

Dear Resident:

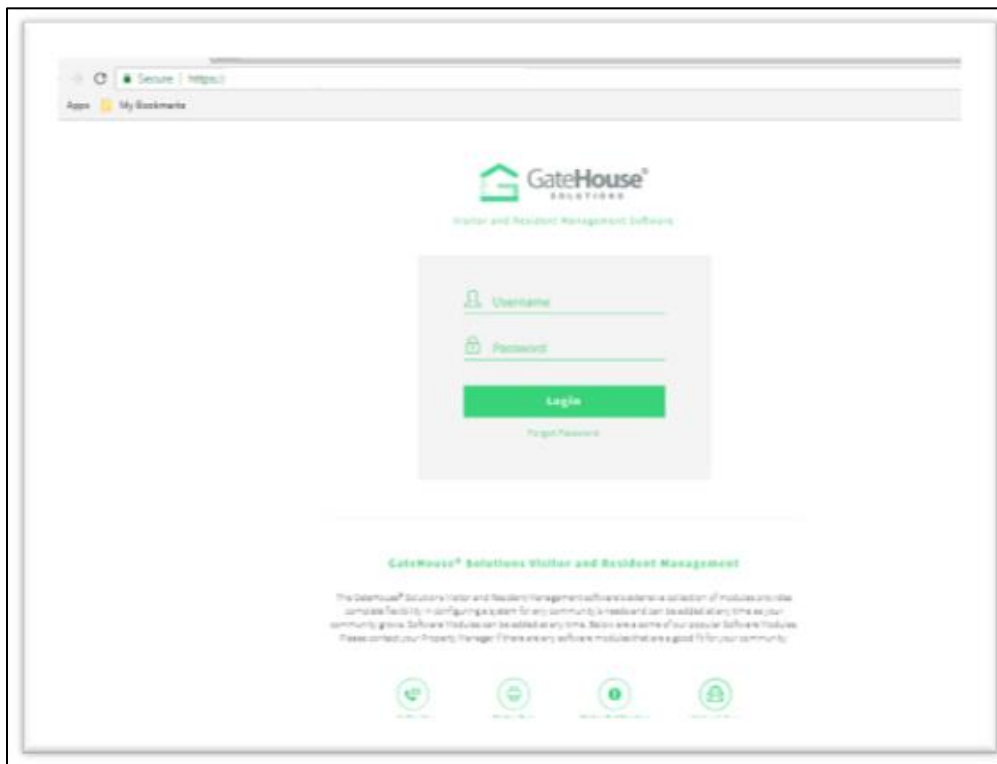
We are introducing Westheimer Lakes new Resident and Visitor Management Software, GateHouse® Solutions. This new software offers residents with two user friendly platforms to managing view their profile and manage their visitor lists. The first is a Web Portal and the second is a Phone App. The purpose of this letter is to introduce residents to the new software and provide residents with a quick overview of some basic functions in the new software, such as logging into your account and pre-approving a visitor. Please note that the community has set a policy that the maximum number of days any visitor pass is seven (7) days and that visitor will only have access to the community during a defined time period.

