

Introduction to GHCCDD Resident Web Portal

Dear Resident,

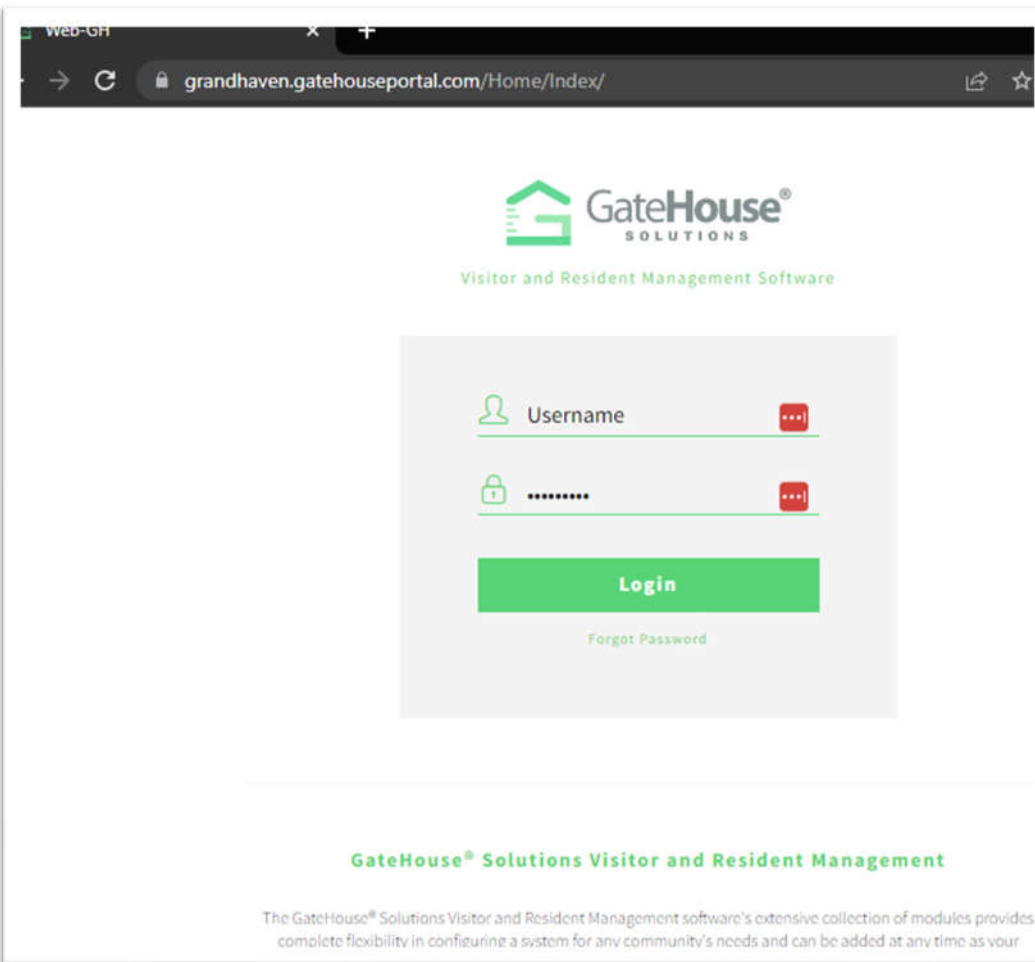
The Grand Haven Community Development District is excited to introduce a new resident and visitor management software system, GateHouse Solutions®. This new software offers residents a user-friendly platform to manage and view their information, add visitors, and manage their email addresses and phone numbers. This letter will introduce residents to the software and provide an overview of how to utilize the software's functions.

Each Grand Haven address will be assigned one username and password that residents will use to log into the Resident Web Portal. The login information will be sent out via email from the Grand Haven CDD office. Residents will be prompted to reset their passwords during the initial login. If you have not received an email with your login information, please contact the Grand Haven CDD office at 386-447-1888 or office@ghcdd.com.

Resident Web Portal Login Information

<https://grandhaven.gatehouseportal.com/Home/Index/>

Residents will log into the Resident Web Portal using their username and password provided by the Grand Haven CDD Office.



