Email 03.27.2023

Hello Everyone,

The annual meeting was attended by many in person and via Zoom. We hope you found the meeting helpful in better understanding the outcomes and direction of Pointe Services Association. One of the major tasks in progress is the autonomous gated security system.

Operations and systems are improving daily. Despite having announced for several months the arrival of the system, (i.e., mailing RFID stickers to all residents and landlords, instructions and other information on how to use the Cell Gate system), certain tasks have not been completed by all residents. It is imperative that all residents place their RFID stickers in the upper left corner on the inside of the windshield and/or mount hang tags.

Also, we are slowly moving forward with the full operation of the gates, leaving them open at various times to ensure residents' access is not impeded, as technical issues are addressed. Gate closures 24x7 will happen eventually, but not without the support and engagement of residents. What can you do to make the project successful?

We need some volunteers to man four hour shifts between 8:30 AM and 4:30 PM every day for another two weeks or so at the guardhouse located at Gate 1. If you wish to volunteer to schedule a date and time convenient to your schedule, send a message to eaglepointe.gate.help@gmail.com. You will get a briefing prior to your shift. It is easy and helps the community. Why Gate 1?

Most traffic occurs at Gate 1, and we have cameras located in the Guard Shack viewing all the other gates. Activity at gates 2 thru 5 is going reasonably well. Gate 1 in the past was the access point for vendors (e.g., plumbers, electricians, gardeners, etc.) and many visitors. Therefore, when vendors see other access gates closed, they drive to gate 1 for access as happened in the manned security system. Residents have not communicated the entrance procedures to their vendors and visitors. Remember this is no different than "buzzing" someone into an apartment. A vehicle arrives, they call you from the kiosk, you answer either the Cell gate app or phone, talk to them (pressing 1 on the phone to accept) and letting them in (pressing 9 on the phone) on any phone (landline or cell).

Residents: please tell your vendors and visitors how they will go thru the gate to get to your residences.
Direct them to the kiosk at the specific gate required to best access your property (Gates 1,2,3,4,or 5).
Tell them to press the "Directory" button. A keyboard pops up.
Tell them to type the first few letters of your last name and your name will appear.

Tell them to touch your name and the system automatically calls the resident.

The gate will call you using phone number 972-231-1999 (store this number in your phone as Cell Gate or whatever you want). The resident answers the app or phone.

If using the phone, the automated attendant tells the resident to press 1 to accept the call, once you verify your visitor, press 9 to open the gate and let them in.

The gate opens and the visitor/vendor drives thru.

In summary, a vendor arrives, looks up your name, touches your name, you are called, identify the vendor and let them in. YOU CAN BE ANYWHERE TO ANSWER THE PHONE AND LET SOMEONE IN. YOU DO NOT NEED TO BE AT YOUR RESIDENCE.

Other access options exist with the Cell Gate app. You can issue a QR code, one day pass good for the entire day or hours you wish to grant access, up to one week in advance. The visitor arrives at the kiosk. Presses the QR Code button, shows the code to the camera in the kiosk, and the gate opens. The pass is good for up to 24 hours or the start/end times you programmed. QR codes can be emailed or texted to anyone. Multiple QR codes can be issued to multiple people.

HOA's, please send your vendors instructions on how to access your communities. It is incumbent upon you to provide instructions. MONTHLY, codes will be provided to HOA's to be sent to all or your vendors. THESE CODES WILL ALSO BE CHANGED MONTHLY AND SENT TO VILLAGE PSA BOARD REPRESENTATIVES. PLEASE COMMUNICATE CODE CHANGES MONTHLY WITH YOUR VENDORS.

Landlords, please provide RFID stickers to your tenants, get their names into the Cell Gate database so that your tenants are properly served. It is incumbent upon you to provide resources to your tenants and is not the responsibility of Eagle Pointe.

Residents, make sure your address and contact information is correct.

Residents, make sure you mount your RFID stickers to the inside of your windshield in the upper left corner. Further, do not have more than one RFID sticker in your car. The sensor is powerful enough to read an RFID tag in your purse or elsewhere in your and the gate may not open.

As a last resort, a temporary access code of (Access Code 1,2,3,4, "enter") is taped onto each kiosk. This temporary access code will eventually be removed to increase security.

Realtors, the selling agent needs to contact eaglepointe.gate.help@gmail.com and request a 30-day access code for the listing agreement.

The Security Committee

Email 03.20.2023

Residents,

At the PSA Annual Meeting last Saturday, a resident asked if we could provide instructions for use in completing the necessary tasks which must be done to utilize our new Security System Cellgate App and access the Cellgate website. (If you choose to utilize the App and change any of your information in the Cellgate resident database.)

The following three documents are attached.

1. Installing the Cellgate App
2. Using the Cellgate App
3. Using zapopen.com

The instructions are also on the pointeservices.org website for your use.