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RESIDENT WEB PORTAL

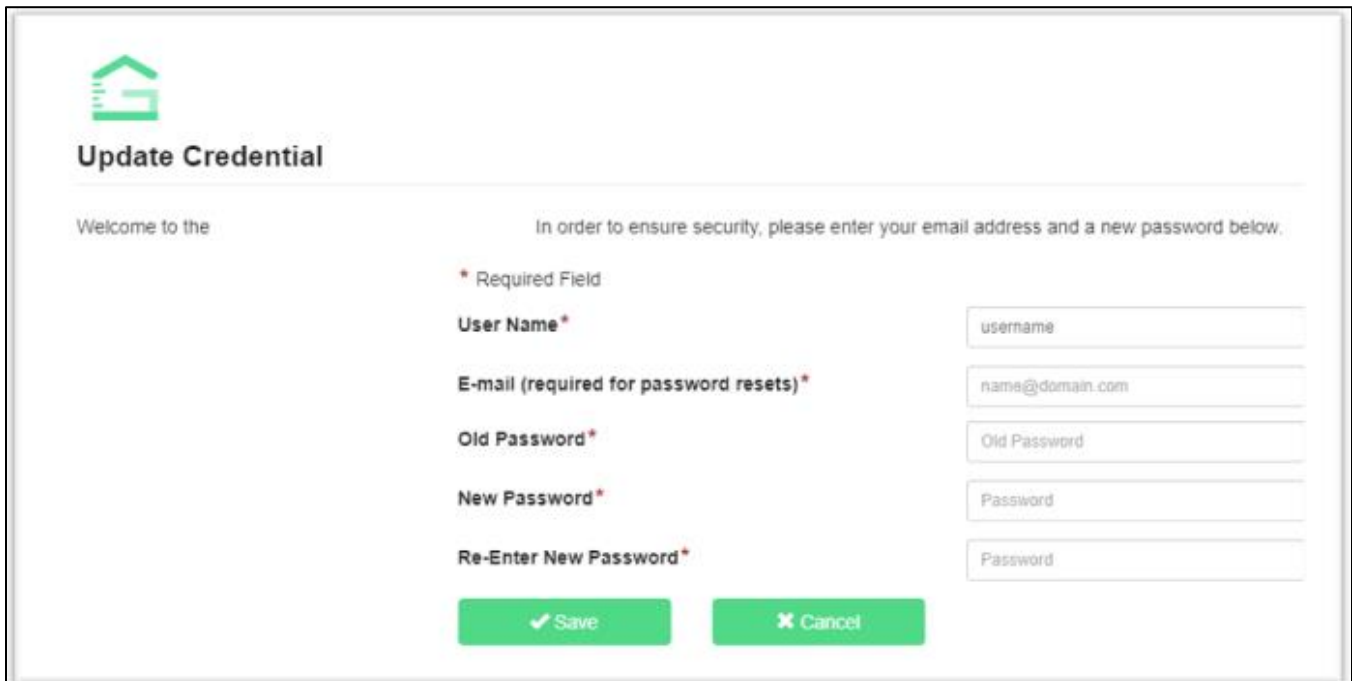
- A new website has been created to provide all residents with the ability to manage their visitor lists and view their account profiles.

Please type-in the following URL: <https://westheimerlakes.gatehouseportal.com>



- **INITIAL LOG-IN**

- To log-in to the website for the 1st time, your default username & password will be:
 - Default Username: **first initial + last name**
 - (example: if your name is Ronald Jones your username will be “rjones”).
 - There could be some exceptions to this, so if you have trouble, please contact the staff and they will assist you.
 - Default Password: **WesTheimer#lakes**
- The system will prompt you to change your password and enter your email address for future password resets.
 - **IMPORTANT:** Please make sure you enter an email address, otherwise the system will not have a place to send you a password should you forget the one you created.
 - You can also change your username at this time.



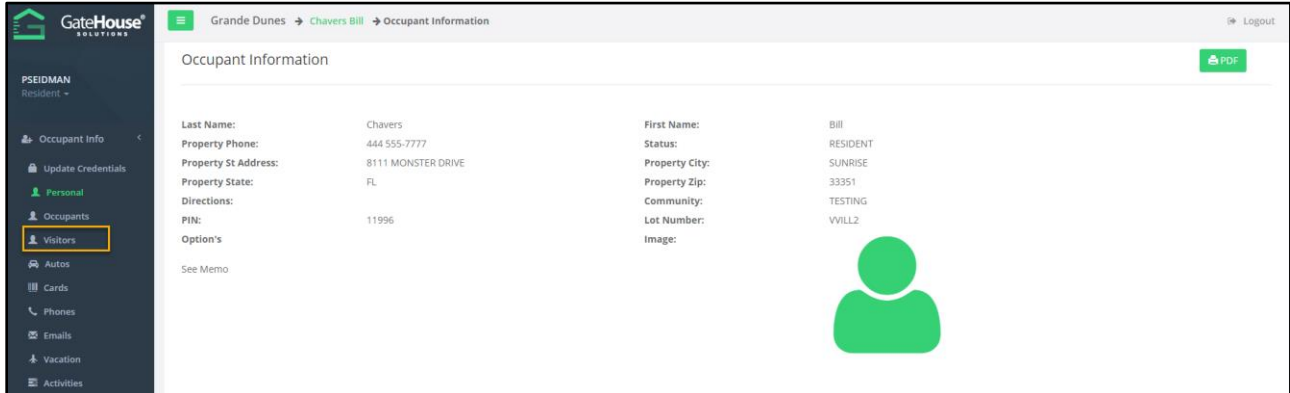
The screenshot shows a web form titled "Update Credential" with the GateHouse logo. The form contains the following elements:

