



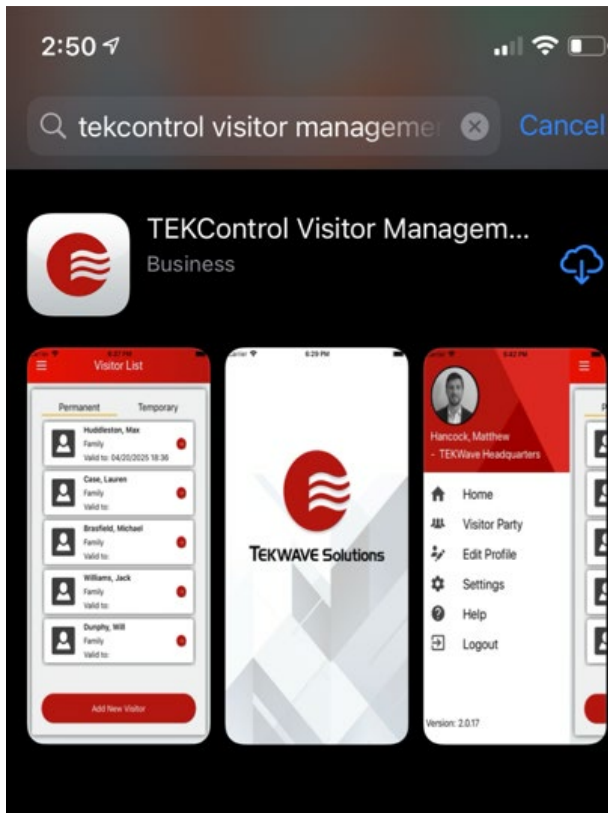
TekWave TEKControl Visitor Management App User Manual

