

# TEKControl Web Portal

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User Guide for Residents

Last updated: February 2018

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## Accessing the System

Overview	TEKControl software allows residents to enter family members and guests via computer or smart phone. The gate officer uses information entered in the system to screen potential visitors.
Online Training	You can view an online training video for TEKControl software at <a href="https://youtu.be/cuHXiDWiXWs">https://youtu.be/cuHXiDWiXWs</a>
Accessing TEKControl	<p>You can access the TEKControl software via computer at</p> <p>URL: <a href="https://webapp.tekcontrol-site.com/">https://webapp.tekcontrol-site.com/</a></p> <p><b>NOTE:</b> If you have browser issues when accessing TEKControl, please try alternate browsers such as Chrome.</p> <p><b>Result:</b> The login screen appears:</p> <div data-bbox="418 856 1349 1247" style="border: 1px solid #ccc; padding: 10px;"><p>WELCOME <span style="float: right;">TEKControl Portal</span></p><p>Username <input type="text" value=""/></p><p>Password <input type="password" value=""/></p><p style="text-align: right;"><input type="button" value="Sign In"/></p><p><a href="#">Forgot Password</a> <a href="#">Have Registration Code?</a></p></div> <p>Via smart phone at</p> <ul style="list-style-type: none"><li>• To download TEKControl for Apple mobile devices (iPhone, iPad): <a href="https://itunes.apple.com/us/app/tekcontrol-visitor-management/id1231085062?mt=8">https://itunes.apple.com/us/app/tekcontrol-visitor-management/id1231085062?mt=8</a></li><li>• To download TEKControl for Android mobile devices: <a href="https://play.google.com/store/apps/details?id=com.tekwavesolutions.host">https://play.google.com/store/apps/details?id=com.tekwavesolutions.host</a></li></ul>

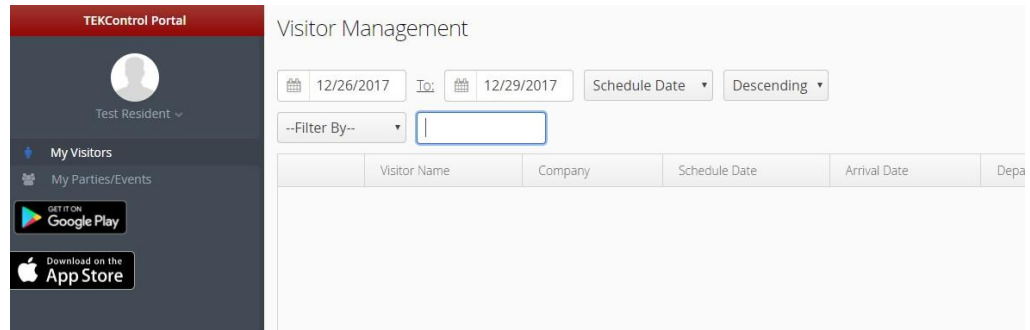
## Accessing the System, Continued

### Login

Enter the username and password provided by the system administrator and click **Sign In**.

**Note:** if you did not receive a username and password, please see the **Access Code Distribution** section of this document.

**Result:** The following screen appears:

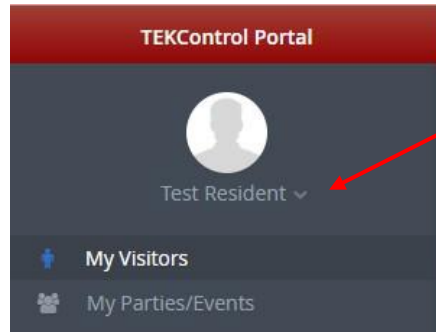


The screenshot displays the TEKControl Portal interface. On the left is a dark sidebar with the following elements: a red header 'TEKControl Portal', a user profile section with a silhouette icon and the text 'Test Resident', and navigation links for 'My Visitors' and 'My Parties/Events'. At the bottom of the sidebar are two buttons: 'GET IT ON Google Play' and 'Download on the App Store'. The main content area is titled 'Visitor Management' and features a date range filter set to '12/26/2017' to '12/29/2017', a 'Schedule Date' dropdown menu, and a 'Descending' sort order dropdown. Below these filters is a '--Filter By--' dropdown menu with an empty text input field. A table with the following headers is visible: 'Visitor Name', 'Company', 'Schedule Date', 'Arrival Date', and 'Depa'.

