ONR

HOW TO CREATE A VISITOR PASS

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This guide provides step-by-step instructions on how to effectively utilize the Access & Visitors feature within your account on the App and web browser (computer).

CREATE A VISITOR PASS USING THE APP

1 **Log into App.**

If you haven't already, download the App on your smartphone.

Once you logged in, access the Access & Visitors Section **Tap the bell icon** located on the bottom icon bar of your screen.
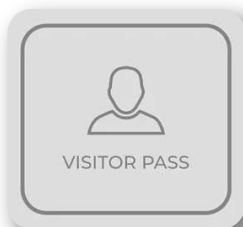
DORAL ISLES

user@email.com

****

LOGIN

Forgot Password

Choose "ACCESS & VISITORS" **2**

Select the **"ACCESS & VISITORS"** tile from the available options.

AMENITIES & COMMON AREAS

SERVICE REQUEST

ACCESS & VISITORS

Select the Pass Type

Choose the **appropriate pass type** based on your requirements:

3

VISITOR PASS

EVENT PASS

SERVICE OR DELIVERY

Look for descriptions at the end of this document

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NEW VISITOR PASS

Permanent Access Pass ⌄

Carlos Rivas 👤

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Visitor Phone Number (optional) 📞

SAVE PASS

4 Creating a **"Visitor Pass"**

Example Within the "Visitor Pass" category, you'll find three options to choose from:

Visitor Pass Type
Please select the type of pass you want to create

Day Pass

Restricted Access Pass

Permanent Access Pass

For this example we're selecting **"Permanent Access Pass"**

Provide the **required name** and consider adding their e**mail address and/or cell phone number** to enable direct delivery of the visitor pass.

5 Once the details are entered, tap **"SAVE PASS"** to generate the pass.

SAVE PASS

6

Pass Successfully Created

You have successfully generated the visitor pass. You can now **opt to either share the pass or open it** in your phone's web browser.

YOUR USER PASS HAS BEEN CREATED!

SHARE PASS

OPEN IN BROWSER

230818BIU
Carlos Rivas
PERMANENT ACCESS

- **To Share the Pass:** Choose **"SHARE PASS"** to access sharing options tailored to your phone model.

- **To Open in Browser:** Select **"OPEN IN BROWSER"** to view the pass in your mobile web browser, allowing you to take a screenshot or share it as needed.

- **Emailed Option:** The pass can also be **sent to your email,** enabling you to forward it to your visitor for their use.

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## CREATE A VISITOR PASS VIA WEB BROWSER (LAPTOP OR COMPUTER)

1

Log in to your account on a laptop or desktop computer. Click on the **"RESIDENT LOGIN"** button and enter your credentials .

2

Once logged in, find the **concierge bell icon** at the top center of the screen and click on it.