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

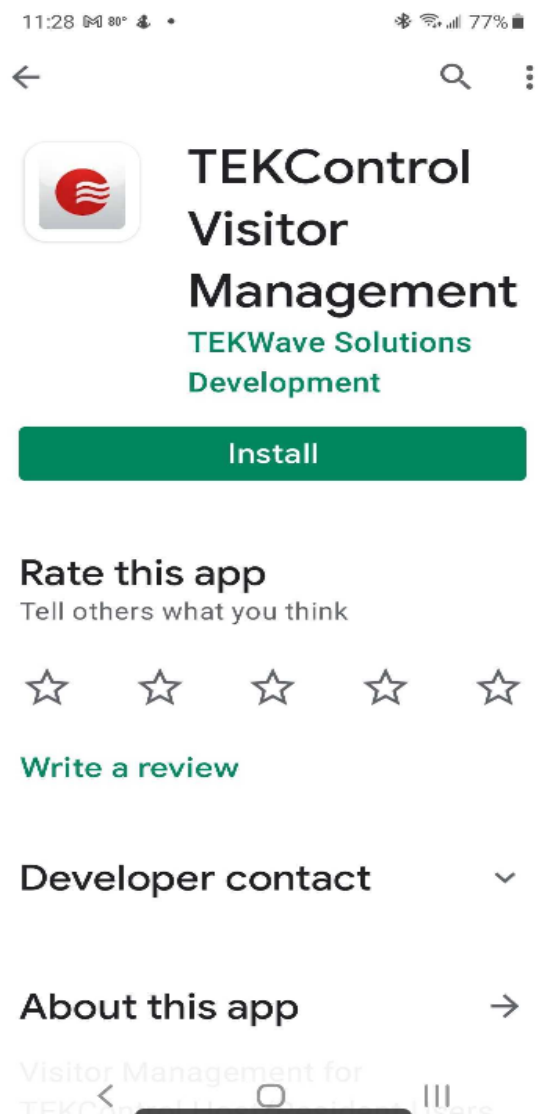
Download the App

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

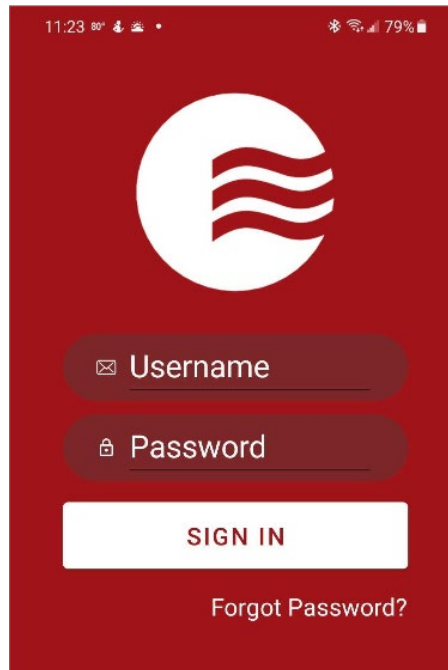


Google Play Store

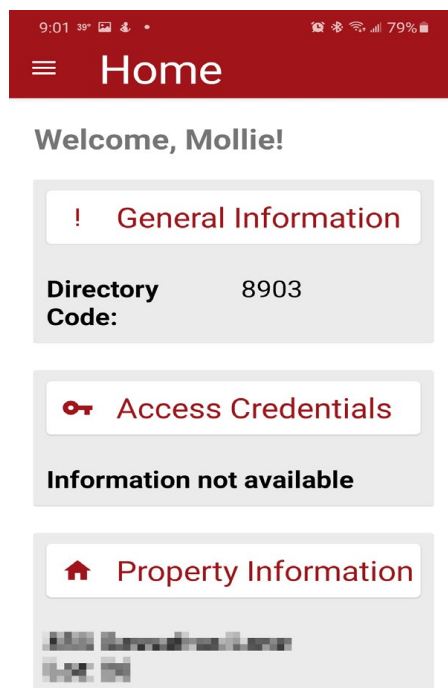


Login Screen

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.



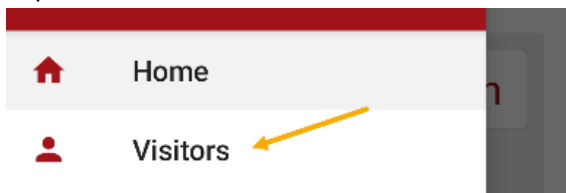
Visitors

View Visitors

1. Tap Hamburger Bar at top left

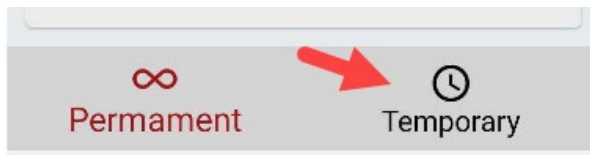


2. Tap Visitors

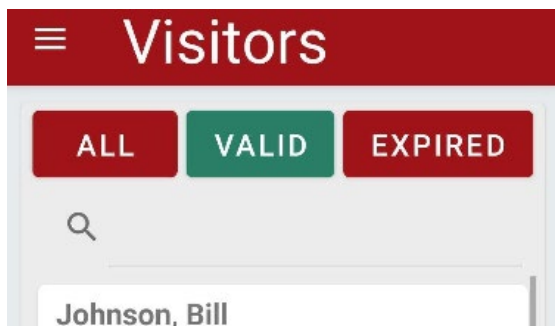


- a. This will pull a list of your permanent visitors

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



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



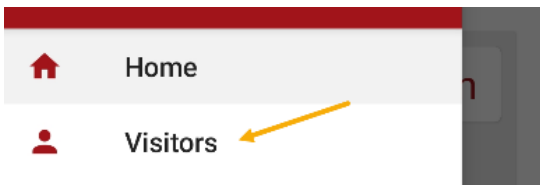
4. Tap Permanent to go back to the Permanent list

Add Visitor

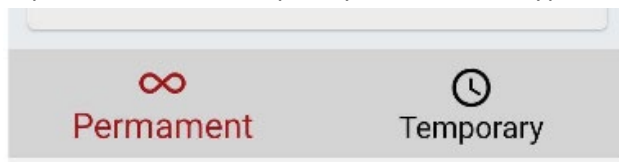
1. Tap Hamburger Bar at top left



2. Tap Visitors



3. Tap Permanent or Temporary based on the type of visitor



4. Tap + at bottom right

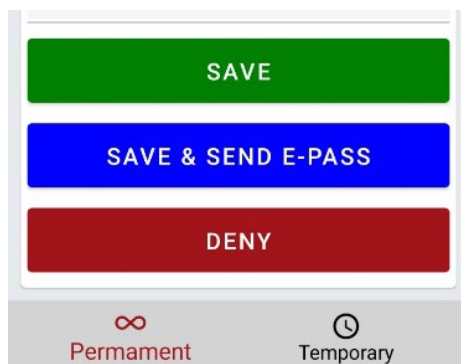


5. Enter Visitor Information

- a. First Name
- b. Last Name
- c. Contact Email
- d. Contact Phone
- e. Select Type from drop-down
 - Guest
 - Vendor
 - House Keeper
 - Care Giver
 - Medical
 - Club Employee
 - Non-resident golfer
 - One-time golfer
- f. Enter Start Date
- g. Enter Expiration Date
- h. Company
- i. Enter any notes
- J. Tap Permanant or Temporary
- j. Click Save or Save & Send E-Pass

* Guests designated as Permanent can enter at any time and are not limited by the Start and Expiration Dates

* Guests designated as Temporary can only enter between the Start and Expiration Dates.



