

Serafina at Tiburon
Resident Information for the
***CHECKPOINT* Visitor Screening System**

The Checkpoint System offers Residents several ways to Pre-Clear expected guests and Manage your contact information at the gate.

- Automated Voice Message System**
- Express Pass**
- Resident Webpage**
- Cellphone Apps**
- Your Property Manager - Williams Service Group**
<management@naplesservicegroup.com>

If you have questions or need to be enrolled in the system contact your Property Mgr. Williams Service Group <management@naplesservicegroup.com>

Automated Voice Message System

Voice Messaging System phone number is **239 778-1002** to Pre-Clear a Visitor

Used to pre-clear a single visit for someone you are expecting (a reoccurring or long term Visitor should be added to your Visitor List).

Call the designated phone number and, when prompted, simply say the name of your expected guest and the length of stay.

An indicator will be put on your Resident Screen at the Guardhouse, the Guard will listen to your Message and grant entry. The resident will not be called for authorization..
note: Voice Messages are only seen by the Guard at the Tiburon Main Gate. Voice Messages only come into play if the Visitor arrives at the Tiburon Main Gate or if the Visitor presses the “Call Attendant” button and calls the Guard from the community gate.

Express Pass

Express Passes are a QR Barcode emailed to Visitors by the Resident using the Resident Webpage or Cellphone App. (see specific instructions under “Resident Webpage” & “Cellphone App”).

The Express Pass can be scanned by the Guard or at the Community gate Kiosk to open the gate. Pass can be sent to a Cellphone, or, to an inbox and printed by the Visitor.

The Pass can be scanned by the Guard or at the Kiosk on Cellphone or on Paper.

note: all Express Passes are valid for 30 days max. Permanent Visitors remain valid on your Visitor List at the Guardhouse until you remove them but their Express Pass must be re-sent after 30 days.

Resident Webpage

You will receive an enrollment email that will give you the link to the Resident Webpage, and your Username and Password. If you have not received the enrollment email you can request it from your Property Mgr. - Williams Service Group <management@naplesservicegroup.com>

Once Logged in to the Webpage you will see the following menu:

PROFILE

VISITORS (incl Express Pass)

HISTORY

NEWS

MOBILE

SIGN OUT

Checkpoint Resident Webpage

PROFILE -

View & Edit your Contact Info & Preferences

Turn on “Do Not Disturb”,

Click the “Do Not Disturb” button in the top right corner

note: When Do Not Disturb is turned on Visitors will not be able to call you from the

Kiosk and the Guard will see “Do Not Disturb” when they open your Resident Screen.

Change your Primary or Secondary Phone Number,

Click the “Edit” button to the right of the phone number

*note: **the Kiosk will only dial the Primary Number**, the Secondary Number is used only by the Guardhouse.*

Change the email address used to contact you,

Click the “Edit” button to the right of the email address

note: this will not change your Username, your Username is still the email address the enrollment email was sent to. Only your Property Mgr can change your Username.

Change your Password,

Click the “Edit” button to the right of the Password

note: you cannot change your Username, your Username is the email address that the enrollment email was sent to. Only your Property Mgr can change your Username.

Manage Text Alerts,

Click the drop-down menu below “Text Alerts”.

The system can send you a Text Alert each time a Visitor enters for your unit.

Select The Appropriate Text Alert: “Primary Phone,Secondary Phone or Email Address”

If you selected Primary Or Secondary Phone, select a mobile phone carrier too. If your carrier is not listed then you should select Email Address for your text alert.

note: If you selected Text Alerts and you don't receive the test message that means that your cellphone carrier doesn't support that feature, you will have to change your choice and receive emailed Text Alerts instead.

Checkpoint Resident Webpage

VISITORS -

View & Manage your Visitor List, Send an **Express Pass**

note: The Visitor List and expiration dates you see on your Webpage is the same Visitor List the Guard Sees at the Guardhouse.

