



BAYTREE COMMUNITY DEVELOPMENT DISTRICT Visitor Management System Resident Instructions

The new Visitor Management System is LIVE as of October 1, 2018. If you are seeking access to the system after the early registration deadline of September 22, 2018 the following procedure is to be followed.

Complete the Resident VMS Account Set-Up document

- This document can be retrieved from the gatehouse or from the Baytree website at www.baytreecdd.org/ (Found under “Security” - “Resident VMS Account Set-Up”)
- Print the form and at minimum, complete the REQUIRED information marked with an asterisk (*) – any information provided will be entered
- Turn the document into the gatehouse – allow up to 48 hours for data entry

Log into the Visitor Management Portal at <https://webapp.tekcontrol-site.com/>

- It is recommended that you save the portal to your favorites for easy future access
- Enter your Username – this will be the email that you provided on the Resident VMS Account Set-Up document associated to Head of Household
- Enter Password: Password1 -OR- To create a unique Password, click “Your Name” on the upper left side of the screen and then click “Edit Profile”. In the spaces provided, enter your new “Password” and then re-enter the same in “Confirm Password” and click SAVE in the lower left of that pop-out screen.

Create the Head of Household Profile

- On the left side of your screen, click “Head of Household Name” – “Edit Profile” and a pop-up screen will appear with tab options across the top. Please note that Baytree does not utilize the tabs titled “Vehicles”, “Out of Town” or “Pets” so no entry in those tabs are required.
- You will be located on the **Profile tab** - verify that the first/last names are correct or enter them if they don’t appear – this is the only REQUIRED info but other info below is recommended. As you scroll down this tab...
 - The General Information items are not utilized at Baytree so no entry is needed
 - In Notifications – you can select how or if you would like your visitors announced to you upon arrival at the gatehouse. The 2 fields being utilized in this section by Baytree are “Arrival Visitor by Email” and “Arrival Visitor by SMS”. If you want to know when your visitors have arrived at the gate, check email or SMS. If you do not check one of these boxes, you will not receive notification of visitor arrival.
 - Click “Save” and re-enter “Edit Profile”
- Next, click the **Address/Contact tab** – this is the Head of Household contact information. Family members will be entered in a later tab.
 - Enter Head of Household email address, primary phone number
 - Enter Head of Household secondary phone number, if desired
 - Under “Order” place a 1 and/or 2 to prioritize the order in which the officer will call you for authorization to admit a guest that has not been pre-registered
 - “Notify” – this is where you will checkmark the box beside the cell number you have provided if you have requested that you be notified by SMS upon visitor arrival. If you do not checkmark the box beside the cell number, you will not receive a notification text.
 - The Address Information section will be populated with your Baytree property address – verify that this information is correct
 - No other information is required in this tab
 - Click “Save” and re-enter “Edit Profile”

Enter Family Members

- Click the **Family tab** - This is where you enter all those living in the home in addition to the Head of Household – you can enter as many as necessary
- The drop-down box at the top of this tab will read “Add New Family”. Once you have added family members, the drop-down box will include each family member added.

- For each family member you will enter the following REQUIRED information:
 - First Name, Last Name and Relationship
 - You must click save after each family member that is added to retain the data
- For each family member that wishes to be notified upon guest arrival, you will also enter phone number(s) and email address
- If the family member wants to be notified by SMS, check the “Notify” box beside their cell number and check “Enable Arrival Visitor Notification by SMS” box down below
- If the family member wants to be notified by Email, check the “Enable Arrival Visitor Notification by Email” box down below
- If the family member wants their own log-in to register their own visitors, check the “Enable Log In” box and when you click “Save” you will see a pop-up box to provide a “Username” and “Password”.
 - The Username will be the email that is associated with this family member
 - The Password can be anything that includes at least one capital letter, one lowercase letter and one number. It must be a minimum of 8 characters in length.

Register Visitors

- Click the plus “+” sign in the upper right-hand corner of the portal
- Enter First/Last Name or Company Name
- If a temporary visitor, enter arrival and departure dates and select temporary from the drop-down box
- If a permanent visitor, select Permanent from the drop-down box
- Click Save or click Save and Send E-Pass if you wish to send a QR code to visitor
- If you are sending an E-Pass you will be prompted to enter either a cell phone number or email for the visitor so that they can receive the QR code

Enter Tenant Information, if applicable

- Click the **Tenant Information** tab and enter the items marked with an asterisk “*”, at minimum
- Then advise tenant to complete the Resident VMS Account Set-Up document and return it to the gatehouse – allow up to 48 hours for data entry

NOTE: Residents who do not have access to a computer or are not comfortable with the process above, can continue to call the gatehouse and have the security officer pre-register their guests for them prior to their arrival. If they are not registered, the security officer will need to contact the resident for permission to allow entry.

Available Training/Technical Assistance

- Resident Training Video: <https://youtu.be/cuHXiDWiXWs> - Also available on the Baytree website at www.baytreecdd.org under the Security Tab then Resident Training
- By way of a Help Desk, assistance is available by clicking on the “?” located in the upper right-hand corner of the VMS portal screen. The link is also on the Baytree website under the Security Tab then Help Desk Link
- This “VMS Resident Instructions” sheet and a full “User Guide to VMS” is also located on the Baytree website at www.baytreecdd.org under the Security Tab at the top of the page

Mobile App Options

Residents can also access the system via mobile app. It can be found on the App Store or Play Store.

App Name: TEKControl Visitor Management

iOS: <https://itunes.apple.com/us/app/tekcontrol-visitor-management/id1231085062?mt=8>

Android: <https://play.google.com/store/apps/details?id=com.tekwavesolutions.host>

NOTE: Residents will be able to send a QR code when adding a visitor via web portal or mobile app. When adding a visitor, they will simply select “Send E-Pass” and the system will prompt them to enter the visitor’s email address and/or phone number. When the visitor arrives, the security officer will scan the QR code, verify driver’s license and grant entry.