

TekWave FAQ's

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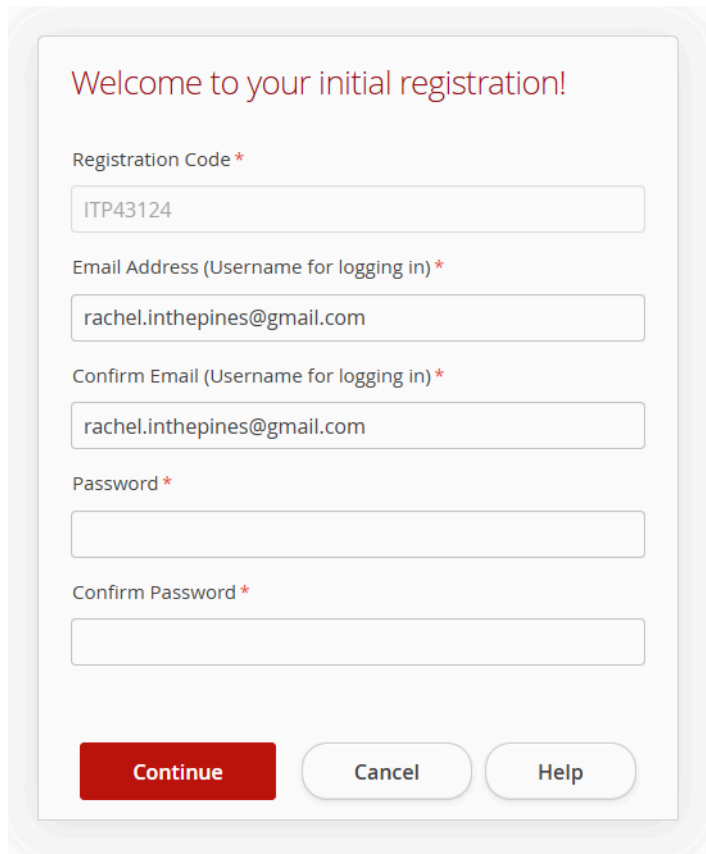
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These instructions will walk you through the registration process on a computer. I recommend setting up your account for the first time using a computer. Once you have registered you can access your account from your smartphone by downloading the TEKControl Visitor Management app from the app store on your apple or android device. There are a couple of different TEKControl apps so look for the word Visitor to make sure you download the correct app.

Follow the link from your invitation email. This should open up a page that looks like this

A screenshot of a web registration form. At the top, it says "Welcome to your initial registration!" in red. Below this are five input fields, each with a label and an asterisk: "Registration Code", "Email Address (Username for logging in)", "Confirm Email (Username for logging in)", "Password", and "Confirm Password". The first three fields contain the text "ITP43124", "rachel.inthepines@gmail.com", and "rachel.inthepines@gmail.com" respectively. The last two fields are empty. At the bottom, there are three buttons: a red "Continue" button, a white "Cancel" button, and a white "Help" button.

Welcome to your initial registration!

Registration Code *

ITP43124

Email Address (Username for logging in) *

rachel.inthepines@gmail.com

Confirm Email (Username for logging in) *

rachel.inthepines@gmail.com

Password *

Confirm Password *

Continue Cancel Help

If you followed the link from the email your registration code should already be filled in. If you don't see copy it from the email and type it in. Create a new password that you will use to access the system in the future. Your password needs to be at least 8 characters long and have an uppercase and lowercase letter as well as a number.

Click Continue

Congratulations! Registration was successful.
Please provide some contact information below, or skip this section and proceed to the portal. You can finish setting up your profile at your convenience by clicking the gear icon at the top right of the main screen.

PHONE NUMBER(S) ?

Phone 1

Order:

☐ Notify?

Phone 2

Order:

☐ Notify?

NOTIFICATIONS OPT-IN

☐ Announcement/Alert By Email?

☐ Announcement/Alert By SMS?

☐ Visitor Arrival By Email?

☐ Visitor Arrival By SMS?

☐ Visitor Departure By Email?

☐ Visitor Departure By SMS?

☐ Visitor Denial By Email?

☐ Visitor Denial By SMS?

☐ Package By Email?

☐ Package By SMS?

