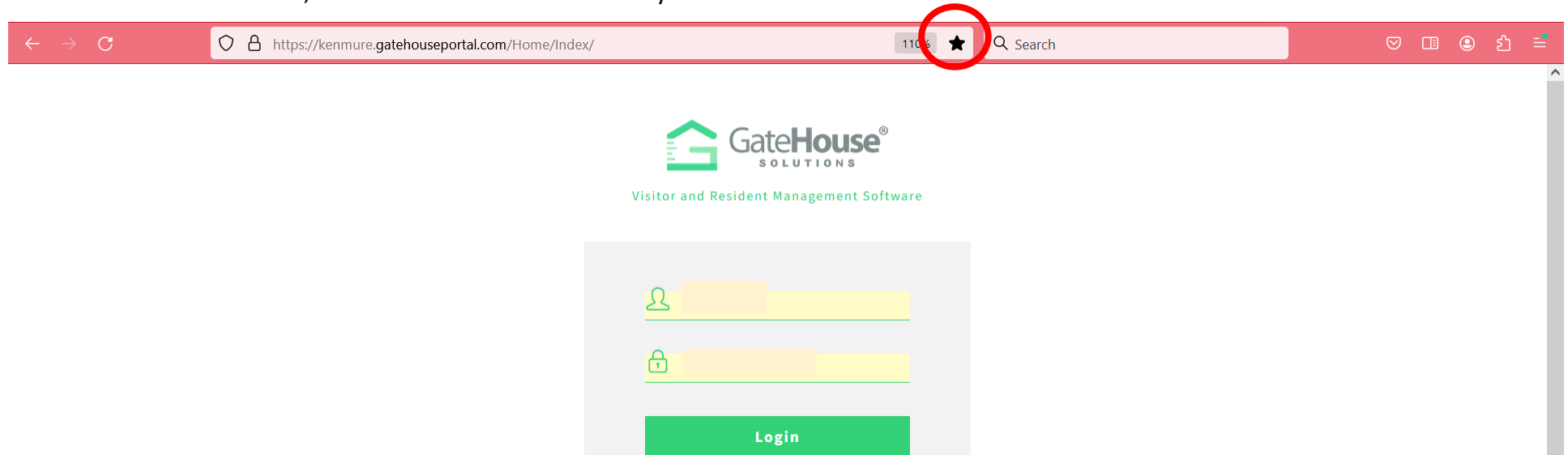


HOW TO ENTER A VISITOR PASS IN THE GATEHOUSE SYSTEM

Updated 9-5-24

- Login to the GateHouse Visitor Pass Portal via the following website: <https://kenmure.gatehouseportal.com>
- Once you have logged into the GateHouse portal, you will see the screen below, prompting you to enter your login name and password.
 - 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, followed by your last name, all lower case. If you have a common name, a middle initial may also be used.
 - Passwords: All passwords are set to a default of **kenmure2021**. Everyone is strongly encouraged to change their password upon login. The next screen will show how to do that.
 - If you are unsure about your username and/or password, please contact the KPOA Office at (828) 692-2346.
- If you don't want to have to enter your log in credentials and password every time you want to access GateHouse, you can save this website to your Favorites and Bookmark it by selecting the star on the right side of the white search bar, as shown below with the red circle.
- When the star is filled in, the website has been saved to your "Bookmark Favorites."