- A welcome message: "Welcome to the" followed by a blank space.
- A security instruction: "In order to ensure security, please enter your email address and a new password below."
- A legend: "* Required Field".
- Five input fields, each with a red asterisk indicating it is required:
 - User Name* (placeholder: username)
 - E-mail (required for password resets)* (placeholder: name@domain.com)
 - Old Password* (placeholder: Old Password)
 - New Password* (placeholder: Password)
 - Re-Enter New Password* (placeholder: Password)
- Two green buttons at the bottom: "Save" (with a checkmark icon) and "Cancel" (with an 'X' icon).

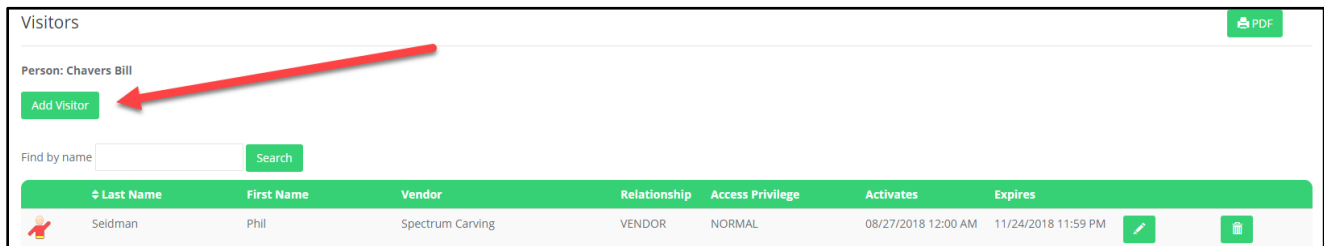
- **IMPORTANT** – only one account is set up for each property address, therefore you will need to share the username and password with each of the occupants in order for everyone to make changes to the visitor list.

• **ADDING VISITORS**

1. To manage the visitor list for your account, click on the “**Visitors**” button in the side menu on the left side of the screen.

