Tekwave Gate System Training

For Homeowners and their Guests

TEKWAVE Solutions

RESIDENTIAL VISITOR MANAGEMENT SYSTEM

TEKWave's Visitor Management System is a highly effective visitor management system and visitor tracking solution that enhances safety and security. With **TEKWave's Visitor Management System**, security officers can scan driver's licenses, issue badges, passes and credentials, and efficiently process and track visitor flow from virtually any access point.

Guest Passes

Print vehicle and visitor passes in advance or at entry

· Visitor QR Codes (ePass)
· Customizable Guest Passes
· High Speed Printing

Enhance Security

Enhance security with real time visitor logs and updates

· Screen and validate visitors
· Quick look up of visitor details
· Real-time informaton exchange

Save Time

Save time and increase staff efficiency

· Pre-register guests
· Drivers License Scanning
· Package Tracking

The box will offer self-service visitor management, E-pass, Resident Directory, Audio/video calling

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Desktop Guide

https://webapp.tekcontrol-site.com/

Login Screen

1. Go to https://webapp.tekcontrol-site.com
2. Enter in your username and password
3. Tap Sign In
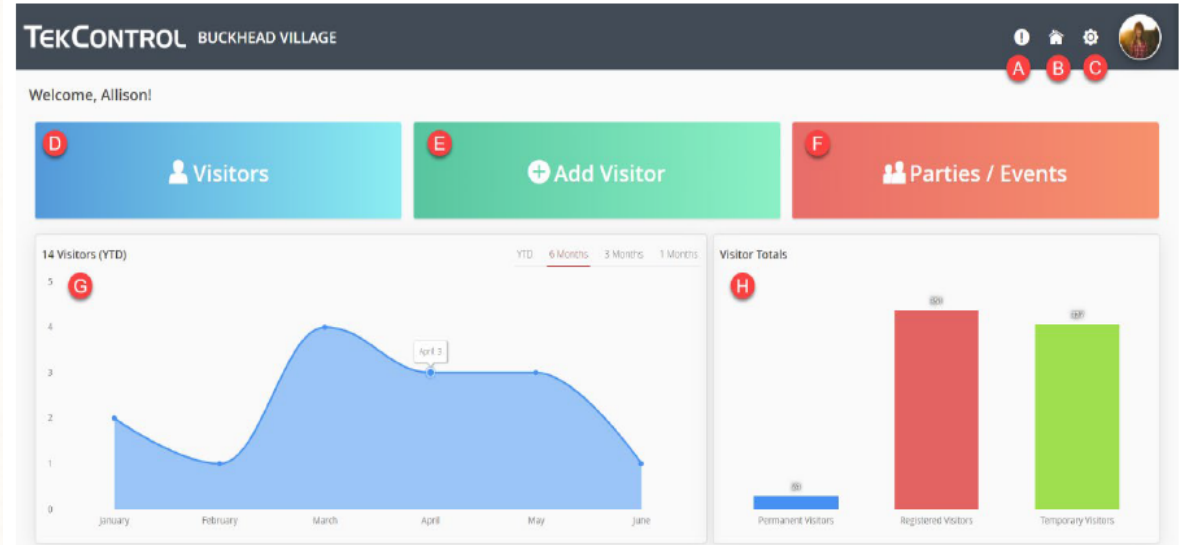
WELCOME | TEKControl Portal

Username

Password

Sign In

Forgot Password

Have Registration Code?

Dashboards

The home page is your Dashboard

1. Reminders (A) – listing of any reminders
2. Home (B) – this takes you back to the Dashboard
3. Gear (C) – This takes you to profile settings
4. Visitors (D) – This is where you view visitors

5. Add Visitor (E) – This is where you will add visitors
6. Parties/Events (F) – This is where you will add parties or events
7. Graph of visitors who have ARRIVED to visit you (G)
8. Graph of visitors you have added to the system (H)

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Desktop Guide- Profile Settings

https://webapp.tekcontrol-site.com/

Allows the homeowner to change password, update information, and notification settings. Homeowners can also add vehicles, family members, and pets.