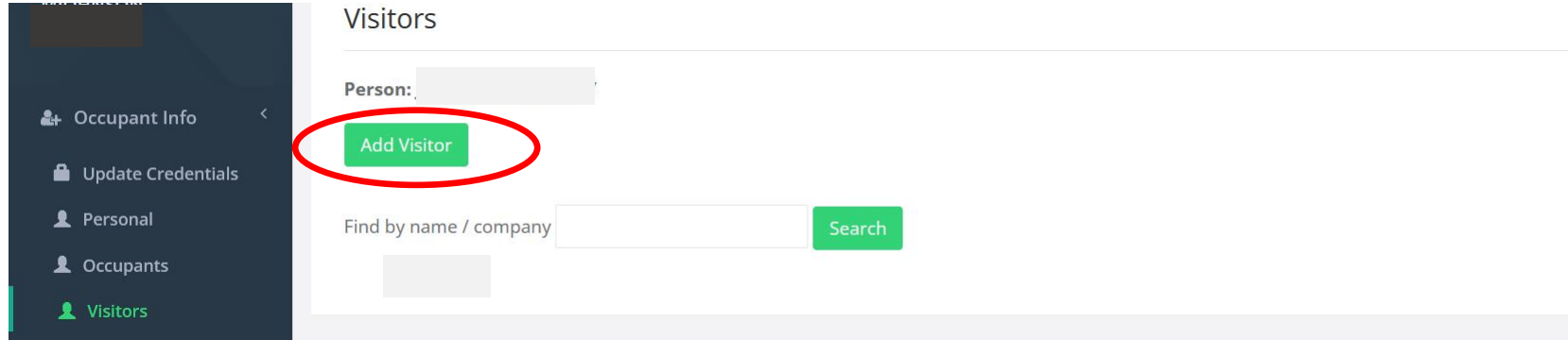
- To change your password after having logged in, in the black panel on the left side of the screen, select "Update Credentials."



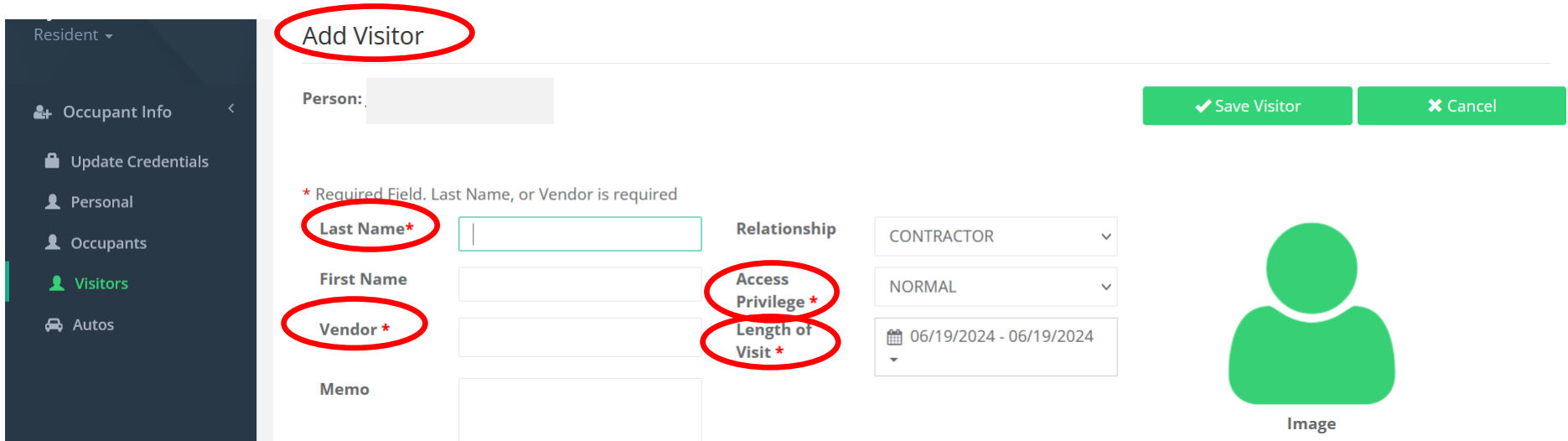
- Your User Name will already be pre-populated
- Enter your email address so that when your password resets, it will be sent directly to your email.
- Enter the default password (kenmure2021) in the Old Password field.
- Enter your new password in New Password field, re-enter the New Password to confirm,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

- **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 one household in order for everyone to make changes to your visitor list.**
- After you have logged in, below is the 1st screen headlined, “Occupant Information”
- In the black panel on the left side of the screen, select “Visitors”

- Once you have selected “Visitors,” the next screen will look like the screen below headlined, “Visitors.”
- Click on the green “Add Visitor” button



- The screen will change and look like the one below which is headlined, “Add Visitor.”
- It is in this screen where you will enter the information for the visitor/guest/contractor.
- The fields with red stars are mandatory fields. However, *if a last name is entered, a vendor name is not required.*
- *Conversely, if a Vendor name is entered, a last name is not required.*
- If you would like to enter a Vendor AND a last name, you can enter both.