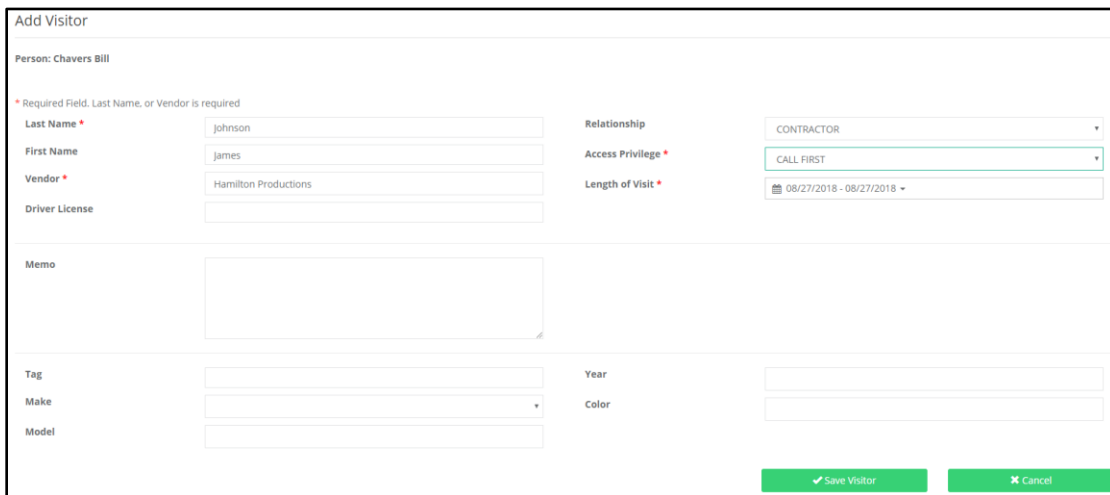


2. Click on the “**Add Visitor**” button in the top left-hand corner of the screen:



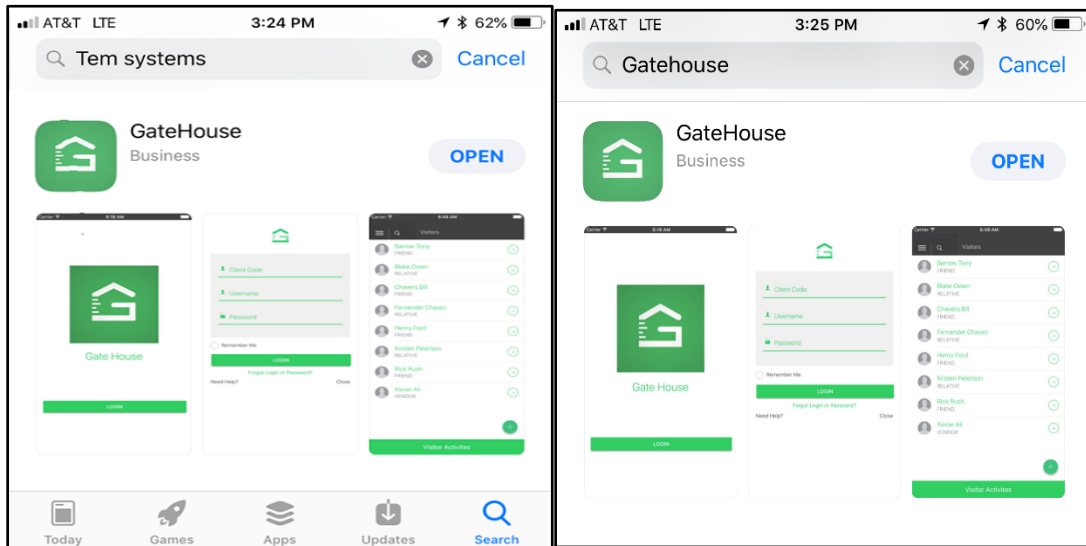
3. On the “**Add Visitor**” screen:

- Enter in the required information as well as any other information you feel is helpful for the gate staff to identify and process your visitor efficiently.
- Select the length of time that the visitor pass will be valid
- Click “**Save**” and this information will be sent to the computers in the guard house



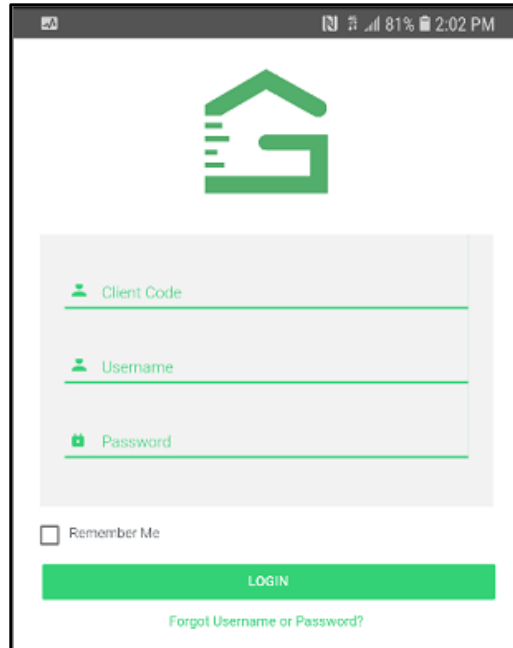
RESIDENT PHONE APP

- The GateHouse Resident Phone App was designed to provide all residents with the ability to manage their visitor lists and view their account profiles from the palm of their hand. Residents will need to log into the App Store (IOS) or Google Play (Android) and search GateHouse Solutions or TEM Systems to find the GateHouse® Resident Phone App.



