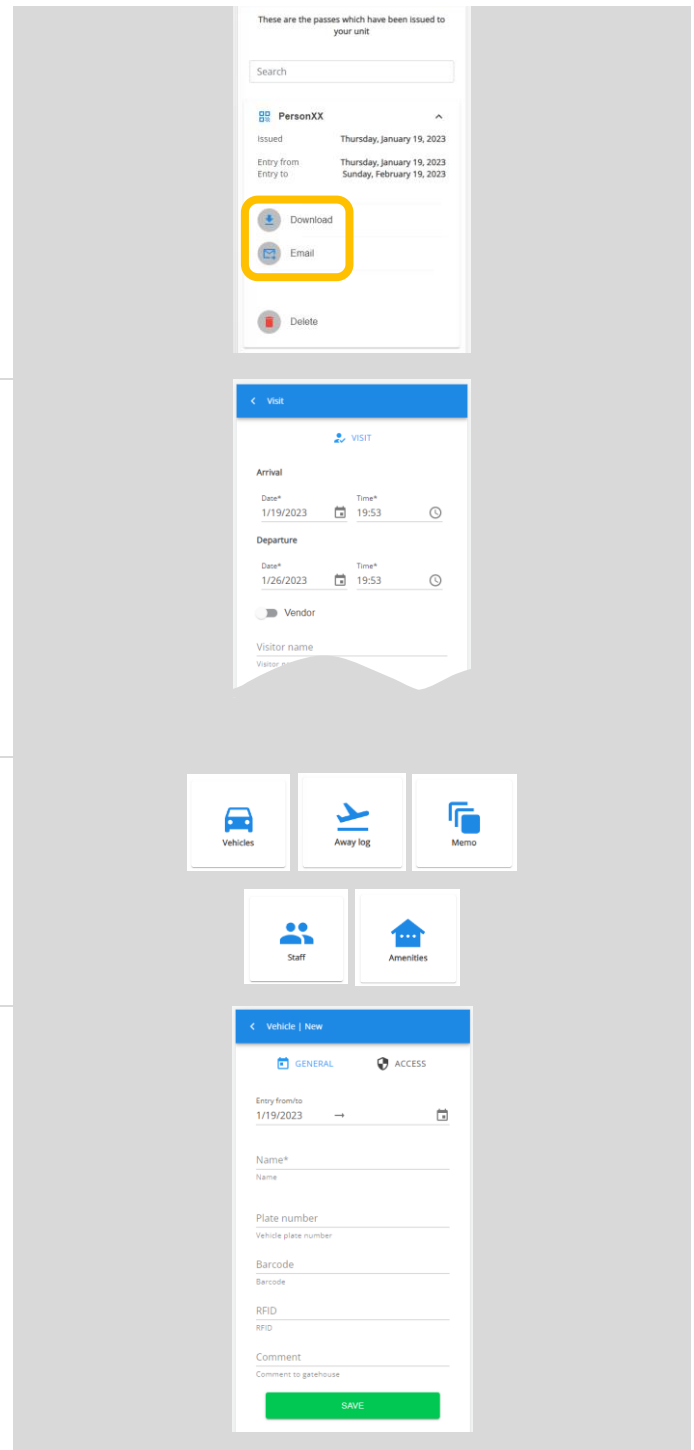
- a. Vehicles
- b. Away log
- c. Memo
- d. Staff
- e. Amenities

14. Vehicle information for your own and family members cars.

Barcode and **RFID** are for automatic detection used on some communities.

Tips:

It is also possible to ban a vehicle.

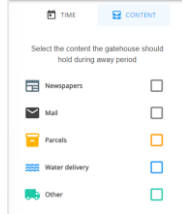




15. Away Log, here you can inform the Gatehouse that you are not at home for a period.

Tips.

Depending on your HOA services you can use the **CONTENT** to mark what the gatehouse shall hold during your away period

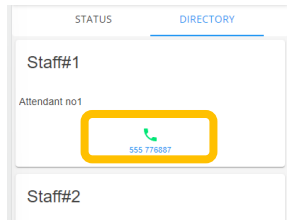


16. Memo is used by the community management to send general information to the residents.

17. Staff show you the staff currently at the gatehouse.

Tips.

In the **Directory** you can find info of all staff at the community and a possibility to call them



18. Amenities is info of our community facilities

