

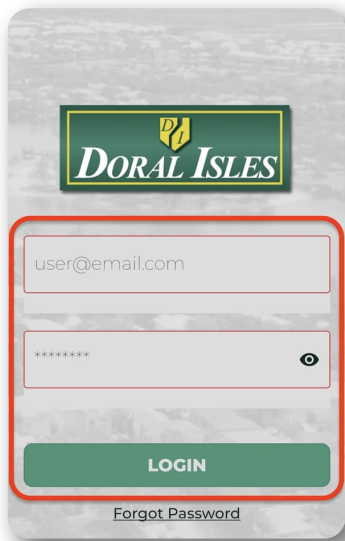


HOW TO CREATE A VISITOR PASS

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.

2 Choose "ACCESS & VISITORS"

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



Select the Pass Type

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



3

**Look for descriptions at the end of this document*

4 Creating a **“Visitor Pass”**

Example Within the “Visitor Pass” category, you’ll find three options to choose from:

For this example we’re selecting **“Permanent Access Pass”**

Provide the **required name** and consider adding their **email 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.

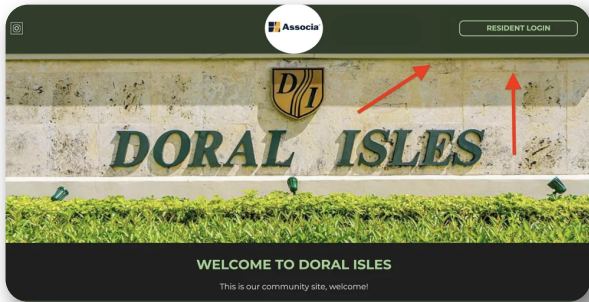
6 **Pass Successfully Created**

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.



- **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.

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.

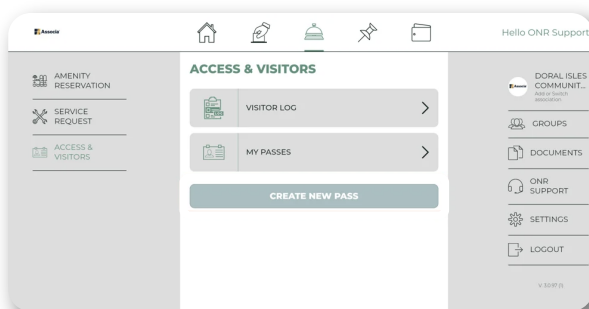


Then, in the left-hand menu, choose **“ACCESS & VISITORS.”**



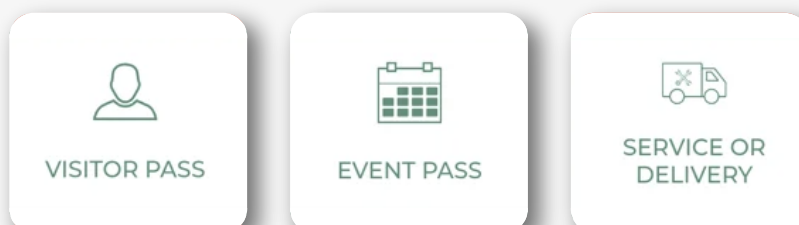
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Click **“Create New Pass.”**



Select the Pass Type

Choose the **appropriate pass type** based on your requirements: In this example, we’ll select **“Visitor Pass.”**



4

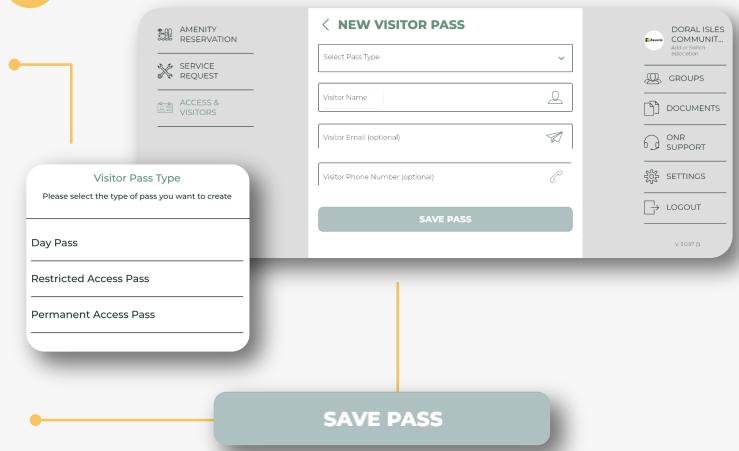
**Look for descriptions at the end of this document*

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.

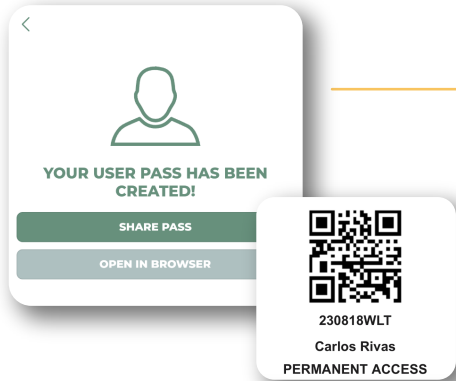


5

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.

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