



# TEKControl VISITOR MANAGEMENT SYSTEM DESKTOP GUIDE FOR RESIDENTS

*(POWERED BY TEKWAVE SOLUTIONS)*

JULY 5, 2021

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## Prelude

Welcome to the TEKControl Visitor Management System (VMS). This guide is designed to help you navigate the desktop portal (web version) of the TEKControl VMS.

Every community is different and not all communities have access to everything in this guide.

Most questions should be directed to your community manager, and they can reach out to TEKControl with any questions they do not have the answers for. Your community manager can help you with login information, updating information and how-to questions, among many other things.

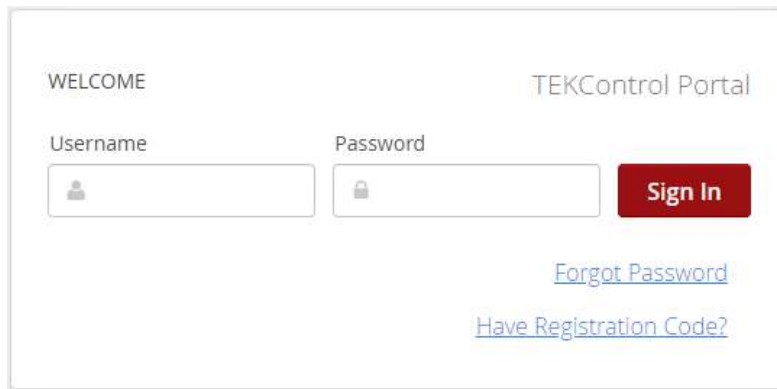
## Web Address for the TEKControl VMS Site

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

This site is designed to run on Google Chrome, Microsoft Edge and Safari Firefox

## 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

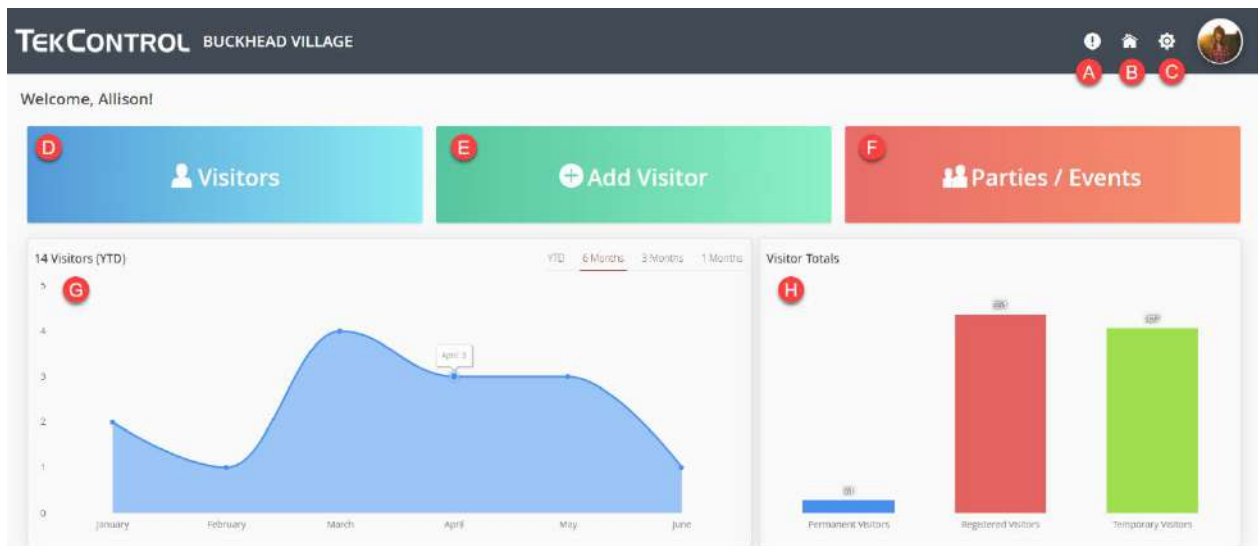
Sign In

[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

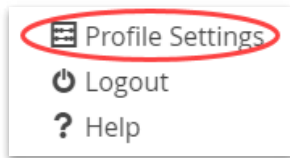
5. Add Visitor (E) – This is where you will add visitors
6. Parties/Events (F) – This is where you will add parties or events
7. Graph of visitors who have ARRIVED to visit you (G)
8. Graph of visitors you have added to the system (H)

## Profile Settings

1. Click the gear icon at the top right



2. Click Profile Settings



## Profile

The screenshot shows a user profile page for 'awilson@snapchat.comx' with ID 'Wilson47'. It includes fields for 'First Name' (Allison) and 'Last Name' (Wilson), a 'Security Pin' (1234), and a 'Notes' field containing 'Please do not call after 9p ET as I will be unable to answer the phone.' Below these are 'NOTIFICATIONS OPT-IN' checkboxes for email and SMS alerts for arrival, departure, denial, and schedule. At the bottom are 'Save' and 'Cancel' buttons.

Figure 1: Profile Screenshot

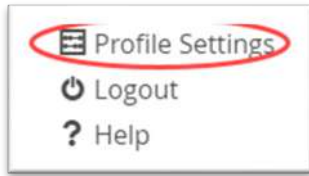
## Change Password

\*\* See Figure 1: Profile Screenshot page: 5

1. Click the gear icon at the top right



2. Click Profile Settings



3. Click the Profile tab
4. Click Change Password (A)
5. Enter Old Password
6. Enter New Password
7. At least 1 digit, lowercase, and uppercase character
8. At least 8 characters
9. No spaces

A screenshot of a password change form. It has three input fields labeled 'Old Password:', 'New Password:', and 'Confirm Password:'. Below the fields are two buttons: a green 'Save' button and a white 'Cancel' button with a grey border.