## Entering Resident Information

### Update Resident Profile

To update your resident profile, click the arrow to the right of your name, and select **Edit Profile**:



**Result:** The following screen appears:

A screenshot of the resident profile edit form. At the top is a navigation bar with icons and labels for "Profile", "Address / Contact", "Vehicle(s)", "Out of Town", "Access Credentials", "Family", and "Pet". The "Profile" tab is selected. Below the navigation bar is a profile picture placeholder with a "...Select File" button. To the right of the picture are input fields for "First Name \*", "Last Name \*", "User Name", "Password", and "Confirm Password". Below these fields is a section titled "GENERAL INFORMATION" with a "Notes:" field. At the bottom of the form are "Save" and "Cancel" buttons.

- To update your picture, click **Select File** and upload a picture file.
- To change your profile name, enter a new first/last name.
- **Note:** You cannot change your user name. Please contact your system administrator for assistance
- To change your password, enter a new password and confirm it.
- You can enter a **Note** in the field provided.

When finished making changes, click **Save**.

## Entering Resident Information, continued

Update  
Addresses  
Email and  
Emergency  
Contacts

To update your email, mailing address or emergency contact, click on the **Address/Contact** tab:

The screenshot shows a web interface for managing a user's profile. At the top, there is a navigation bar with several tabs: Profile, Address / Contact (which is selected and highlighted with a blue underline), Vehicle(s), Out of Town, Access Credentials, Family, and Pet. Below the navigation bar, the main content area is titled 'CONTACT INFORMATION'. Under this heading, there is a section for 'Email Address' with a text input field. Below that, there are three sections for phone numbers: 'Primary', 'Secondary', and 'Tertiary'. Each section has a text input field for the phone number, an 'Order:' label with a small input field, and a 'Notify?' checkbox. Below the phone number sections, there is a section titled 'ADDRESS INFORMATION' with a text input field. At the bottom of the form, there are two buttons: a green 'Save' button and a grey 'Cancel' button.

Use the **Order** field to designate the order in which the officer should contact the phone numbers.

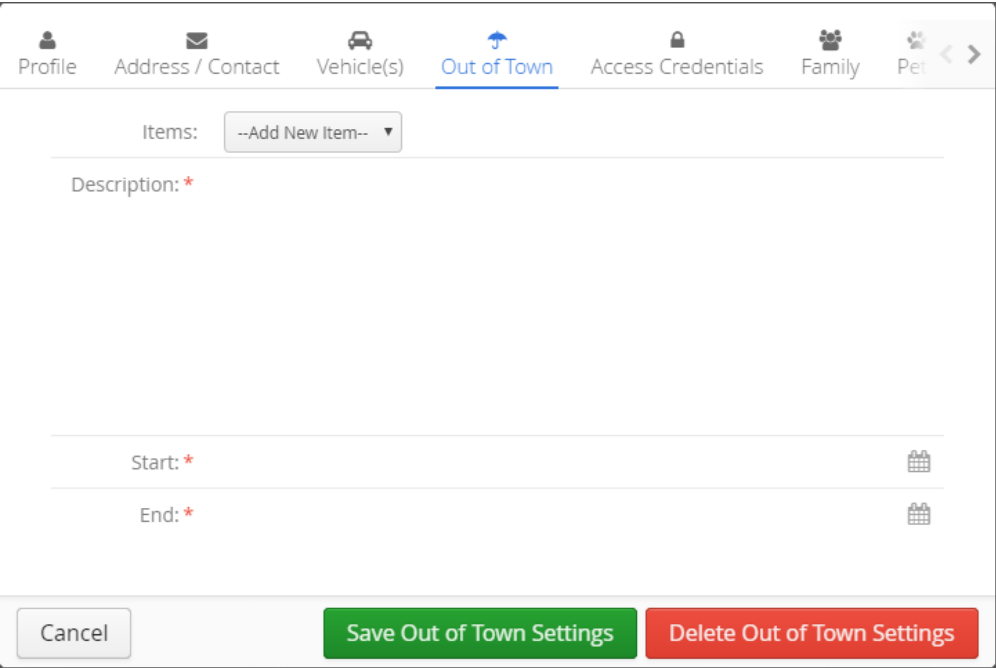
Enter up to three phone numbers. If you would like a phone number to receive notifications when a guest arrives, click the **Notify** checkbox to the right of the phone number.

When finished, click **Save**.