For additional help email eaglepointe.gate.help@gmail.com

The Security Team

(PLEASE SEE THE FOLLOWING PAGES …)

Installing the Cellgate App

1. Apple users go to the App Store, Android users go to the Google play store and download the Cellgate app.

2. For your username, use the email address you use for billing and communication with PSA. (If you are unsure of the address, email eaglepointe.gate.help@gmail.com along with your name and property address for help.)

3. Select "lost password" on the App and enter your email address. The system will send a link to your email address to allow you to set-up your password.

4. Go to your email and set-up your password.

5. Login to the App using your email address and password.

6. Please allow: Photos and Media
                    Record Audio
                    Manage Phone Calls

7. The App is now set-up. You can now go to zapopen.com and invite additional users, add phone numbers and change the way your name is displayed on the WXL screen. (The access screens located near all gates.)

Using the Cellgate App

Older phones will need the Cellgate App running in the background. We have found some newer phones will open the app when someone calls from the gate. (This can be tested by calling yourself from the gate.)

There are 2 levels of access for users: Primary users and Invited users.

When someone calls your Directory name from the WXL, all users phones listed on the Cell Gate account will ring. Press the green button to talk to the visitor. Press it a second time to open the gate.

An additional way to give a visitor access through a gate is by using a QR Code. All users can generate QR codes on the Cell Gate app. Presses the lined button at the top left of the app home screen and choose Temporary Invites. The QR code can be created up to 7 days in advance and can be active for up to 24 hours. You can share this code by email or text and it can be sent to as many people as you choose. You can also create multiple QR codes for different times during the 7 day period. The visitor will then select QR Code at the WXL and hold the QR code in front of the camera to open the gate.
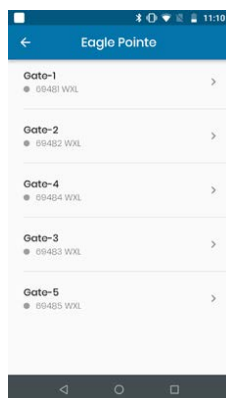
Primary users will see the above screen and have the additional ability to open a gate from their phone. Just Select <the gate you wish to open>, then <Watchman Gate> Then <Open Momentarily>
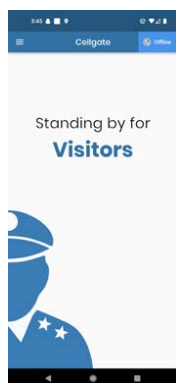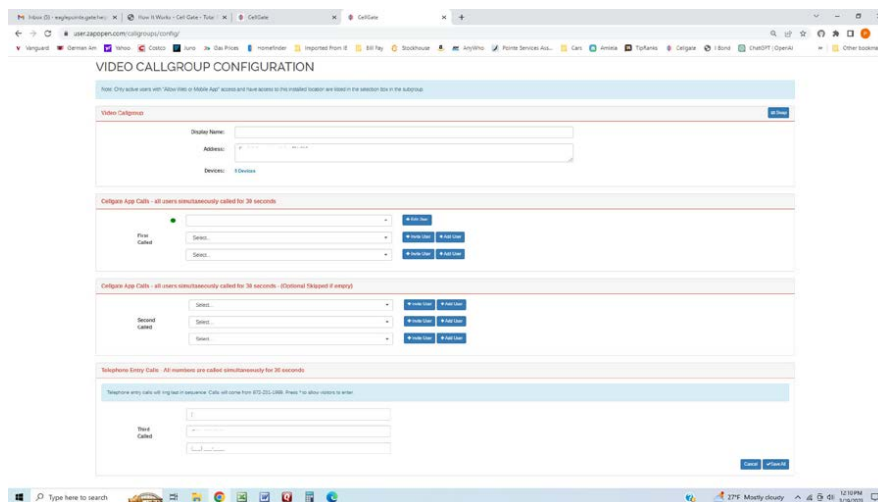

Invited users will only see the above screen.

For help please email eaglepointe.gate.help@gmail.com

Using zapopen.com

zapopen.com is the web portal available for users to make changes to their account.

To access zapopen.com use the primary user's email address and password.

The above will appear on your screen.

First Group: Video Callgroup, You can change the way your name appears on the screen at the gate. (Your physical address does not show on the screen)

Second Group: Cellgate App Calls - all users simultaneously called for 30 seconds, this is the first group called. This group rings through the App for 30 seconds. You can edit the primary user. Additional users can be added in one of two ways. Select invite user to send a link to the new users email address so the new user can set up own information. Select Add User to set up new user information.

Third Group: Cellgate App Calls - all users simultaneously called for 30 seconds - (Optional, skipped if empty) Same as second group. Rings through the app for 30 seconds after the second group.