10. Confirm Password
11. Click Save

**\*\* Some communities may have stronger password rules. You will get a message that tells you the rules if the password you create does not meet those rules.**

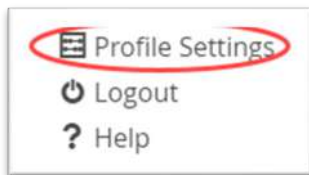
### Update Name, Security Pin, or Notes

**\*\* See Profile Screenshot page 5**

1. Click the gear icon at the top right



2. Click Profile Settings



3. Click the Profile tab
4. Update First Name (B)

5. Update Last Name (C)
6. Update Security Pin (D)
7. This is the number to use if asked to verify your PIN code.
8. Enter any Notes that you want the guards to see (E)
9. Click Save (H)

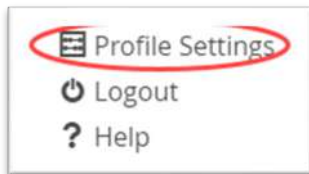
### Opt-In to Notifications

\*\* See Figure 1: Profile Screenshot page: 5

1. Click the gear icon at the top right



2. Click Profile Settings



3. Click the Profile tab
4. Scroll down to Notifications Opt-In
5. Check any alerts you want to receive Email or SMS (TEXT) notifications for
  - a. Announcement/Alert by Email
  - b. Announcement/Alert by SMS
  - c. Visitor Arrival by Email
  - d. Visitor Arrival by SMS
  - e. Visitor Departure by Email
  - f. Visitor Departure by SMS
  - g. Visitor Denial by Email
  - h. Visitor Denial by SMS
  - i. Visitor Scheduled Confirmation by SMS
  - j. Visitor Scheduled Confirmation by Email
6. Click Save

## Address/Contact

The screenshot shows the 'Address/Contact' tab of a user profile settings page. The interface includes several sections with labeled callouts (A through J):

- A:** Email field containing 'awilson@snapchat.com'.
- B:** Directory Listing checkbox, which is checked.
- C:** Directory Alias field, currently empty.
- D:** Directory Code field containing '43007'.
- E:** Primary phone number field containing '7707780251'.
- F:** Checkboxes for 'Notify?' and 'Directory?' under the primary phone number, both checked.
- G:** Address Information section with two columns: '[PRIMARY PROPERTY]' (1234 [Lot: 8009] Lyons, Pueblo, CO 10001) and '[ASSOCIATED PROPERTY]' (7 4th, Boise, ID 10001).
- H:** Offsite Address section with fields for Address/Street ('1875 East Glen Street'), City ('Atlanta'), State ('Georgia'), and Zip ('30303').
- I:** Emergency Contact section with fields for Contact Name ('Jack Franklin'), Contact Phone ('4855849955'), and Contact Email ('bill@tekwavesolutions.com').
- J:** A red 'Save' button and a grey 'Cancel' button at the bottom right.

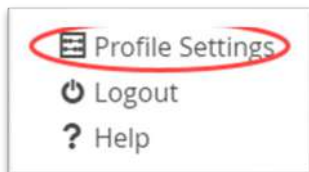
Figure 2: Address/Contact tab screenshot

## Update Email, Phone Numbers, Offsite Address, Emergency Contact

1. Click the gear icon at the top right



2. Click Profile Settings



3. Click The Address/Contact tab
4. Update Email address (A)
5. Directory Listing (B)
  - a. Check this box if you want your guests to be able to call you from the directory to gain access (if applicable)
6. Directory Alias (C)
  - a. Enter a different name you would like listed under the directory



7. Directory Code (D)
  - a. This is the code your guests can enter to call you from the directory to gain access (if applicable)
8. Phone Numbers (E)
  - a. Update Phone numbers
  - b. Phone number can only be in the system once
9. Order – this is the order in which the guards will call, if needed
10. Notify (F)
  - a. If you want to get notifications of guests arriving you need to check this number
11. Directory (F)
  - a. This selects the number you want to be listed in the directory (if applicable)
12. Address Information (G)
  - a. This lists the properties that are assigned to you in the TEKControl System
13. Offsite Address (H)
  - a. If you have another offsite address you want listed, add it here
14. Emergency Contact (I)
  - a. Please list an emergency contact here
15. Click Save (J)

## Vehicles

\*\* Not all communities allow the residents to Add/Edit their vehicles.

Figure 3: Vehicles Screenshot

### Add a new vehicle

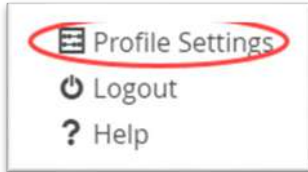
\*\* See Figure 3: Vehicle Screenshot page: 9

**\*\* Not all communities allow the residents to Add/Edit their vehicles.**

1. Click the gear icon at the top right



2. Click Profile Settings



1. Click the Vehicle tab
2. Make (B) REQUIRED
  - a. Enter the Make of the vehicle (Kia, Ford, BMW)
3. Model (C)
  - a. Enter the Model of the vehicle (Sorento, Mustang, i5)
4. Color (D)
  - a. Enter the Color of the vehicle
5. Year (E)
  - a. Enter the Year of the vehicle
6. Decal (F)
  - a. Enter the Decal number (RFID tag number)
7. Registration (G) REQUIRED IF USING LICENSE PLATE RECOGNITION FOR ACCESS
  - a. Enter your license plate number
8. State (H)
  - a. Choose your state from the drop down
9. Click Save (I)

**Edit a Vehicle**

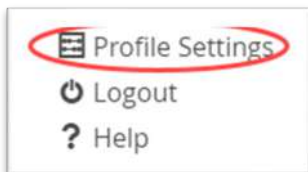
*\*\* See Figure 3: Vehicle Screenshot page: 9*

**\*\* Not all communities allow the residents to Add/Edit their vehicles.**

1. Click the gear icon at the top right



2. Click Profile Settings



3. Click the Vehicle tab

4. Click the drop down that says –Add New Vehicle– (A)
5. Select the vehicle you which to edit
6. Update as needed
7. Click Save Vehicle

### Delete a Vehicle

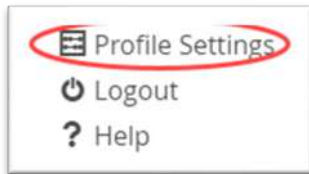
\*\* See Figure 3: Vehicle Screenshot page: 9

