

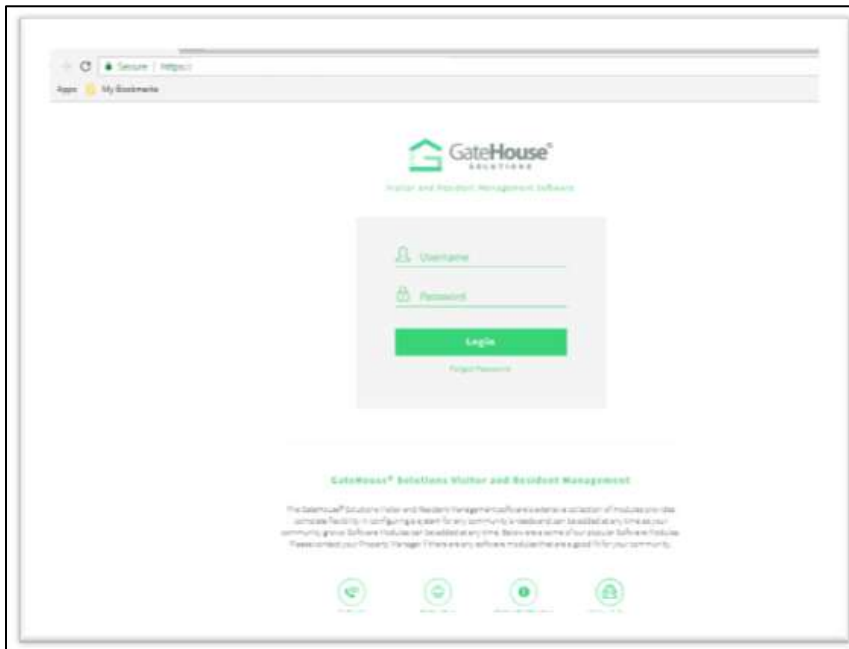
Dear Resident:

We are introducing a new Resident and Visitor Management Software, GateHouse® Solutions. This new software offers residents with user friendly platforms to managing view their profile and manage their visitor lists. 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.

- Resident Web Portal **pg. 1-3**
- Email Module **pg. 4-7**

RESIDENT WEB PORTAL

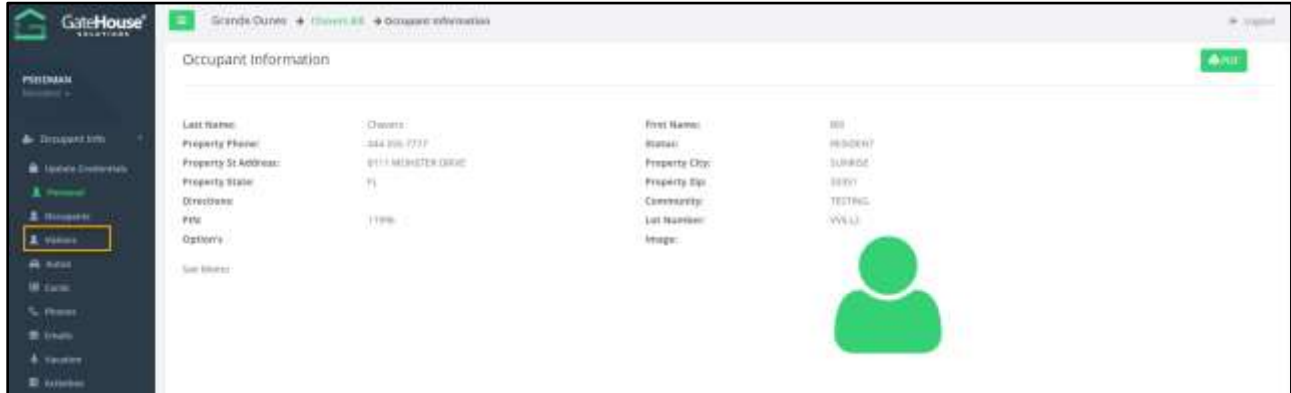
- A new website has been created to provide all residents with the ability to manage their visitor lists and view their account profiles.
- Please type-in the following URL: <https://pepoa.gatehouseportal.com>



- To log-in to the website you will continue to use the same user ID and password that you are now using to log onto the older web portal.
- **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 your account and for the admin staff.
- Select the length of time that the visitor pass will be valid.
- Click “**Save**” and this information will be sent to the admin cloud for the administrators records.