Fourth Group: Telephone entry calls will ring last in sequence. Calls will come from 972-231-1999. Press 1 to answer. Press * or 9 to allow visitors to enter. This group is called last. It calls your telephone numbers one at a time in the order they appear.
After answering the phone, Press 1 to answer/accept the call and * or 9 to open the gate.
Please enter the Phone Number 972-231-1999 in your phone directory and identify as caller at Gate. So you know to answer the call.

Be sure to Press Save All in the lower right hand corner when finished to save your information.

Email 03.16.2023

Many residents have attempted to access the new Eagle Pointe security gates without RFID stickers or hang tags. Many have stated they didn't have the stickers. All property owners were issued two free stickers. Some of those stickers may have been lost or misplaced. The PSA Board has decided to give owners a sticker discount of $10 allowing owners to replace lost stickers for $15 from now until March 31st. The originally issued stickers will be removed from the system and will not function. Additional stickers or hang tags are $25. After March 31st all stickers, replacement or additional, and hang tags will cost $25. PLEASE ORDER REPLACEMENT STICKERS THROUGH POINTESERVICES.ORG

The Security Team

Email 03.14.2023

The Monday initial "Go Live" of our new Eagle Pointe Security System went well. The biggest issues are as follows:

1. Residents must mount their stickers or hang tags to be able to access the Gates.
2. Landlords must give their tenants stickers or hang tags so that tenants have access through the Gates.
3. Residents must notify their visitors, vendors etc. of the need to call them (the resident) so that the resident can open the Gate for their visitor. The temporary code will only be in effect for a limited period of time so everyone needs to learn and use the Cell Gate access control system as designed.

The Security Team appreciates everyone's patience and efforts to use and learn the new system as we move forward.

The Security Team

Email 03.10.2023

Eagle Pointe Residents,

The new Eagle Pointe Security System will "Go Live" on Monday, March 13th.

Remember, residents are able to get through the security gates using RFID (Radio Frequency Identification) access stickers or hangtags. Additional stickers or hang tags can be purchased by filling out and submitting the proper form at pointeservices.org.

Guests, vendors, etc. will get access to our Community by contacting residents using the Cell Gate WXL Kiosks touch screens. Residents will then open the appropriate gate for their visitor's access using either the Cellgate app or directly from their phone (cell or landline). The WXL Kiosk screens are located directly before each gate except at Gate 1. The WXL Kiosk for Gate 1 is located just past the old Guard Shack along the left side of the entry lanes coming into Eagle Pointe. Another gate entry option that residents can use for their quests or vendors is to issue a QR code. A QR code is issued using the Cellgate app. QR codes can be used in a window of up to 24 hours and can be issued up to 7 days in advance. If you need individual assistance, please call Cell Gate Customer Service at 855 694-2837 from 10 AM to 6:30 PM Monday through Friday.

There are several things residents should do to be prepared for Monday March 13th when the Security System does "Go Live". Review the preparation steps below to be ready.

1.   Go to zapopen.com (the Cell Gate web address) using the same username and password used for the Cellgate app. On the zapopen.com website, you have the ability to edit your user name or WXL display name, add users and add phone numbers.

2.   Download the Cellgate app to your cell phone. The app easily allows residents to open any gate for their visitors. Residents do have the option to use the Cellgate app, a cell phone or landline phone to let visitors into Eagle Pointe. If using the app residents will need to press "OPEN" on the app. On a phone, residents will need to press 1 to accept the call and press 9 to open the gate.

3.   Mount your RFID sticker to the inside left top of the driver's side windshield or mount the hang tag.

4.   Residents can email Security system questions to the Eagle Pointe Security admin at eaglepointe.gate.help@gmail.com

We know there will be a learning curve associated with the new Security System. On the WXL Kiosk touch screen there is also an "Access Code" box. We have temporarily added a four (4) digit access code that residents, guests and vendors can use to open a gate. The temporary access code is 1234. Push the "Access Code" area on the screen, then push 1234 Enter and the gate will open. This code will open the gate for you, your guests or vendors, but should be used as a last resort. This code is only temporary. Please learn the new system. Security is the responsible of every resident in Eagle Pointe.

The Eagle Pointe Security Team

Email 02.28.23

Eagle Pointe Residents,

The new Eagle Pointe Security System is scheduled to "Go Live" on Monday March 13th. A final reminder notification email will go out to everyone three days prior to the start-up.

Remember, residents are able to get through the security gates using RFID (Radio Frequency Identification) access stickers or hangtags. Additional stickers or hang tags can be purchased by filling out and submitting the proper form at pointeservices.org.

Guests, vendors etc. will get access to our Community by contacting residents using the Cell Gate WXL Kiosks screens located directly before each gate. Residents will give their visitors access to the Community using either the Cellgate app, their cell phone or land line phone.