Finished

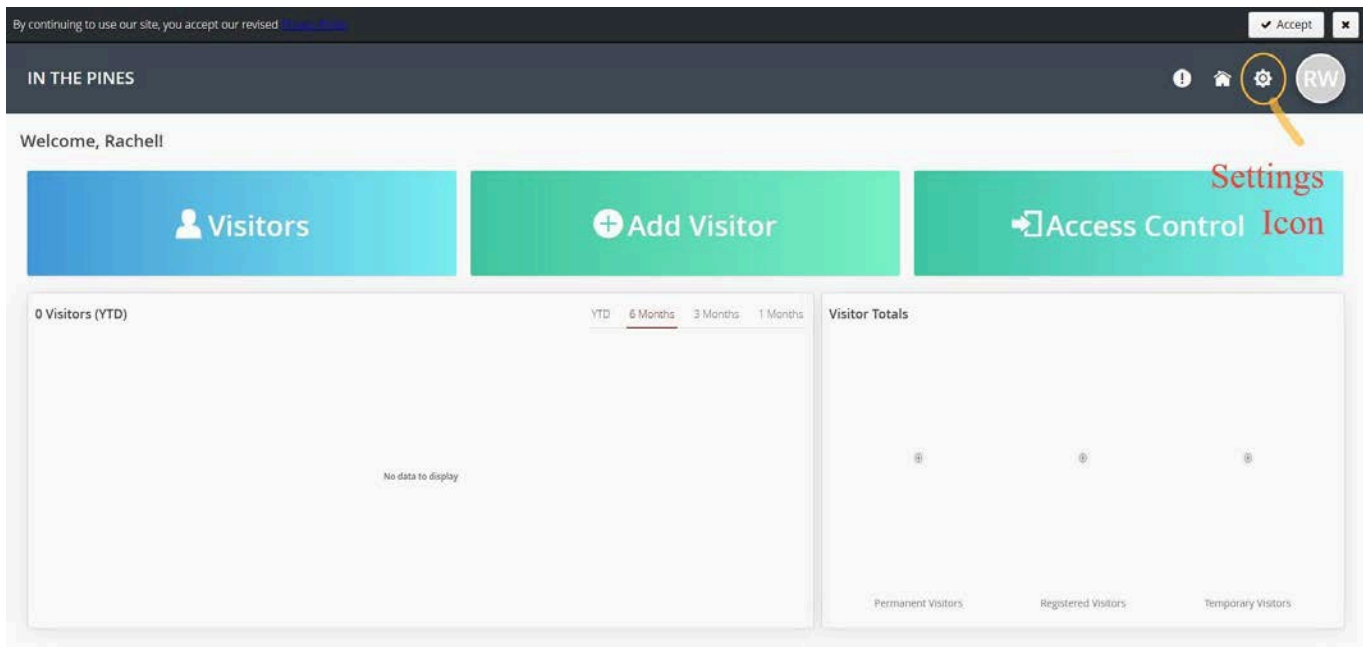
Skip

On the next screen you will be prompted to enter your phone number. You can **only enter digits** for your number and don't use any hyphens or parentheses. Only enter your own contact phone number(s) at this time. You will have an opportunity to enter your additional tenants or spouse's info when you add family members.

Select the Notify? box if you want to receive SMS (Text Message) alerts.

Next select how you would like to be notified for different events. The visitor departure feature is not one that we are using at this time so please don't check that box to avoid irrelevant notifications.

If you have more than one contact number, put a 1 in the order box for the number you want us to use first and a 2 in the box for your backup contact number.



Congratulations you are now in your account. Please accept the privacy policy by clicking accept in the upper right hand corner before proceeding.

[Access Profile Information](#)

Then click the settings icon and click profile settings. Note that this is also where the logout function is located.

On the profile settings page there is a space for any pertinent Notes that you want us to have. If you have any important information we should be aware of please put them here. An example would be to note if you have a health condition. Anything that you think we should be aware of in an emergency please put it in the notes area.

Next click on Address/Contact at the top left of the screen

The screenshot shows the 'Address / Contact' profile settings page. At the top, there's a navigation bar with tabs: 'Profile', 'Address / Contact' (highlighted with a red circle), 'Vehicle(s)', 'Out of Town', 'Access Credential(s)', 'Family', and 'Pet(s)'. Below the navigation bar, the user's profile information is displayed: 'Username: rachel.inthepines@gmail.com' and 'MemberNumber'. There are links for 'Change Password' and 'Edit Profile Image'. The main form has fields for 'First Name' (containing 'Rachel') and 'Last Name' (containing 'Wray'). Below these is a 'Security Pin' field with a question mark icon. A 'Notes' section follows, with a text area containing the example text: 'Notes for officers when processing visitors. Example: Do not call after 10PM...'. At the bottom, there's a 'NOTIFICATIONS OPT-IN' section with two columns of checkboxes, all of which are checked: 'Announcement/Alert By Email?', 'Announcement/Alert By SMS?', 'Visitor Arrival By Email?', 'Visitor Arrival By SMS?', 'Visitor Departure By Email?', 'Visitor Departure By SMS?', 'Visitor Denial By Email?', and 'Visitor Denial By SMS?'.