The screenshot shows a web browser window with the address bar displaying grandhaven.gatehouseportal.com/Home/Index/. The page features the GateHouse Solutions logo at the top, with the text "Visitor and Resident Management Software" below it. The main content area contains a login form with two input fields: "Username" and a password field (indicated by dots). Each field has a red eye icon to toggle visibility. Below the fields is a green "Login" button and a link for "Forgot Password". At the bottom of the page, there is a footer with the text "GateHouse® Solutions Visitor and Resident Management" and a paragraph stating: "The GateHouse® Solutions Visitor and Resident Management software's extensive collection of modules provides complete flexibility in configuring a system for any community's needs and can be added at any time as your".

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Residents will be prompted to reset their password during their initial login. For security reasons, please use a unique and complex password.



Update Credential

Welcome to the Grand Haven CDD Resident Web Portal. In order to ensure security, please enter your email address and a new password below.

* Required Field

User Name *

Bkloptosky

E-mail (required for password resets) *

rmcintosh

Old Password *

New Password *

Password

Re-Enter New Password *

Password

✓ Save

✕ Cancel

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After logging in and resetting the password, residents will see the occupant information page. Occupant information can only be changed by the GHCDD office. Please contact the office directly if any occupant information needs to be updated.

To navigate to other pages, users can click on a category in the left-hand menu.

Residents can make changes within the **Visitors**, **Phones**, and **Emails** categories. All other categories can be viewed by residents but any changes to the information in those categories must be made through the CDD office.

The screenshot displays the 'Occupant Information' page for a user named 'rmcintosh'. On the left is a dark blue sidebar menu with the following items: 'Occupant Info' (selected), 'Update Credentials', 'Personal' (highlighted in green), 'Occupants', 'Visitors', 'Autos', 'Access Credentials', 'Phones', 'Emails', 'Activities', and 'Memo'. The main content area is titled 'Occupant Information' and contains a list of fields and their values:

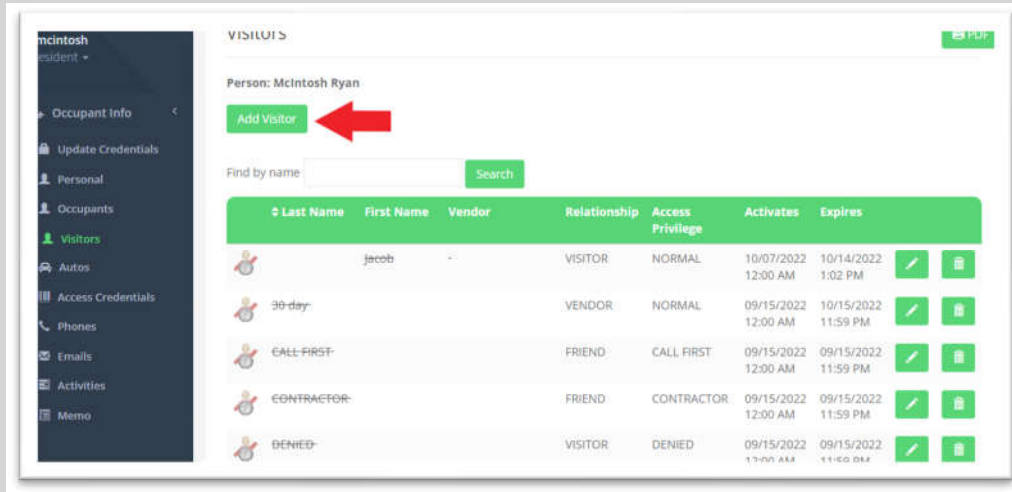
Last Name:	McIntosh
Status:	EMPLOYEE
Unit:	7656A
Community:	GateHouse Solutions
Property State:	FL
Property Phone:	
Password:	
Email:	
Lease Expires:	
Reg. Expiration:	
Occupied:	Yes
Bays:	2
Beds:	3
Amenities:	Yes
Badge:	GrandHavenBadge
Badge Number:	1
Option's	
See Memo	

Introduction to GHCD Resident Web Portal

Viewing and Adding Pre-Approved Visitors

Clicking **Visitors** on the left-hand menu will bring users to the page where they can view their existing pre-approved visitors and add new pre-approved visitors.