Emergency vehicles have multiple methods for community access. FedEx, UPS, USPS, Amazon etc. all have been contacted and have Community access. If you need individual assistance, please call Cell Gate Customer Service at 855 694-2837 from 10AM to 6:30PM Monday through Friday.

There are several things residents can do to be prepared when the new Security System does "Go Live". Review the preparation steps below to be ready.

1. Go to zapopen.com (the Cell Gate web address) using the same user name and password used for the Cellgate app. On the zapopen.com website you have the ability to edit your user name or WXL display name, add users and add phone numbers.

2. Download the Cellgate app to your cell phone if you haven't yet done so. The app easily allows residents to open any gate for their visitors. Residents do have the option to use the Cellgate app, a cell phone or land line phone to let visitors into Eagle Pointe. Using the app or a cell phone is not required. If using the app residents will need to press "OPEN" on the app. On a phone, residents will need to press 1 to accept the call and press 9 to open the gate.

3. Mount your RFID sticker to the inside left top of the driver's side windshield or mount the hang tag. The RFID readers are located directly before the gates. As you drive up to a gate, notice that a light on the gray RFID reader box starts blinking as the RFID tag is read. An audible alert notification can also be heard. If access is granted you will hear "Access Granted" from the Kiosk. If you don't hear "Access Granted", please email eaglepointe.gate.help@gmail.com notifying the security admin of the issue. At gate 1 the WXL Kiosk is located near the old Guard Shack and the "Access Granted" will not be heard from the gate.

4. Drive up to one of the 5 each WXL Kiosks, push the "Directory" phone area on the screen, and then enter your last name on the screen. Call yourself and determine if you are able to open the gate using either the Cellgate app or your phone. You will hear "Access Granted" if the app or phone access worked correctly.

5. Another gate entry option that residents can use for their quests or vendors is to issue a QR code. A QR code is issued using the Cellgate app. QR codes can be used in a window of up to 24 hours and can be issued up to 7 days in advance. Send yourself a QR code from the Cellgate app, drive up to a Kiosk, push the "QR Code" area on the screen, hold the QR code on your phone up to the screen and listen for the "Access Granted" notification.

6. Residents can also email Security system questions to the Eagle Pointe Security admin at eaglepointe.gate.help@gmail.com

We know there will be a learning curve associated with the new Security System. On the WXL Kiosk screen there is also an "Access Code" box. We have temporarily added a four (4) digit access code that residents, guests and vendors can use to open a gate. The temporary access code is 1234. Push the "Access Code" area on the screen, then push 1234 enter and the gate will open. This code will open the gate for your guests, but should be used as a last resort.

This code is only temporary. Please learn the new system. Security is the responsible of every resident in Eagle Pointe.

The Eagle Pointe Security Team

Email 02.08.23

Eagle Pointe Residents,

The new Eagle Pointe Security System start-up is rapidly approaching. We anticipate the start-up will happen within the next 2 weeks. A final notification email will go out to everyone three days prior to the start-up.

Remember, residents are able to get through the security gates using RFID (Radio Frequency Identification) access stickers or hang tags. All owners were given 2 stickers and are able to purchase up to 4 more stickers or hang tags. Additional stickers or hang tags can be purchased by filling out and submitting the proper form at pointeservices.org.

Guests, vendors etc. will get access to our Community by contacting residents using the Cell Gate WXL Kiosks screens located directly before each gate. Residents will give their visitors

access to the Community using either the Cellgate app, their cell phone or landline phone. Emergency vehicles have multiple methods for community access. FedEx, UPS, USPS, Amazon etc. all have been contacted and have Community access. If you need any individual assistance, please call Cell Gate Customer Service at 855 694-2837 from 10AM to 6:30PM Monday through Friday.

There are several things residents can do to be prepared when the new Security System does go live. Review the preparation steps below to be ready.

1. Go to zapopen.com (the Cell Gate web address) using the same username and password used for the Cellgate app. On the zapopen.com website you have the ability to edit your user name or WXL display name, add users and add phone numbers.

2. Download the Cellgate app to your cell phone if you haven't yet done so. The app easily allows residents to open any gate for their visitors. Residents do have the option to use the Cellgate app, a cell phone or landline phone to let visitors into Eagle Pointe. Using the app or a cell phone is not required. If using the app residents will need to press "OPEN" on the app. On a phone, residents will need to press 1 to accept the call and press 9 to open the gate.

3. Mount your RFID sticker to the inside left top of the driver's side windshield or mount the hang tag. Don't mount the sticker in an area that is blocked by window trim or any window surround film. You can initially tape the sticker on the windshield before permanently mounting it and then test that the sticker is functioning by driving up to one of our 5 gates, approach the RFID reader located directly before the gate and notice that a light on the gray RFID reader box starts blinking as the RFID tag is read. An audible alert notification can also be heard. If access is granted you will hear "Access Granted" from the Kiosk. If you don't hear "Access Granted", please email eaglepointe.gate.help@gmail.comnotifying the security admin of the issue.