Profile Address / Contact Vehicle(s) Out of Town Access Credential(s) Family Pet(s)

Email
rachel.inthepines@gmail.com

PHONE NUMBER(S) ?

Phone 1	Description	Order	
6085551212			<input checked="" type="checkbox"/> Notify?
			<input type="checkbox"/> Notify?

ADDRESS INFORMATION

No Address Configured

OFFSITE ADDRESS

Address/Street City
State: Zip
Select State

Scroll down to enter your off site address and emergency contact.

Profile Address / Contact Vehicle(s) Out of Town Access Credential(s) Family Pet(s)

OFFSITE ADDRESS

Address/Street City
N1357 County Rd N LYNDON STATION
State: Zip
Select State 53944
Country
United States

EMERGENCY CONTACT

Contact Name Contact Email
Ron Yohn ron@email.com
Contact Phone
6085551212

Save Cancel

Once you have filled in your information click the save button at the bottom of the page.

Now if you have another Tenant on the lease such as a partner or spouse who would like to access this system to invite guests, let's get them invited to the account.

[Add my vehicle info](#)

Click on the Vehicles tab at the top of the page

Fill in all your vehicle information

Please put your license plate number in the registration field

Click Save Vehicle

The screenshot shows a web application interface for managing vehicle information. At the top, there is a navigation bar with tabs: Profile, Address / Contact, Vehicle(s) (which is highlighted with a red underline), Out of Town, Access Credential(s), Family, and Pet(s). Below the navigation bar, the 'Current Vehicles' section features a dropdown menu labeled '--Add New Vehicle--'. The form contains several input fields: 'Make' (with a red asterisk indicating it is required) containing 'Toyota', 'Model' containing 'Sienna', 'Color' containing 'Gold', 'Year' containing '2015', 'Decal' (empty), 'Registration' containing 'XYZ-456', and 'State' (a dropdown menu showing 'Wisconsin'). At the bottom of the form, there are three buttons: 'Save Vehicle' (highlighted with a yellow circle), 'Delete Vehicle', and 'Cancel'.

Profile Address / Contact **Vehicle(s)** Out of Town Access Credential(s) Family Pet(s)