Residents can also see the visitor's name, the type of visitor, and when that visitor's access privileges expire. This page also allows residents to view the history of visitors admitted to their address.



Clicking **Add Visitor** will take users to the page to fill out the required information for a new pre-approved visitor.

Person: McIntosh Ryan

✓ Save Visitor ✗ Cancel

* Required Field. Last Name, or Vendor is required

Last Name*

First Name

Vendor*

Memo

Relationship FRIEND

Access Privilege NORMAL

Length of Visit*

Image

The Visitor Automobile information is not required

Tag

Year

Make

Color

Model

✓ Save Visitor ✗ Cancel

Introduction to GHCD Resident Web Portal

Viewing and Adding Pre-Approved Visitors (continued)

To add a new visitor, a last name OR vendor name must be entered.

Users select what type of visitor is being added using the **Relationship** drop-down menu and the type of access privilege using the **Access Privilege** drop-down menu.

Using the **Length of Visit** drop-down menu, users will select the date and length of time when entry is valid for this visitor or if this visitor is pre-approved permanently.

Once all required information has been entered, the user will click the **Save Visitor** button to add the visitor to their pre-approved list.

When the selected length of time has passed, the visitor is removed from the pre-approved visitor list for that address, and the guards will NOT admit that visitor without approval from the resident. Visitors designated as a permanent visitor will remain on the pre-approved visitor list for that address until removed by the resident or the CDD office.


The screenshot shows the 'Add Visitor' form within the GHCD Resident Web Portal. On the left is a dark sidebar with a menu: 'McIntosh Resident' (with a dropdown arrow), 'Occupant Info', 'Update Credentials', 'Personal', 'Occupants', 'Visitors' (highlighted in green), 'Autos', 'Access Credentials', 'Phones', 'Emails', 'Activities', and 'Memo'. The main content area is titled 'Add Visitor' and shows 'Person: McIntosh Ryan'. At the top right are two green buttons: 'Save Visitor' (with a checkmark) and 'Cancel' (with an X). Below this is a red asterisk warning: '* Required Field, Last Name, or Vendor is required'. The form fields are arranged in two columns. The left column contains: 'Last Name*' (text input with a red asterisk icon), 'First Name' (text input), 'Vendor*' (text input with a red asterisk icon), and 'Memo' (text area). The right column contains: 'Relationship' (dropdown menu showing 'FRIEND'), 'Access Privilege' (dropdown menu showing 'NORMAL'), 'Length of Visit*' (calendar icon and date range '01/06/2023 - 01/06/2023' with a dropdown arrow), and a green circular placeholder labeled 'Image'. Below these fields is an orange note: 'The Visitor Automobile information is not required'. At the bottom are three input fields: 'Tag', 'Year', 'Make' (dropdown), and 'Color' (dropdown). At the bottom right are two more green buttons: 'Save Visitor' (with a checkmark) and 'Cancel' (with an X).