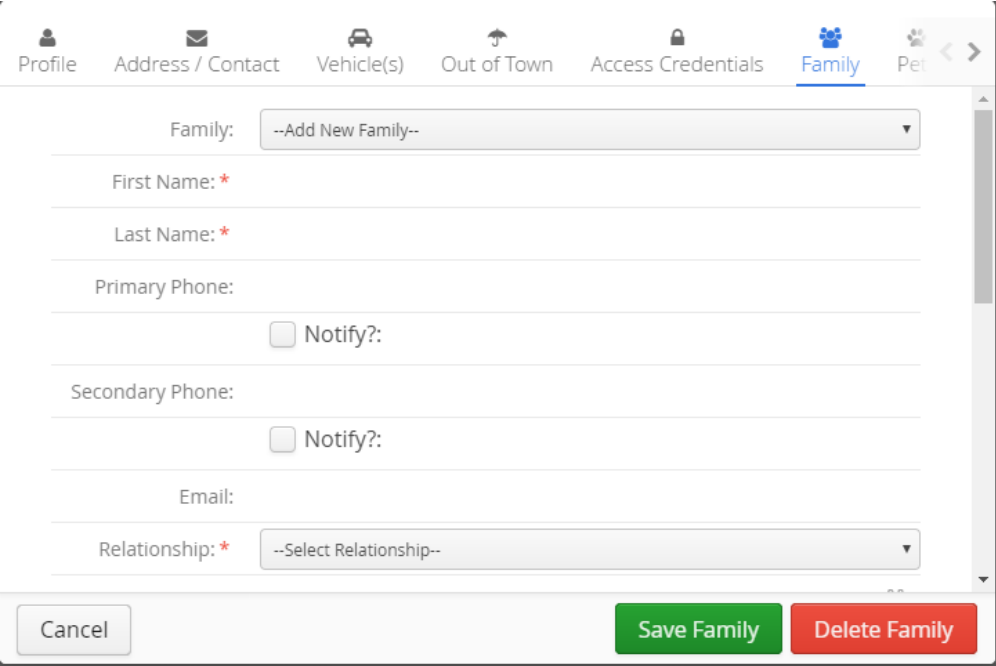
Vehicles

Currently, you must contact the System Administrator to add vehicles to your profile.

## Entering Resident Information, continued

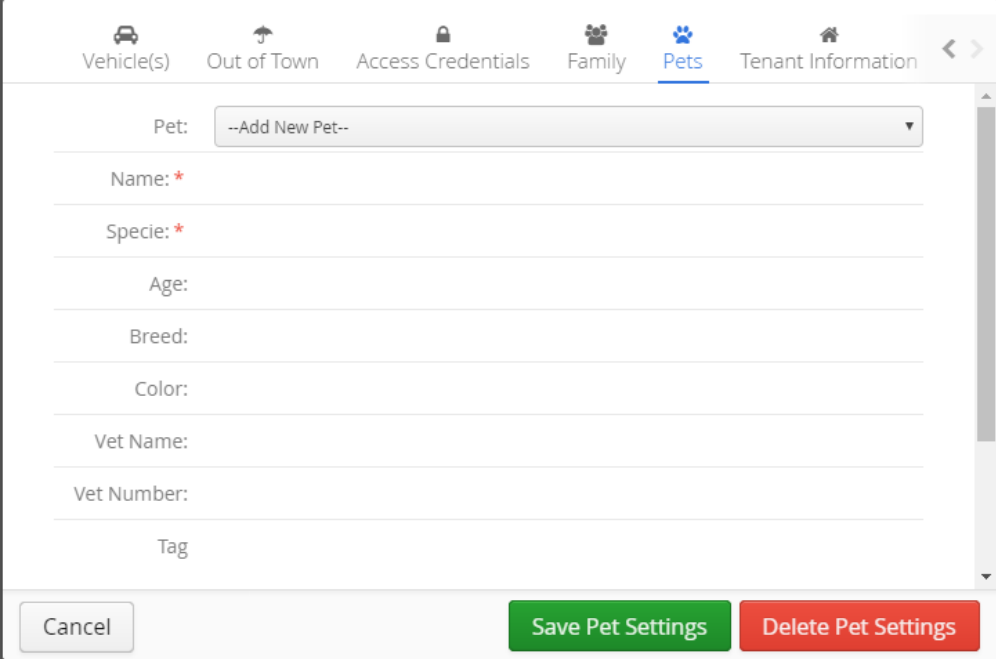
<p><a href="#">Out of Town</a></p>	<p>To notify the officer that you will be out of town for a period of time, click the <b>Out of Town</b> tab.</p> <p><b>Result:</b> the following screen appears:</p> <div data-bbox="418 445 1409 1108" data-label="Form"></div> <ul style="list-style-type: none"><li>• Click <b>Add New Item</b>.</li><li>• Add a <b>Description</b> of the event. For example, "On vacation."</li><li>• Add the <b>Start</b> date of the event.</li><li>• Add the <b>End</b> date of the event.</li><li>• Click <b>Save Out of Town Settings</b>.</li> <li>• To remove the event, click <b>Delete Out of Town Settings</b>.</li></ul>
<p><a href="#">Access Credentials</a></p>	<p>You must contact the System Administrator to add or modify access credentials.</p>

