

Gate System Information for Residents and Renters

Key Points

- **New Gate System:** DCTC has a new front gate system this year.
 - **Setup Required:** You must be set up by the HOA office to use the Safe Passages system.
 - **Two Ways to Get Help:**
 - **Kiosk Guard:** Press the button at the gate kiosk for help. Only press once. A live guard will help you enter, but cannot update your information (like license plates or guests).
 - **Helper (Concierge) Service:** To update your account (add guests or license plates), call **570-953-8005**.
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Safe Passage App

- You can use the Safe Passage phone app for many things you used to call the front gate for.
 - **Text Alerts:** If you want text alerts when visitors arrive, you must register for the app.
 - **License Plate Reader:** If your license plate is entered correctly, you will get fast access to DCTC.
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Getting Set Up as a Renter

If the owner did not give you setup information:

- Use the kiosk to contact the virtual guard.
- Provide your address, the owner's name, and contact information.
- Show a valid driver's license.
- Visit the HOA office on the next business day to finish registration.

Owners Who Rent Out Units Must Provide:

- Copy of the lease to the HOA (at least 30 days before renting)

- Full name of renter
- Cell phone number
- Email address
- License plate number

After this information is received:

- The HOA will set up the renter in the Safe Passage system.
 - Renters must visit the HOA office to finish setup.
 - Renters will get instructions on how to use the Safe Passage app.
 - Renters will be listed as "Resident - tenant" and can use all features.
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Using the Helper (Concierge) Service

- Call the helper (concierge) service for help instead of the front gate.
- Give guest information (name, arrival date).
- Guests talk to a live guard at the kiosk to enter.
- The system sends you a text when your visitor enters and checks vehicles for approval.
- If you give the helper (concierge) your guest's license plate number, the guest can enter without stopping at the kiosk.

You need to call the helper (concierge) if:

- A group is visiting (like a tennis team) and you need a one-time code for the day.
- You do not have the app and need to add a guest.
- Visitors use rental cars not added to the app.
- A visitor (vendor, family, guest) is not in the app.

Important:

Changes to your account must be made through the app or by calling the helper (concierge) service, not at the kiosk.

Helper (concierge) phone number: 570-953-8005

Safe Passage App Information

- Only renters staying 6 months or longer can use the app right now.
- Download "Safe Passage Solution" from your phone's app store (Apple or Android).
- The icon is a red house with a padlock.
- Create a username (your email address) and a password. Write down your password.
- For "community name," enter "Deep Canyon Tennis Club."
- Your username is your email address. Your password is case sensitive (capital and small letters matter).

How to Add Visitors:

- Log in to the app.
- Click the three lines in the upper left ("hamburger" menu).
- Go to "My Visitors."
- Click "Create Visitor" and choose Guest, Vendor, Realtor, or Family.
- Enter visitor information. If information is missing, you can add it.
- If you click "Permanent Access," your guest can enter anytime.
- You can add extra details in the text box.

App Terms:

- "License plates" are called "tags" in the app.
- "Tenant" means renter.
- There are two types of residents: owners and resident-tenants (renters).

After Logging In:

- Edit your information and guest information as needed.
- License plate information is frozen for now.

Alerts and Notifications

- You can enter your visitors' phone numbers, but it is not required.
 - The app does not sign off automatically.
 - All phones listed for your address will get text alerts when a visitor enters.
 - To turn off text alerts for a phone, go to "My Phone Numbers" in the app and uncheck "Enable Texting," or call the helper (concierge) service.
 - Owners who rent full-time should not use the app for the rented location.
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Frequently Asked Questions (FAQ)

Can I still call the front gate for visitors?

Now you call the helper (concierge) to give guest information. Your guest talks to the guard at the kiosk to enter. You get a text when your visitor enters.

What if my guest has a license plate number?

Give the helper (concierge) the license plate number. Your guest can enter without stopping at the kiosk.

What if I arrive with a rental car?

Call the helper (concierge) before you arrive and give the rental car's license plate number.

What if my new car does not have a license plate yet?

Give the temporary license plate number to the helper (concierge) or enter it in the app.

What if I am dropped off by a taxi or Uber?

Use the kiosk, give your contact information, and you will be allowed in.

What if the license plate reader does not recognize my car?

After 4 tries, use the kiosk to contact Safe Passages and give your license plate number. It may take 24-48 hours to fix.

How do I report something strange at the gate?

Call the helper (concierge) number and report it. The support team will investigate and give a report to the HOA office.

How do emergency vehicles get in?

Safe Passages attendants open the gate for emergency vehicles. Their tags (license plates) are added for future visits. There is also a backup system.

What if I see someone who might be a trespasser?

Contact the HOA office. If the office is closed, decide if you need to call 911. Always tell the HOA office so they can check camera footage.

Will I get a text when my visitor enters?

Yes, if you turn on this feature in the app.

Will the license plate reader check the front plate?

No, it checks the rear plate.

What if my license plate is blocked by bikes?

Use the kiosk to enter.

What if I do not have a cell phone or computer?

The HOA office will enter your information into Safe Passages. You can call the helper (concierge) to give visitor information. Training is available for those without a cell phone or computer.

Can I enter in a friend's car that is not registered?

Yes. Use the kiosk to contact Safe Passages. After your identity is checked, you can enter.

Need help? Call the helper (concierge) service at 570-953-8005 or visit the HOA office.