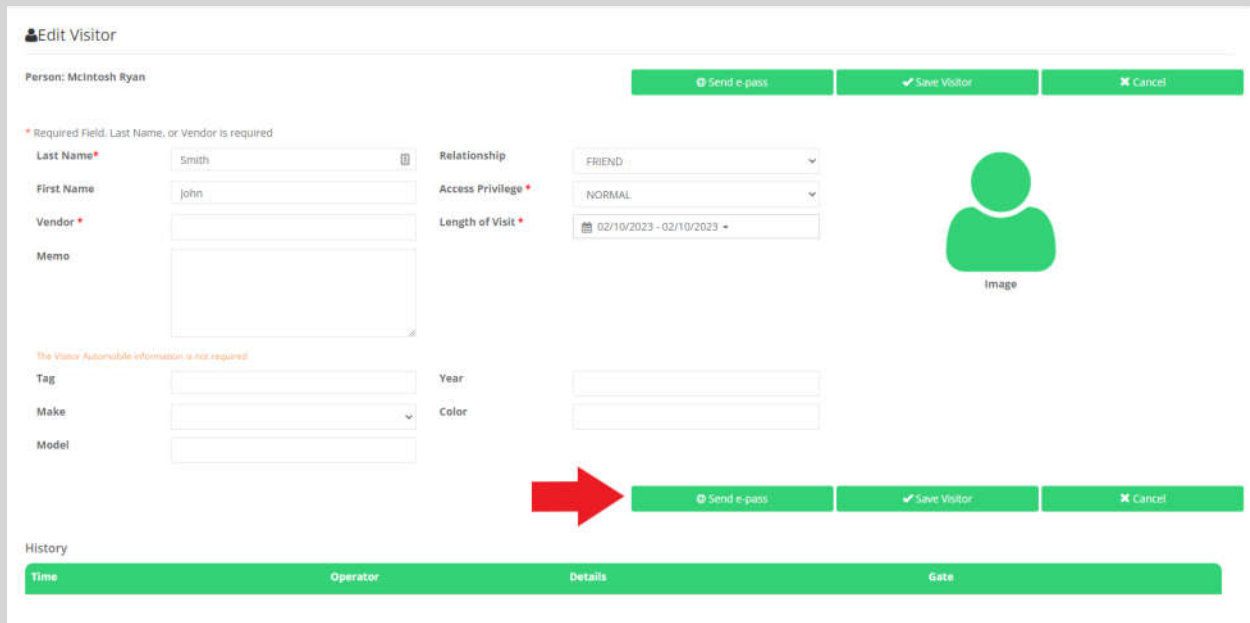
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Visitor E-Pass

DISCLAIMER: This feature is currently only available for visitors entering the main gate.

After a new visitor has been added, residents can send a pass to their visitors via email prior to arriving on-site. The visitor can either present the email with the visitor pass on their smart phone or print it out on paper to present to the guard when they arrive. This reduces the amount of time spent by each visitor waiting for a pass to be printed. When the visitor arrives on-site, they will simply present their E- and the security guard will use a wireless handheld scanner to scan the barcode to quickly check-in the visitor and open the gate.

Once a new visitor has been saved, users can send an e-pass to that visitor by clicking the  icon on the line of that visitor and opening the **Edit Visitor** page.