## Entering Resident Information, continued

<a href="#">Enter Family Members</a>	<p>Family Members also have the ability to login to the system. You can also set up the system to notify family members when guests arrive.</p>
	<p>To enter family members, click the <b>Family</b> tab:</p>
	
	<ul style="list-style-type: none"><li>• Select <b>Add New Family</b>.</li><li>• Type the <b>First Name</b> of the family member.</li><li>• Type the <b>Last Name</b> of the family member.</li><li>• Type the <b>phone number(s)</b> of the family member (include numbers only).</li><li>• If you want the system to notify this family member when guests arrive, click the <b>Notify</b> checkbox that follows the phone number to notify.</li><li>• Type the <b>email address</b> of the family member.</li><li>• Select the <b>relationship</b> of the family member.</li><li>• Click <b>Save Family</b> to save the information.</li><li>• Repeat the steps to add more family members.</li></ul>
<a href="#">View Family Members</a>	<p>To view family members previously entered, click the drop down list next to <b>Add Family Member</b>.</p>
<a href="#">Delete Family Member</a>	<p>To remove a family member:</p> <ul style="list-style-type: none"><li>• Click the drop down list next to <b>Add Family Member</b>, display the family member to be deleted.</li><li>• Click <b>Delete Family</b>.</li><li>• Click <b>Yes</b> to confirm.</li></ul>



## Entering Resident Information, continued

<p><a href="#">Enter Pets</a></p>	<p>To enter pet information, click the Pets tab: <b>Note:</b> you may need to scroll to the right to see this tab.</p>  <ul style="list-style-type: none"><li>• Click <b>Add New Pet</b>.</li><li>• Enter the Pet's <b>Name</b>.</li><li>• Enter the Pet's <b>Species</b>.</li><li>• Click <b>Save Pet Settings</b>.</li><li>• Repeat steps to add additional pets.</li></ul>
<p><a href="#">View Pet</a></p>	<p>To view Pets previously entered, click the drop down list next to <b>Add New Pet</b>.</p>
<p><a href="#">Delete Pet</a></p>	<p>To remove a pet:</p> <ul style="list-style-type: none"><li>• Click the drop down list next to <b>Add New Pet</b>, display the pet to be deleted, and</li><li>• Click <b>Delete Pet Settings</b>.</li><li>• Click <b>Yes</b> to confirm.</li></ul>

## Entering Resident Information, continued

### Enter Tenant Information

To enter information for tenants, click the Tenant Information tab.

**Note:** you may need to scroll to the right to see this tab.

The screenshot shows a web application interface for entering tenant information. At the top, there is a navigation bar with five tabs: 'Out of Town', 'Access Credentials', 'Family', 'Pets', and 'Tenant Information'. The 'Tenant Information' tab is selected and highlighted in blue. Below the navigation bar is a form with the following fields:

- Tenant: A dropdown menu with the text '--Add New Item--' and a downward arrow.
- First Name: A text input field with a red asterisk indicating it is required.
- Last Name: A text input field with a red asterisk indicating it is required.
- Lease Start: A text input field with a red asterisk and a calendar icon to the right.
- Lease End: A text input field with a red asterisk and a calendar icon to the right.
- Active?: A checkbox.
- Email: A text input field.
- Alternate Email: A text input field.
- Phone: A text input field.

At the bottom of the form, there are three buttons: 'Cancel' (grey), 'Save Tenant Settings' (green), and 'Delete Tenant Settings' (red).