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

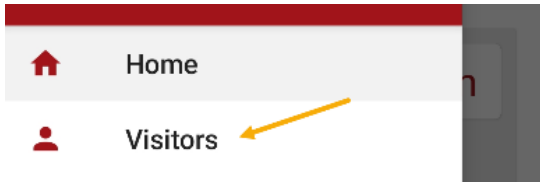
NOTE: The screens on your phone may not exactly match the screens represented in this document because of variations between Android and iPhone versions and release levels

Deny Visitor

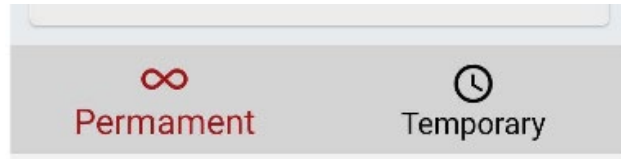
1. Tap Hamburger Bar at top left



2. Tap Visitors



3. Tap Permanent or Temporary if you want to permanently or temporarily deny them



4. Tap + at bottom right



5. Enter Visitor Information

- k. First Name
- l. Last Name
- m. Company Name (if applicable)
- n. Select Type from drop-down
- o. Enter Date
- p. Add notes

6. Tap Deny

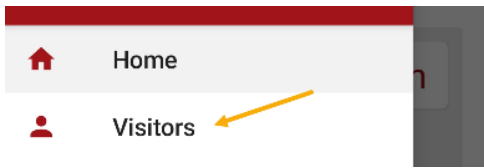


Edit Visitor

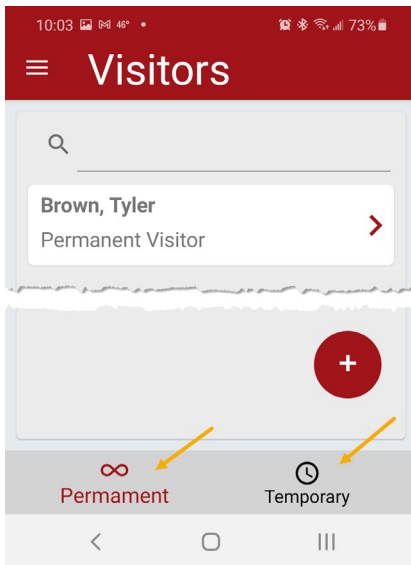
1. Tap Hamburger Bar at top left



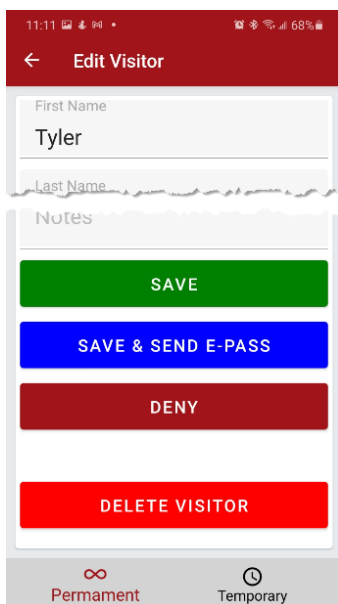
2. Tap Visitors



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



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

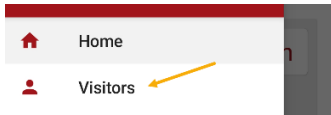


Delete Visitor

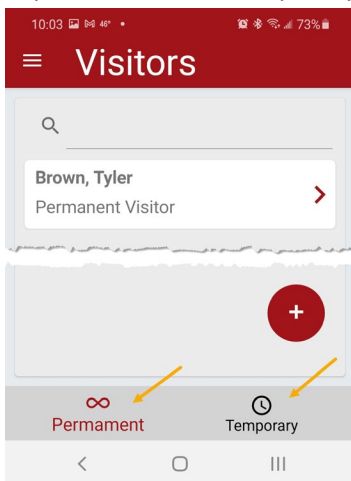
1. Tap Hamburger Bar at top left



2. Tap Visitors

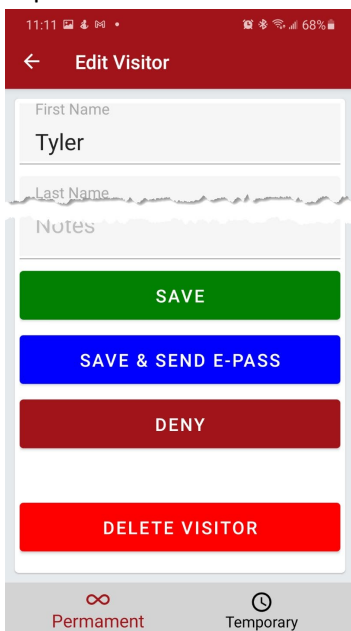


