

Herewith a short description of the process followed when a visitor arrives:

- 1. Guard welcomes visitors, asks for an entry code and proof of identification.*
- 2. If a visitor has an entry code, the guard inputs this into the system, scans the vehicle registration and visitor enters. All residents registered to that address are notified that visitors entered the estate.*
- 3. If the visitor has no entry code supplied by the resident, the guard asks the address and reason for visit. The identification document of the visitor is scanned, and info is then sent to all the residents that are registered to that address. The residents then have 45 seconds to either Grant or Deny the visitor access via the App. While this is happening, the guard scans the vehicle registration disc. If the resident doesn't respond within 45 seconds, the guard will have the option to make a phone call to the registered number(s) on the system. If the resident doesn't answer, the visitor is denied access to the estate.*

If you are expecting a visitor, please follow this process: In the Communicator App: Click on "Appointment" on the bottom, choose a Name from the contacts list on your phone, choose a number where they can receive a SMS, choose the date when this code will expire, and click Done. The code sent to the visitor can then be presented to the guard. Multiple Entry appointments can now also be created – please see FAQ below.

This is the preferred way of allowing in visitors, as it's the quickest way – no waiting by the visitor or guard to get hold of the resident. We encourage residents to make use of this process.

If you have any questions or comments relating to above, please email oakwood@inpg.co.za and we'll assist.

The system is a work in progress, and will be fine-tuned to our requirements, we will however keep this page updated with the latest developments.

FAQs:

- 1. I registered, but haven't received my welcome email and I can't log in.**
 - a. Each registration is vetted by a team of administrators to make sure you live in Oakwood Estate. Home Owners are checked against the database from the managing agents, and Tenants are first verified with the owners before they are activated on the system. As soon as this process is completed, you will receive your welcome email, and you will then be able to log into the Communicator App.*

- 2. Why do I need to choose between iOS, Android and Email notifications on sign up?**
 - a. Gate Keeper needs to know which device you are using in order to send the correct type of notification to your phone. iOS and Android use different protocols to receive messages. If you choose Email, you will receive all visitor and general notifications to your email, and the guard will phone you every time a visitor arrives. You are encouraged to please use the website to create visitor appointments, meaning the gate guards won't need to phone you if your visitor arrives at the gate, saving time and money.*

- 3. Why does the Communicator Application need access to my Contacts?**
 - a. The app is mainly used to create appointments for your visitors. After clicking Appointment on the app, it asks for the name and contact number of your visitor, which the app finds in your contacts. Only that visitor's name and number is sent to the system, we don't collect all your contacts' information. Also see POPI Q&A below*

- 4. I forgot my password, where do I reset it?**
 - a. Please visit <https://www.gatekeeper.org.za/Account/ResetPassword>*

- 5. Q 5: Can I create a code that supports multiple entries?**
 - a. Yes. You can choose "Is Multi Entry" on the App when creating the appointments, code is valid for up to 30 days.*

- 6. How do I create an appointment without having the contact number on my phone?**
 - a. At this stage the app doesn't support this, you will need to log into the Gate Keeper website [here](#), then click on "Appointments" on the left. On the next window, click "Create Appointment" top right. Here you fill in the visitors name, cell number, until when the code is valid (max 30 days), and days they are allowed into the estate.*

7. I'm getting notifications from unknown visitors.

- a. *This happens when a visitor gives the wrong address to the guards. If you don't know this person, you can Deny the request. The guard will then ask the visitor for the correct address, or ask him/her to leave. Please make sure your visitor knows your correct address. Better yet, create an appointment and send them the code, which will automatically link them to your address.*

8. I ordered an Uber, but they didn't arrive / they cancelled.

- a. *PLEASE make sure you supply them with the correct address when ordering. If your location picks up the address of a neighbour, the neighbour will get the notification and DENY the Uber if they are not expecting him / her. If you somehow can't add the correct address, add a pickup note for the driver. See here for info on pickup notes: <https://www.uber.com/za/en/ride/how-uber-works/pickup-messages/>*

9. Can all the residents in my household register for the Communicator App?

- a. *Yes, in fact this is encouraged. The more people in your household who register, the more people who will be able to respond to the Allowance requests. Please register each user with their own details, as we need the cellphone numbers to phone if the allowance requests time out. If more than one device logs in with the same credentials, only the last device logged in will receive these notifications.*

10. What if I don't have my phone with me when my visitor arrives at the gate?

- a. *The easiest and quickest way for both the resident and guard, is to create an Appointment in the Communicator App and send the code to your visitor, which would speed up the process at the gate, and mitigate the need for the guard to contact the resident to gain access. If you did not create an appointment, you'll have the 45 second window to Grant or Deny the visitor access, if you miss this window, the guard will have the option to make a phone call to any of the registered numbers on the system. If the guard can't get hold of the resident, the visitor is denied access.*

11. I sent my visitor a code, but I still received an allowance request and had to Allow him/her access on the App.

- a. *This is because the Access Code wasn't used. Although we ask our guards to always ask the visitors for their codes, this isn't always given by the visitors. Please make sure your visitor knows to present this code to the guard when they arrive at the gate.*

12. I have a house-sitter, how do I give them access to Oakwood / GateKeeper?

- a. *From a security point of view, it's suggested that you give your house sitter a multiple entry code valid up to a month, and have them come in as a visitor. If this isn't sufficient (they will entertain / receive deliveries on your behalf / etc), they will have to register on GateKeeper. Please have the house sitter register on the website (see links at the start of this page). They must register as an Employee, with your address details, and their cell number and email address. You as the registered resident then need to send an email to oakwoodhoa@outlook.com with the House Sitters full details, as well as the dates they will house sit. Their profile will be deactivated and reactivated when required. Please note that during this time you will receive all notifications as well, unless you log out of the app for that period of time you are away.*

13. Is my and my visitor's information secure?

- a. *Yes. The system and associated processes fully complies with the POPI Act.*

14. I need the gate to phone a specific number first (change the current order)

- a. *The system makes use of the order in which the registrations were done for a specific address. Person 1 registers on 1 January 2020, Person 2 registers on 5 January 2020. Person 1 is now automatically 1st in line when the guards call. If you wish to change this sequence, Person 1's account will have to be deleted, and re-register. Say Person 1 registers on 28 October 2020, Person 1 is now 2nd in line, as the first registration on the address is Person 2 who registered on 5 January 2020.*

15. Q 15: I need to cancel a code I provided to my domestic / visitor

- a. *This can be done from the GateKeeper website. Please login to: <https://www.gatekeeper.org.za/Account/SignIn>, and sign in with your GateKeeper username and password. On the left hand menu, click Appointments, and then cancel the appropriate code.*

16. I need to check the times my visitor / domestic left the estate

- a. *This can be done from the GateKeeper website. Please login to: <https://www.gatekeeper.org.za/Account/SignIn>, and sign in with your GateKeeper username and password. On the left hand menu, click Visitors, and then search the dates that you require.*