Current Vehicles

--Add New Vehicle--

Make * Toyota

Model Sienna

Color Gold

Year 2015

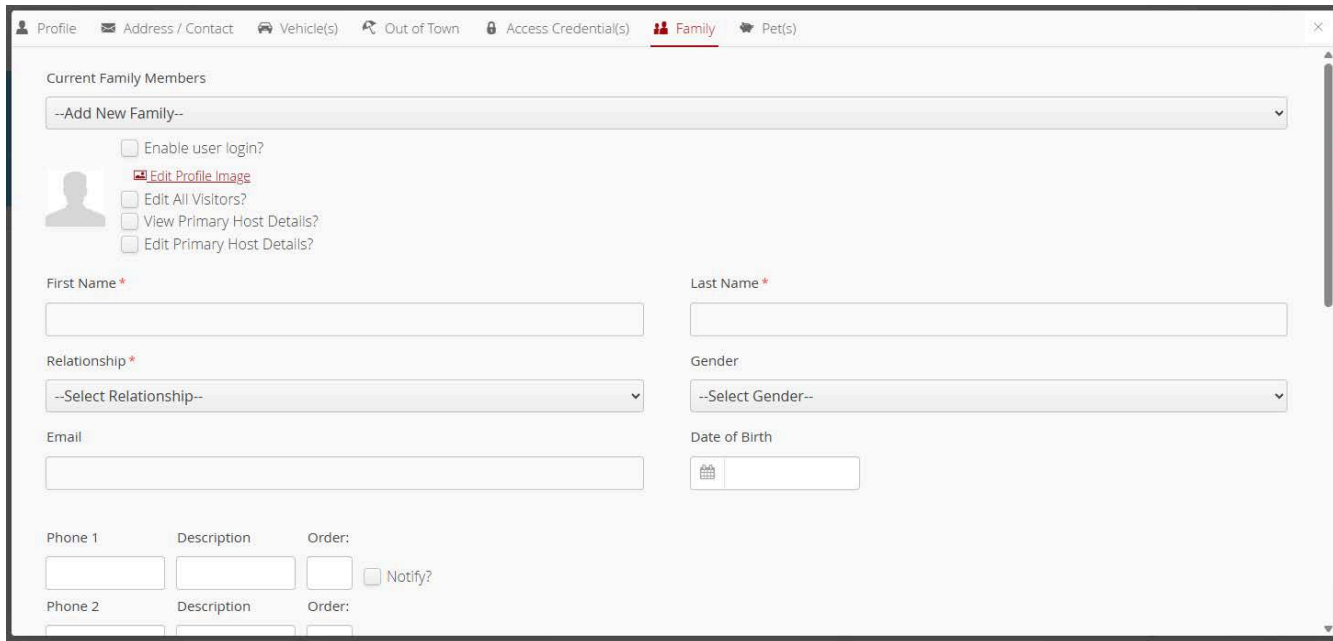
Decal

Registration XYZ-456

State: Wisconsin

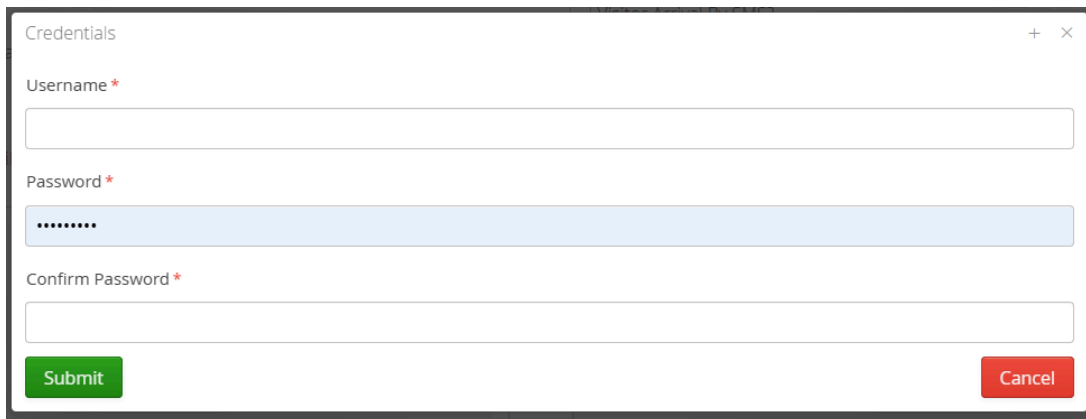
Save Vehicle Delete Vehicle Cancel

[Invite another Tenant](#)



The screenshot shows a web application window with a top navigation bar containing icons and labels for Profile, Address / Contact, Vehicle(s), Out of Town, Access Credential(s), Family (selected), and Pet(s). The main content area is titled 'Current Family Members' and features a dropdown menu with '--Add New Family--'. Below this, there are several checkboxes: 'Enable user login?' (unchecked), 'Edit Profile Image' (with a small image icon), 'Edit All Visitors?' (unchecked), 'View Primary Host Details?' (unchecked), and 'Edit Primary Host Details?' (unchecked). To the left of these checkboxes is a placeholder icon for a profile picture. Below the checkboxes are input fields for 'First Name *' and 'Last Name *'. Further down are dropdown menus for 'Relationship *' (showing '--Select Relationship--') and 'Gender' (showing '--Select Gender--'). Below these are an 'Email' input field and a 'Date of Birth' field with a calendar icon. At the bottom, there are two rows of input fields for 'Phone 1' and 'Phone 2', each with a 'Description' and 'Order' field. A 'Notify?' checkbox is also present.