- There is a list of options to choose from in the box on the right labeled “Relationship.”
- Select the option which best describes the person for who you are creating the visitor pass.

The screenshot shows the 'Add Visitor' form. On the left is a dark sidebar with navigation options: Occupant Info, Update Credentials, Personal, Occupants, Visitors (highlighted), and Autos. The main form area has a title 'Add Visitor' and a 'Person:' field. Below this is a note: '* Required Field. Last Name, or Vendor is required'. The form contains several input fields: 'Last Name*' (containing 'Smith'), 'First Name' (containing 'John'), 'Vendor*', and 'Memo'. To the right of these fields is a dropdown menu labeled 'Relationship' (circled in red). The dropdown is open, showing a list of options: CONTRACTOR, Select, CONTRACTOR, FRIEND, HOME SERVICES (highlighted), KCC NON-RES, KEMPER EMPLOYEE, RELATIVE, RENTAL GUEST, RESTRICTED ACCESS, and WATCH-LIST. Further right are two buttons: 'Save Visitor' and 'Cancel'. To the far right is a green silhouette icon labeled 'Image'. At the bottom of the form, there is a small orange note: 'The Visitor Automobile information is not required.'

- The next required field is “Access Privileges.” This list of access types of self-explanatory.
- Select the access type which applies for the visitor you are entering a pass for.

This screenshot shows the 'Add Visitor' form at a later stage. The sidebar is the same. The 'Last Name*' field is empty, and the 'First Name' field contains 'John'. The 'Relationship' dropdown is now set to 'HOME SERVICES'. The 'Access Privilege*' dropdown (circled in red) is open, showing a list of options: NORMAL, NORMAL (highlighted), DENIED, CALL FIRST, SEE MEMO, CONTRACTOR, and ONE TIME ACCESS. The 'Save Visitor' and 'Cancel' buttons are still present. The 'Image' icon is also visible on the right.

- The last piece of information is the length of time the Visitor Pass is needed. It is best to ensure the pass is entered for ONLY the duration of time the visitor will be here, and not any longer than necessary.
- **The Visitor Pass gives that person access to our entire community, 24 hours a day, 7 days a week for the duration of the dates on that pass.**
- When you select the arrow underneath the calendar in the “Length of Visit,” a drop-down menu appears. You can choose one of the 4 pre-set options of 1, 2, 7, 90 days.
- **Please do NOT select a one-year pass of 365 days unless you are positive the guest is going to be a recurring & regular visitor who will be here consistently throughout the year.**
- There is also another option on the next page for custom date entry.

* Required Field. Last Name, or Vendor is required

Last Name*

Relationship HOME SERVICES

First Name John

Access Privilege* NORMAL

Vendor *

Length of Visit *

06/19/2024 - 06/19/2024

1 Day

2 Days

7 Days

90 Days

365 Days

Custom Range

Apply Cancel

Memo

The Visitor Automobile information is not required

Tag

Year

Make

Color

Image

- If you want to enter a Visitor Pass for a specific amount of time, for example 3 weeks, etc., which is NOT one of the default time spans listed, select “Custom Range,” and a new box will pop up directly to the left as shown below.