• INITIAL LOG-IN

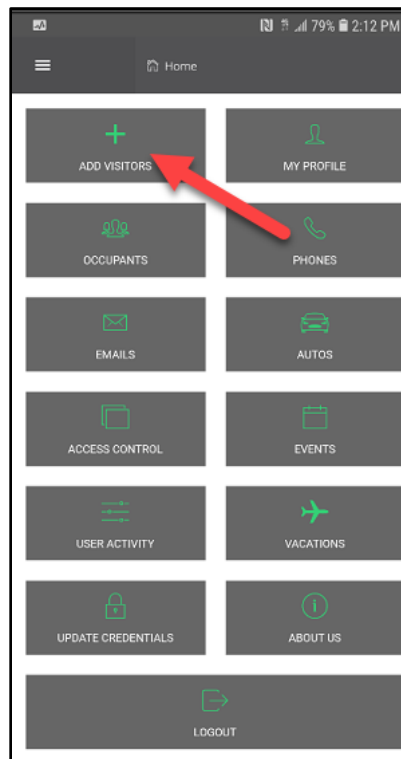
- After downloading the app to their smartphone, the resident will need to log-in with their client code, username, and password. To log-in to the website for the 1st time, your default username will be your first initial + last name (example: if your name is Ronald Jones your username will be “rjones”). The default password is “”.
- The client code is **131131**
- The system will prompt you to change your password and enter your email address for password resets. Please make sure you enter an email address, otherwise the system will not have a place to send you a password should you forget the one you created.
- **IMPORTANT – only one account is set up for each property address**, therefore you will need to share the username and password with each of the occupants of the property address that can make changes to the visitor list.



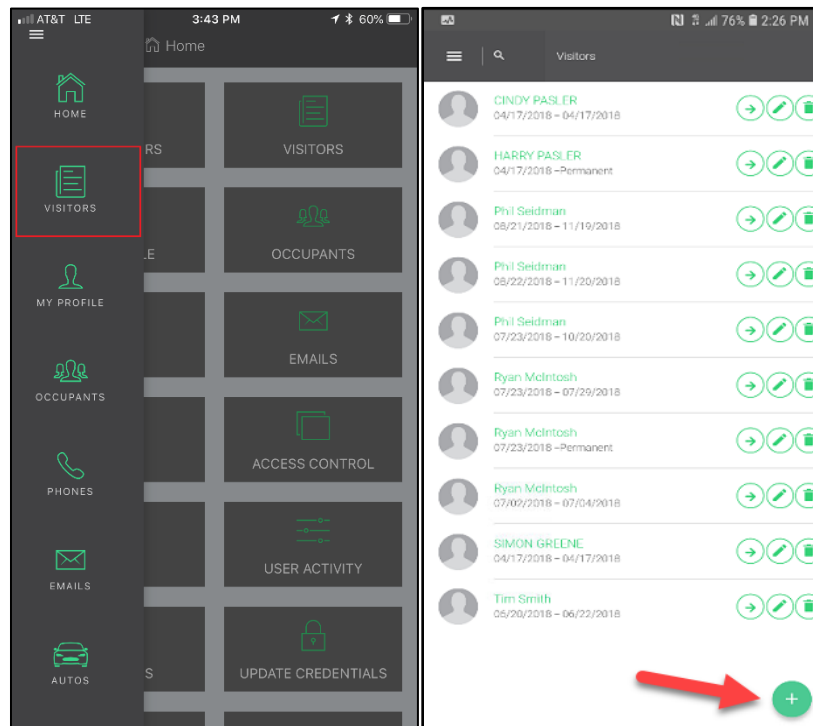
- **ADDING VISITORS**

The Resident Phone App provides residents with two (2) options in how they can add visitors.

