



Dear Resident:

We are proud to offer the GateHouse® Solutions software which allows remote access for managing visitors and viewing your account information. In addition, this document includes directions to the **KPOA Members Only** portion of the KPOA website; two distinct passwords are required.

GATEHOUSE RESIDENT WEB PORTAL

From www.kenmure.org, click the link for “Gate Pass Login”. The login screen below displays.

A screenshot of the GateHouse Solutions login interface. At the top, it displays the GateHouse SOLUTIONS logo and the text 'Visitor and Resident Management Software'. Below this, there are two input fields: 'Username' with a person icon and 'Password' with a lock icon. A green 'Login' button is positioned below the fields, and a 'Forgot Password' link is located underneath the button.

GateHouse® Solutions Visitor and Resident Management

The GateHouse® Solutions Visitor and Resident Management software's extensive collection of modules provides complete flexibility in configuring a system for any community's needs and can be added at any time as your community grows. Software Modules can be added at any time. Below are some of our popular Software Modules. Please contact your Property Manager if there are any software modules that are a good fit for your community.

LOG-IN

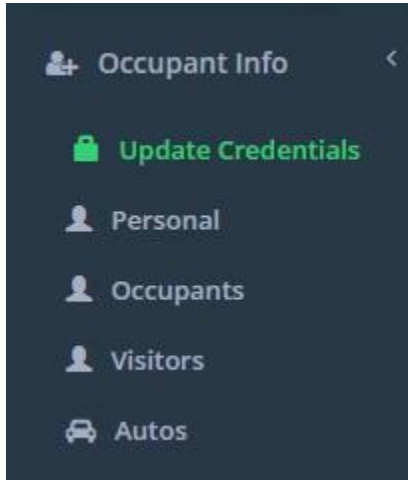
Username: As a new resident, your username has been assigned to you by the KPOA Office Staff. Typically, the username is the first letter of your first name and your last name – all lower case. If you have a common name, a middle initial may also be used. My username is



4747 North Nob Hill Road, Suite 5 | Sunrise, FL | 33351 **P:**
800.777.8912 | **F:** 954.572.4531

Passwords: All passwords are set to a default of **kenmure2021**. We strongly encourage everyone to change their password upon login.

- To change your password, in the left pane select Update Credentials.



Enter your email address so that when your password resets, it will be sent directly to your email. Enter the default password (kenmure2021) in the Old Password field. Enter your new password in New Password field, re-enter the New Password to confirm, then click Save.

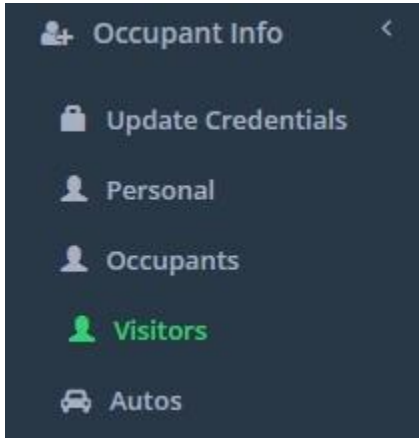
* Required Field

User Name*	<input type="text"/>
E-mail (required for password resets)*	<input type="text"/>
Old Password*	<input type="password" value="Old Password"/>
New Password*	<input type="password" value="New Password"/>
Re-Enter New Password*	<input type="password" value="Confirm Password"/>

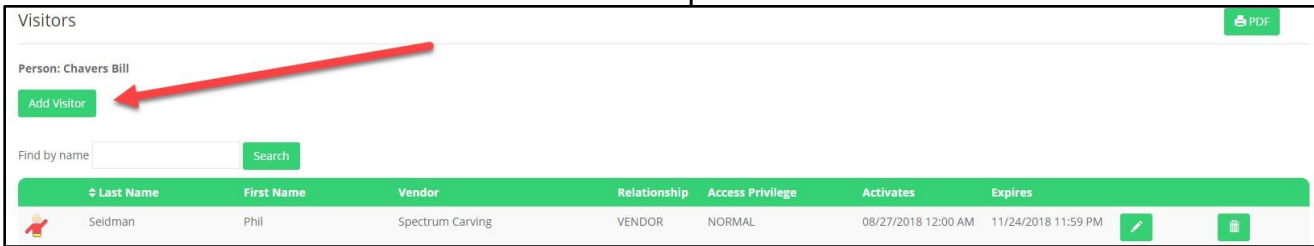
- **IMPORTANT** – only one account is set up for each property address, therefore you will need to share the username and password with each of the occupants in order for everyone to make changes to your visitor list.