memo

06/19/2024 06/19/2024

1 Day

2 Days

7 Days

90 Days

365 Days

Custom Range

Apply Cancel

The Vis

Tag

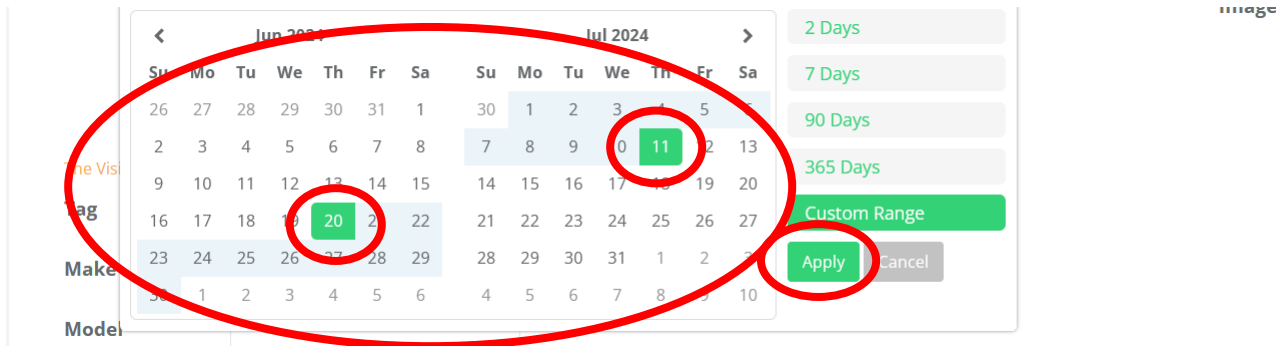
Make

Model

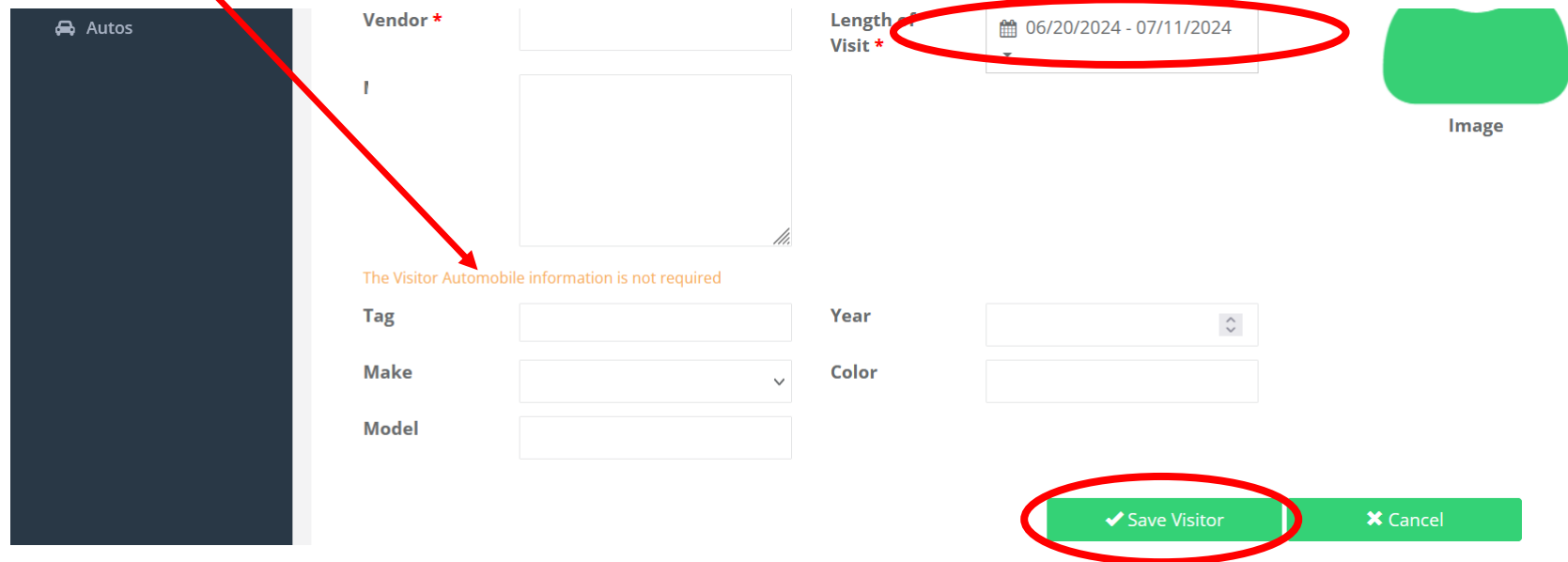
Image

Jun 2024						Jul 2024							
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	31	1	30	1	2	3	4	5	6
2	3	4	5	6	7	8	7	8	9	10	11	12	13
9	10	11	12	13	14	15	14	15	16	17	18	19	20
16	17	18	19	20	21	22	21	22	23	24	25	26	27
23	24	25	26	27	28	29	28	29	30	31	1	2	3
30	1	2	3	4	5	6	4	5	6	7	8	9	10

- Select the starting day of when the visitor will arrive on the calendar on the left. The date will turn green in the calendar after it has been selected.
- Then on the calendar on the right, choose the last day the visitor will be here. That date will turn green in the calendar after it has been selected.
- In the example below, a 3 week visitor pass has been entered to start June 20 and end on July 11.
- Once the dates have been entered for the custom dates, click on the green “Apply” button



- After the “Apply” button has been selected, the screen will return to the previous one, but with the custom dates that were just entered for their “Length of Visit” visible, as shown below.
- The “Visitor Automobile” information at the very bottom is NOT required.
- Once the dates for the pass have been entered, review all of the information to ensure that everything is correct.
- If it all looks accurate, select the green “Save Visitor” button at the bottom.



- Once you have done that, the screen will change to the one below:
- If you have more visitors, you can repeat the process by choosing the green “Add Visitor” button and repeating the process.
- If you need to make any changes to the visitor info that you already entered, the information can be edited by selecting the pencil icon on the bottom right. That will re-open the entry and you can change whatever was entered, such as length of stay, name of company, etc.