1. **Option 1** - Residents can quickly add visitors by clicking on the “Add Visitors” button.



- **Option 2** - Additionally, residents can click on the “Menu” icon in the top left-hand corner to display the side menu, where they can click on the “Visitor” button. To add visitor, residents will click on the “+” on the bottom right-hand corner of the visitor list screen.



- On the “Add Visitor” screen, you will need to enter in the required information as well as any other information you feel is helpful for the security guard to identify and process your visitor efficiently.

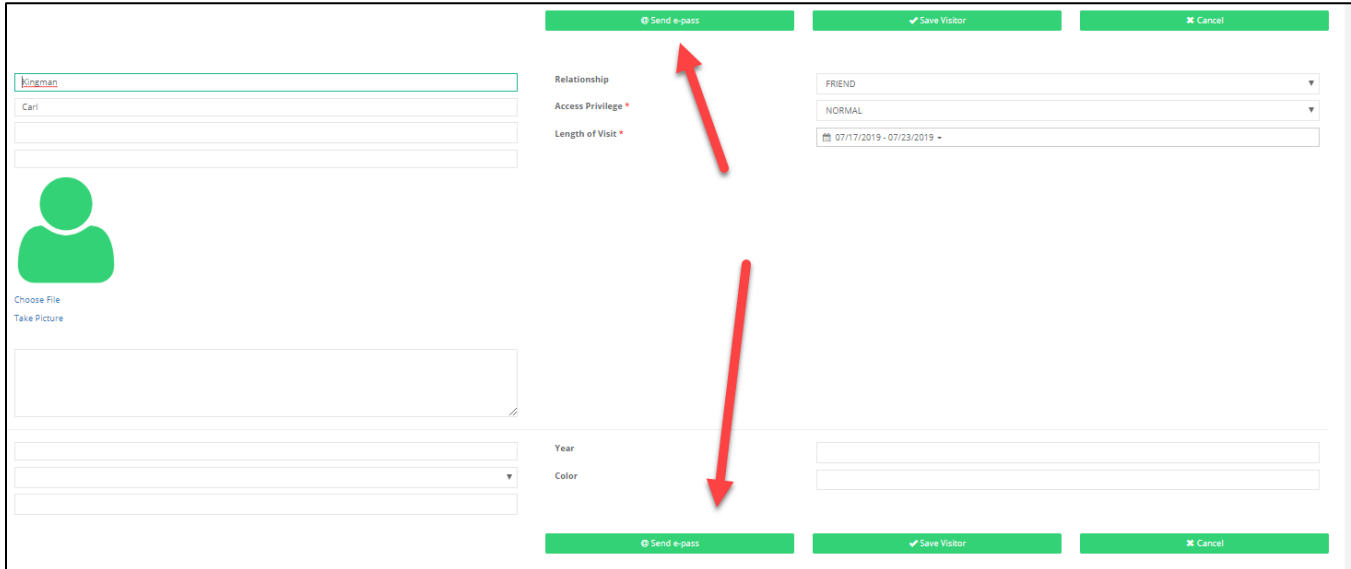
VISITOR E-PASS

Authorized visitors to Westheimer Lakes will either receive a paper pass from the security officer at the guardhouse or residents can create an E-Pass that is sent prior to their arrival via email.

When the visitor arrives at the community, they will need to open the email on their smart phone and display the barcode so that the security officer can scan the barcode to check them in. Please note that the E-Pass will include the same information as the paper pass, so it is up to the residents on how they want to distribute their visitor pass.