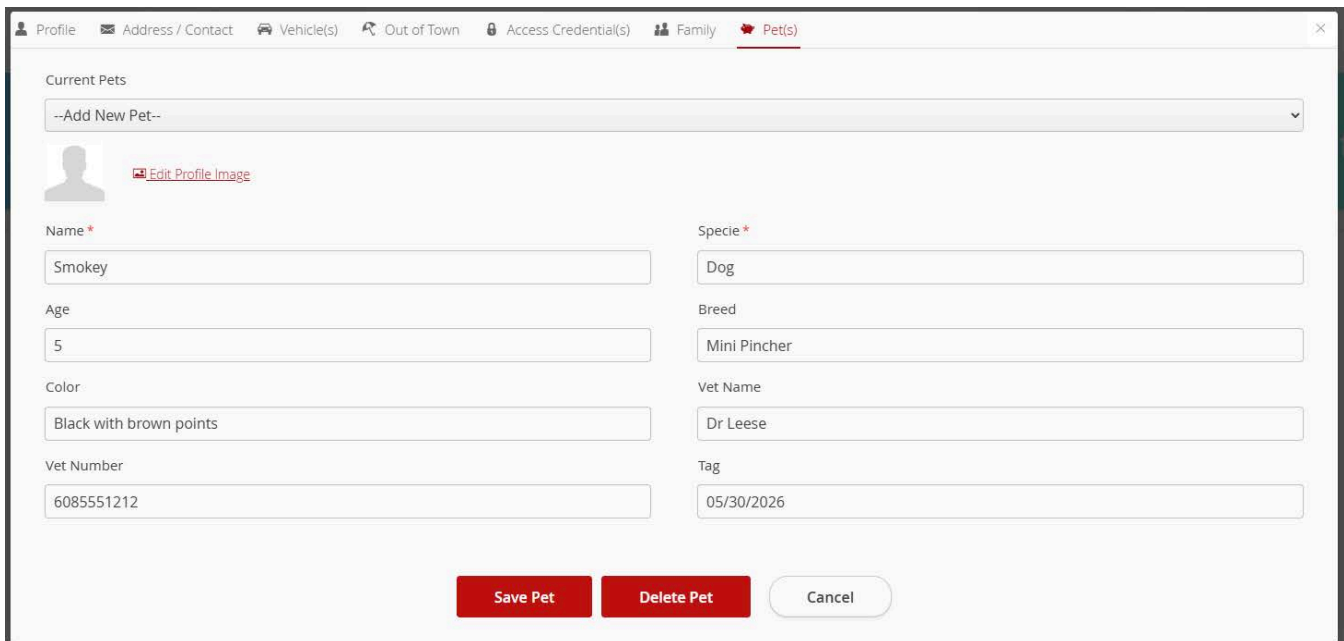
Leave the drop down under Current Family Members on Add New Family now check the Enable user login and give them the appropriate permissions for your situation. For most situations it will be appropriate to check all the boxes. Enter in all the additional information for your family member. Fill out any important information in the notes field and select the boxes that you want them to be notified about. Scroll past the large boxes with the arrows between them and click the save button.



The screenshot shows a 'Credentials' pop-up window with a title bar containing a '+' and a 'x' icon. It contains three input fields: 'Username *', 'Password *' (with a masked password '*****'), and 'Confirm Password *'. At the bottom, there are two buttons: a green 'Submit' button and a red 'Cancel' button.

If you selected the Enable User Login box you will see a pop up asking you to create a username and password for your family member. Give them a username and clear out the password field and then fill in the password fields with a temporary password of your choosing and click submit. They will have to create a password for themselves the first time they login. You should only add the second tenant on the lease who holds an RFID card to access the gate. Do not add guests as family members. Once you finish adding your family member to your account please email inthepinesseasonalcamp@gmail.com with their RFID card number and so that we can link it to their account for you. The RFID card number is the tiny writing along the bottom of the keycard starting with a 253 or 99. You only need to send the 5 numbers after the intro number of 253 or 99.

[Adding a pet to your account](#)