Add Visitors,

click “+ Add Visitor” then follow the prompts

note: You can have up to 30 “Permanent Visitors”, all other Visitors must have an Expiration Date - up to 30 days max.

Email an “Express Pass”,

Click the “Send Mail” icon to the right of the Visitor's name, enter the email address, click send. The Express Pass can be scanned by the Guard or at the Community gate Kiosk to open the gate. Pass can be sent to a Cellphone, or, to an inbox and printed by the Visitor.

The Pass can be scanned by the Guard or at the Kiosk on Cellphone or on Paper.

note: all Express Passes are valid for 30 days max. Permanent Visitors remain valid on your Visitor List at the Guardhouse until you remove them but their Express Pass must be re-sent after 30 days.

Print an “Express Pass”,

Click the “Print” icon to the right of the Visitor's name, Print the Pass to give to a Visitor (or for you to use) for entry. The Express Pass can be scanned by the Guard or at the Kiosk to open the gate.

Remove a Visitor from your list,

Click the “Delete” button to the right of the Visitor's Name

note: Deleting the Visitor removes them from your list at the Guardhouse and disables their Express Pass.

Checkpoint Resident Webpage

HISTORY -

View Log Records of your Visitors and Resident Entry

Call Box History,

Is the record of Visitors Granted Entry by means of telephone call to the resident.

Visitor History,

Is the record of Visitors Granted Entry by the Guard and Express Pass's used at the kiosk.

Access Control,

Is the record of Resident entry using Transponders, Cards, Etc...

Records are displayed 1 month at a time with the most recent records first, previous Months / Years can be selected for viewing using the drop-down buttons at the top of the Page.

Checkpoint Resident Webpage

NEWS -

A space available to the Property Mgr to post notices

Checkpoint Resident Webpage

MOBILE -

Display's links to Apple and Android CheckPoint Resident mobile apps. Also display's a QR barcode that you scan using the mobile app after installation to automatically program your CheckPoint Resident account information.

Checkpoint Resident Webpage

SIGN OUT -

Logs you off, returns you to the Login screen

Cellphone Apps

You must be logged in to your Resident Webpage to activate the Cellphone App

Downloading the Cellphone App is a 2 step process:

1. On your PC-

Login to your Resident WebPage

Click the "Mobile" tab on the left side of the screen

A QR Barcode will appear on your PC screen

2. On your Phone-

Download the "Checkpoint Resident" App to your phone from "Play Store" for Android Phones or "App Store" for iPhones

When the App instructs you to do so, use your phone to scan the QR Barcode on your PC screen

The App is now ready to use.

note: your Username & Password are the same on the Resident Webpage and on the Cellphone Apps

Once Logged in to the App you will see the following menu:

PROFILE DATA

VISITOR LIST

VOICE MESSAGE

ACCESS HISTORY

PROFILE DATA -

View & Edit your Contact Info & Preferences

Turn on “Do Not Disturb”,

Click the “Do Not Disturb” button at the top

note: When Do Not Disturb is turned on Visitors will not be able to call you from the Kiosk and the Guard will see “Do Not Disturb” when they open your Resident Screen.

Change your Primary or Secondary Phone Number,

Click the phone number to edit, click the “Save” icon to save

*note: **the Kiosk will only dial the Primary Number**, the Secondary Number is used only by the Guardhouse.*

Change the email address used to contact you,

Click the email address to edit, click the “Save” icon to save

note: this will not change your Username, your Username is still the email address the enrollment email was sent to. Only your Property Mgr can change your Username.

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Change your Password,

Click the Password to edit, click the “Save” icon to save

note: you cannot change your Username, your Username is the email address that the enrollment email was sent to. Only your Property Mgr can change your Username.

Williams Service Group <management@naplesservicegroup.com>

Manage Text Alerts,

Click the drop-down menu below “Text Alerts”.

The system can send you a Text Alert each time a Visitor enters for your unit.