**\*\* Not all communities allow the residents to Add/Edit their vehicles.**

8. Click the gear icon at the top right



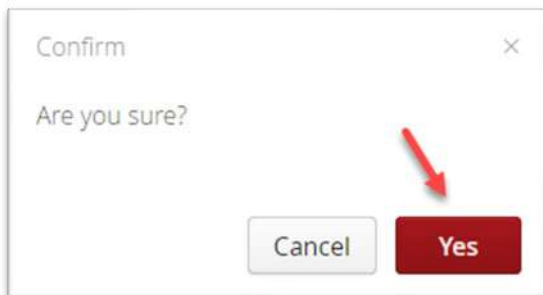
9. Click Profile Settings



10. Click the Vehicle tab
11. Click the drop down that says –Add New Vehicle– (A)
12. Select the vehicle you which to delete



13. Click Delete Vehicle (J)
14. Click YES on the confirmation notice



## Out of Town

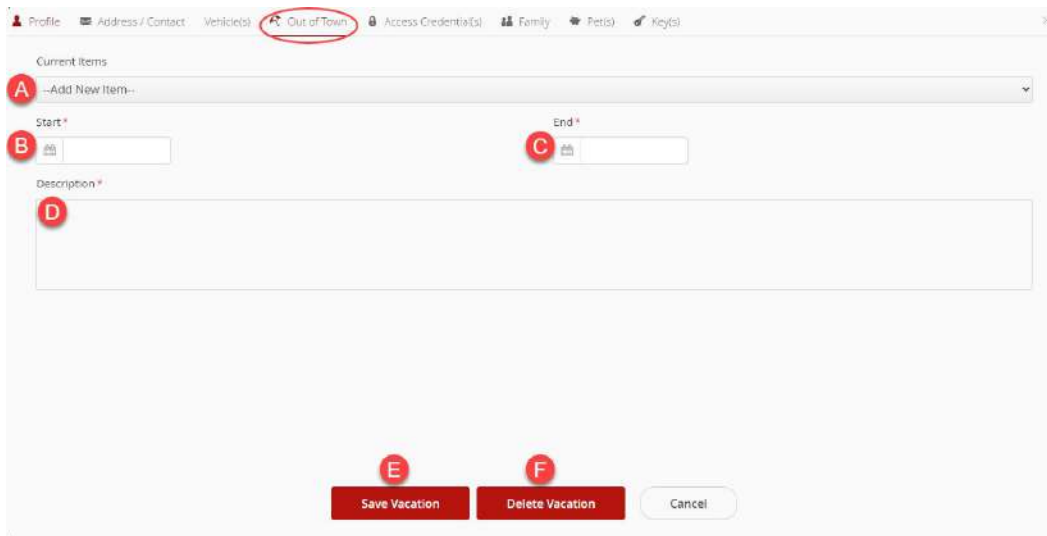


Figure 4: Out of Town screenshot

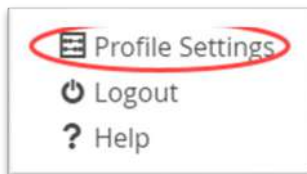
### Add Out of Town Notice

\*\* See Figure 4: Out of Town screenshot page: 12

1. Click the gear icon at the top right



2. Click Profile Settings



3. Click the Out-of-Town tab
4. Enter the start date of your out-of-town notification (B)
5. Enter the end date of your out-of-town notification (C)
6. Enter a description that the guards will see if a visitor come to see you (D)
  - a. Examples: "Only allow gardener in", "no visitors at all", "Pet sitter, Julia Childs, will be coming on Tues, Wed, and Thursday".
7. Click Save Vacation (E)

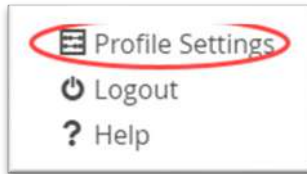
### Delete Out of Town Notice

\*\* See Figure 4: Out of Town screenshot page: 12

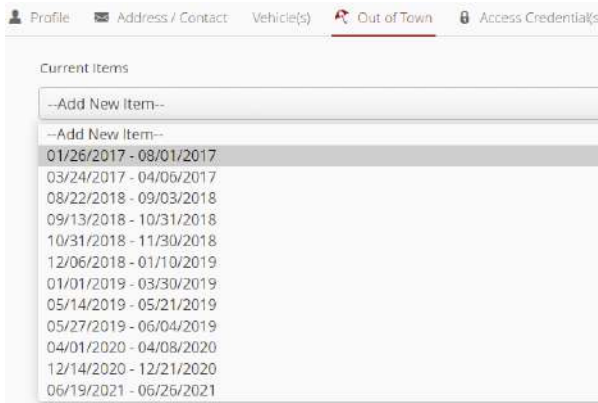
1. Click the gear icon at the top right



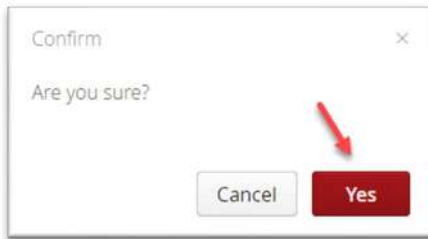
2. Click Profile Settings



3. Click the Out-of-Town tab
4. Click the --Add New Item-- drop down (A)



5. Select the date you wish to delete
6. Click Delete Vacation (F)
7. Click YES on the confirmation notice

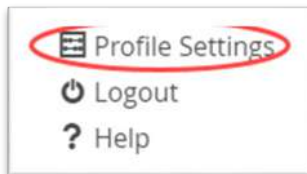


## View Access Credential(s)

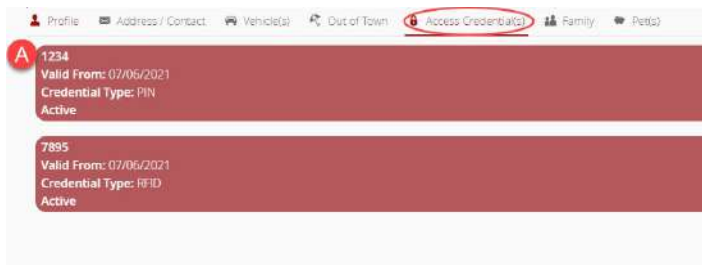
1. Click the gear icon at the top right



2. Click Profile Settings



3. Click the Access Credentials tab
4. Credential Number (A)



## Family

You can add a picture of your family member from the mobile app.