GateHouse Bear Valley VISITOR E-PASS	
SCAN FOR GATE ACCESS	
	
Visitor: Kingman Carl	
ISSUED: 07/17/2019	EXPIRATION: 07/23/2019
Resident: Johnson Debra Address: 11223 TEST ME STREET	

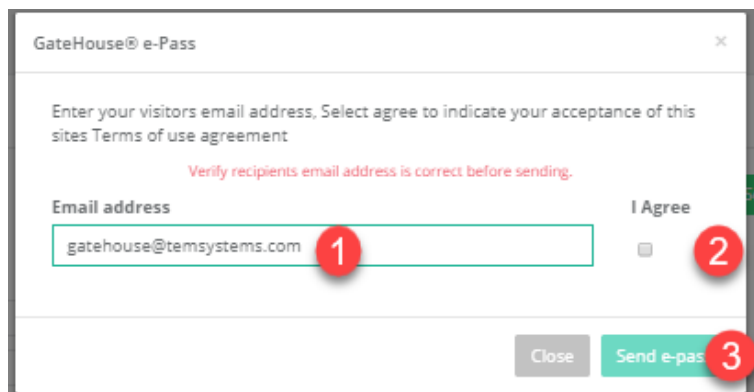
To create an E-Pass in the **Resident Web Portal**, the resident will need to first create the visitor record and save it. Then the resident will need to reopen the visitor record and a new button called “@Send e-pass” will appear.



The screenshot shows a web form for creating a visitor record. At the top, there are three buttons: "Send e-pass", "Save Visitor", and "Cancel". The form contains several input fields: "Name" (with "Kingman" entered), "Car#", "Relationship" (set to "FRIEND"), "Access Privilege" (set to "NORMAL"), "Length of Visit" (set to "07/17/2019 - 07/23/2019"), "Year", and "Color". There is also a section for uploading a picture with "Choose File" and "Take Picture" options. At the bottom, there are three buttons: "Send e-pass", "Save Visitor", and "Cancel". A red arrow points from the top "Send e-pass" button to the bottom "Send e-pass" button.

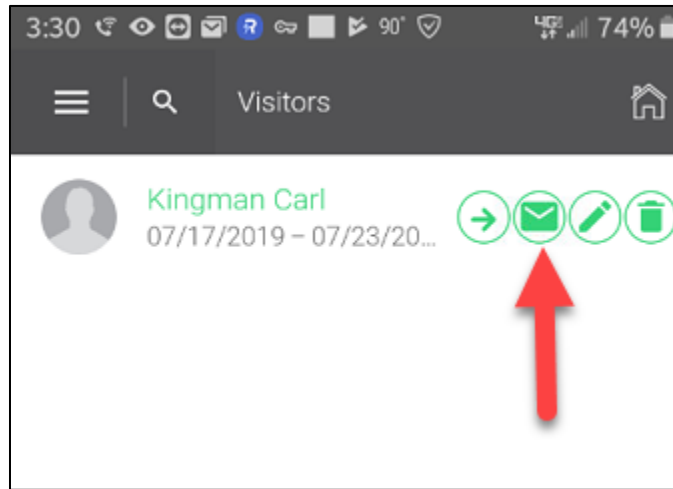
Then the resident will need to:

1. Enter the visitor's email address
2. Click the “**I Agree**” check box
3. Click the “**Send**” button.



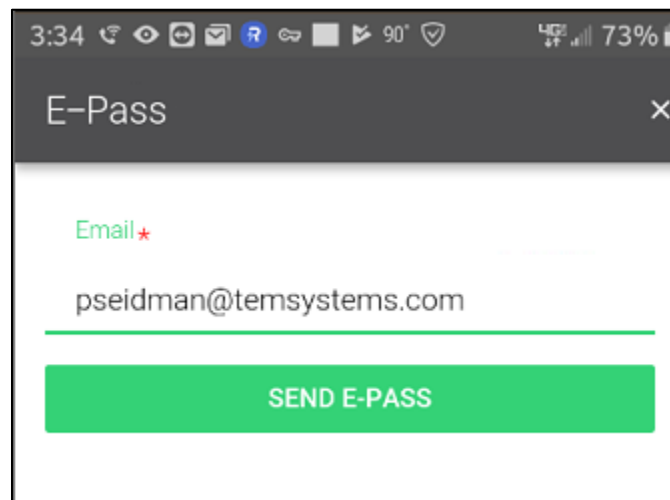
The screenshot shows a dialog box titled "GateHouse® e-Pass". It contains the text: "Enter your visitors email address. Select agree to indicate your acceptance of this sites Terms of use agreement". Below this, there is a red warning message: "Verify recipients email address is correct before sending.". There are two main input areas: "Email address" with the value "gatehouse@temsystems.com" and "I Agree" with a checked checkbox. At the bottom right, there are two buttons: "Close" and "Send e-pass". Red circles with numbers 1, 2, and 3 are overlaid on the email address field, the "I Agree" checkbox, and the "Send e-pass" button, respectively.

