



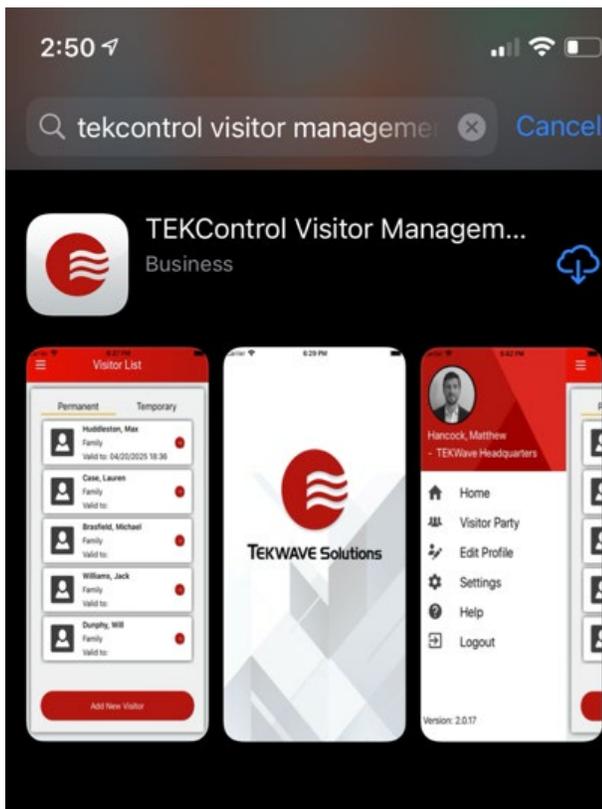
TekWave TEKControl Visitor Management App User Manual

NOTE: The screens on your phone may not exactly match the screens represented in this document because of variations between Android and iPhone versions and release levels

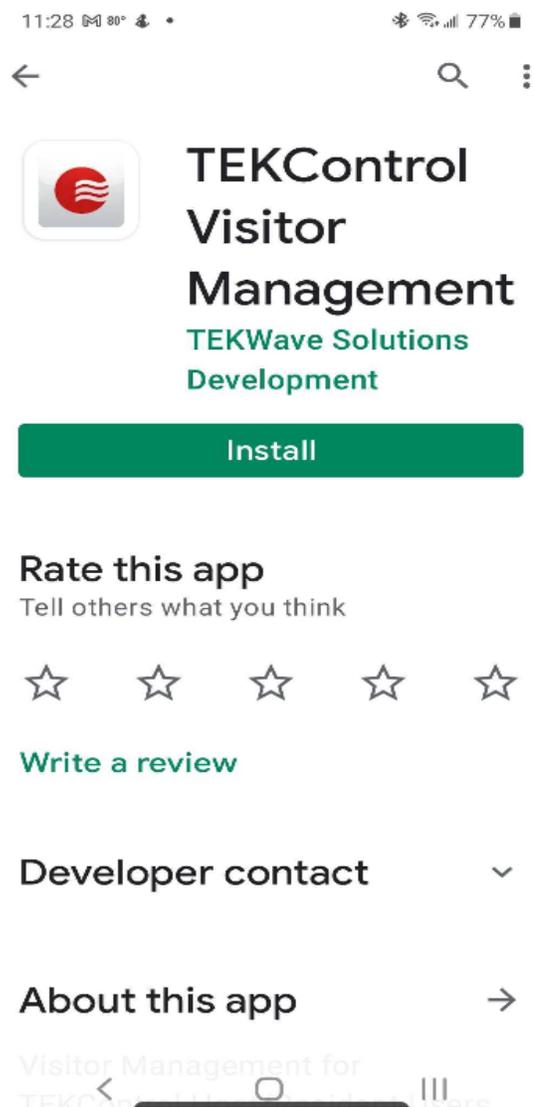
Download the App

1. Open Apple App store or Google Play Store
2. Search “TEKControl Visitor Management”
3. Tap Install on Android or the Download on Apple