- Select **Add New Item**.
- Type the **First Name** of the tenant.
- Type the **Last Name** of the tenant.
- Click the **calendar** icon to select the lease start date.
- Click the **calendar** icon to select the lease end date.
- Click the **Active** check box to indicate that the tenant is active.
- Type the **email address(s)** of the tenant.
- Type the **phone number(s)** of the tenant (include numbers only).
- Click **Save Tenant Settings** to save the information.
- Repeat the steps to add more tenants.

### View Tenant

To view Tenants previously entered, click the drop down list next to **Add New Item**.

### Delete Tenant

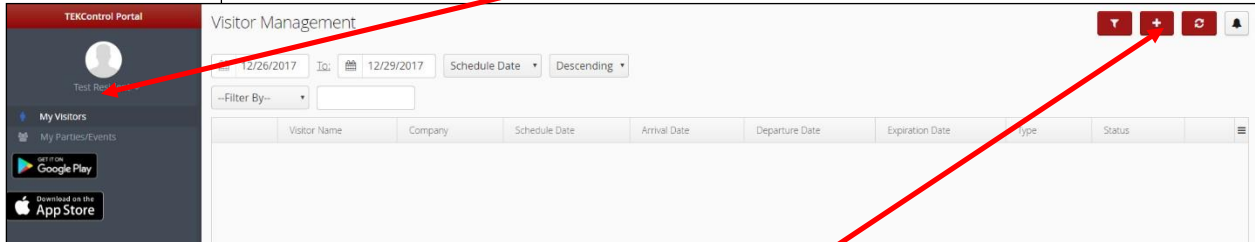
To remove a tenant:

- Click the drop down list next to **Add New Item**, display the tenant to be deleted.
- Click **Delete Tenant Settings**.
- Click **Yes** to confirm.

## Enter Visitor Information

### Visitor Management

To enter a visitor in the TEKControl system, click **My Visitors** from the left menu.



Click the **Plus** sign in the upper right corner:

**Result:** The following screen appears:

**information**

Visitor First Name: \*

Visitor Last Name: \*

Company:

Visitor Destination: Host Address

Type: \* Guest

Schedule Date: 12/28/2017 12:49 \* [Now](#)

Expiration Date: 12/29/2017 12:49 [Change](#)

Notes:

[Save](#)

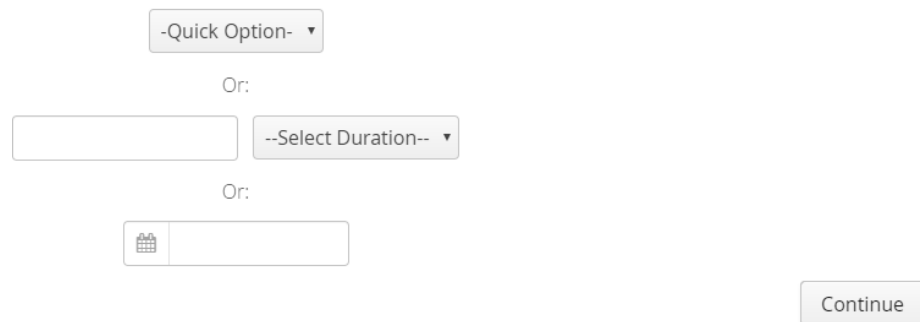
[Save and Send E-Pass](#)

[Cancel](#)

- Type the **First Name** of your visitor.
- Type the **Last Name** of your visitor.
- Type the **Company** name of your visitor.
- **Note:** If you know the company name, but not the first and last name of the person, use periods in the First and Last Name field and include the company name only.

## Enter Visitor Information, continued

- Select the visitor's **destination**.
- Select a visitor **Type**:
  - **Denied**: A person who should not be granted access
  - **Guest**: A short term guest (include Expiration Date)
  - **Permanent**: A guest who should always be granted access.
  - **Vendor**: A vendor
- Click the **calendar** icon to select the date you expect the guest.  
OR, click **Now** to give immediate access.
- For a short term guest, click **Change** to select an expiration date.
- **Result**: The following screen appears:



The screenshot shows a form with a dropdown menu labeled "-Quick Option-" with a downward arrow. Below it is the text "Or:" followed by an empty text input field and another dropdown menu labeled "--Select Duration--" with a downward arrow. Below that is another "Or:" followed by a calendar icon and an empty text input field. In the top right corner of the form area, there are small "+" and "x" icons. At the bottom right of the form area, there is a "Continue" button.