Edit Visitor

Person: McIntosh Ryan

* Required Field: Last Name, or Vendor is required

Last Name* Relationship

First Name Access Privilege*

Vendor* Length of Visit*

Memo

The Visitor Automobile information is not required

Tag Year

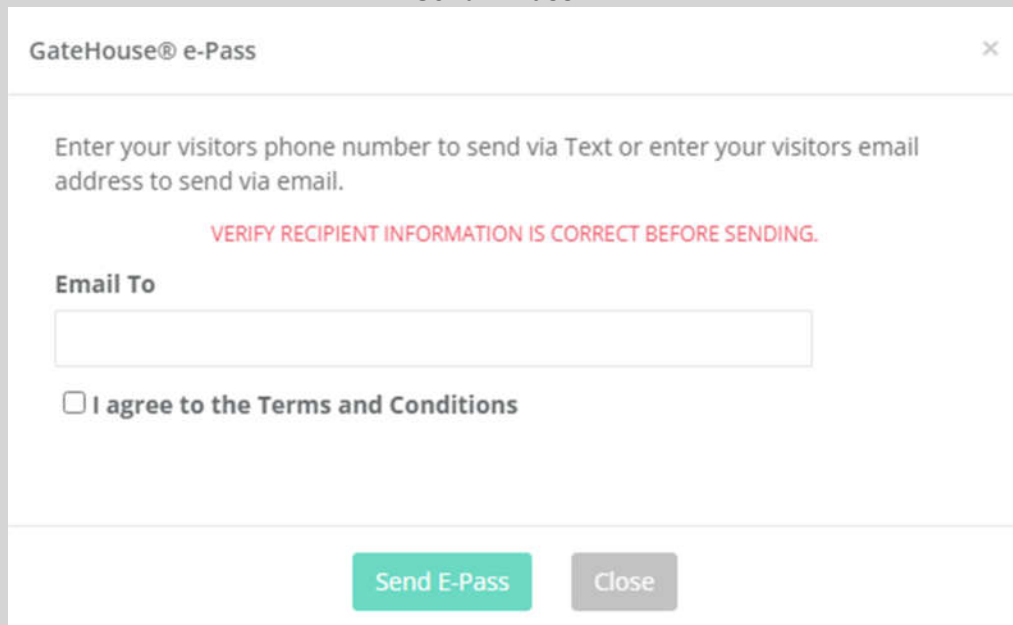
Make Color

Model

History

Time	Operator	Details	Gate
------	----------	---------	------

On that page, users will click the **@ Send e-pass** button and a window will pop up where users will enter the email address of their approved visitor, select the box to agree to the terms and conditions, and click the **Send E-Pass** button.



GateHouse® e-Pass

Enter your visitors phone number to send via Text or enter your visitors email address to send via email.

VERIFY RECIPIENT INFORMATION IS CORRECT BEFORE SENDING.

Email To

☐ I agree to the Terms and Conditions

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Example E-Pass

Below is an example of what the E-Pass looks like.

--SCAN FOR GATE ACCESS--

**GateHouse
Grand Haven CDD**





VISITOR E-PASS

VISITOR: Smith John

ISSUED: 02/10/2023

EXPIRES: 02/10/2023

RESIDENT: McIntosh Ryan

ADDRESS: 15491 SW 12th Street

Powered by [GateHouse® Solutions](#)


Introduction to GHCD Resident Web Portal

Adding and Editing Contact Email Addresses

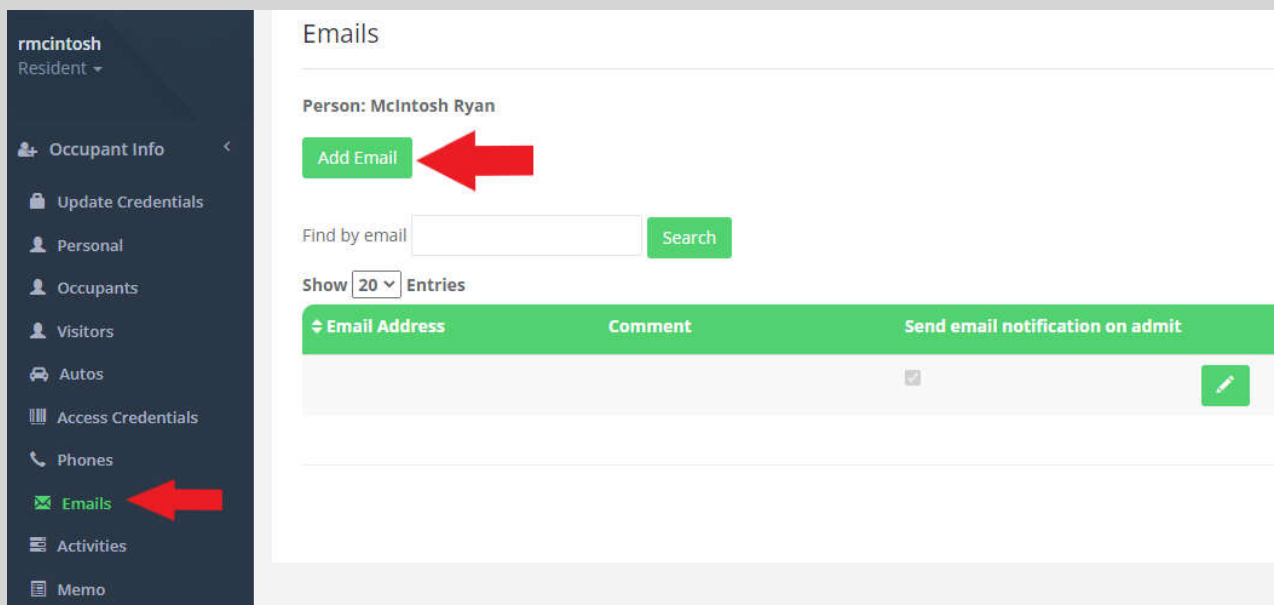
Clicking **Emails** on the left-hand menu will bring users to the page where they can manage the contact email addresses for their address. Users can add a new email address or edit an existing email address. Residents can contact the CDD office to have an email address removed.