Apple App Store



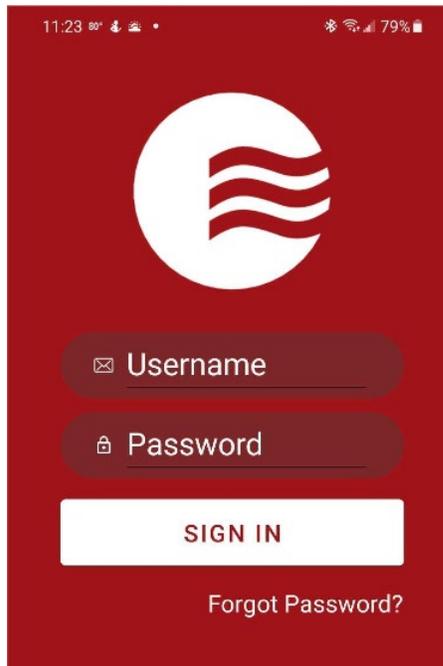
Google Play Store



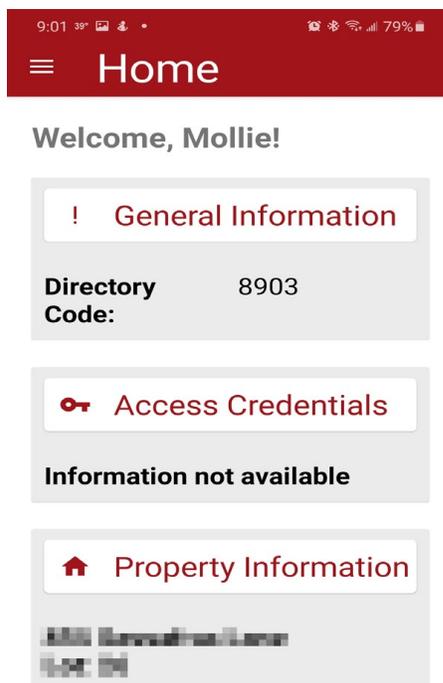
Make sure you select the Tekwave app with the logo that has the white stripes on the red circle

Login Screen

1. Double click on the TEKControl icon on your mobile device
2. Enter in your username and password



3. The default landing page is your profile overview. This has your Directory Code, Access Credentials, and address.



Visitors

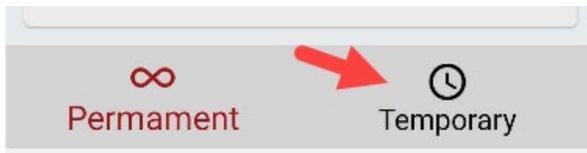
View Visitors

1. From the Home Page, Tap **My** Visitor to access New Visitor Entry Screen



(A list of your permanent visitors will display)

3. Tap Temporary to see a list of your Temporary visitors



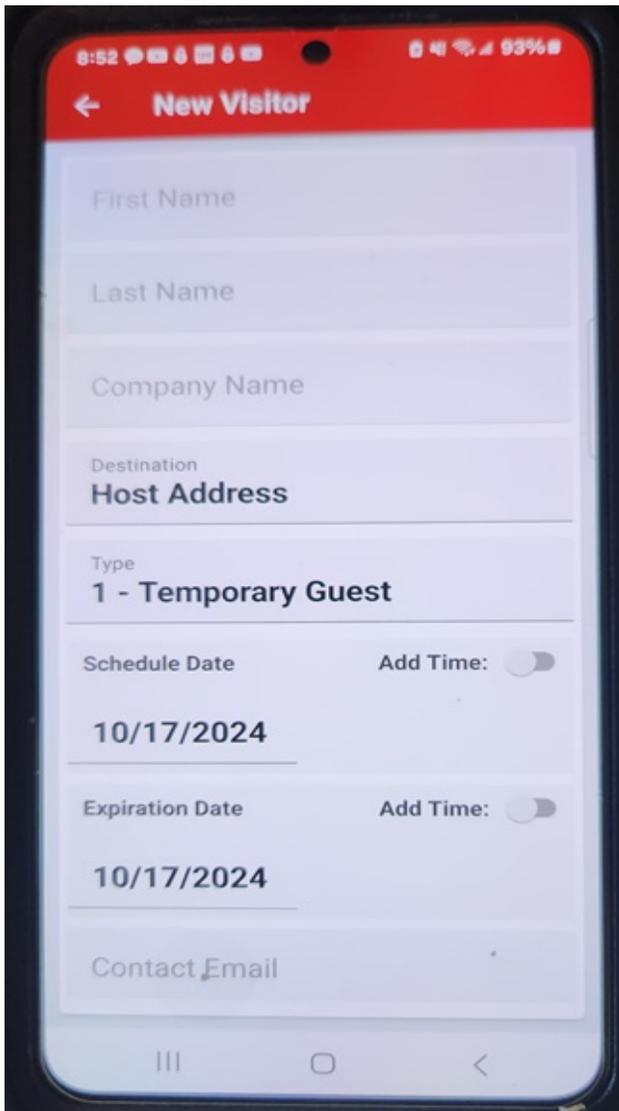
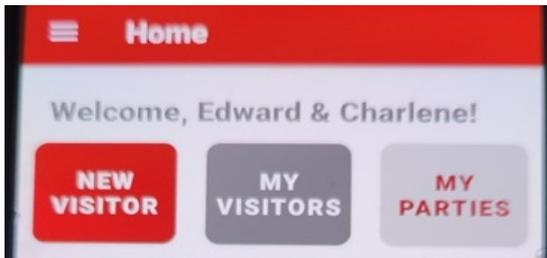
- a. You can sort your temporary visitors by All, Valid or Expired