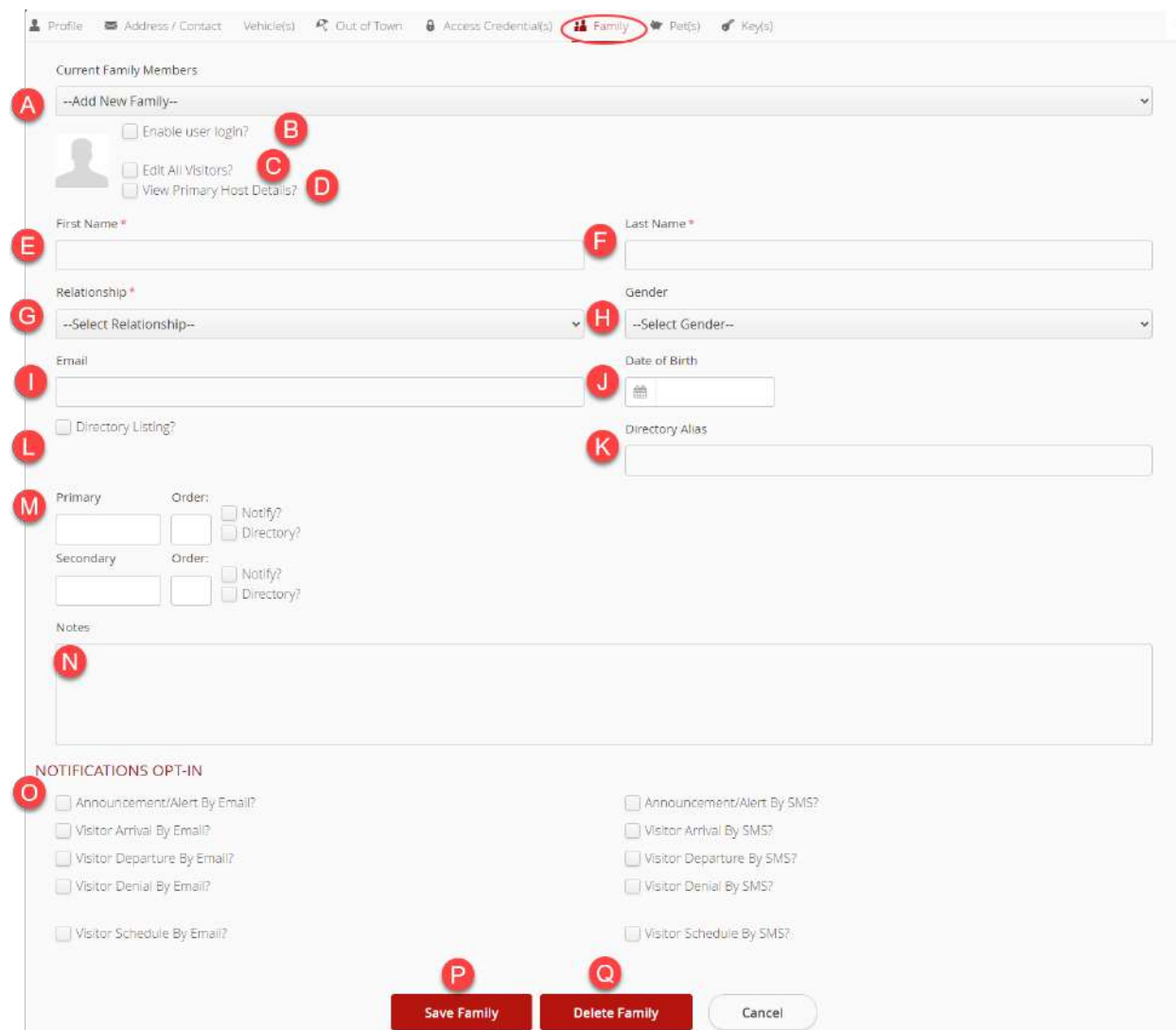


Figure 5: Family tab screenshot

### Add Family Member

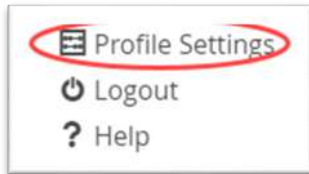
\*\* See Figure 5: Family tab screenshot page: 14

**\*\* Not all communities allow the residents to Add/Edit their family members.**

1. Click the gear icon at the top right



2. Click Profile Settings



3. Click the Family tab
4. Check Enable User Login? (B)
  - a. Allows family member to have their own login
5. Check Edit All Visitors? (C)
  - a. Allows family member to be able to edit your visitors
6. Check view Primary Host Details? (D)
  - a. Allows the family member to view your details
7. Enter First Name of family member (E) – REQUIRED
8. Enter Last Name of family member (F) – REQUIRED
9. Select Relationship from drop down (G) REQUIRED
10. Select Gender from drop down (H)
11. Enter Email address (I)
  - a. Required if you want the family member to have their own log in.
12. Date of Birth (J)
13. Directory Alias (K)
  - a. Enter an Alias if needed for the directory
14. Directory Listing (L)
  - a. Check if want this family member listed in the directory
15. Phone (M)
  - a. Enter phone number
  - b. REMEMBER: PHONE NUMBERS CAN ONLY BE IN THE SYSTEM ONCE**
16. Check Notify, if they want to receive notifications
17. Check Directory, if you want them to be listed in the directory
18. Notes (N)
  - a. Enter any notes for the guard to see
19. Notifications Opt-In (O)
  - a. Check and notifications you want the family member to receive
20. Click Save (P)