4. Drive up to one of the 5 each WXL Kiosks, push the "Directory" phone area on the screen, and then enter your last name on the screen. Call yourself and determine if you are able to open the gate using either the Cellgate app or your phone. You will hear "Access Granted" if the app or phone access worked correctly.

5. Another gate entry option that residents can use for their quests or vendors is to issue a QR code. A QR code is issued using the Cellgate app. QR codes can be used in a window of up to 24 hours and can be issued up to 7 days in advance. Send yourself a QR code from the Cellgate app, drive up to a Kiosk, push the "QR Code" area on the screen, hold the QR code on your phone up to the screen and listen for the "Access Granted" notification.

We know that there will be a learning curve associated with the new Security System. On the WXL Kiosk screen there is also an "Access Code" box. We have temporarily added a four (4) digit access code that residents, guests and vendors can use to open a gate. The temporary access code is 1234. Push the "Access Code" area on the screen, then push 1234 enter and the gate will open. This will let you or your guests through a gate, but should be used as a last resort. This code is only temporary. Please learn the new system. Security is the responsibility

of every resident in Eagle Pointe.

The Eagle Pointe Security Team

Email 01.26.23

Eagle Pointe Residents,

The new Eagle Pointe Security system is finally ready to go. The system will be operational in mid-February. We will give you a precise date shortly.

Several items have extraordinarily delayed the anticipated launch.

- New directional way-finding signage will be installed to direct residents and visitors from the main access streets to appropriate gates. The vendor took two extra months to complete plans for the scope of work.
- Wayfinding signage should be installed in approximately two weeks.
- Another delay concerned the overwhelming demand from residents for vehicle RFID hangtags.
    - We needed to order 400 additional hangtags.
    - 200 hangtags have been received by the local vendor and the remaining 200 are still in process, but will not delay the launch any further.
- We are also enhancing the security system to function reliably in the event of power failure, ensuring community access. This final touch will also be completed in less than two weeks

The new helpdesk at eaglepointe.gate.help@gmail.com received several hundred emails for assistance with logging in to the Cellgate app, making changes to residential data, or requesting additional RFID stickers or hangtags. Please understand RFID stickers and hangtags are for residential access to Eagle Pointe. Residents will be able to use either the Cellgate app, a cell phone, or a landline phone to let visitors or vendors into Eagle Pointe as they arrive at the WXL entry kiosks located just before the five different gates at Eagle Pointe.

There has been some concern about where the RFID stickers should be located. It is best to locate the stickers on the upper left inside of the driver-side windshield. If you want to check the operation of your sticker or hang tag, as you drive up to a gate, look at the RFID reader (the gray box located, approximately 6 feet off the ground on the left driver's side just before the gate), an indicator light on the reader will flash and an audible alert can be heard indicating your sticker or hang tag has been successfully read.

We appreciate your patience and understanding as we transition to the new Eagle Pointe Security system. We also thank all the volunteers for their hours spent helping develop the new security system.

The Eagle Pointe Security Team

Email 12.28.22

Eagle Pointe Property Owners and Renters,

Questions concerning RFID stickers can be directed to the Eagle Pointe Security Admin email address - eaglepointe.gate.help@gmail.com.

By now EP Property Owners should have received two each RFID stickers to be placed on the inside of two of your vehicles driver side windshields. The sticker should be placed in the upper left inside corner of the driver side windshield. These stickers are the primary method owners and renters will use to gain access to Eagle Pointe when the new Security System is in operation. The "old" swipe cards and remotes will no longer work with the new system.

It is the rental property owners responsibility to provide their tenants with a sticker(s) for their vehicle(s). Questions concerning RFID stickers can be directed to the Eagle Pointe Security Admin email address - eaglepointe.gate.help@gmail.com.

Today or tomorrow, each of you will receive a text and email notification from Cell Gate with links for you to set-up the Cell Gate Mobile Connect app on your smart phone and the Cell Gate online portal. Remember Cell Gate is the supplier of our new WXL entry Kiosk devices, with one located at/near every one of our 5 gates. The installed Cell Gate Mobile Connect app will allow you to answer visitor calls when they are at a gate, view live video of the person at the gate and open the gate for them. If you have questions or issues when setting up the Cell Gate app, you can call Cell Gate at (855) 694-2837, press 3 for customer support, then press 2 for device, app or portal support.

The Security Team

Email 10.28.22

Hello Eagle Pointe Owners,

At this point Tempo cannot update any phone numbers for the Cellgate gate access control system, we will be using to let our visitors and contractors etc. into Eagle Pointe. In the coming weeks you will receive an email (and a new post on the PSA website) detailing when you can reach out to Cellgate to ensure all of your information is correct in their system.