To create an E-Pass in the **Resident Phone App**, the resident will need to first create the visitor record and save it. Then the resident will need to click on the “envelope” icon to open the E-Pass screen.



Then the resident will need to:

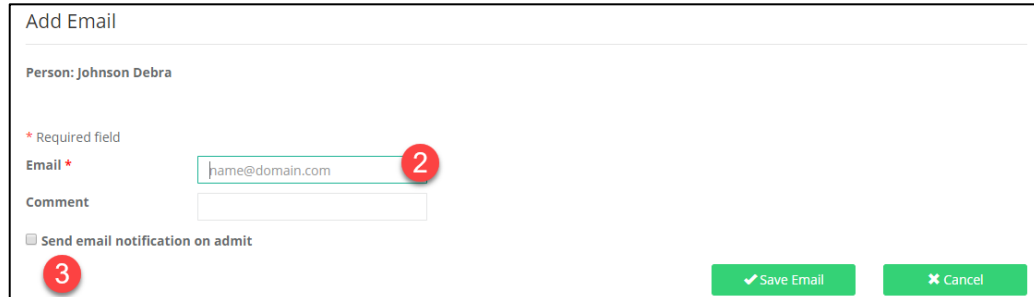
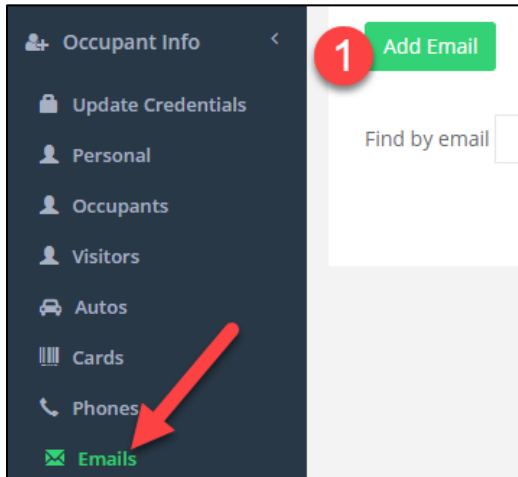
1. Enter the visitor's email address
2. Click the “**Send E-Pass**” button.



VISITOR NOTIFICATION:

Residents have the ability to receive an email or text message notifying them when their visitor has been checked-in at the guardhouse.

- **Option 1 - Email Notification:**
 1. Click “**Add Email**”
 2. Enter the correct email address to receive the notification
 3. Select the **checkbox** below “Comment”



- **Option 2 – Text Notification:**
 1. Click “**Add Email**”
 2. Enter the correct resident phone number with the carrier email format.
 - For example: 9992221234@txt.att.net
 - If your carrier is not there, please contact them and ask them.
 3. Select the **checkbox** below “Comment”
 - AT&T: number@txt.att.net
 - T-Mobile: number@tmomail.net
 - Verizon: number@vtext.com
 - Sprint: number@messaging.sprintpcs.com or number@pm.sprint.com
 - Virgin Mobile: number@vmobl.com
 - Tracfone: number@mmst5.tracfone.com
 - Metro PCS: number@mymetropcs.com
 - Boost Mobile: number@myboostmobile.com
 - Cricket: number@sms.mycricket.com
 - Nextel: number@messaging.nextel.com
 - Alltel: number@message.alltel.com
 - Ptel: number@ptel.com
 - Suncom: number@tms.suncom.com
 - Qwest: number@qwestmp.com
 - U.S. Cellular: number@email.uscc.net