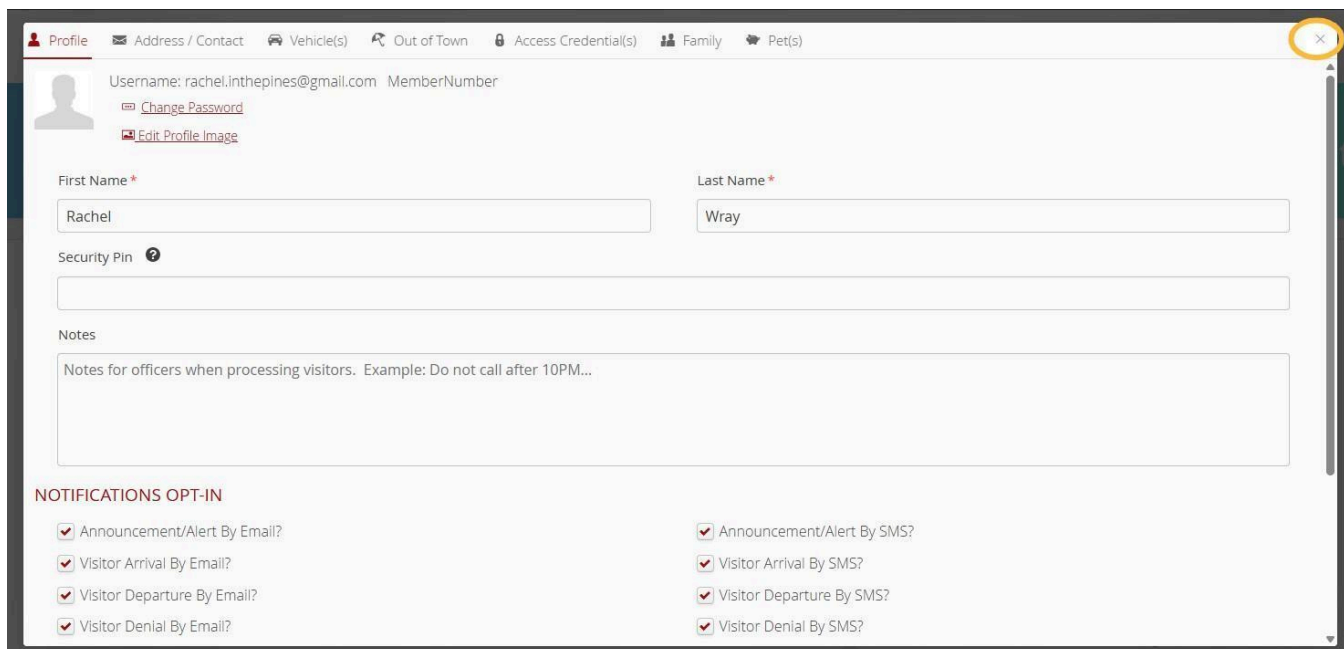


The screenshot shows a web application window with a navigation bar at the top containing icons and labels for Profile, Address / Contact, Vehicle(s), Out of Town, Access Credential(s), Family, and Pet(s). The 'Pet(s)' tab is selected. Below the navigation bar, there is a 'Current Pets' section with a dropdown menu showing '--Add New Pet--'. To the left of the form is a profile picture placeholder with a link to 'Edit Profile Image'. The form itself contains several input fields: Name (filled with 'Smokey'), Species (filled with 'Dog'), Age (filled with '5'), Breed (filled with 'Mini Pincher'), Color (filled with 'Black with brown points'), Vet Name (filled with 'Dr Leese'), Vet Number (filled with '6085551212'), and Tag (filled with '05/30/2026'). At the bottom of the form are three buttons: 'Save Pet' (red), 'Delete Pet' (red), and 'Cancel' (grey).

Next if you have a Pet that you will be bringing to your site click on the Pets option at the top right of the screen. Leave the dropdown on Add New Pet and fill in all your pets info. You can even upload a photo of your pet. **In the Tag field please enter the date your pet's rabies vaccination expires.** Once you have filled in all of your pets info click the Save button at the bottom of the screen.

Now that you have entered all of your information you are ready to invite a guest to visit!

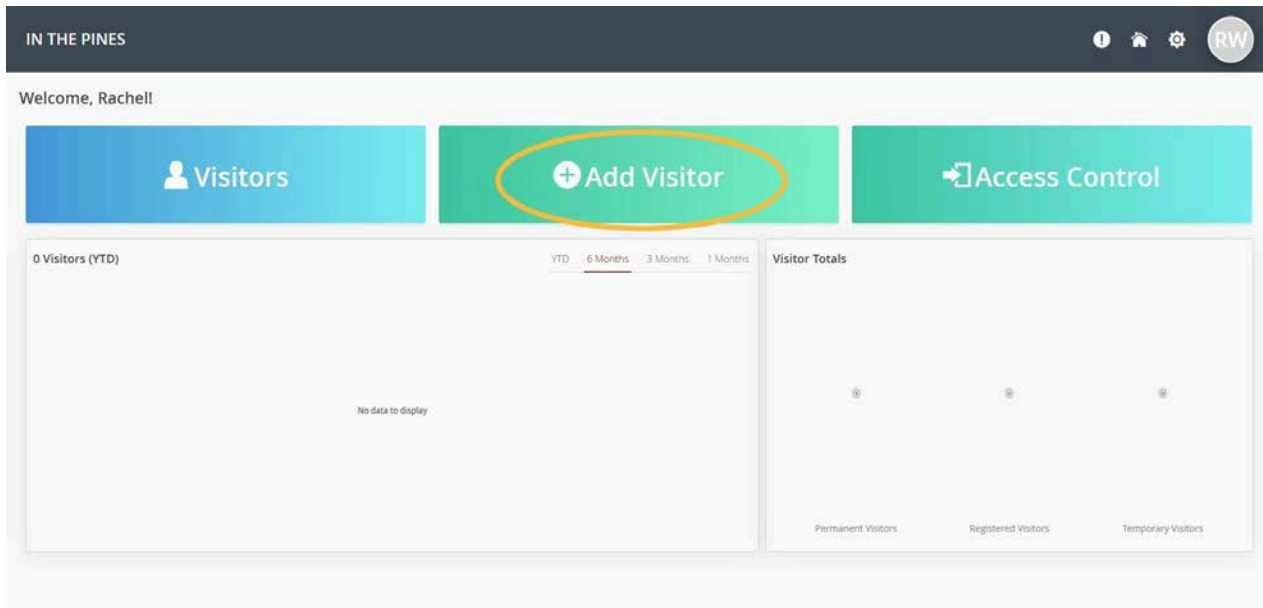
Use the X in the upper right corner of the Profile Settings screen to go back to the main page.



