VIRTUAL GATE GUARD WITH DRIVER'S LICENSE TECHNOLOGY

FREQUENTLY ASKED QUESTIONS

1. How does the Kiosk with Driver's License Technology work?

Every visitor must be processed by a guard on their first visit to the **Kiosk**. They must be on a resident's guest list, or the resident he/she would like to visit will be called for verification. If the entry is granted and the person is on the resident's guest list as permitted, then the system associates the ID number and the state or country of issue to the visitor record. This system uses Optical Character Recognition (OCR), turning the picture of the ID into digital data. Our system does not read data from the magnetic strip or barcodes on licenses. When the same guest returns to the community, their license is scanned and OCR is used on the ID number and state or country of issue to search the database. If a match is found, the visitor is automatically verified and entry is granted without guard intervention. This is a verified guest with automated entry *(aka Auto-Verify)*.

2. Does the system still capture the same information as when a guard processes a guest manually?

When an **auto-verify entry occurs**, the system records all of the same information for the guest as it would if the guest was processed by a guard *(video, audio, license plate, driver's license, etc.)*.

3 Are there times this technology will not provide automatic verification and entry?

The system allows a guest 15 seconds to insert their ID into the scanner before it sends the transaction to a guard for processing. This time is set long enough to allow most people to retrieve their license, but it is short enough so that it does not delay the process too long. In our experience, most guests remember that their license is required for entry into a community, and drivers have them ready when they pull up to the **Kiosk**.

OCR technology relies on a good, clean image of the license, and it will not always return 100% accurate characters from a dirty or badly scuffed license. This means the original information capture may not occur, and the subsequent automated verification and entry may not happen every time.

If a guest is listed as **Temporary** on a guest list, and he/she attempts to visit after the expiration date or outside of his/her allowed times, the system will send the transaction to a guard for manual verification. Temporary guests expire at midnight of the date entered. They will not be auto-verified unless time is extended or they are added again.

If a guest is marked as **Deny** in the system, the transaction will be sent to a guard.

4 What if a guest does not have their license or ID with them?

Each community association determines the rules governing how we process guests at the gate. One of those rules defines how we handle guests who arrive without identification at their community.

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5 How do residents register guests allowed into the community?

Envera's MyEnvera web portal and smartphone app can be used by residents to register permanent, temporary, and one-time guests. MyEnvera provides residents of Envera-secured communities the access to edit their approved guest lists and profile information. Residents can also contact our Central Monitoring Operations Center if needed.