4. Tap Permanent to go back to the Permanent list

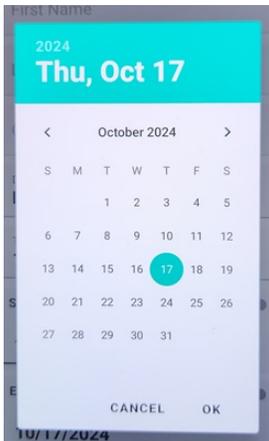
Add Visitor

1. From your Home Screen, tap **New Visitor** to access New Visitor Entry Screen



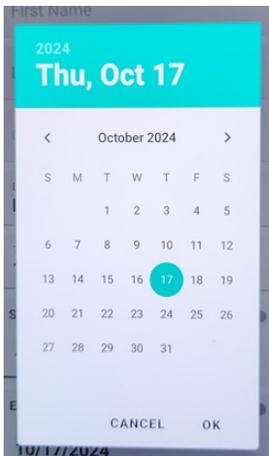
2. Enter Visitor Information

- a. First Name
- b. Last Name
- c. Company Name
- d. Host Address (your address)
- e. Select Type from drop-down
 - 1 - Temporary Guest
 - 2 - Permanent Guest
 - 3 - Vendor
 - 4 - Car Giver
 - 5 - House Keeper
 - 6 - Medical
 - 7 - Restricted
- f. Schedule Date (enter start date - defaults to today)



* Permanent Guests can enter at any time and are not limited by an Expiration Date

g. Enter Expiration Date



* All other visitor types are temporary. For Temporary Guests, Vendors and all other visitor types, you will need to enter an Expiration Date. If you wish to make them long term, you can enter an Expiration Date far into the future i.e. 12/31/30. During the period between the Schedule Date and the Expiration Date, they can enter at any time.

- i. Contact Email
- j. Contact Phone
- k. Notes
- j. Click Save or Save & Send E-Pass

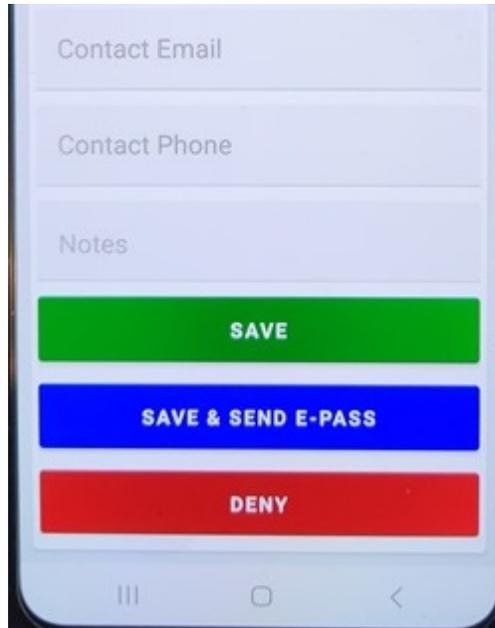


If you send E-Pass the visitor will receive a text QR code to their cell number

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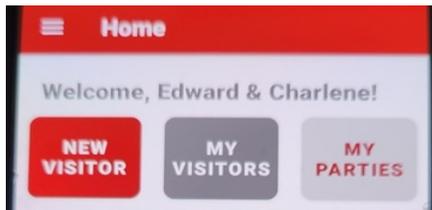
Deny Visitor

To deny a visitor, follow the same process as entering a new visitor (above), but click on Deny.

