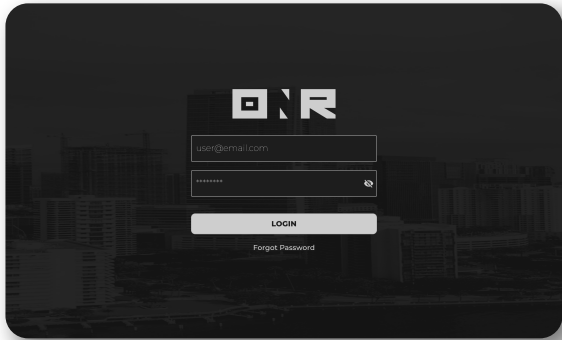
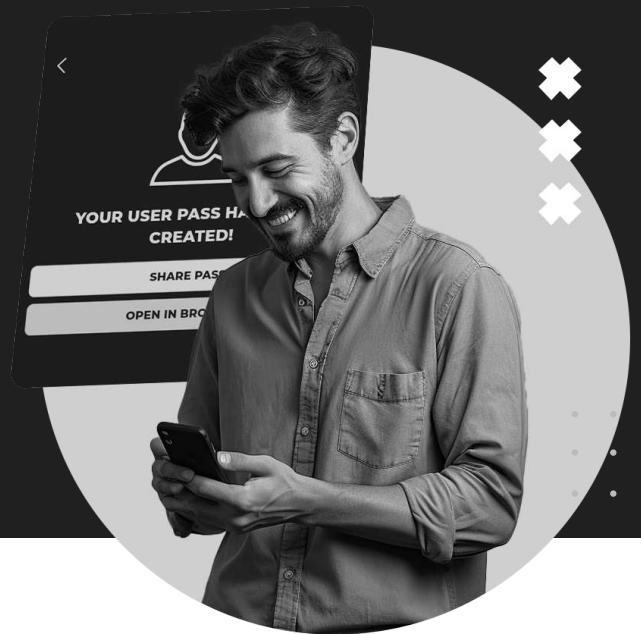




## HOW TO CREATE A VISITOR PASS USING THE WEB APP

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



1

**Log in to your account** on a laptop or desktop computer.

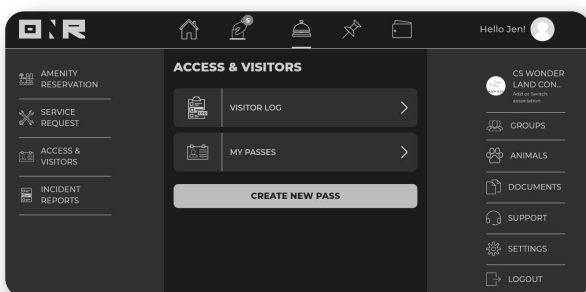
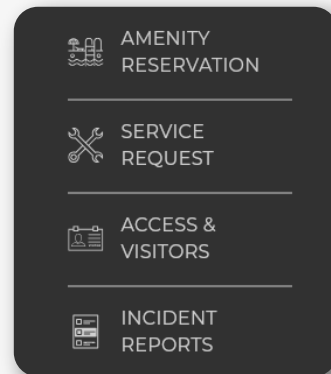
Once you've entered your credentials, tap the **“LOGIN”** button to proceed.

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.”**



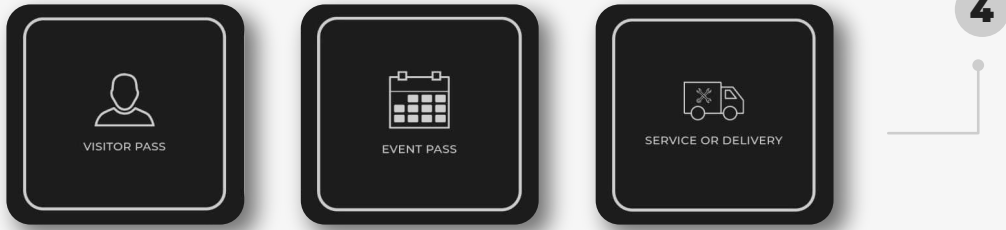
3

Click **“Create New Pass.”**



### Select the Pass Type

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



#### VISITOR PASS:

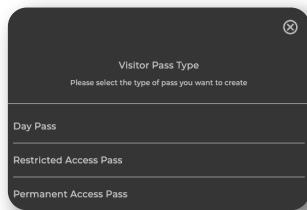
This pass is meant for **specific users whose names you need to input**. It can be used for day passes, permanent access, or restricted access (e.g., housekeeping, cleaning, or pool maintenance) within specified date ranges.

#### EVENT PASS:

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

#### SERVICE OR DELIVERY:

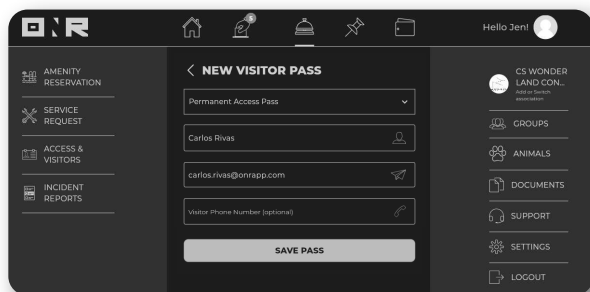
Use this option when you're aware of the company or entity name but not the individual. **Register the service or delivery** along with the date and time frame.



5

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

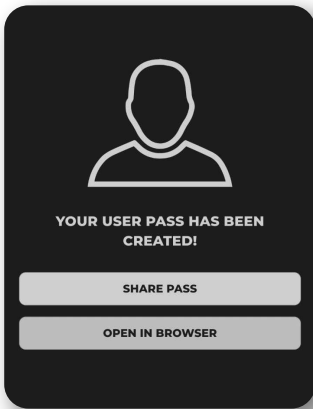
Provide the **required name**, and you can also add their **email address and/or cell phone number** for direct delivery of the visitor pass.



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



6



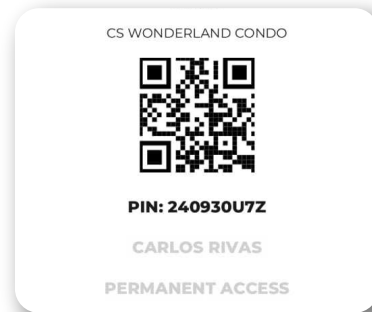
### Pass Successfully Created!

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.

### 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)