- Click **Quick Option** to select end of day, end of week, etc.
- Type a number and select the **Select Duration** option to set a number of days, weeks, months, years. etc.
- Click the **calendar** icon to select the duration from the calendar.
- The **Notes** field is used to enter any notes regarding your visitor.
- Click **Save**.

### Visitor Navigation

Use the tool bar in the upper right corner to navigate the **Visitor** menu.



**Filter**: To toggle on/off the filter options



**Plus**: to add a visitor



**Refresh**: to refresh the screen



**Bell**: To view notifications

## Enter Visitor Information, continued

View Visitors	<p>To view your visitor list, click <b>My Visitors</b> in the left menu bar.</p> <p><b>Note: if previously entered visitors don't appear, try using a past date in the filter options to display visitors. See below for filtering instructions.</b></p>
Delete Visitor	<p>To delete a visitor, click <b>My Visitors</b> in the left menu bar.</p> <p><b>Result:</b> Your visitor list appears.</p> <ul style="list-style-type: none"><li>• Click the <b>Actions</b> drop down and select <b>Delete</b>.</li><li>• Click Yes to Confirm.</li></ul>
Edit Visitor	<p>To edit a visitor, click <b>My Visitors</b> in the left menu bar.</p> <p><b>Result:</b> Your visitor list appears.</p> <ul style="list-style-type: none"><li>• Click the <b>Actions</b> drop down and select <b>Edit</b>.</li></ul> <p><b>Result:</b> The Visitor entry screen appears so that you can make updates.</p>
View Visitor History	<p>To view a visitor's history, click <b>My Visitors</b> in the left menu bar.</p> <p><b>Result:</b> Your visitor list appears.</p> <ul style="list-style-type: none"><li>• Click the <b>Actions</b> drop down and select <b>History</b>.</li></ul> <p><b>Result:</b> A list of the visitor's past visits appears.</p>

## Enter Visitor Information, continued

### Filter Visitors

Use the **filter options** to filter visitors.

Visitor Management

To:

--Filter By--

Visitor Name	Company	Schedule Date
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- Click the **calendar** icons to enter to and from dates.
- Click **Schedule Date** to see a list of filter options:

Schedule Date

- Site
- Visitor Name
- Schedule Date**
- Arrival Date
- Departure Date
- Type
- Status

- Click **Descending/Ascending** to change the sort order
- Click **Filter By** to view a list of Search options

--Filter By--

- Filter By--**
- Visitor Name
- Company
- Destination
- Status
- Type
- Notes
- Vendor Name

- After selecting a filter option, enter the word you are searching for in the **blank field** and press **Enter**, so filter by that word.

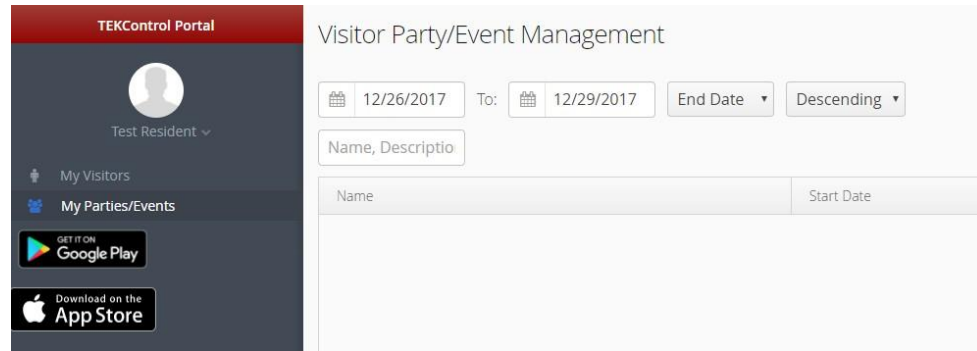
--Filter By--

## Enter Parties/Events

### Enter a Party or Event

To set up a party or event, click **My Parties/Events** in the left menu bar.

**Result:** The following screen appears:



The screenshot shows the 'Visitor Party/Event Management' interface. On the left is a dark sidebar with the 'TEKControl Portal' header, a user profile for 'Test Resident', and menu items for 'My Visitors' and 'My Parties/Events'. Below the menu are 'GET IT ON Google Play' and 'Download on the App Store' buttons. The main content area has a title 'Visitor Party/Event Management', date filters for '12/26/2017' to '12/29/2017', and dropdowns for 'End Date' and 'Descending'. A search box contains 'Name, Descriptio'. Below is a table with columns 'Name' and 'Start Date'.