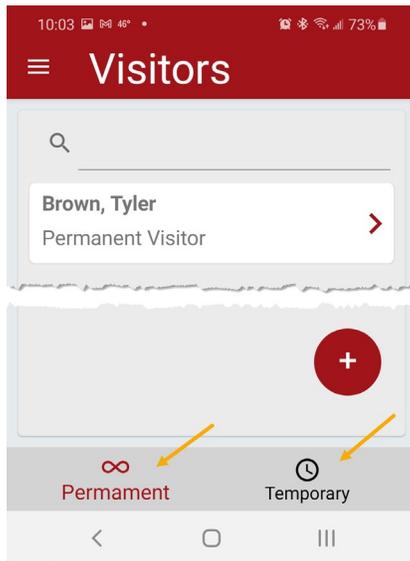


Edit Visitor

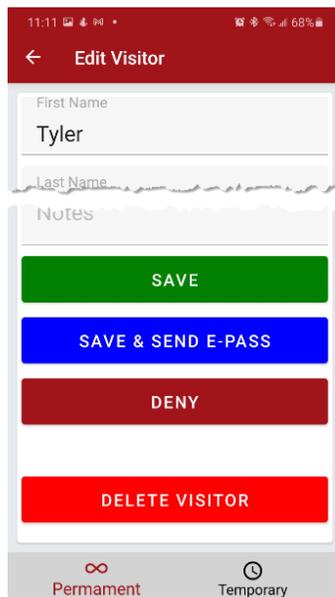
1. From the Home Screen, tap My Visitor to access New Visitor Entry Screen



2. Tap Permanent or Temporary based on Visitor you need to Edit



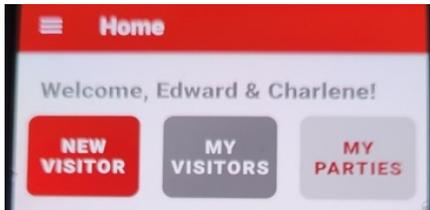
3. Tap Visitor Name
4. Edit as needed
5. Tap Save



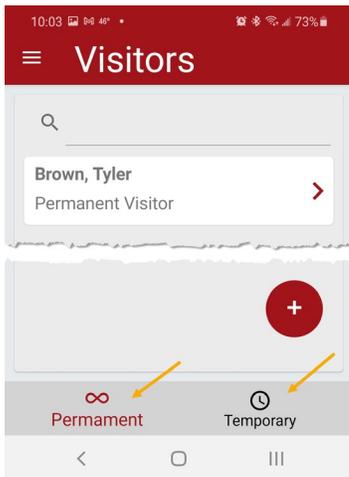
If a visitor record is modified, a new e-pass must be sent to your visitor. Any changes to a visitor record will deactivate the e-pass previously sent.

Delete Visitor

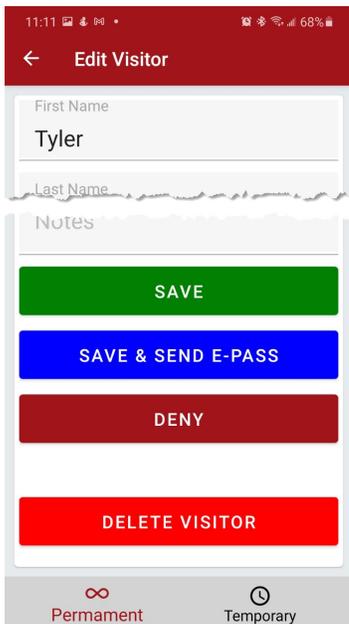
1. From the Home Screen, tap **My Visitors** to access the Visitors entry screen



2. Tap **Permanent** or **Temporary** based on Visitor you need to Delete



3. Tap Visitor Name you need to Delete
4. Tap **Delete** at bottom

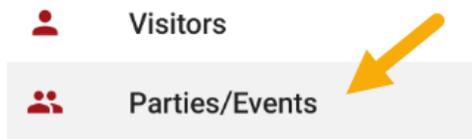


Create a Party

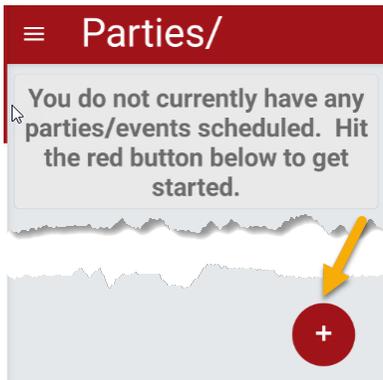
1. Tap Hamburger Bar at top left



2. Tap Parties/Events



3. Tap + at bottom right



4. Enter Party Name
5. Enter Description
6. Set Start and End Date and Time
7. Tap Green + Sign

A screenshot of the "New Party/Event" form. The title bar is red with a back arrow and the text "New Party/Event". The form contains several input fields: "Party Name", "Description", "Start Date" (with a time picker set to 11:27 AM and an "Add Time" toggle), "End Date" (with a time picker set to 11:27 AM and an "Add Time" toggle), and "0 Attendees" (with a green plus button). At the bottom, there are two buttons: a green "SAVE" button and a blue "SAVE & SEND E-PASS" button.