Email Module

- Your community now has the ability to use the GateHouse® E-Mail Module to authorize visitor entry. This system allows residents to admit a visitor without speaking directly with a gate officer. Residents can just send a quick email, which stores the email for retrieval by the gate officer when their visitor arrives on property.

HOW DOES IT WORK?

- I. Resident simply emails specific information about the visitor to the gate officer at pepoagate@pepoa.org
- II. The GateHouse® visitor management software will automatically recognize the registered email address of the resident and store the visitor information from the email in the software
- III. When the visitor arrives at the guard house, the gate office will simply search the resident account and the visitor information will already be stored in the resident account
- IV. With a few clicks, the gate officer will quickly process the authorized visitor and grant them access to your community

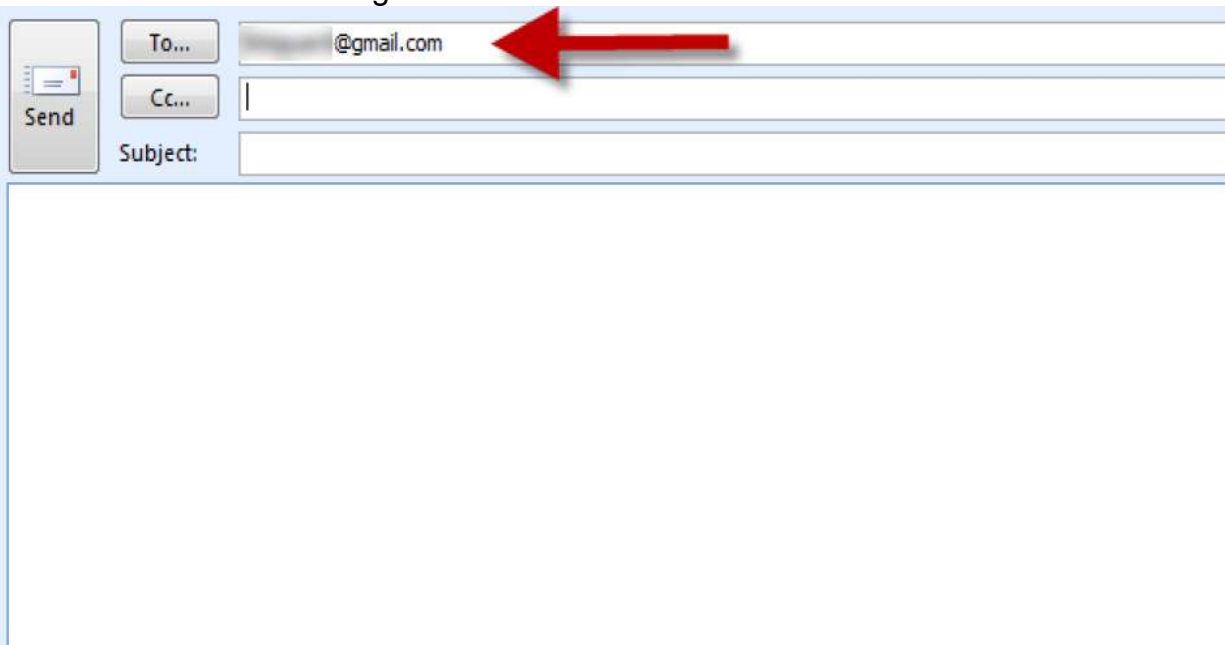
DIRECTIONS TO USE THE E-MAIL MODULE

Step 1:

- Register your email address on the resident web portal or with the Welcome Center by calling [570-424-7047](tel:570-424-7047)
- If the email address you are using to email visitor information to the gate officer is not registered with the Administration Office, the GateHouse® software will NOT record the visitor information.