### Edit Family Member

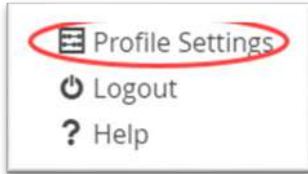
**\*\* See Figure 5: Family tab screenshot page: 14**

**\*\* Not all communities allow the residents to Add/Edit their family members.**

1. Click the gear icon at the top right



2. Click Profile Settings



3. Select a family member from the –Add New Family—drop down (A)
4. Edit family member as needed
5. Click Save family (P)

### Delete a Family Member

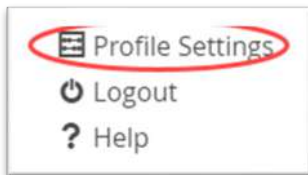
*\*\* See Figure 5: Family tab screenshot page: 14*

**\*\* Not all communities allow the residents to Add/Edit their family members.**

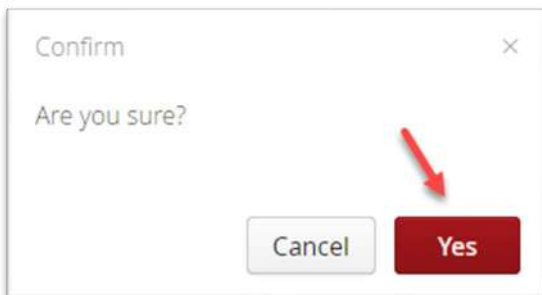
1. Click the gear icon at the top right



2. Click Profile Settings



3. Click the Family tab
4. Select a family member from the –Add New Family—drop down (A)
5. Click Delete Family (Q)
6. Click YES on the confirmation notice





## Pets

You can add a picture of your pet from the mobile app.

Figure 6: Pets tab screenshot

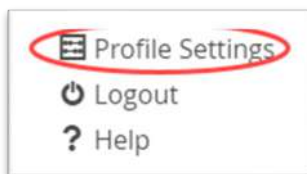
### Add a Pet

\*\* See Figure 6: Pets tab screenshot page: 17

1. Click the gear icon at the top right



2. Click Profile Settings



3. Click the Pets tab
4. Enter Pet's name (B) – REQUIRED
5. Enter Specie of pet (C) – REQUIRED
  - a. Cat, dog, bird etc.
6. Enter pet age (D)
7. Enter pet Breed (E)
  - a. Bombay, Lab, Parrot etc.
8. Enter pet Color (F)
9. Enter Vet Name (G)
10. Enter Vet Phone Number (H)

11. Enter Tag (I)
12. Click Save Pet (J)

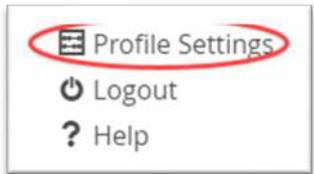
### Edit a Pet

\*\* See Figure 6: Pets tab screenshot page: 17

1. Click the gear icon at the top right



2. Click Profile Settings



3. Select the pet from --Add New Pet—drop down (A)
4. Edit pet as needed
5. Click Save Pet (J)

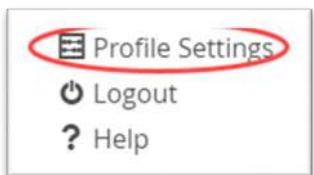
### Delete a Pet

\*\* See Figure 6: Pets tab screenshot page: 17

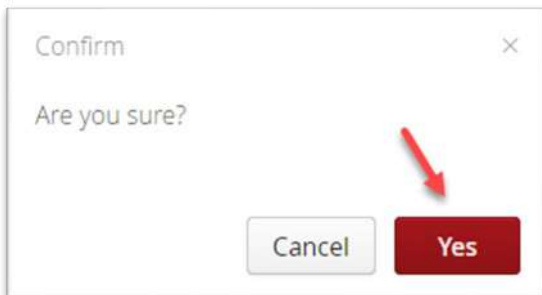
1. Click the gear icon at the top right



2. Click Profile Settings



3. Select the pet from --Add New Pet—drop down (A)
4. Click Delete Pet (K)
5. Click YES on the confirmation notice



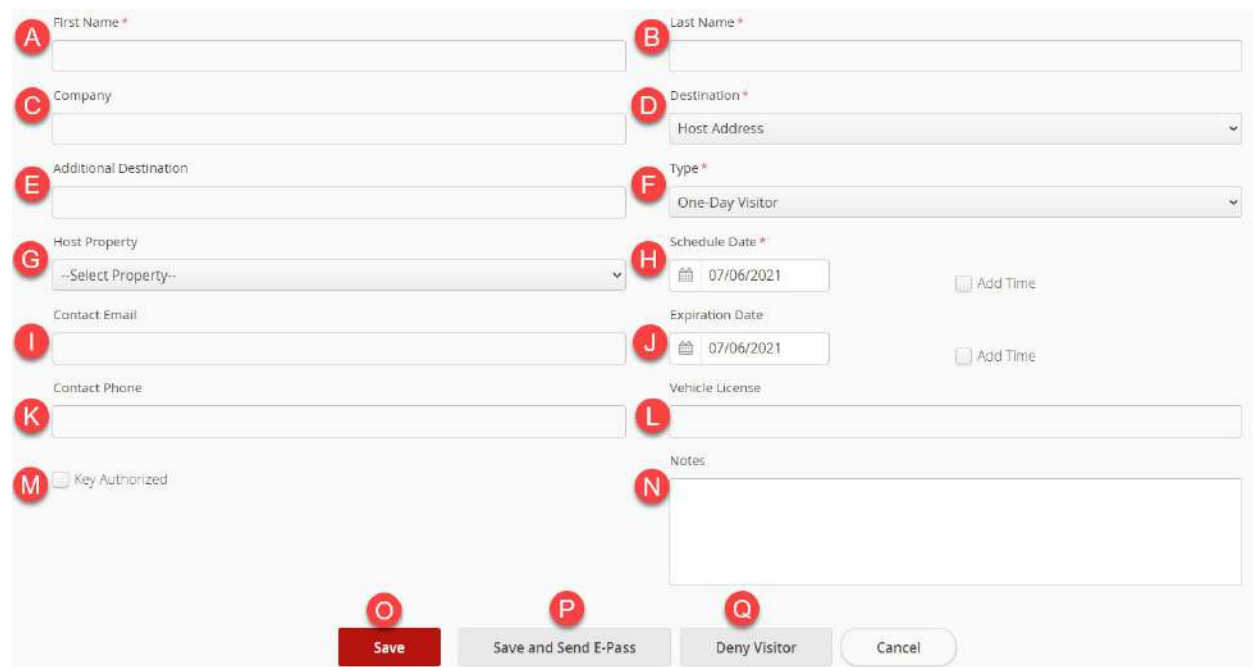
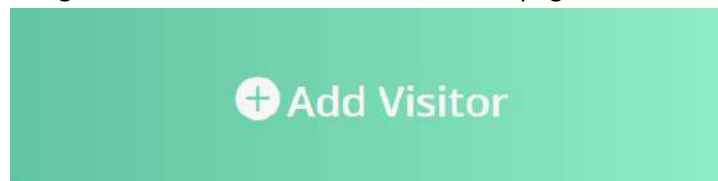
## Keys