For now, please do not contact Cellgate or Tempo with updated gate phone numbers/information as changes cannot be made at this time.

Thank you

Email 10.24.22

PSA Residents,

The new Eagle Pointe Security System including the new Gates, the RFID readers & stickers/hang tags, the visitor access control devices, and the new Eagle Pointe signage will be rolled out to all Eagle Pointe residents when the system is ready. The anticipated rollout timing is still at least 3 to 4 weeks away at the earliest.

Please do not contact Tempo with Security System questions – they cannot answer them at this time.

Many more items still need to be completed including, completely installing all the system hardware, completing verification of the system operation, completion of Cell Gate Eagle Pointe resident database, RFID stickers & hang tags distributed, resident training completed and new Eagle Pointe signage installed.

All residents will be notified by PSA email and/or from the PSA website as to what to expect when and what they need to do. Please check the PSA website frequently for all updates. All emails/communications sent out via email are also posted on the website. https://www.pointeservices.org/

We are working hard to complete the best Security System for Eagle Pointe. Please be patient.

The Security Team

Email 10.20.22

PSA Residents,

The following is a status update on the new Eagle Pointe security system.

1. The installation of the 10 each Liftmaster gates, 5 each Cell Gate WXL visitor access control devices, 5 each Liftmaster radio frequency identification readers (RFID), and related equipment is anticipated to be completed the week of October 24th. The system will not be put into

operation at that point.

2. The Tempo-populated Eagle Pointe resident phone number and email database will be uploaded to Cell Gate this week.

3. Cell Gate will migrate the database into their system. Within the next few weeks, every Eagle Pointe resident, that has given their phone and email information to Tempo, will receive an email from Cell Gate containing instructions on how to set up a Cell Gate phone app account.

4. Tempo is not the contact point for questions related to the Cell Gate resident database. Tempo is also not a source for answers related to the rollout or operation of the new Eagle Pointe Security System. Do not call Tempo.

5. The preliminary access method into Eagle Pointe for residents is by an RFID sticker mounted on your vehicle that is read by an RFID reader located near each gate. Owners will have access through any gate within Eagle Pointe using their RFID sticker. In the near future, owner pick-up times for the RFID stickers will be shared with everyone by email from Tempo.

6. As mentioned above, two RFID stickers (or hang tags for short-term renters) will be issued to owners, not renters. It is the owner's responsibility to distribute the required RFID stickers or hang tags to their renters. It is also the responsibility of owners to contact Cell Gate and provide their renters email and phone information to be entered into the Cell Gate database. More information to follow.

7. The Security Team is in the process of working with sign vendors to develop new Eagle Pointe gate and Golf Club entrance signage. The new signage will be used by residents, visitors, delivery companies, emergency vehicles, and quests to Eagle Pointe to reduce or eliminate confusion when driving into any of the Eagle Pointe entrances. The time required to complete the process of designing, manufacturing, and installing the signs is estimated to be 4 weeks. The plan is to have the new signage in place before the new security system is rolled out and put into operation.

Thanks for everyone's understanding and support as we transition to the new Eagle Pointe Security System.

The Security Team

Email 10.18.22

PSA Residents,
We appreciate your patience as the rollout of the new gate system takes place. At this point, we ask that you make no more changes to your portals on AppFolio while we upload the data we have to Cellgate so they can begin the implementation process. In the coming weeks, you will receive more direction as to how you can make changes to the contact information Cellgate has and uses for the gate access.

Thank you,
The Security Committee

Email 10.12.22

PSA Residents,
Current updates to your personal cell phone numbers and email addresses should be made by contacting your Village representative, You can also contact Tempo, the property management company. The Cell Gate software is not yet enabled. Hardware installation is also not completed.

We will advise when you can use the Cell Gate app to update your personal contact information. It will happen in about two weeks.

The Security Committee.

Email 10.10.22

On Friday, October 7th the PSA Security Team sent out communication regarding Security Access instructions to Campus. There is clarification needed on item 3. How will Visitors access the Campus.

Under 3a. the document should have read:

a. The method for Visitors to enter Campus is through Gates 1 (Gate on the east side of Campus), Gate 3 (heading back to Pointe Retreat behind the clubhouse, Gate 4 (in front of the clubhouse heading west towards Harbor Pointe) and Gate 5 (across from the elementary school)

Gate 3 was inadvertently left off the list. At this point, a decision has not been made as to whether or not Gate 2 (at the bottom of the hill heading up to the clubhouse) will be a resident-

only Gate or both a resident and Visitor Entrance Gate.

