NEW GUEST CALL-IN PROCEDURES
Please save these instructions (also posted on website)

The new community access system is now up and running. GateAccess.net is a premier website that allows residents to access certain parts of their gatehouse profile information. You can now manage your own profile, allowing you to view and edit your profile in real time and authorize or delete guests in advance of their arrival. **PLEASE NOTE THAT THIS IS REQUIRED FOR ALL VISITORS.** In an effort to streamline activity at the gatehouse, the guards will only attempt **ONE PHONE CALL TO ONE PHONE NUMBER.** If there is no response, your guest will be turned away to contact you for access. The new phone number to speak with the guard is 561-327-4175, but this number cannot be used to call in guests.

There are 3 ways to manage your guests:

1. **TELEPHONE**

2. **COMPUTER (do this FIRST before downloading the cell phone app)**

3. **CELL PHONE APP**

All 3 options will require your gatehouse PIN number. This is the number used for the keypad callbox and when calling the guard to pre-authorize a visitor. If you are unsure of your PIN number, you may obtain it from the Association via email at **cobblestonecreekhoa@gmail.com or in person at the clubhouse office ONLY.** For security reasons, it will not be provided over the telephone.

TELEPHONE:

1. Call the gatehouse phone number at **561-880-0065**. The automated system will ask for your PIN number and the name of your guest (s).

COMPUTER:

1. Using any web browser, navigate to **www.GateAccess.net.**

2. At the login screen, select community code **"COB."**

3. The default "User Name" is your home phone number or primary phone number at the gatehouse. Enter the 10-digit number ONLY, without spaces, dashes or parentheses. **FOR EXAMPLE:** If your number is (561) 123-4567 your **USER NAME is 5611234567.**

4. Your "Password" is your 4-digit gatehouse PIN number, as referenced above.

5. Once done, click on the LOGIN button. Upon a successful login, the OVERVIEW page will open.

   NOTE: You will be locked out of the system for 60 minutes after your third unsuccessful Login attempt. If you are unsure of your login credentials, please request them via email at cobblestonecreekhoa@gmail.com.

Everything on GateAccess.net is done in real time, which means that as soon as you make any changes to your profile and click "update" at the bottom, your profile will automatically be updated in the gatehouse system, reflecting your changes. If you make any changes to your electronic information and phone number, we ask that you please inform the Association so that we may also update our database. Some of the information is read-only. If any read-only information needs to be revised, please contact the Association via email at cobblestonecreekhoa@gmail.com.

Please note that if you would like to receive a text message when a guest arrives, you must complete the form on the Contact Info tab for authorization of text notification.

At the bottom right corner of each page you will find a HELP button. Clicking on that button will generate a pop-up screen detailing information regarding the open screen. Use this information for help or questions regarding editing, deleting or adding data.

CELL PHONE APP:

The "**ABDi GateAccess**" app is available for Smartphone or Tablet download in the App store.

1. Search and download the app just as you would any other app.
2. Once downloaded, open the App and enter the community code **COB.**
3. Your User Name and Password are the same as in the GateAccess.net website.
4. Once logged into the App, your profile will appear. The App allows you to perform functions such as adding a guest to your list and viewing your entry log in real time. We recommend downloading the App because you can access and manage your guest list from wherever you are. Please keep in mind the App is limited to only a few functions, whereas the website has more options available to use.

If you have any questions or problems, please contact the clubhouse office or email the Association at cobblestonecreekhoa@gmail.com.