Select The Appropriate Text Alert: “Primary Phone,Secondary Phone or Email Address”

If you selected Primary Or Secondary Phone, select a mobile phone carrier too. If your carrier is not listed then you should select Email Address for your text alert.

note: If you selected Text Alerts and you don't receive the test message that means that your cellphone carrier doesn't support that feature, you will have to change your choice and receive emailed Text Alerts instead.

VISITOR LIST -

View & Manage your Visitor List, Send an Express Pass

note: The Visitor List and expiration dates you see on your App is the same Visitor List the Guard Sees at the Guardhouse.

Add Visitors,

click “+ ” then follow the prompts

note: You can have up to 30 “Permanent Visitors”, all other Visitors must have an Expiration Date - up to 30 days max.

Email an “Express Pass”,

Click the “Mail” icon to the right of the Visitor's name, enter the email address, click send. The Express Pass can be scanned by the Guard or at the Kiosk to open the gate. Pass can be sent to a Cellphone or to an inbox and printed by the Visitor.

The Pass can be scanned by the Guard or at the Kiosk on Cellphone or on Paper.

note: all Express Passes are valid for 30 days max. Permanent Visitors remain valid on your Visitor List at the Guardhouse until you remove them but their Express Pass must be re-sent after 30 days.

Remove a Visitor from your list,

Click the “Delete” button to the right of the Visitor's Name

note: Deleting the Visitor removes them from your list at the Guardhouse and disables their Express Pass.

Checkpoint Resident App

VOICE MESSAGE -

Click the “+” sign

Click the microphone icon to begin recording.

Say the Visitor's name and the length of stay.

Click stop to stop recording. (note: if you do not click stop and the message records until the limit of 15 seconds you do not need to click stop)

Click play if you wish to play back the message, click save to post the message to the system and click Delete to discard and skip posting to the system.

An indicator will be put on your Resident Screen at the Guardhouse, the Guard will listen to your Message and grant entry to the visitor, the Resident will not be called for authorization.

note: Voice Messages are only seen by the Guard at the Tiburon Main Gate. Voice Messages only come into play if the Visitor arrives at the Tiburon Main Gate or if the Visitor presses the “Call Attendant” button and calls the Guard from the community

gate.

Checkpoint Resident App

ACCESS HISTORY -

Displays a 30 day history of your Visitors

PROCEDURES FOR VISITOR ACCESS AT THE GATES

At the Main Tiburon Gate:

When a visitor arrives at the guardhouse, the guard will ask them which resident they are visiting, then bring up that *Resident's Screen* on a touchscreen computer.

If the visitor *has been "Pre-Cleared"* then the Visitor's name will be on the Residents Visitor List or there will be a Voice Message clearing that visitor, The Guard will see the name or the message indicator and grant entry (if not expired).

If the Resident has sent the Visitor an *Express Pass* from the Resident Webpage or from the cellphone App then the guard will scan the pass and grant entry (if not expired).

If the visitor *has not been "Pre-Cleared"*, the guard will dial the resident to get authorization to admit your guest. Each Resident can have 2 phone numbers listed, a "Primary" and a "Secondary" phone number. The guard will try the Primary, then the Secondary number. If the Resident can't be reached the visitor will be denied entry.

If the Visitor is visiting a community with it's own gate then the guard will issue the visitor a Pass that can be scanned at the community gate and grant entry.

At the Community Gates:

Visitors will enter using the Checkpoint Kiosk.

The Visitor has 4 options at the Kiosk:

1. Call the Resident directly for entry,

the Visitor will be prompted to view a Resident Directory, select the Resident, then press a CALL button to dial the Resident's **Primary Phone Number**, the resident can speak to their visitor and **press "9" to open the gate.**

2. Enter a PIN # that will open the gate,

for Residents, if used

3. Scan an *Express Pass*,

sent to the visitor by the Resident or given to the Visitor by the Tiburon Guardhouse

4. Call the Attendant at the Tiburon Guardhouse,

the visitor will be connected to the Guard on duty, the Guard can use the Checkpoint System to Remotely Authorize the Visitor and open the Community's Gate.