Step 2:

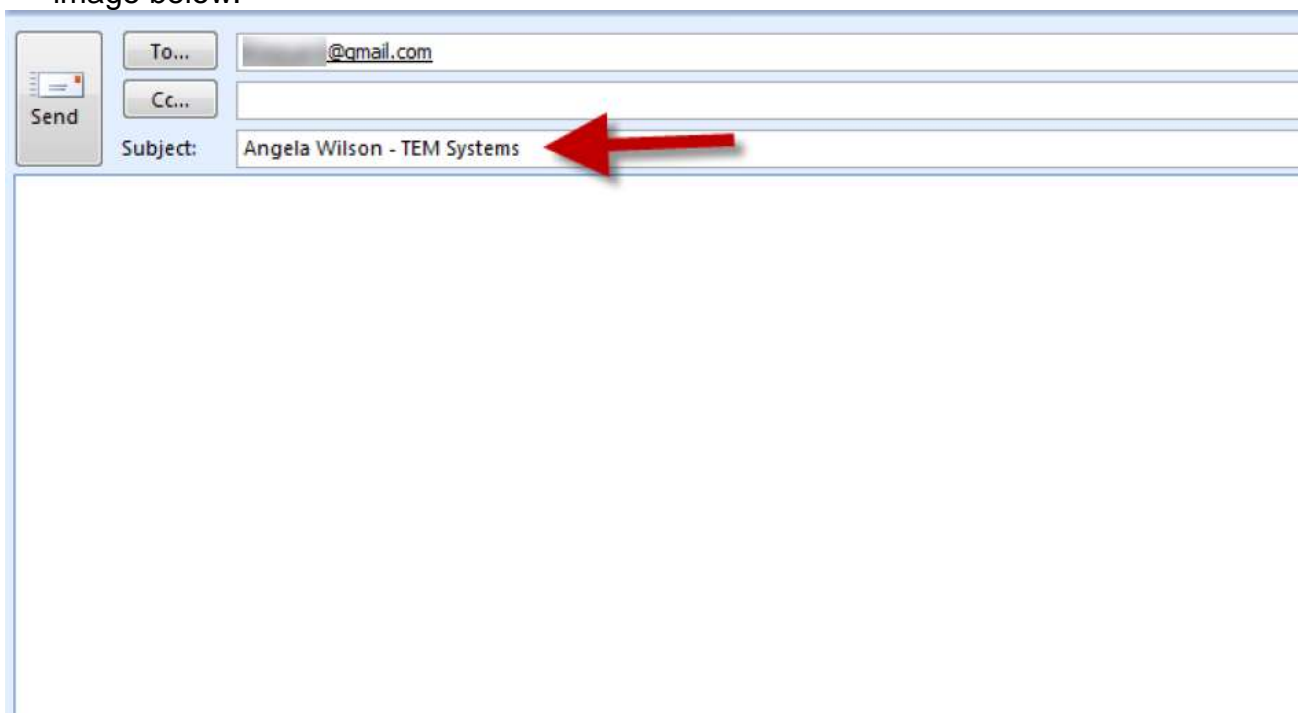
- Using your existing email provider, create a new email and type pepoagate@pepoa.org into the “To:” field. See image below:



The screenshot shows an email composition window. On the left is a 'Send' button. To its right are three input fields: 'To...' containing an email address ending in '@gmail.com', 'Cc...' which is empty, and 'Subject:' which is also empty. A red arrow points from the right towards the '@gmail.com' text in the 'To...' field.

STEP 3:

