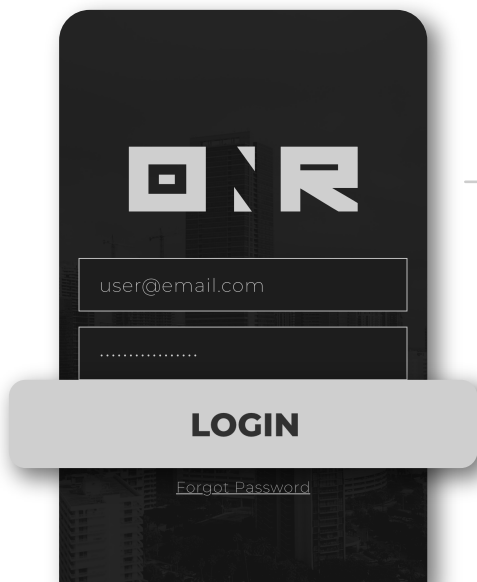




# HOW TO CREATE A VISITOR PASS USING THE MOBILE APP

This guide provides step-by-step instructions on how to effectively utilize the Access & Visitors feature within your account on the ONR App.



## 1 Log into App.

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

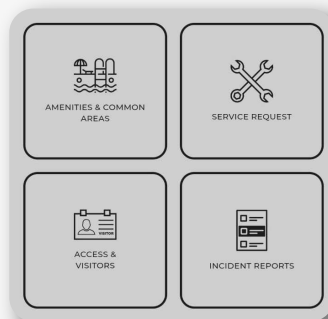


Once you logged in, access the Access & Visitors Section **Tap the bell icon** located on the bottom icon bar of your screen.

## 2 Choose "ACCESS & VISITORS"

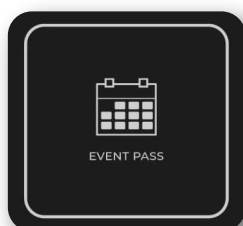
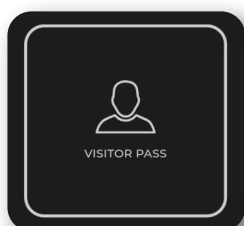
Select the **"ACCESS & VISITORS"** tile from the available options.

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## Select the Pass Type

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



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### 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.

NEW VISITOR PASS

Permanent Access Pass

Carlos Rivas

carlos.rivas@onrapp.com

Visitor Phone Number (optional)

SAVE PASS

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### 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 **email address and/or cell phone number** to enable direct delivery of the visitor pass.

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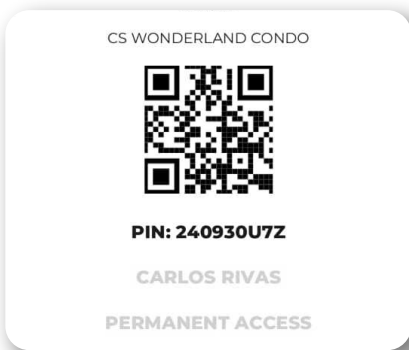
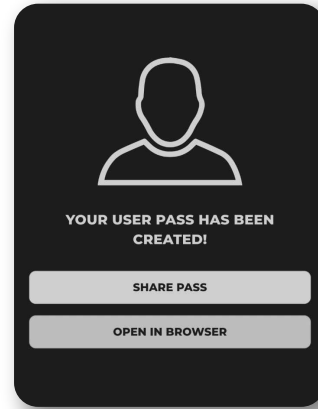
SAVE PASS

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

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### 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.

**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.

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