The Eagle Pointe Security Team

Email 10.7.22

Dear Eagle Pointe Residents and Property Owners,

The installation of the new security system gates has begun. Hardware installation will be completed in about ten calendar days. Software installation follows. Remember this system performs video capture of guests who access the property and records each entry (residents and guests). This is truly a smart system. We also have our legacy camera systems fully operational and actively monitor and record activity at each gate today. All of this is a meaningful step forward in our security protocols.

There exist several steps before "Go Live" can occur. We promised to share information about the operation of the gates. It is easy to use, but like anything new, there will always be questions.

1. What do you need to do to get the system ready?

a. We need everyone to provide their most current email address and phone number(s) to Tempo Properties, who will maintain the Cell Gate database.

b. Most people have a phone number and email in the residential database maintained by Tempo Properties. Please check and/or update your information at https://www.tempopropertiesinc.com.

c. You will find the link for the PSA Login in the upper right corner of the landing page. Enter your credentials or create your account information.

d. Most important is for you to make sure your email and phone number(s) are correct! In the Cell Gate system, you can add up to six phone numbers that will dialed in order should a call to the first number not be answered. Please provide your information in a timely manner to ensure your campus access on the "Go Live" date, which has not yet been finalized. People will not be "locked out" and we will ease our way into the new system.

e. You can also call Tempo Property Management at 812.336.2026 and they can help you with the information update process or do it for you.

f. Lastly, as a third option, please provide information to your board representative by October 15, 2022. Your Village Representative has been asked to create a residential contact list or update a current list for your village.

2. How will residents access the campus?

a. Residents can enter any Gate to access the campus and move freely thru all Gates with a windshield or headlight mounted RFID sticker.

b. Primary access control is from this RFID sticker (e.g., similar to one from a car wash).

i. The final placement location of the sticker on your windshield or headlight will be communicated once testing is completed.

ii. Each resident will be provided with two stickers at no cost.

iii. Additional stickers can be purchased for $25 if you have more than two vehicles or a golf cart in your household.

c. Residents will simply approach each gate. An RFID scanner will read the sticker and open the gate. It is that simple. Snow, rain, and bad weather do not affect operation.

d. You may move freely among all locations throughout the campus with your RFID sticker. The process is the same at every gate.

e. RFID stickers will be distributed at the Eagles Nest or Clubhouse (final notice of dates and times to come). If you cannot pick up your RFID stickers during these appointed days, stickers will be mailed to the address of record.

3. How will visitors (family members and friends) access the campus? There exist three methods to grant access to visitors and family members

a. The method for visitors or vendors to enter campus is through Gates 1 (main gate), 4 (in-front of club house), and 5 (across from elementary school).

b. Visitor arrives at one of the three entrances and drives up to Kiosk.

c. Visitor finds your name on Kiosk screen display.

d. Visitor presses call button.

e. Your phone rings (landline or cell phone). You answer the phone and are instructed to "Press 1" to continue. You now know a visitor is at your gate. You press 1 and are connected to the person at the gate by voice communication.

f. You verify the visitor and decide if you want to grant them access.

g. If you wish to admit the visitor, "Press 9" on your phone. The gate opens. The system knows from which gate the visitor is calling.

4. If you have a cellphone, you may wish to download the Cell Gate app and enhance your functionality. The app provides live video as well as voice interaction with visitors.

a. Visitor arrives at one of the three entrances and drives up to Kiosk.

b. Visitor finds your name on Kiosk screen display.

c. Visitor presses call button.

d. Your cell Phone rings, and live video stream of visitor appears on your cell phone screen. This only works if the app is active and running in the background.

e. You can see the visitor, communicate with the visitor, and press a screen button to open the gate.

f. If you do not wish to use the cell phone app, your cell will work in the same manner as a landline.

5. Residents, Rental Owners, and Lease can also generate a QR code that provides access for 24 hours to any visitor or vendor you wish to grant access. Further, you do not need to answer a call when a visitor or vendor uses the QR code.

a. Using the Cell Gate app, you generate the QR code and email it to whomever you wish. The 24 hours begins at the time the QR code is created.

b. You can also contact Cell Gate (the security system company) and they will help you generate a QR code.

6. How will short duration rental property owners grant access for their clients (e.g., Air BNB)?

a. Short-term RENTAL Property Owners will receive two hang tags per property owned. These are RFID access "hang tags" that hang on the back of the rearview mirror.

b. These "Hang Tags" will provide Renters full campus access.

c. Initial campus access will be QR Code generated by RENTAL Property Owners and emailed to their clients or an access call from an arriving short-term visitor one of the three access gates Kiosks.

d. After arrival, Short-term RENTAL Property Owners will give a "hang-tag" to short-term renters in whatever manner the RENTAL Property Owners choose.

e. The short-term RENTAL Property Owners will need to recover RFID "hang tags" from their clients for re-use. If the "hang tags" are lost, the Rental Property Owner may purchase a replacement "hang tag", however, the lost "hang tag" must be deactivated before a replacement "hang tag" can be reissued.

f. The lost "hang tag" will be de-activated to maintain campus security. The fee to deactivate and replace a lost "hang tag" is $25.

g. Short-term RENTAL Property owners will need to adopt "hang tag" protocols suitable to their business and client servicing needs.