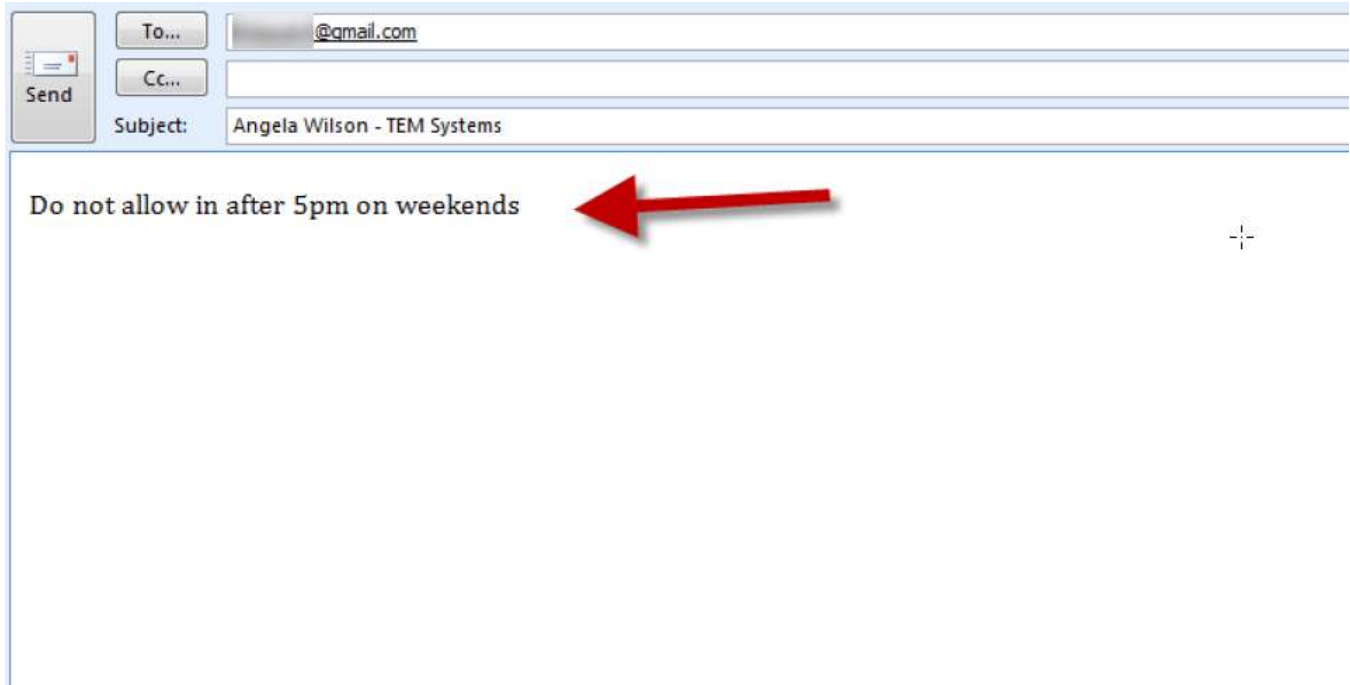
- Type the FIRST NAME and LAST NAME of the visitor in the “Subject:” field of the email.
- If this is a vendor, type a dash “-“ and the name of VENDOR after the last name. See image below:



The screenshot shows the same email composition window as in Step 2. The 'Subject:' field now contains the text 'Angela Wilson - TEM Systems'. A red arrow points from the right towards this text.

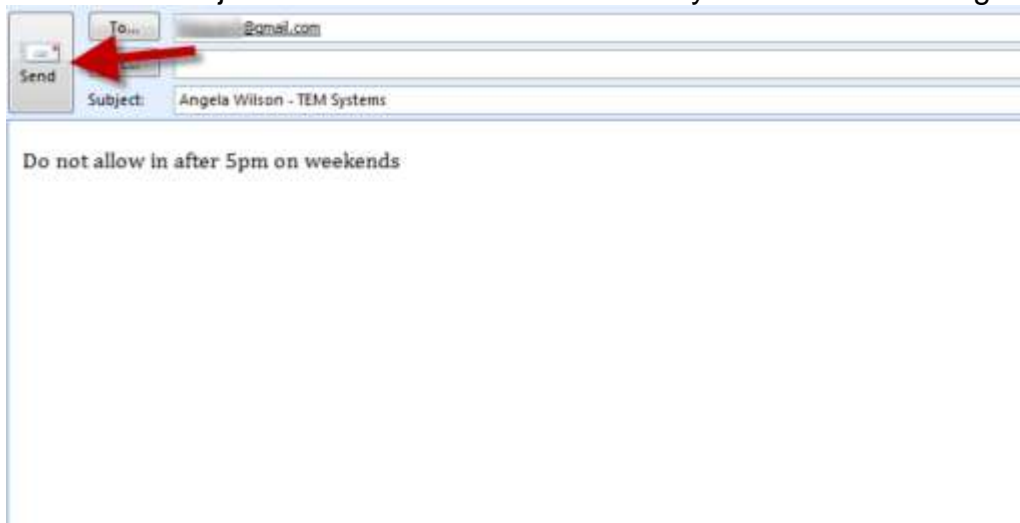
Step 4:

- In the body of the email you can type in any specific message that you would like the guard to see. It is not necessary to type anything in this field if you choose not to. See image below:



Step 5:

- When finished just click the send button to send your email. See image below:



- ***IMPORTANT NOTE:** The GateHouse® software only allows 1 visitor per email. If you have multiple visitors, please send a separate email for each visitor by repeating the steps above.

WHAT DOES THE GATE OFFICER SEE?

- When your pre-authorized visitor arrives at the gate house, the gate officer will see the information from your email and quickly process them to grant access to your community.