Desktop Guide- Address/Contact Settings

https://webapp.tekcontrol-site.com/

Allows the homeowner to change password, update information, and notification settings. Homeowners can also add vehicles, family members, and pets.

Pay special attention to the options regarding the directory. This is in correlation to the call box directory that is located at each gate.

Notify= if you want to get notifications of guests arriving

Directory= This selects the number you want to be listed in the call box

Desktop Guide- Guests

https://webapp.tekcontrol-site.com/

Adding Visitors

1. Click on the green Add Visitor button on the home page

⊕ Add Visitor

First Name * (A)
Last Name * (B)
Company (C)
Destination * (D) — Host Address
Additional Destination (E)
Type * (F) — One-Day Visitor
Host Property (G) — --Select Property--
Schedule Date * (H) — 07/06/2021 — ☐ Add Time
Contact Email (I)
Expiration Date (J) — 07/06/2021 — ☐ Add Time
Contact Phone (K)
Vehicle License (L)
☐ Key Authorized (M)
Notes (N)

(O) Save (P) Save and Send E-Pass (Q) Deny Visitor — Cancel

Add a Visitor

See Figure 8: Adding Visitors screenshot page: 20

1. Enter visitor First Name (A) – REQUIRED
2. Enter visitor Last Name (B) – REQUIRED
3. Enter name of visitor Company (C) – if applicable
4. Select Destination from drop down (D) – REQUIRED
5. Additional Destination (E)
   a. Rarely used
6. Select visitor Type from drop down (F) - REQUIRED
   a. These fields are completely customized by your community
7. Select Host Property (G)
   a. For residents with multiple properties, choose the property the visitor will go to

8. Schedule Date (H) – REQUIRED
   a. Enter the date of Arrival for the visitor
9. Contact Email (I)
   a. Enter the visitor Email
10. Visitor Expiration Date (J)
    a. Enter the date the pass will expire
    b. Pass limits are set by your community
11. Visitor phone number (K)
    a. Cell number required if using E-Pass
    b. Enter number with digits only, no space or dashes
12. Visitor Vehicle license plate number (L)
    a. REQUIRED if your community uses license plate recognition for visitors
13. Key Authorized (M)
    a. Check this box, if the visitor will be assigned a key, not common
14. Notes (N)
    a. Enter any visitor notes
15. Click Save (O) or Save and Send E-Pass(P)

TEKControl Visitor E-Pass

Sample QR

PIN Code:
Visitor Name: Mollie Garmon
Valid From: 03/10/2021
Valid Through: 03/10/2021
Host Name: Mollie Garmon
Pass Type: Day Pass