To add a new email address, users will click the **Add Email** icon. Users can add information under the comment section like which occupant the email address belongs to.

Selecting the “**Send Email Notification on Admit**” option when adding a new email address will allow the system to send a notification to the selected email address each time a visitor is admitted to that address by the main guardhouse.

To edit an existing email address, users will click the  icon on the line of the email address they wish to change. Users can also add the “**Send Email Notifications on Admit**” to an existing email while editing

No email notification will be sent by the system when visitors are admitted via the callboxes.




Emails

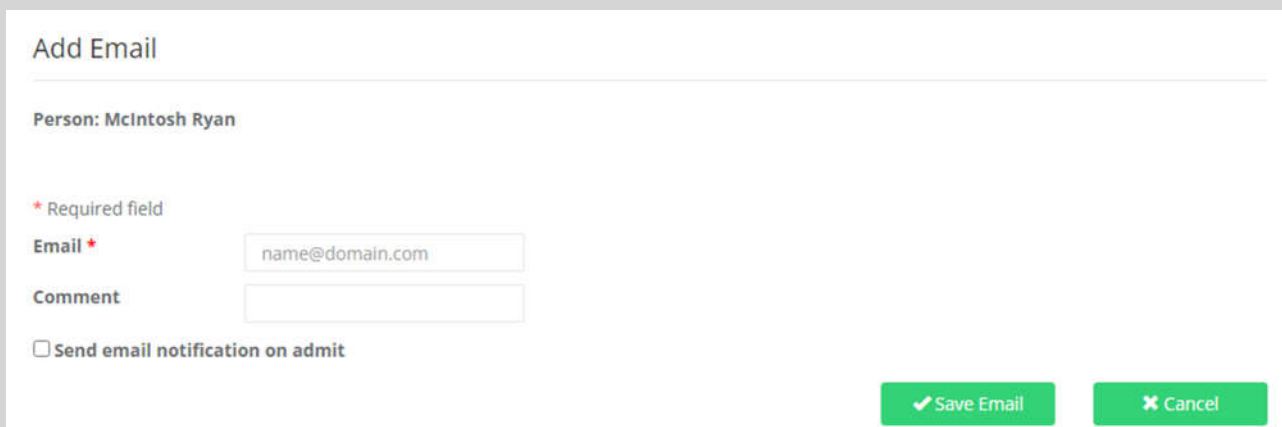
Person: McIntosh Ryan

Add Email

Find by email **Search**

Show **20** Entries

Email Address	Comment	Send email notification on admit
		<input checked="" type="checkbox"/> 



Add Email

Person: McIntosh Ryan

* Required field

Email *

Comment

☐ Send email notification on admit


Save Email **Cancel**

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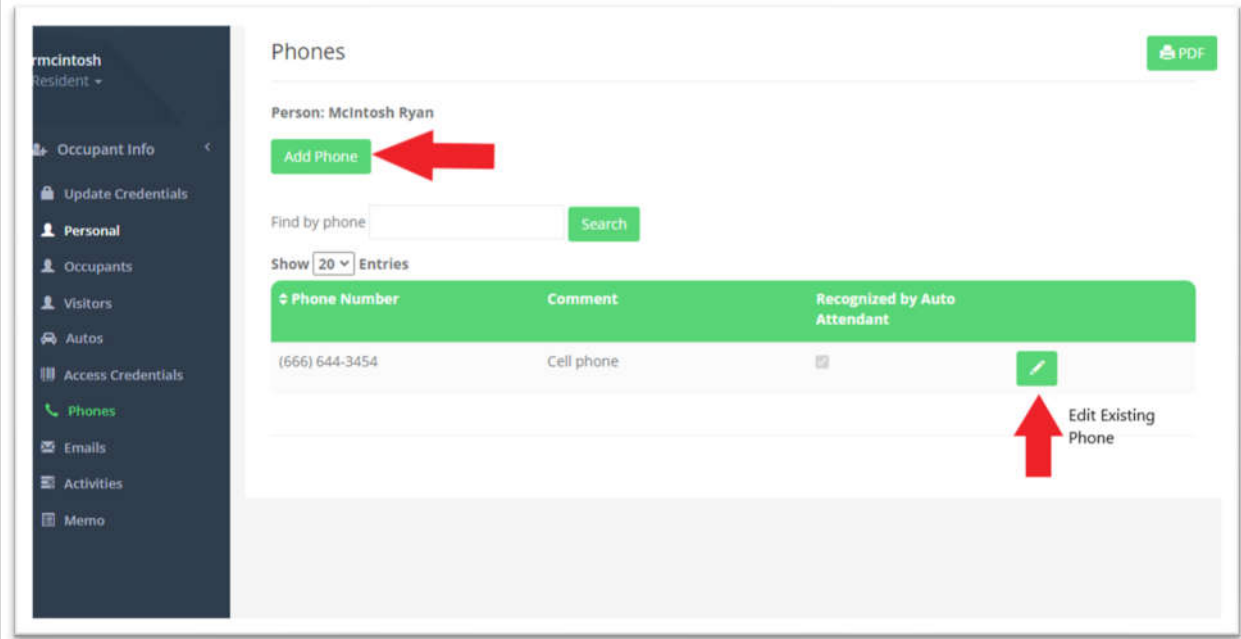
Adding and Editing Phone Numbers