8. Tap the Red + Sign



9. Select Existing Visitor from drop-down or

a. Enter New Visitor Information

i. First Name

ii. Last Name

iii. Contact Phone – visitor phone number

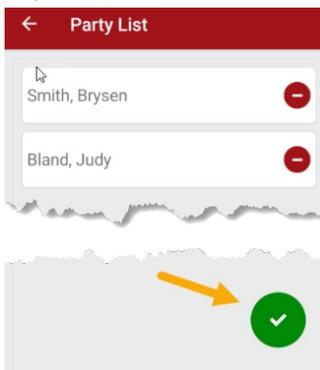
iv. Contact Email – visitor email

A screenshot of a mobile app form titled "Add Attendee(s)" in a red header. Below the header is a dropdown menu with "Existing Visitor" selected. Underneath is a separator line with the text "-Or Add New-". There are four text input fields: "First Name", "Last Name", "Contact Phone", and "Contact Email". At the bottom are two buttons: a green "ADD" button and a dark gray "CLOSE" button.

10. Tap Add

11. Continue Adding All Visitors

12. Tap Green Check when all visitors added



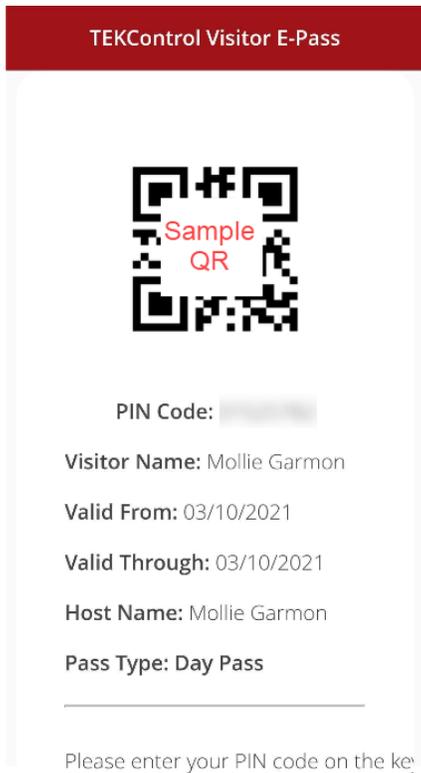
13. Tap Save or Save & Send E-Pass

a. If you send E-Pass the visitor will receive a text QR code pass to their cell number

FAQs

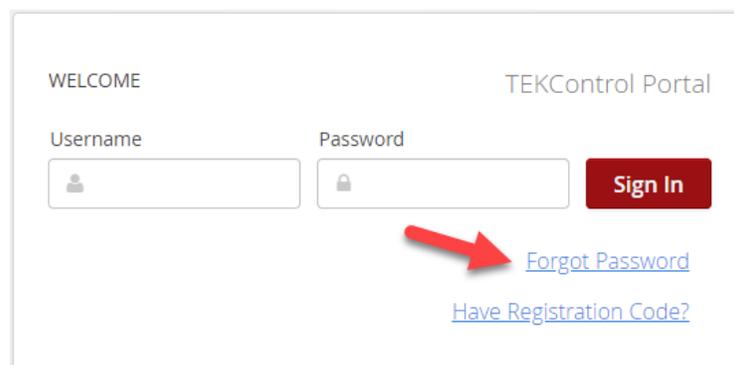
What is an ePass or QR code?

- Some communities allow residents to send an email or SMS (text) message to their visitors to scan at the gate. The text will have your name and address with a link for them to click to get a pass like the one below.



I forgot my password.

- You can reset your password on the log in page. Click the Forgot Password link on the login page. An email will be sent with instructions to reset your password. If you are still having problems, please reach out to your community contact.



I forgot my username.

- Your username is typically your email address. If that does not work, please reach out to your community contact.

I need to register for TEKControl.

- Please reach out to your community contact for registration.

I do not see the Save and Send ePass button.

- Not all communities allow the ePass function.

I cannot add my phone to my account.

- A phone number is only allowed in the system one time. Make sure you do not have the same number listed on a family members profile.

Other Questions:

- Please visit our support center at <https://support.tekwavesolutions.com>.