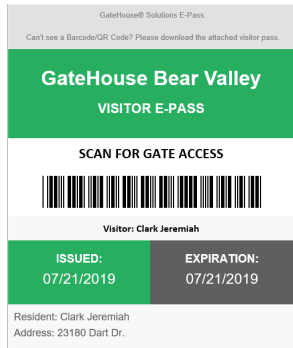


Visitor E-Pass

To speed up the process for your visitors, you may issue them an E-Pass via email prior to their arrival.



Step 1: First create and save the visitor record.

Directions for this can be found under "Issuing Visitor Passes"

Web Portal Instructions

1. Re-open the visitor record by clicking the pencil icon.
2. Click the new button, called "@ Send e-pass"
3. Enter your guest's email address
4. Click the "I Agree" check box to indicate you accept the Terms of Use agreement for the software*
5. Click the "Send" button

Smartphone App Instructions

1. Click the "Visitors" icon
2. Click the email icon
3. Enter your guest's email address
4. Click the "Send" button

*Terms of Use may be found at http://www.gatehousemedia.com/terms_of_use/

Visitor Notification

Residents have the ability to receive an automatic email or text notification when their guest is checked in at the gate.

Email Notification

1. Click "Email" icon in app or in the web portal's left-hand menu
2. Click "Add Email"
3. Select the checkbox below "Comment" that says "Send email notification on Admit"
4. Click "Save"

Text Notification

1. Click "Email" icon in the app or in the web portal's left-hand menu.
2. Add the correct resident phone number with the carrier email format shown below. Example: 9992221234@txt.att.net
3. Select the checkbox below "Comment" that says "Send email notification on Admit"
4. Click Save

Verizon:	number@vtext.com
AT&T:	number@txt.att.net
Sprint:	number@pm.sprint.com
T-Mobile:	number@tmomail.net
Virgin:	number@vmobl.com
Tracfone:	number@mmst5.trafone.com
Metro PCS:	number@mymetropcs.com
Boost:	number@myboostmobile.com
Cricket	number@sms.mycricket.com
Nextel:	number@messaging.nextel.com
Alltel:	number@message.alltel.com



BEAR VALLEY COMMUNITY SERVICES DISTRICT

Gatehouse Resident Web Portal



- ⇒ Web Portal Login
- ⇒ Smartphone App
- ⇒ Issuing Gate Passes
- ⇒ Sending an E-Pass
- ⇒ Visitor Notification System

Bear Valley Community Services District

28999 S. Lower Valley Rd.
Tehachapi, CA 93561
(661) 821 - 4428
www.BVCSD.com

Account Initialization

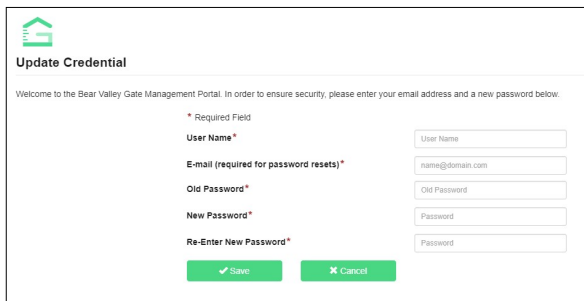
Step 1: Use Google's Chrome Browser to log in to your Gatehouse Portal

URL: <https://bearvalley.gatehouseportal.com>

User Name: first initial + last name (ex. rjones)

Password: valley2019

IMPORTANT: Due to multiple users with the same first initial and last name, some residents have been assigned a different user name. **If the name and address in the account are not yours, please contact the CSD at (661) 821-4428**



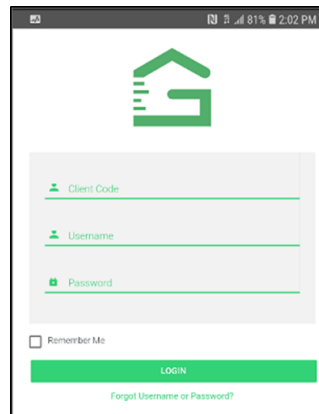
Step 2: Enter your user information

Upon login, the system will prompt you to change your password and enter your email address. Enter the default password: valley2019 when prompted for your old password. You should also change your user name at this time.

Note: Please make sure you enter an email address so that you can easily recover a forgotten password.

IMPORTANT: Each property has one account, therefore you will need to share the user name and password with each occupant who will need to authorize passes.

Smartphone App Setup



Step 1: Download the Gatehouse Solutions App

The Gatehouse Solutions app is available on both iOS and Android through the relevant app store.

Step 2: Initial Login

After downloading the app, you will need to log-in with your client code, user name, and password.

Client Code: 146146

If you have not gone through account initialization, please see Account Initialization instructions regarding the user name and password, otherwise use the user-name and password that you established during account initialization.

Step 3: Change user name/password

If you have not changed your default user name and password, you may do this in the app under "Update Credentials".

Issuing Visitor Passes

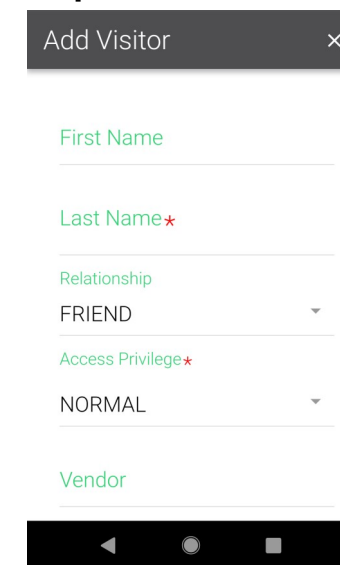
Step 1: Add the Visitor

On the web portal: click on the "Visitors" button in the side menu on the left-hand side of the screen.

In the App: click the "Add Visitors" button

Enter the required information marked by the red * as well as any other information you feel will help gate staff identify and process your visitor quickly and efficiently

Step 2: Select the access privilege



Normal: Visitor is allowed entry at any time during the date range of the pass.

Denied: Visitor will not be issued any passes for your address.

Call First: Not applicable to our community.

Contractor: Authorized entry hours limited to between 6am and 6pm.

Step 3: Save the pass

Once you click "save" the pass will be available for pickup at the gate house.