The screenshot shows the 'Profile' settings page. The navigation bar at the top is the same as in the previous screenshot, but the 'Profile' tab is selected. The page displays the user's profile information: Username: rachel.inthepines@gmail.com and MemberNumber. There are links for 'Change Password' and 'Edit Profile Image'. Below this, there are input fields for First Name (filled with 'Rachel') and Last Name (filled with 'Wray'). There is a 'Security Pin' field with a question mark icon. Below that is a 'Notes' section with a text area containing the text 'Notes for officers when processing visitors. Example: Do not call after 10PM...'. At the bottom, there is a 'NOTIFICATIONS OPT-IN' section with two columns of checkboxes. The first column has checkboxes for 'Announcement/Alert By Email?', 'Visitor Arrival By Email?', 'Visitor Departure By Email?', and 'Visitor Denial By Email?'. The second column has checkboxes for 'Announcement/Alert By SMS?', 'Visitor Arrival By SMS?', 'Visitor Departure By SMS?', and 'Visitor Denial By SMS?'. All checkboxes are checked. In the top right corner of the profile settings window, there is a yellow circle highlighting an 'X' button, which is used to return to the main page.

[Invite a Guest](#)

Once on the main page click on the +Visitor

The screenshot shows the 'Add Visitor' form. It has two columns of input fields. The left column includes: 'First Name *' (text input with 'Rachel'), 'Company' (text input), 'Additional Destination' (text input), 'Schedule Date *' (calendar icon and date '5/10/2025', highlighted with a yellow circle), 'Expiration Date' (calendar icon and date '05/10/2025'), 'Notes' (text area), and '# of people under 6yo *' (text input). The right column includes: 'Last Name *' (text input with 'Wray'), 'Destination *' (dropdown menu with 'Host Address'), 'Type *' (dropdown menu with 'Overnight Guest - \$5 per person per night'), 'Contact Email' (text input), 'Contact Phone' (text input), and '# of people 6yo and older *' (text input). There are also checkboxes for 'Add Time' next to the date fields.

Click on the Calendar icon to easily select the dates that your guest will be at the campground. If you are unsure how long your guest will be staying, start with the shorter duration and create a second visitor invitation for the additional time. The scheduled date is for the beginning of their stay and the expiration date needs to reflect the date they will leave the campground. This is very important because these are the dates that will be used for billing purposes. Once you have scheduled your guest, if payment is required you will receive an emailed invoice. You or your guest can stop by the office to pay during office hours Tues-Sat 9-5.

If your guest will be driving their own car please put the license plate number, make, model and color of your guests car in the notes section.

If you have more than one guest in the same car please don't create invitations for each guest, simply add their names to the notes section. You will need to enter the number of guests over the age of 6 and the number of guests under 6. You cannot leave these fields blank. Once you have entered all your guests information scroll to the bottom and click save and send e-pass.

If your guest is bringing an animal the office must be given records showing the animal is current on their vaccinations. Vaccination records can be emailed to inthepinesseasonalcamp@gmail.com. You must submit these records before the date of the scheduled visit or your guest will be asked to leave. Please add your guests pet information to the notes field. Use the example below for reference.