Coming soon!

## Visitors

### Adding Visitors

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



The screenshot shows a form for adding a visitor. The form is divided into two columns. The left column contains: 'First Name \*' (A), 'Company' (C), 'Additional Destination' (E), 'Host Property' (G) with a dropdown menu, 'Contact Email' (I), 'Contact Phone' (K), and a checkbox for 'Key Authorized' (M). The right column contains: 'Last Name \*' (B), 'Destination \*' (D) with a dropdown menu, 'Type \*' (F) with a dropdown menu, 'Schedule Date \*' (H) with a date picker and 'Add Time' button, 'Expiration Date' (J) with a date picker and 'Add Time' button, 'Vehicle License' (L), and a 'Notes' text area (N). At the bottom, there are four buttons: 'Save' (O), 'Save and Send E-Pass' (P), 'Deny Visitor' (Q), and 'Cancel'.

Figure 7: Adding Visitors Screenshot

### 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)

E-Pass: Some communities allow residents to send an email or SMS (text) message to their visitors to scan at the gate. The text will have your name and address with a link for them to click to get a pass on their phone

### Deny 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. Select visitor Type from drop down (F) - REQUIRED
  - a. These fields are completely customized by your community
6. Schedule Date (H) – REQUIRED
  - a. Enter the date of Arrival for the visitor
  - b. Check this box, if the visitor will be assigned a key, not common
7. Notes (N)
  - a. Enter any visitor notes
8. Click Deny Visitor (Q)

## Viewing Visitors

1. Click the Blue Visitors button on the home page

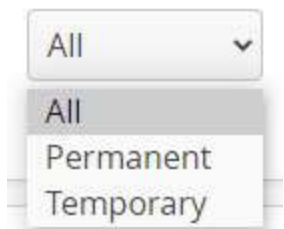


Figure 8: Visitor List screenshot

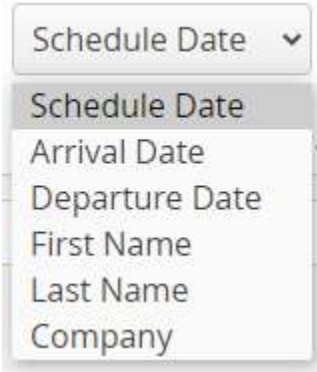
## Filters/Sorting

\*\*See Figure 7: Visitor List screenshot page: 22

1. Filter by Type of visitor (B)



- a. Click All to see all visitors
  - b. Click Permanent to only see Permanent visitors
  - c. Click Temporary to only see Temporary visitors
2. Sort By Name/Date

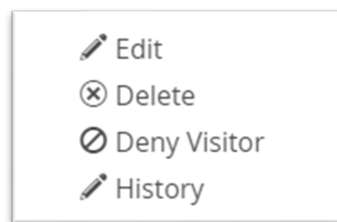


- a. Click Schedule Date to sort by schedule Date (D)
  - b. Click Arrival Date to sort by Arrival Date
  - c. Click Departure to sort by Departure Date
    - i. Very view communities use departures
  - d. Click First Name to sort by First Name (E)
  - e. Click Last Name to sort by Last Name (E)
  - f. Click Company to sort by Company
3. Click Add New (C) to add a visitor from the list screen
    - a. See Adding a Visitor for more info
  4. Scheduled Date (D)
    - a. This column is the date you scheduled the visitor
  5. Type of Visitor (E)
    - a. This is the type of visitor you chose when you added the visitor
  6. Status
    - a. This is the status of the visitor
      - i. Scheduled – you have scheduled them, but they have not arrived
      - ii. Arrived – visitor has visited at least once
      - iii. Denied – visitor has been denied
      - iv. Departed – visitor has departed
  7. Dates (G,H)
    - a. This shows the last admitted date and/or when their pass expires

### Edit a visitor

\*\*See Figure 7: Visitor List screenshot page: 22

1. Click on the ellipsis to the right of the visitor you need to change (!)



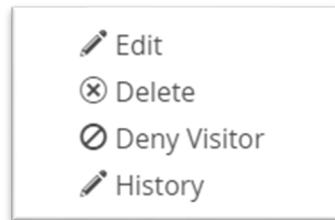
2. Click Edit

3. Edit as needed
4. Choose Save or Save and send E-Pass
  - a. Not all communities allow E-Pass

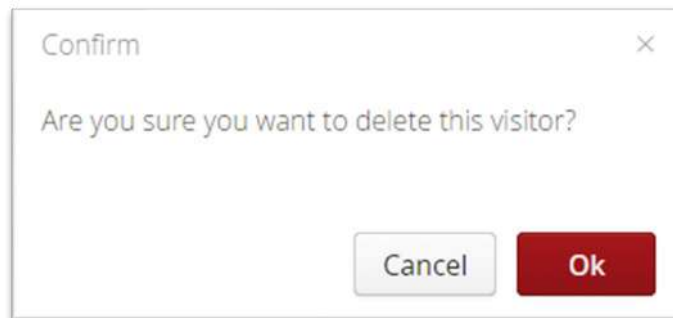
### Delete a visitor

\*\*See Figure 7: Visitor List screenshot page: 22

1. Click on the ellipsis to the right of the visitor you need to delete (I)



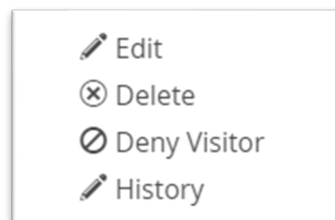
2. Click Delete
3. Click OK on the Confirmation notice