Then, in the left-hand menu, choose **"ACCESS & VISITORS."**

AMENITY RESERVATION

SERVICE REQUEST

ACCESS & VISITORS
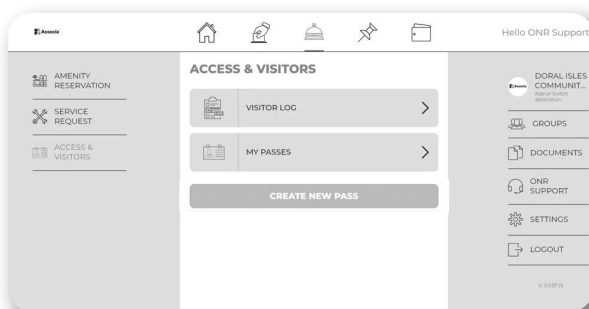
3

Click **"Create New Pass."**

CREATE NEW PASS

Select the Pass Type

Choose the **appropriate pass type** based on your requirements: In this example, we'll select **"Visitor Pass."**
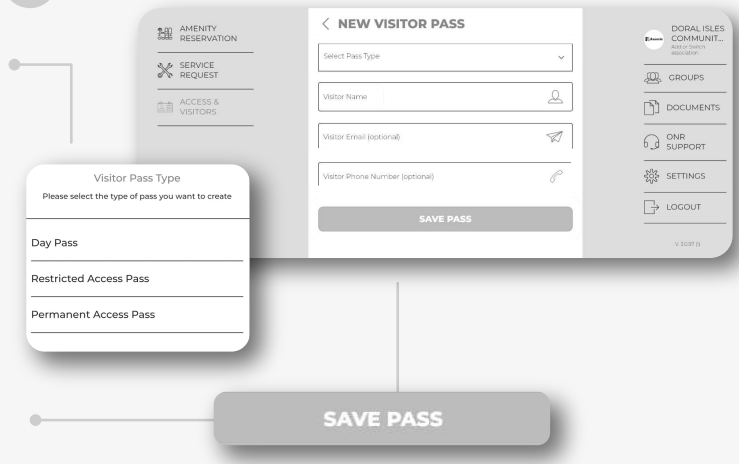
4

VISITOR PASS

EVENT PASS

SERVICE OR DELIVERY

Look for descriptions at the end of this document

ONR

4

You'll see the **"Select Pass Type"** field with three options, For this case, we're choosing **"Permanent Access Pass."**

Provide the **required name,** and you can also add their **email address and/or cell phone number** for direct delivery of the visitor pass.
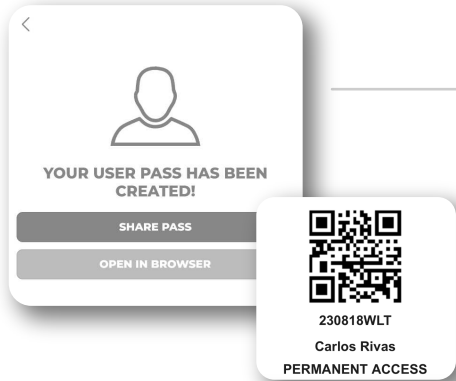
Once the details are entered, tap **"SAVE PASS"** to generate the pass.

NEW VISITOR PASS

Select Pass Type

Visitor Name

Visitor Email (optional)

Visitor Phone Number (optional)

SAVE PASS

AMENITY RESERVATION
SERVICE REQUEST
ACCESS & VISITORS

DORAL ISLES COMMUNIT...
Add or Switch association
GROUPS
DOCUMENTS
ONR SUPPORT
SETTINGS
LOGOUT

Visitor Pass Type
Please select the type of pass you want to create

Day Pass

Restricted Access Pass

Permanent Access Pass

SAVE PASS

5

YOUR USER PASS HAS BEEN CREATED!

SHARE PASS

OPEN IN BROWSER

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PERMANENT ACCESS

Pass Successfully Created!

You have successfully **generated the visitor pass.**

- **To Share the Pass:** Choose **"SHARE PASS"** to access sharing options tailored to your phone model.

- **To Open in Browser:** Select **"OPEN IN BROWSER"** to view the pass in your mobile web browser, allowing you to take a screenshot or share it as needed.

Note: You will receive **email and/or SMS text notifications** when your guest's visitor pass is scanned by your association's staff or team. This feature enhances transparency and accountability within the access control process.

VISITOR PASS:
This pass is meant for **specific users whose names you need to input.** It can be used for day passes, permanent access, or restricted access (e.g., housekeeping, cleaning, or pool maintenance) within specified date ranges.

EVENT PASS:
Ideal for **events such as birthday parties,** this pass eliminates the need for individual registrations.

SERVICE OR DELIVERY:
Use this option when you're aware of the company or entity name but not the individual. **Register the service or delivery** along with the date and time frame.

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Add or Switch association
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SETTINGS
LOGOUT

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If you have any problems or need additional assistance, don't hesitate to reach out to our dedicated support team at **support@onrapp.com**

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