

# SMARTPHONE APP INSTRUCTIONS

## Account Initialization

**Step 1: Download the GateHouse app.**

**For Android users:** log in to the Google Play store and search for **GateHouse Solutions**.

**For IOS (iPhone) users:** log in to the App Store and search for **TEM Systems**.

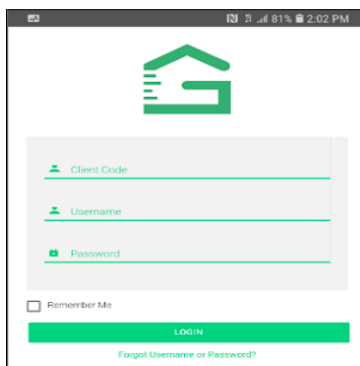
**Step 2: Log in using the credentials provided to you:**

**Client Code: 146146**

**Username: first initial + last name**

**Temporary Password: valley2019**

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

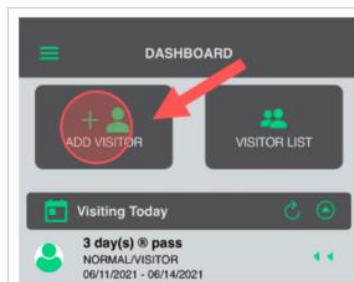


**Step 3:** Enter your user information. Use **valley2019** when prompted for your old password. Create a new password and enter it twice. You may also change your username if you wish.

**IMPORTANT:** Please enter an email address to easily recover a forgotten password.

## Adding Visitors

**Step 1:** From the Dashboard, click the “Add Visitor” button.



**Step 2:** Enter your visitor’s first and last name, or if they are a company providing services to you, enter the company name in the “Vendor” field.

**Step 4:** Select the “Access Privilege” and “Length of Visit” for your visitor up to a maximum of 7 days. You can select “Custom Range” to select specific start and end dates.

**Step 6:** Be sure to select the green “Save Visitor” button at the bottom.

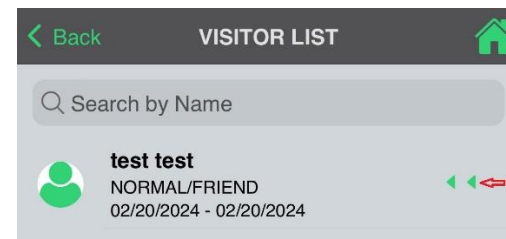


**Additional Note:** The three green lines on the top left of the dashboard will open a menu that allows you to see your account information and more.

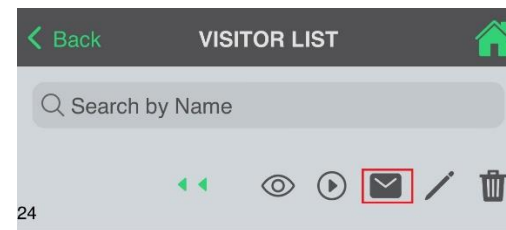
## Issuing an E-Pass to a Visitor

**Step 1:** From the Dashboard, select the “Visitor List” button.

**Step 2:** Find the visitor you wish to send an E-Pass to and **PRESS** and **SLIDE** the green arrows next to their name to expand the options menu.



**Step 3:** Click on the envelope icon.



**Step 4:** Enter your visitor’s phone number or e-mail address, then hit “Send E-Pass”.

## Troubleshooting Tip

If you are experiencing issues logging in, please uninstall and reinstall the app. If this does not resolve the issue, please contact the CSD at (661) 821-4428.

# WEB BROWSER INSTRUCTIONS

Gatehouse # 661-821-5261

## Account Initialization

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

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

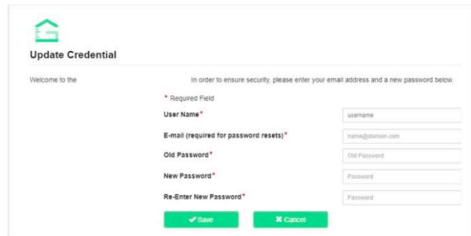
**Client Code:** 146146 (for the app only)

**User Name:**

**Temporary Password:** valley2019

**IMPORTANT:** Due to multiple users with the same first initial and last name, some residents have been assigned a different username. **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 and update your password.**



Use **valley2019** when prompted for your old password. Create a new password and enter it twice. You may also change your username if you wish.

**IMPORTANT:** Please enter an email address to easily recover a forgotten password.

PIN #

## Adding Visitors

**Step 1:** From the portal, navigate to the menu on the left side of the screen and click on “Visitors”.

**Step 2:** Click on the green “Add Visitor” button in the top left corner of the screen.

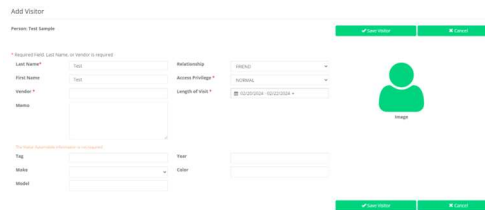


**Step 3:** Enter your visitor's first and last name, or if they are a company providing services to you, enter the company name in the “Vendor” field.

**Step 4:** Select the “Access Privilege” for your visitor:

- 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.
- Contractor: Authorized entry hours limited from 6am to 6pm.

**Step 5:** Select the “Length of Visit”, up to a maximum of 7 days. You can select “Custom Range” to select specific start and end dates.



**Step 6:** Be sure to click the “Save Visitor” button.

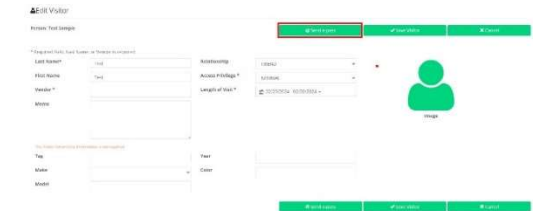
Tract/Lot:

## Issuing an E-Pass to a Visitor

**Step 1:** From the “Visitors” screen, select the pencil icon next to the visitor you wish to send an e-pass to.



**Step 2:** Select the “@ Send e-pass” button on the edit visitor page.



**Step 3:** Enter your visitor's phone number or e-mail address to send them a pass. Check the box that says “I agree to the Terms and Conditions”, then hit the green “Send E-Pass” button.



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