LAKEWOOD
NATIONAL
Golf Club

GATE ACCESS

The gatehouse is manned 24/7/365. The community utilizes a visitor management system; residents must administrate their own guest and vendor file. The following are all options for adding, removing or editing visitors and/or vendors.

1. INTERNET

   - On your computer, go to www.gateaccess.net and enter your credentials.
   - Go to the "Guest List" tab to manage

2. PHONE APP

   - Download the app onto your phone; search "ABDI Gate Access" (one time)
   o   Apple store   o Android store
   - Once downloaded, open the app and enter your credentials
       o Hint: click "remember choice" for each for easy future log-ins
   - Add or remove visitors or vendors.

3. AUTOMATED PHONE

   - Call: 941-210-7146
       o Enter your password/pin if asked
       o Follow the prompts; you can authorize a guest for:
           - Today (press 1)
           - Tomorrow (press 2)
           - Today **and** tomorrow (press 3)
           - Any beginning and ending date you want (press 4)
   - Please **DO NOT** hang up until advised or your authorization will not be recorded

Important Reminders

- The community code for Lakewood National is "LWN".

- While you can manage your guest list from the mobile device, account information can only be changed via a web browser, not via the mobile app.

o Once the account is accessed, navigate by the tabs on the toolbar at the top of the page. First, complete the "contact info" section with current telephone numbers and email addresses. Complete each of the sections. Be sure to click "update information" to save changes.

  ▪ The vehicle section can only be populated by management.

  ▪ Emergency Contacts, Vacation Notification & Pets Information tabs are not utilized at this property through this software.

- GateAccess.Net Contact Page – Your primary phone number is the phone number that the gate will call for emergencies. If this number is a cell phone, and you wish to also receive the text notifications whenever a guest or vendor from your list arrives on site, you need to put the number as **both** the primary and the cell phone. You also have the option to add a second cell phone.

- Owners & Occupants – This section can only be updated by the property manager or the guards, homeowners are not able to manage this with their access. Therefore, if an occupant is missing, the solutions are: 1) send an email with the property address and list of names to be added to management or 2) simply login and add them as a guest. This typically will apply to all those who have a RFID sticker– in the event that the gates are down or they are not in their stickered vehicle.

- Please advise your guest when approaching the gate, to have photo ID ready, give their name, your name and the address visiting to the security guard.

- Contact Information – Please remember that when updating your information for the gate system, Icon uses a different program and the two programs do not sync. If you have found the information is outdated and need to update your information, please log into the email.

- The guards have been instructed to deny access to any vendors or visitors that are not on a guest list. This also applies to those who are not able to be verified; whether this is due to the vendor or visitor not knowing the information or if they are not listed on the resident's guest list. If a vendor or visitor is denied access, it is because the guard is doing their job.

Any questions, comments or concerns can be directed to management; please be sure to provide specifics such as the date & time of any incident. We welcome compliments too! Your continued cooperation and patience with the new staff and system is greatly appreciated!

Community Code: LWN

Username: _____

Password/PIN:_____