3. Tap Permanent or Temporary based on Visitor you need to Delete



4. Tap Visitor Name you need to Delete

5. Tap Delete at bottom

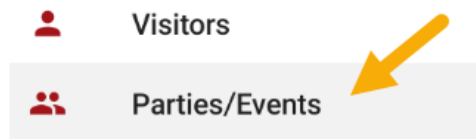


Create a Party

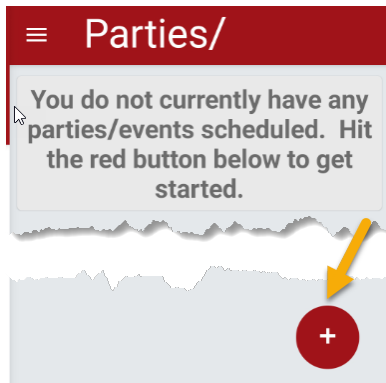
1. Tap Hamburger Bar at top left



2. Tap Parties/Events



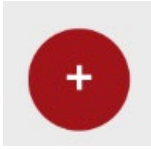
3. Tap + at bottom right



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 field set to "11:27"), "End Date" (with a time field set to "11:27"), and "Attendees" (showing "0 Attendees" and 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

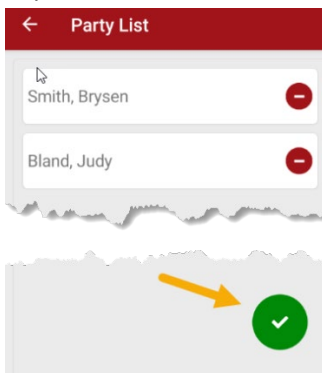
iv. Contact Email – visitor email

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-". Below that are four text input fields labeled "First Name", "Last Name", "Contact Phone", and "Contact Email". At the bottom of the form 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



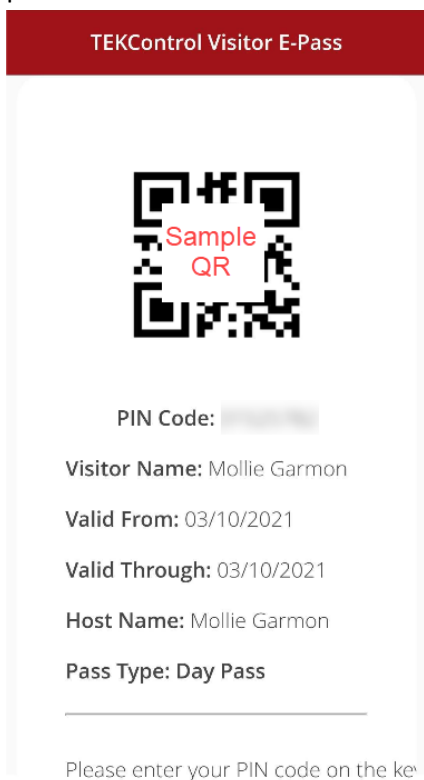
13. Tap Save or Save & Send E-Pass

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

FAQs

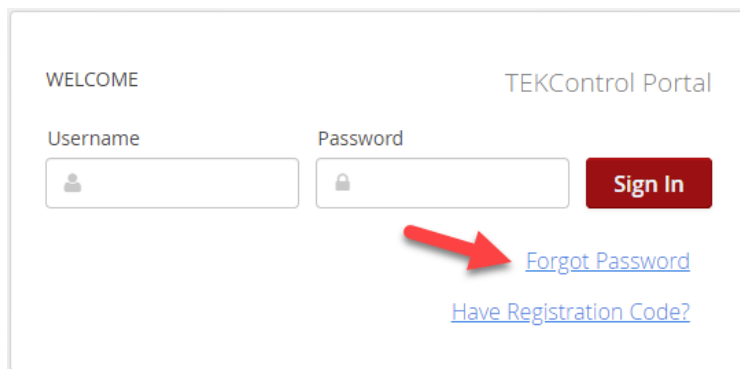
What is an ePass or QR code?

- 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>.