- If you want to remove the visitor completely, you can delete the visitor entry by selecting the trash can icon on the far bottom right corner of the screen.
- Once you are done with the review and/or editing, click on the “Logout” button on the top right corner of the screen.
- Visitor Passes that are entered in GateHouse are **immediately** recognized in the system.
- Which means that when a Visitors/Contractors Pass is entered in GateHouse, and the person for who the pass was entered arrives at the Security gate 1 minute later, their pass will be in the system (so long as the pass was entered correctly).
- There is rarely a need to call the Security Guards and have them enter a visitor, because a contractor/visitor entered in GateHouse by residents, are in the system and will readily be found by Security as soon as “Save Visitor” has been selected by the resident doing the entry.

GateHouse[®] SOLUTIONS

Kenmure → JOHNSC → Visitors

Logout

This site is optimized for Google Chrome on the PC and Safari on the Mac. If you have a PC please download and install Google Chrome [here](#). Mac Users can download and install Safari [here](#).

Resident ▾

Occupant Info

Update Credentials

Personal

Occupants

Visitors

Autos

Visitors PDF

Person:

Add Visitor

Find by name / company Search

	Last Name	First Name	Vendor	Relationship	Access Privilege	Activates	Expires	
	Smith	John		HOME SERVICES	NORMAL	06/20/2024 12:00 AM	07/11/2024 11:59 PM	

KPOA MEMBERS ONLY

- In order to view the KPOA Directory, Kenmure Map, Board minutes and other pertinent Association documentation, follow the directions below:
- From www.kenmure.org, website, click the link for “KPOA Members Only” to see the login screen below.



Protected: KPOA Members Only

- This content is password protected. To view it please enter your password below:
- Password: Enter
- The default password for everyone is **Kenmure docs** (**Capital K, enmure, space, docs**) and cannot be changed. Please type Kenmure docs and click enter.
- If you have any questions, do not hesitate to call the KPOA Office at 828-692-2346.