Clicking **Phones** on the left-hand menu will bring users to the page where phone numbers can be added or edited. Residents can contact the CDD office to have a phone number removed.

To add a new phone number, users will click the **Add Phone** icon. Users can add information under the comment section like which occupant the phone number belongs to, if it's a cell phone, or if it's a landline.

To edit an existing phone number, users will click the  icon on the line of the phone number they wish to change.

For a phone number to be recognized automatically by the **Automated Attendant**, the check mark must be selected for the specific phone number. This option can be selected when adding a new phone number or editing a current phone number.



Phones PDF


Person: McIntosh Ryan

Add Phone

Find by phone Search

Show Entries

Phone Number	Comment	Recognized by Auto Attendant
(666) 644-3454	Cell phone	<input checked="" type="checkbox"/>

 Edit Existing Phone

Please see the next page for information regarding the Automated Attendant.

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Automated Attendant

The Automated Attendant is a voice authorization process that allows residents to admit a guest without having to speak directly to a gate officer. Residents can simply call the phone number listed below and follow the voice prompts to pre-authorize their visitor. The voice message will be saved to their account in the GateHouse® software for retrieval by the gate officer when the visitor arrives.

Please note that the Automated Attendant system is set up to recognize the phone numbers that are selected to be recognized by the Auto Attendant in the GateHouse® software. There is no limit to the number of phone numbers the system will recognize. If the number the resident is calling from is not recognized, the resident must enter their PIN to leave a message. There is one PIN per address.

- The telephone number for the GateHouse® Auto Attendant is **(888) 484-1599**
- **Each address's unique 5-digit PIN can be found on the Occupant Information page when logged in to the Resident Web Portal.**
- Residents will hear the following greeting: **“Welcome to the Grand Haven Visitors Scheduling System.”**
- When the system recognizes the phone number, residents will get prompted to choose how long to authorize the visitor for:
 - **“Please press 1 to create a 1-day pass.”**
 - **“Please press 2 to create a 3-day pass.”**
 - **“Please press 3 to create a 7-day pass.”**
 - **“Please press 4 to create a 30-day pass.”**
- Residents will be prompted to say the name of their guest or vendor: **“After the tone, please say the name of your guest or vendor.”**
- After saying the name of the guest or vendor, wait 1-2 seconds for confirmation: **“Your message has been recorded. To enter another guest or vendor, press 1. To end this call, press 2 or hang up the phone.”**
- If the system does not recognize the phone number, residents will be prompted to enter their PIN: **“Please enter your personal identification number now.”**
- If the PIN entered is valid, residents will be prompted to choose the length of the visitor pass (see list above). If the PIN entered is invalid, the system will prompt the user to re-enter it. Entering an invalid PIN more than 3 times will cause the system to automatically end the call.
- Residents can contact the CDD office to obtain their valid PIN if they are having difficulties locating it through the Resident Web Portal.