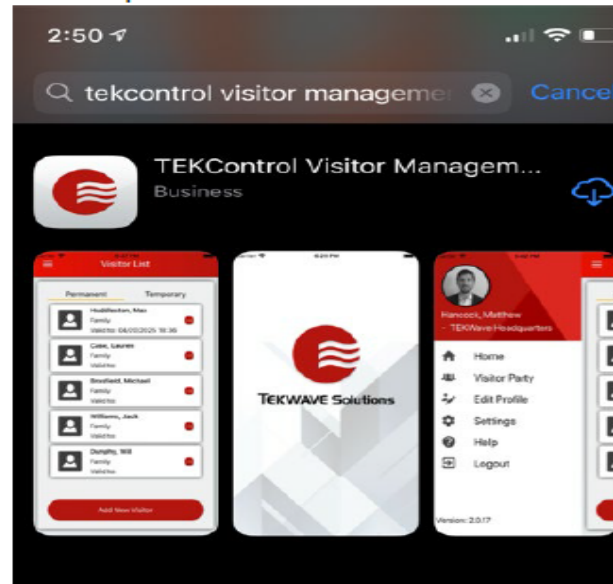Please enter your PIN code on the key

STAR FARMS
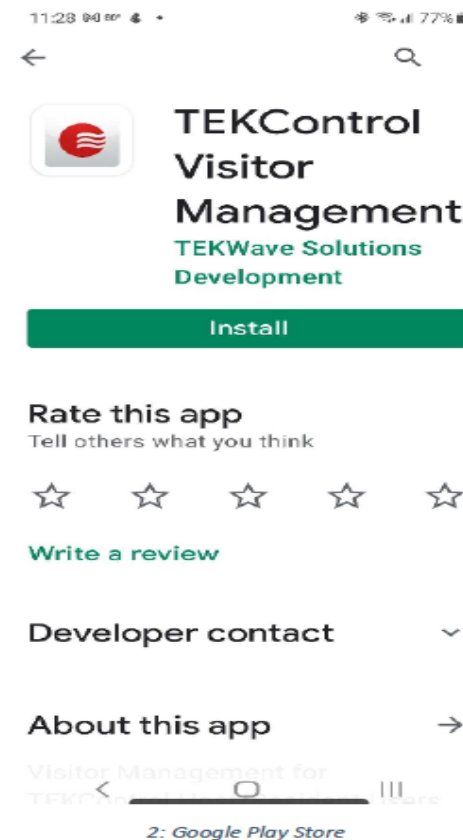LAKEWOOD RANCH

Mobile App Guide

Download Application

1. Open Apple App store or Google Play Store
2. Search "TEKControl Visitor Management"
3. Tap Install on Android or the Download on Apple
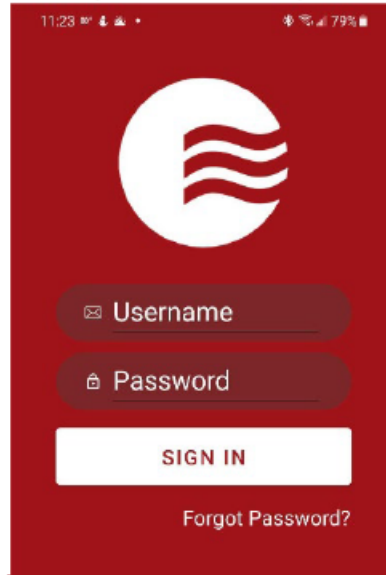

1: Apple App Store

2: Google Play Store

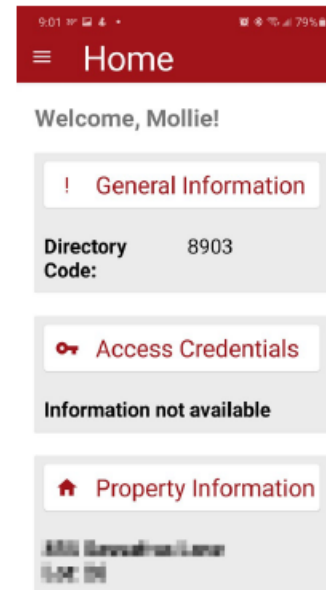STAR FARMS
LAKEWOOD RANCH

Mobile App- Login

Login Screen
1. Double click on the TEKControl icon on your mobile device
2. Enter in your username and password

3. The default landing page is your profile overview. This has your Directory Code, Access Credentials, and address.
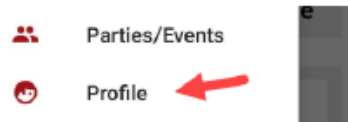
Mobile App- Profile Settings

Update Personal information
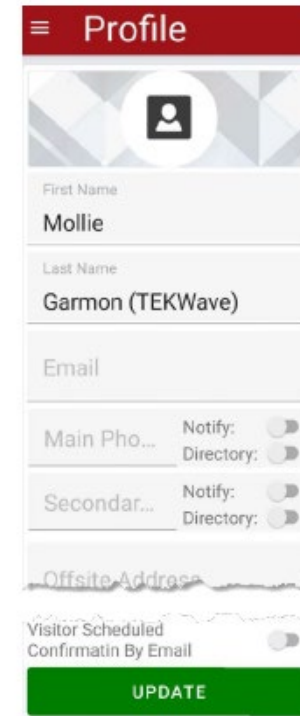
1. Tap Hamburger Bar at top left