Host Address

Additional Destination

Schedule Date *
05/10/2025 ☐ Add Time

Expiration Date
05/10/2025 23:59 ☒ Add Time

Notes
Toyota Sienna Gold Plate# XYZ-567
1 Dog Snoopy Beagle Black ears white body
Vaccine records emailed to office 5/5/25 from email@myemail.com

Contact Email

Contact Phone
6088675309

of people 6yo and older *
0

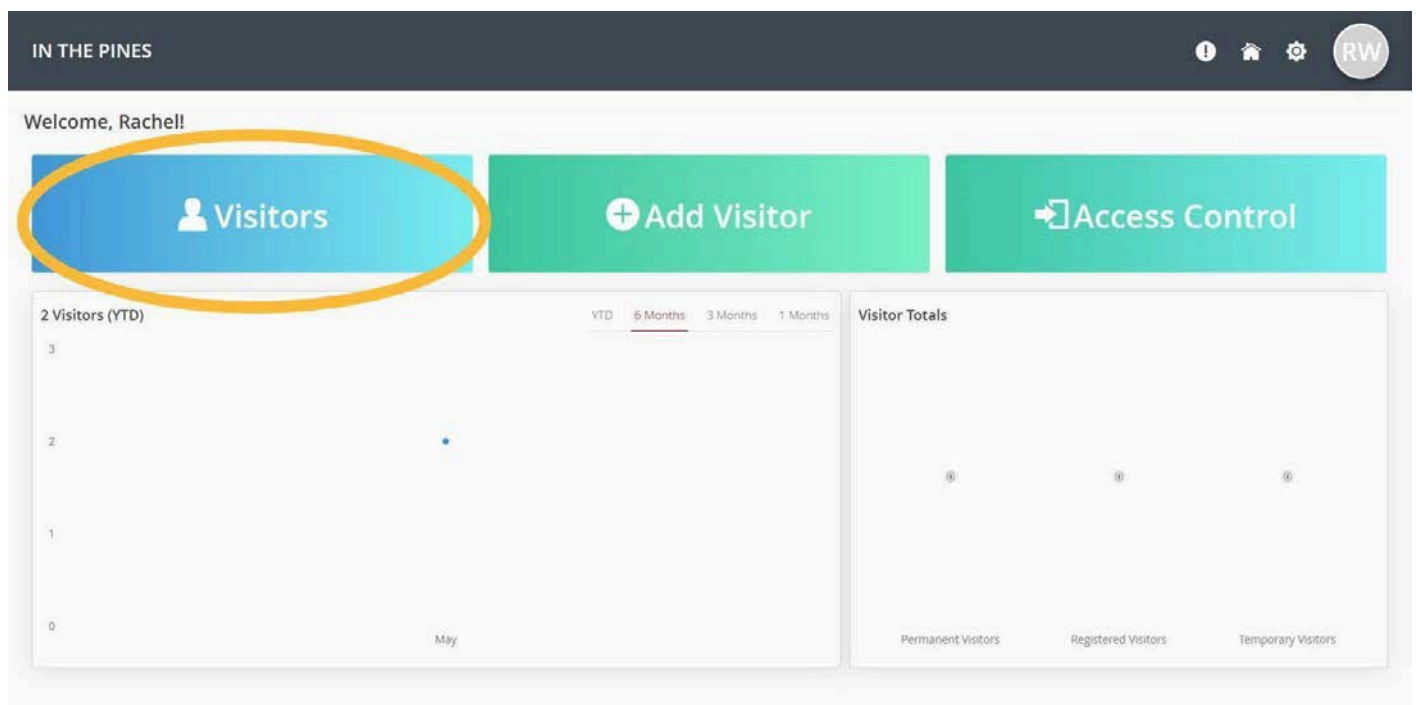
of people under 6yo *
1

Save Save and Send E-Pass Deny Visitor Cancel

If you forget to click save and send e-pass and only click save you can go back into your visitor records to send the gate pass. If your guest doesn't need a gate pass because they are riding in with you then you don't need to send them an e-pass.

[Update guest info](#)

To go back into your guest record click on visitors from the home page.



Click on the three dots on the right of the visitor you want to update and then select Edit. The form where you entered all of your visitors' information will open. From here you can edit your guests information and resend an e-pass by clicking save and send e-pass when you are done making your changes.

IN THE PINES

RW

Search

All

Schedule Date

Descending

+ Add New

Today	Wray, Rachel	Day Guest - Free till 10pm	Scheduled	Expiration: 05/10/2025	...
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