Click the plus sign to add a party/event.

**Result:** The following screen appears:

## Enter Parties/Events, continued

The screenshot shows a dark-themed web form titled "Information" with a sub-tab "Visitor List". The form contains the following fields and controls:

- Site:** A dropdown menu with "Saranac on Lake Manassas" selected.
- Name:** An empty text input field.
- Description:** A large empty text area.
- Start Date:** A date and time picker showing "12/28/2017 16:37".
- End Date:** A date and time picker showing "12/28/2017 16:37".
- Notify On First Visitor Only?** A checkbox that is currently unchecked.
- Notification Threshold (min) Visitor Arrival Before Start:** An empty text input field.
- Buttons:** A green "Save" button and a white "Cancel" button.

- **Site** field defaults to site name.
- Enter a **name** for the event.
- Enter a **description** so the event.
- Use the **calendar** icons to select start and end dates for the event.
- Click **Notify for First Visitor Only** if you don't want to receive notifications for each visitor's arrival.
- Enter a time in **Notification Threshold** to limit the earliest time visitors should be granted access.
- Click **Save**.

**Note:** See **Visitor Navigation** for instructions for using other navigation icons.

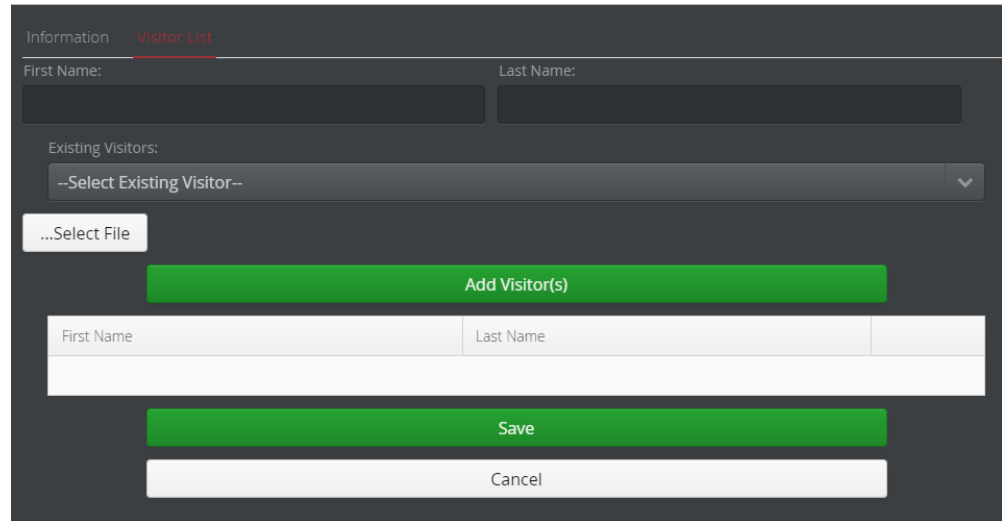


## Enter Parties/Events, continued

Add Visitors  
to  
Party/Event

Within the Enter **Party/Event** screen, click the **Visitor List** tab.  
Or, for a previously saved Party/Event, select **Actions, Edit** from the list to the right of the event name.

**Result:** The following screen appears:



- Type the first and last name of a guest, Or, select the guest name from your existing visitor list.
- Click **Add Visitor(s)**.
- Click **Save**.

**Note:** the **Select File** option is not available.

Filter  
Party/Events

See **Filter Visitors** for instructions.

## Frequently Asked Questions

### TEKControl Software Specific Questions

1. Why don't I see options in some of the drop down lists?
  - Try using a browser other than Internet Explorer. Others have had success using Chrome.
2. What does the "Notify" check box do?
  - The notify options will allow for residents to receive text/email notification when their visitors are processed through the gate
3. What is a "Permanent" versus "Guest" Visitor?
  - Permanent visitors are those visitors that do not expire or purge from your guest list, Guest visitors are temporary visitors that do expire or purge from your guest list upon expiration
4. How do we enter a vendor when we don't know the name of the person coming? For example, for heating repair, we know that X company is coming, but not the name of the technician. Can we just log the company name in the system?
  - Yes, you can just enter the company name into the system. If First and Last name are required you can just enter a period for each of those fields.