≡ ← **Home**

2. Tap Profile

    👥   Parties/Events

    😊   Profile   ←

3. Enter the updated information
    a. Email
        i. Updating this will not change your login email
    b. Phone
        i. Tap Notify if you want to be notified at this number
        ii. Tap Directory if you want this number listed in the Directory
    c. Offsite Address
    d. Emergency Contact
    e. Notes

Profile

First Name
Mollie

Last Name
Garmon (TEKWave)

Email

Main Pho...   Notify:
               Directory:

Secondar...   Notify:
               Directory:

Offsite Address

Visitor Scheduled
Confirmatin By Email

UPDATE

4. Tap Update

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Mobile App- Guests

Add Visitor

1. Tap Hamburger Bar at top left

≡ Home

2. Tap Visitors

🏠 Home

👤 Visitors

3. Tap Permanent or Temporary based on the type of visitor
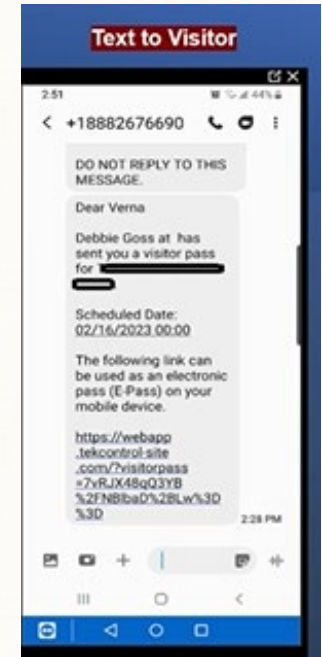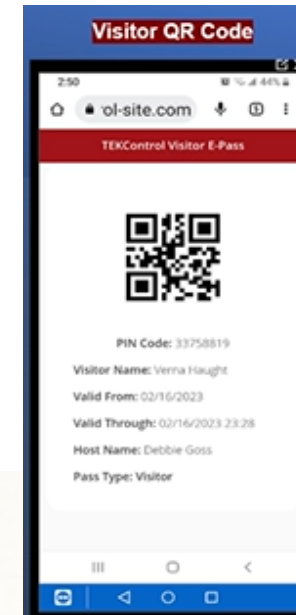
∞ Permanent   🕐 Temporary
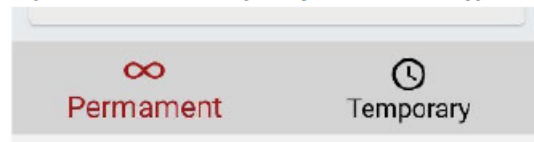
4. Tap + at bottom right

➕

5. Enter Visitor Information
    a. First Name
    b. Last Name
    c. Company Name (if applicable)
    d. Select Destination from drop-down
    e. Select Type from drop-down
    f. Enter Date
    g. Enter the visitors email
    h. Enter the visitors phone number – no spaces or dashes; please enter cell phone if sending ePass
    i. Enter any notes
    j. Click Save or Save & Send E-Pass (if available)
        i. If you send E-Pass the visitor will receive a text QR code to their cell number

SAVE
SAVE & SEND E-PASS
DENY

∞ Permanent   🕐 Temporary

Text to Visitor

2:51

< +18882676690

DO NOT REPLY TO THIS MESSAGE.

Dear Verna

Debbie Goss at has sent you a visitor pass for

Scheduled Date: 02/16/2023 00:00

The following link can be used as an electronic pass (E-Pass) on your mobile device.

https://webapp.tekcontrol-site.com/?visitorpass=7vRJX48qQ3YB%2FNBIbaD%2BLw%3D%3D

2:28 PM

Visitor QR Code

2:50

⌂ 🔒 ol-site.com

TEKControl Visitor E-Pass

PIN Code: 33758819
Visitor Name: Verna Haught
Valid From: 02/16/2023
Valid Through: 02/16/2023 23:28
Host Name: Debbie Goss
Pass Type: Visitor

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Troubleshoot Knowledge

https://support.tekwavesolutions.com/hc/en-us

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