7. How will longer duration property leases be managed?

a. Longer-term lessors will be just like full-time residents or Short-Term renters. Full campus access will be granted. Two RFID stickers or two "hang tags" or combination thereof will be issued to LEASE Property owners at no charge as they request.

b. LEASE Property owners will need to contact TEMPO Property Management and provide the LESSOR's phone number and email address.

c. The phone number is required to enter the longer-term Lessor into the appropriate data bases; to enable visitor access and provide email functionality for the receipt of Eagle Pointe official communications.

d. At the end of the longer-term lease, the LEASE Property owners must call TEMPO Property Management to de-activate the previously issued RFID sticker (if used in lieu of "Hang Tags"). This is necessary to maintain campus security.

e. The fee for this service and reissuance of a new RFID sticker is $25.

f. "Hang Tags" can be reused at no charge.

8. How will UPS, FedEx, and Amazon enter the campus? What about other delivery vendors (e.g., Lowes) gain access?

a. Amazon has contracted with Eagle Pointe for the installation of systems that will be mounted in all Kiosks. Amazon is ready to go and is already anxious to begin installation. Their Drivers have a unique Amazon remote control that interfaces with the Eagle Pointe system

b. FedEx and UPS will accept codes or RFID Hang Tags. We will be providing RFID stickers or a code to these vendors.

c. You can admit other delivery companies (e.g., Lowes, food vendors, etc.) via your telephone or cell phone as previously described. You can also issue a QR Code.

9. How will emergency responders access the campus?

a. Emergency responders will have a combination of RFID stickers, special systems long in use by the emergency responders (e.g., Knox Boxes), or whoop sirens that activate audio sensors which in turn open the gates.

b. The Monroe County Sheriff's department will use RFID "hang tags". The Monroe County Fire Marshall needs to make a final decision on "hang tags" or RFID tags, and the ambulance service awaits a final decision.

There is more to come and adjustments likely to follow. There will be new things to learn, however, whether you have a landline or cell phone, you will be able to control the CellGate system. This will be easy for most people; however, some will need a little more "training". The hardware installation should be completed in about ten calendar days. The software installation will follow and DEPENDS upon the communication of updated information from all residents and owners.

Cell phone users have access to an App to enhance their functionality. RFID stickers will be distributed to everyone and available for pickup or US Mail delivery. Pickup instructions will be issued soon. Signs will be placed at campus entry points to facilitate the familiarization. This is a process. Thank you for your patience and support during the transition period to come.

Best Regards,

Eagle Pointe Security Team

Email 9.30.22

Eagle Pointe Residents,
The Security equipment update started on September 30th. The equipment upgrade will take approximately 3 weeks. The new Security system "Go Live" date will be sometime in late October or early November. We want residents to be trained and get comfortable with the new Security system. We understand that there will be a learning curve. The majority of entrances into Eagle Pointe will be by residents using RFID sticker access. There will be plenty of time for residents to learn how to manage their guest passes themselves or to try calling Cellgate for individual assistance.

Security Team

Email 9.28.22

The last day for manned security at Eagle Pointe will be on Friday, September 30th. Also, starting this Friday, K & K Fence will begin the installation of our new Security gate system. The work to be completed includes:

• Installation of new 6-inch protective safety posts at all 10 gate locations.

The following work will be done starting at Gate 1 and when completed successively proceed to Gates 2 through 5.

• Removal of both Gate 1 entrance and exit gates and related infrastructure.
• Installation of new gates at Gate 1.
• Installation of a new Cellgate WXL entrance access control touchscreen device in a new entrance lane located just after the existing Guard Shack. For Gates 2-5, the Cellgate WXL entrance control device will be located close to the old card reader locations.
• Installation of a new Radio Frequency Identification Tag Reader (RFID) at Gate 1 entrance. All residents will be provided with two RFID tags.
• Installation of new entrance and exit vehicle ground loop detectors at Gate 1.
• Installation of a new vehicle presence sensor at Gate 1 entrance.
• Concrete repair work will also be done at both the Gate 5 entrance and exit Gates.

The construction work is expected to last up to 3 weeks. Before the new Security Gate System is put into operation, training for all residents will be provided. Residents using a Cellgate cell phone app, which all residents will have the ability to utilize, will provide each of us the ability to open a Gate for our visitors. Cellgate also provides user-friendly phone support for their entrance access control devices.

Security Team