Instructions For Using The Landings Visitor Management System

Guardhouse Post Orders

Guards are not authorized to make any changes to homeowner information (login, email, guests, vendors, autos or phone numbers) on the Visitor Management System nor accept instructions directly from homeowners by phone, text or in writing.

There are 2 ways for homeowners to manage their System information and/or pre-authorize guests/vendors without speaking to the guard or property managers – by the dedicated System website portal or the dedicated System voicemail.

I. Website Portal

www.thelandingsvisitors.com
This website can be accessed from your computer, tablet or smartphone.

Log in for the 1st time with your temporary username and password provided by the property manager.

The System will then prompt you to change your Username and Password.
We recommend that you use your email address as your Username.

You can also update your email address which is used to reset your Password in the future as needed. The System requires your email address to have a place to send you a new Password should you forget the one you created.

You can do the following from the "Home" drop down menu <u>on the upper left side of the homeowner account page</u>.

Home

Update Login   **Change** your login or password.
For your personal security, residents are required to change their password on the initial Log In.

Autos   **View** your registered cars and gate tag numbers.
You <u>cannot</u> make online changes to the auto and tag information.
This information can only be edited by the Property Manager.

From The Landings website (thelandingsatweston.com) please download and fill out the Change Form – Vehicles, Tags located in the Forms & Docs tab and email to the Property Manager per the instructions on the form.

Phones   **Make changes** directly to your list of registered phone numbers that are used for the Voice Message (Automated Attendant) Function (see below).
- Click "Add Phone" to add a new phone number.
- Click "Edit" to make changes/delete existing phone numbers.

The Voice Message Function will only recognize the phone numbers listed. If the circle to the left of the phone number is not filled in (a solid circle), click on the Edit icon to the far right and check the box that says —

| x | Voice Server Recognizes This Number

Visitors   **<u>Make changes</u>** directly to your guest list.
Authorize new visitors, family members and vendors for a specified time period.
- Click "Add Guest" to add a new guest or vendor.
- Click "Edit" to make changes to existing Guests or Vendors.

You no longer need to fill out paper forms for changes to your guest list.

For security reasons, it is recommended that:
- You delete any guests that are no longer authorized.
- You limit authorized guests to family members, close friends and vendors <u>who visit regularly.</u>

II. <u>Voice Message (Automated Attendant) Function (For Temporary Guest Entry)</u>

The dedicated guardhouse voice message phone number is **(954) 533-5893.**

You will hear the following greeting: "Welcome to The Landings visitor scheduling system".

- The System has caller ID and will recognize your address by the phone numbers <u>that are listed under Phones in the Home drop down menu</u> on the upper left side of the homeowner account page.

- **If the System recognizes your phone number**, you may leave a voice message for the guards on the System to verbally authorize a vendor or visitor for <u>a one day, two day or one week time admittance</u> (i.e. for a delivery, infrequent guest or contractor).

  - Please follow the prompts and leave a short, clear message that includes your name and the guest name or vendor company name.

  - After 1-2 seconds the System will confirm your message.

  - Follow the prompt to enter another guest or vendor or hang up to end the call.

  - Your information is only saved to your account and is deleted as soon as your guest arrives.

- **If the System does not recognize your phone number**, you will be promoted to enter your PIN number.

  - The PIN number is assigned by the system and is a unique number. It cannot be changed.

- Your PIN was provided to you by the property manager.

- If you enter an invalid PIN three times, the System will automatically end the call. You will need to contact the property manager to obtain your valid PIN.

- As explained above, you can update your list of registered phone numbers in order for the System to recognize your caller ID.

- When your guest arrives at the guardhouse and gives the guard your name and address, the guard will:
    - Access the voicemail message.
    - Play back the voice message.
    - Check the visitor's identification.
    - Admit the authorized guest (without calling you).