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## Accessing the System

<table>
<thead>
<tr>
<th>Overview</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Training</td>
<td>You can view an online training video for TEKControl software at <a href="https://youtu.be/cuHXiDWiXWs">https://youtu.be/cuHXiDWiXWs</a></td>
</tr>
</tbody>
</table>
| Accessing TEKControl | You can access the TEKControl software via computer at URL: https://webapp.tekcontrol-site.com/  

**NOTE:** If you have browser issues when accessing TEKControl, please try alternate browsers such as Chrome.  

**Result:** The login screen appears:

![Login Screen](image)

Via smart phone at
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:
### 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:

- 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

<table>
<thead>
<tr>
<th><strong>Update Addresses</strong></th>
<th><strong>Email and Emergency Contacts</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>To update your email, mailing address or emergency contact, click on the <strong>Address/Contact</strong> tab:</td>
<td></td>
</tr>
</tbody>
</table>

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**.

<table>
<thead>
<tr>
<th><strong>Vehicles</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Currently, you must contact the System Administrator to add vehicles to your profile.</td>
</tr>
</tbody>
</table>
**Entering Resident Information, continued**

<table>
<thead>
<tr>
<th>Out of Town</th>
<th>To notify the officer that you will be out of town for a period of time, click the <strong>Out of Town</strong> tab.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Result:</strong> the following screen appears:</td>
<td></td>
</tr>
<tr>
<td><img src="image" alt="Out of Town Screen" /></td>
<td></td>
</tr>
<tr>
<td>• Click <strong>Add New Item</strong>.</td>
<td></td>
</tr>
<tr>
<td>• Add a <strong>Description</strong> of the event. For example, “On vacation.”</td>
<td></td>
</tr>
<tr>
<td>• Add the <strong>Start</strong> date of the event.</td>
<td></td>
</tr>
<tr>
<td>• Add the <strong>End</strong> date of the event.</td>
<td></td>
</tr>
<tr>
<td>• Click <strong>Save Out of Town Settings</strong>.</td>
<td></td>
</tr>
<tr>
<td>• To remove the event, click <strong>Delete Out of Town Settings</strong>.</td>
<td></td>
</tr>
</tbody>
</table>

| Access Credentials | You must contact the System Administrator to add or modify access credentials. |
Entering Resident Information, continued

<table>
<thead>
<tr>
<th>Enter Family Members</th>
<th>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.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>To enter family members, click the <strong>Family</strong> tab:</td>
</tr>
<tr>
<td></td>
<td><img src="image.png" alt="Image" /></td>
</tr>
<tr>
<td></td>
<td>• Select <strong>Add New Family</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Type the <strong>First Name</strong> of the family member.</td>
</tr>
<tr>
<td></td>
<td>• Type the <strong>Last Name</strong> of the family member.</td>
</tr>
<tr>
<td></td>
<td>• Type the <strong>phone number(s)</strong> of the family member (include numbers only).</td>
</tr>
<tr>
<td></td>
<td>• If you want the system to notify this family member when guests arrive, click the <strong>Notify</strong> checkbox that follows the phone number to notify.</td>
</tr>
<tr>
<td></td>
<td>• Type the <strong>email address</strong> of the family member.</td>
</tr>
<tr>
<td></td>
<td>• Select the <strong>relationship</strong> of the family member.</td>
</tr>
<tr>
<td></td>
<td>• Click <strong>Save Family</strong> to save the information.</td>
</tr>
<tr>
<td></td>
<td>• Repeat the steps to add more family members.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>View Family Members</th>
<th>To view family members previously entered, click the drop down list next to <strong>Add Family Member</strong>.</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Delete Family Member</th>
<th>To remove a family member:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Click the drop down list next to <strong>Add Family Member</strong>, display the family member to be deleted.</td>
</tr>
<tr>
<td></td>
<td>• Click <strong>Delete Family</strong>.</td>
</tr>
<tr>
<td></td>
<td>• Click <strong>Yes</strong> to confirm.</td>
</tr>
</tbody>
</table>
### Entering Resident Information, continued

| Enter Pets | To enter pet information, click the Pets tab:  
|            | **Note:** you may need to scroll to the right to see this tab. |
|            | ![Image of Pets tab interface](image.png) |
|            | • Click **Add New Pet.**  
|            | • Enter the Pet’s **Name.**  
|            | • Enter the Pet’s **Species.**  
|            | • Click **Save Pet Settings.**  
|            | • Repeat steps to add additional pets. |

| View Pet | To view Pets previously entered, click the drop down list next to **Add New Pet.** |

| Delete Pet | To remove a pet:  
|            | • Click the drop down list next to **Add New Pet**, display the pet to be deleted, and  
|            | • Click **Delete Pet Settings.**  
|            | • Click **Yes** to confirm. |
## 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.

- 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:

- 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:

  - 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 | To view your visitor list, click **My Visitors** in the left menu bar.  
| 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. |
| Delete Visitor | To delete a visitor, click **My Visitors** in the left menu bar.  
| **Result:** Your visitor list appears.  
| • Click the **Actions** drop down and select **Delete**.  
| • Click Yes to Confirm. |
| Edit Visitor | To edit a visitor, click **My Visitors** in the left menu bar.  
| **Result:** Your visitor list appears.  
| • Click the **Actions** drop down and select **Edit**.  
| **Result:** The Visitor entry screen appears so that you can make updates. |
| View Visitor History | To view a visitor’s history, click **My Visitors** in the left menu bar.  
| **Result:** Your visitor list appears.  
| • Click the **Actions** drop down and select **History**.  
| **Result:** A list of the visitor’s past visits appears. |
Enter Visitor Information, continued

Filter Visitors

Use the filter options to filter visitors.

Visitor Management

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

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

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

![Visitor Party/Event Management]

Click the plus sign to add a party/event.

Result: The following screen appears:
Enter Parties/Events, continued

- **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 and 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.