### Deny a visitor

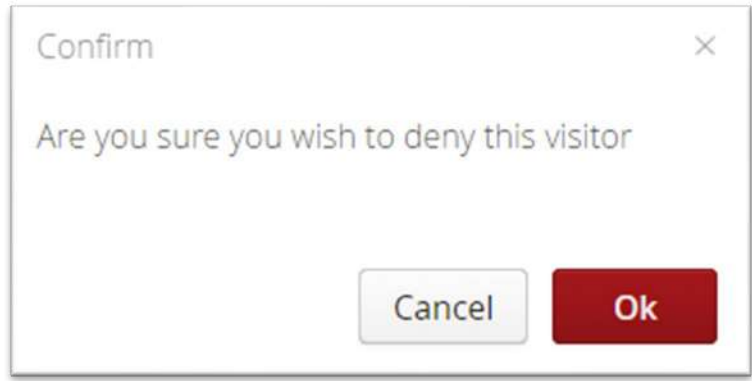
\*\*See Figure 7: Visitor List screenshot page: 22

1. Click on the ellipsis to the right of the visitor you need to deny (I)



2. Click Deny
3. Click OK on the Confirmation notice



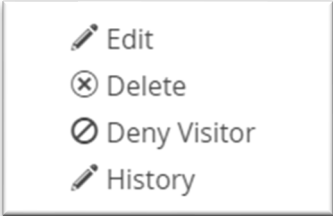


**History of a Visitor**

\*\*See Figure 7: Visitor List screenshot page: 22

This will show a list of everything that has happened with that visitro

- 1. Click on the ellipsis to the right of the visitor you want to look at (I)
- 2. Click History



Record History

Action Performed	Action Date Generated	Action By Generated
Visitor record created	06/29/2020 15:50	Johnson, Miles
Visitor has been admitted at Main Gate	07/30/2020 14:56	Johnson, Miles
Visitor schedule date changed from 06/29/2020 18:50 to 10/08/2020 00:00	10/08/2020 16:09	Wilson, Allison
Visitor Contact Phone changed from <empty> to 7707780251	10/08/2020 16:09	Wilson, Allison
Visitor expiration date changed from <empty> to 10/09/2020 23:59	10/08/2020 16:09	Wilson, Allison
E-Pass sent by SMS to 7707780251	10/08/2020 16:09	Wilson, Allison
Visitor schedule date changed from 10/08/2020 00:00 to 12/14/2020 00:00	12/14/2020 18:12	Wilson, Allison
Visitor expiration date changed from 10/09/2020 23:59 to 12/18/2020 23:59	12/14/2020 18:12	Wilson, Allison

Items per page: 25

Page: 1 / 1

**Parties/Events**

Parties/Events are used to enter a lot of visitors, for a specific event, all at once.