ADDING VISITORS – including Contractors, Service Workers, Family

1. To manage visitors on your account, click on the “**Visitors**” button in the left pane of the screen.

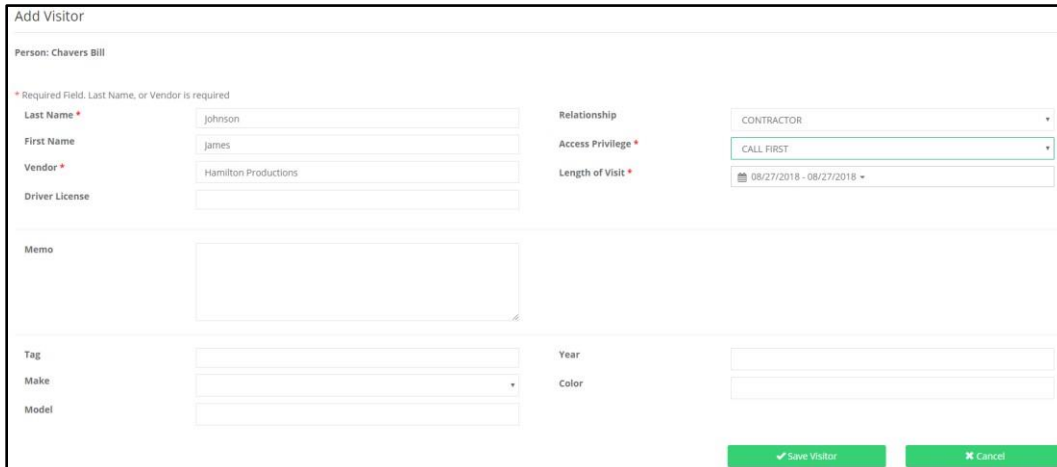


2. Click on the “**Add Visitor**” button in the top left-hand corner of the screen:



3. On the “**Add Visitor**” screen:

- Enter in the required information as well as any other information you feel is helpful for the gate staff to identify and process your visitor efficiently.
- Select the length of time that the visitor pass will be valid (maximum value is 365 days)
- Click “**Save**” and this information will be sent to the computers at the Guard House



Person: Chavers Bill

* Required Field. Last Name, or Vendor is required

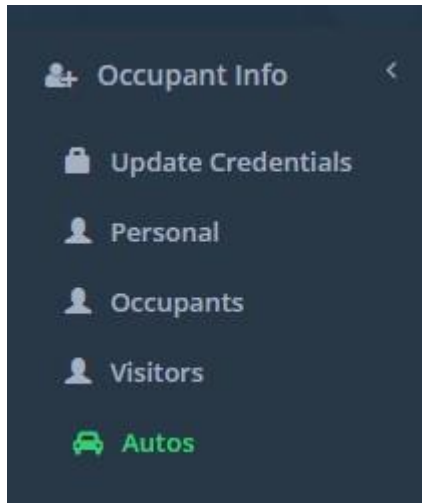
Last Name * Johnson
 First Name James
 Vendor * Hamilton Productions
 Driver License
 Relationship CONTRACTOR
 Access Privilege * CALL FIRST
 Length of Visit * 08/27/2018 - 08/27/2018

Memo

Tag
 Make
 Model
 Year
 Color

4. Additional information below is available for your review from the left pane:

- Account information (Personal)
- Household occupants
- Automobile information



Visitor and Update Credentials are the two areas that Residents are able to enter or change information. If changes are required to other areas of your account (personal information, occupants or autos), please contact the KPOA office at kpoa@gmail.com and indicate the changes necessary for the Gatehouse system. You may be asked to provide documentation depending on the type of change requested.

KPOA MEMBERS ONLY

From www.kenmure.org, click the link for “**KPOA Members Only**”. The login screen below displays.



Protected: KPOA Members Only

This content is password protected. To view it please enter your password below:

Password:

The default password for everyone is **Kenmure docs** (**Capital K, enmure, space, docs**) and cannot be changed. Please type Kenmure docs and click enter. You should now be able to view the Directory, Kenmure Map, Board minutes and other pertinent Association documentation.

If you have any questions, do not hesitate to call the KPOA Office at 828-692-2346.