1. Click the red Parties/Events button on the home page

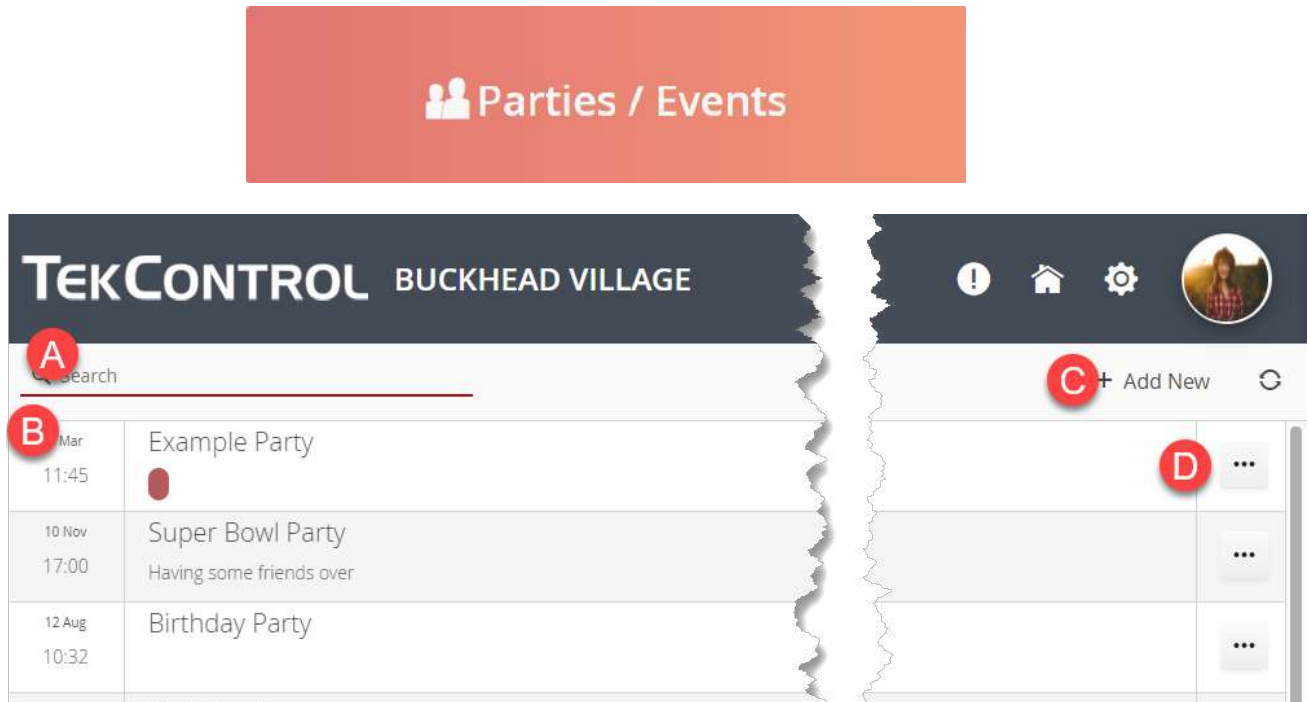


Figure 9: Parties/Events screenshot

## Add a new Party/Event

1. Click Add New (C) – See Figure 9
  - a. Enter a name for the Party
  - b. Enter a Description for the party
  - c. Enter the start date and time
    - i. This defaults to the date you create the party, remember to change it to the actual party date
  - d. Enter the end date and time
  - e. Check if you only want to be notified for the first visitor
  - f. Enter the earliest time you want the visitors to be able to enter the gates
    - i. For example: The party starts at 7:30, you do not want a visitor before 7. Enter 30 in the box.
  - g. Click the drop down, to select a visitor from your current visitor list
    - i. Click Add Visitor (I)
  - h. Enter the First Name, Last Name, email and phone of a guest
  - i. Click Add Visitor
  - j. List of current people to be invited
  - k. To remove someone from the list, click Remove
  - l. Click Save to Save the party
  - m. Click Save and Send E-Pass to send an E-Pass to your visitors

**A** Name\*

New party

**B** Description

Enter a description of the new party

**C** Start Date\*

7/14/21 12:36 PM

**D** End Date\*

7/7/21 12:36 PM

**E**  Notify On First Visitor Only?

**F** Notification Threshold (min)  
Visitor Arrival Before Start:

30

**G** Select Existing Visitors

--Select Visitor--

**H** Visitor First Name    Visitor Last Name    Email    Phone

**I** Add Visitor

**J** Current Party Attendees

First Name	Last Name	Email	Phone	<b>K</b>
Bill	Johnson			Remove
Emily	Wilson			Remove

**L** Save    **M** Save and Send E-Pass    Cancel

## Search for a Party/Event

See Figure 9: Parties/Events screenshot page: 26

1. Enter the name of the party/event in the Search Field (A)

## Edit a Party/Event

See Figure 9: Parties/Events screenshot page: 26

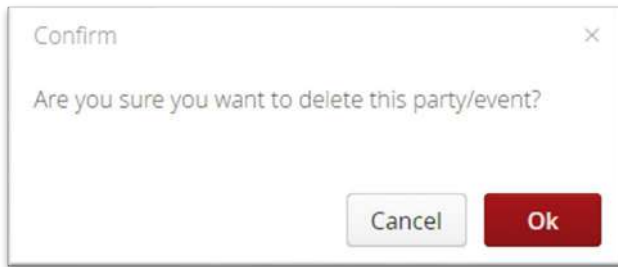
1. Double Click on the event you wish to edit (B)
2. Edit as needed
3. Click Save or Save and Send R-Pass

## Delete a Party/Event

See Figure 9: Parties/Events screenshot page: 26

1. Click the ellipsis (D) to the right of the party you wish to delete
2. Click Delete

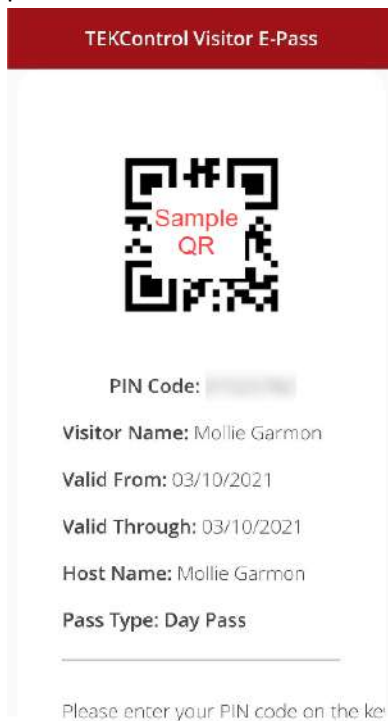
3. Click Ok on the confirmation message



## FAQs

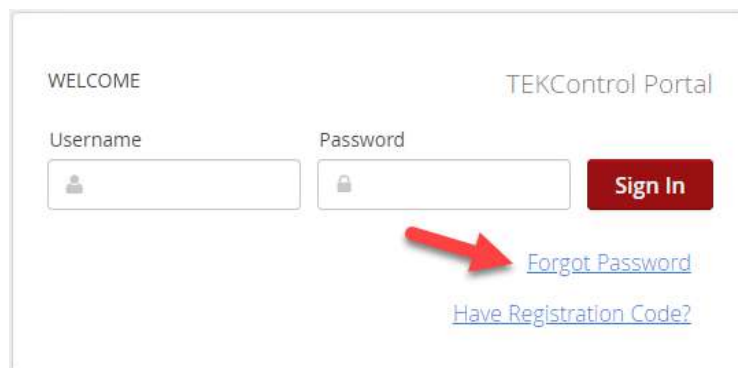
### What is an E-Pass or QR code?

- Some communities allow residents to send an email or SMS (text) message to their visitors to scan at the gate. The text will have your name and address with a link for them to click to get a pass like the one below.



### I forgot my password.

- You can reset your password on the log in page. Click the Forgot Password link on the login page. An email will be sent with instructions to reset your password. If you are still having problems, please reach out to your community contact.



### I forgot my username.

- Your username is typically your email address. If that does not work, please reach out to your community contact.

### I need to register for TEKControl.

- Please reach out to your community contact for registration.

### I do not see the Save and Send ePass button.

- Not all communities allow the ePass function.

### I cannot add my phone to my account.

- A phone number is only allowed in the system one time. Make sure you do not have the same number listed on a family members profile.

### Other Questions:

- Please visit our support center at <https://support.tekwavesolutions.com>.