Pelican Landing Community Association, Inc.

24501 Walden Center Drive, Bonita Springs, Florida 34134
(239) 947-5977 • Fax (239) 947-3606

Dear Pelican Landing Resident:

Below is the security code you picked at time of registration.

FOR SECURITY REASONS, THIS NUMBER SHOULD NOT BE GIVEN TO ANYONE.

This is a form of private ID which can be used several ways in Pelican Landing. During any telephone conversations with the PLCA office or the gatehouse staff, you may be asked for this number in order for the staff member to positively identify you. Some reasons you may want to call the office would be to update your authorized guest list, authorize guests for over seven days and/or request guest amenity passes, and to update your personal information such as mailing address and phone numbers.

Pelican Landing has a voice mail system, which you can use to authorize deliveries, workmen and short term visitors such as dinner guests and one time visitors.

If you are calling from any telephone that has been registered with the Pelican Landing Association Office:

1.) Dial (239) 495-3802, The computer will now prompt you to wait for the beep and then **clearly state the name of your guest** (or the name of your first guest, in the event of more than one guest being cleared at this time).￢

2.) Next, the computer will ask you to PRESS 1# if you expect your guest today, PRESS 2# if you expect your guest tomorrow, or PRESS-3# if you wish to clear your guest for both today AND tomorrow. For any other date, PRESS-4.

3.) If you pressed 1, 2 or 3, the system will announce that the guest has been added to your list. You may hang up the phone, or press 1 and the # sign to add another guest.

4.) If you pressed 4 for another date, the system will ask you to enter the month and the # sign. For example, enter 8# for August. Next, you will be asked to enter the day of arrival followed by the # sign. For example, press 16# for the 16th of the month. Finally, you will enter the year followed by the # sign. For example, you may either enter 2008# or 08# for the year 2008. Once verified as a valid date, the system will prompt you for the number of days you wish to clear your guest, followed by the # sign. For example 7# will clear the guest for 7 days starting 8/16/2008. When complete, the system will read back the date and number of days, which you may accept by pressing 1 and the # sign, or reject and try again by pressing 2 and the # sign.

DO NOT HANG UP THE PHONE UNTIL THE COMPUTER PROMPTS YOU TO DO SO.

5.) Your visitor will now be authorized to enter. The message will now be stored in the system for the number of days you have cleared him/her. Upon expiration, this guest will no longer appear on your guest list.

*If calling from any other telephone number you will be prompted to enter a registered 10 digit Pelican Landing phone number, followed by your four (4) digit Security Code number.

Please note that this only allows entry through the gates to Pelican Landing. *This does not give the visitor access to the amenities* offered by Pelican Landing. If you need to authorize your visitors for more than seven days or to allow your guests access to the amenities please contact the PLCA at 947-5977. For frequent visitors and family members for whom you wish to allow access any time they come, you may call this same number and add them to your authorized guest list.

Security Code:_____

Gate Access Authorization System (239) 495-3802

Pelican Landing has a voice mail system, which residents are asked to use in advance, day or night, when expecting short term visitors and to authorize deliveries, workmen and service contractors. You can use this system to authorize them up to 3 days in advance of their arrival. The gatehouse staff will make every effort to ensure that guests are allowed quick and courteous entry. If authorization has not been cleared for a visitor, the staff will attempt to contact the resident for authorization prior to admittance. If authorization is not received, the guest will not be admitted into the community.

When residents call from a telephone registered with the PLCA office, the system will recognize the number and there will be a short greeting, after which you may leave your message. When calling from any other phone not registered to the property, the system will prompt the caller for a 'ten-digit phone number.' The number the system is asking for is a resident's registered Pelican Landing telephone number. After this is entered, the system will verify the resident is calling by requiring the resident to enter their four-digit security code. Once this is entered, the system will prompt the caller to state the guest information for recording.

After the recorded greeting, the caller needs only to state the name of the guest(s) and their date of arrival. After stating this information, the caller can press the star (*) key for more options or just hang up. This system allows a 15-second message to be recorded.

Some helpful tips to remember when using this system:

1. Try not to wait until the last minute to call in a guest; phone lines may be busy.
2. The busiest calling times are from 7:00 am to 10:00 am daily. Calling the day or night before will save the frustration of getting a continuous busy signal.
3. Do not state your name or address; the system recognizes the registered telephone number and attaches the message to the correct address.
4. Please remember that this system is for gate entry only.
5. If a resident wishes to allow guests use of the Pelican Landing amenities, please call the Administration Office at (239) 947-5977 to request car and/or guest passes to be left at one of the gatehouses for guest pick up.

Residents who have recurring guests or service company visits should include the names of all such individuals and parties on their Resident Access Form on file in the Administration Office. Each person or company listed as an authorized guest must still stop at the gatehouse and will then be issued a pass for access into the community.

All vehicles entering Pelican Landing without an official community pass will be stopped at the gatehouse and processed according to community access control procedures.

Registered vehicle bar code decals are issued to residents who have a personal vehicle. Temporary passes are available for residents with rental cars and for friends or family members who do not reside on property. These passes require homeowner approval and may be renewed every 90 days.

What is GateAccess.net?
www.GateAccess.net is a premier website that allows residents of participating communities to securely process information such as guest and access lists online.

I have the information, what is my first step?
Once you have logged into www.gateaccess.com click on the email updater button located on the left side of the screen. The website will direct you to an area that allows you to change your email address that the guards have on file. This is an Important step because this will be the email address that the system will use to reply to you with confirmations! Type in your information as listed below, to include your email address and click on <u>update email address button</u>. Now the system will send you confirmations!

Pelican Landing offers three ways to update your guest/vendor lists:

Online: www.gateaccess.net
1). Click on the down arrow in the drop-down box, and select 'PL' for the Community Code.
2). User Name is your MEMBER NUMBER (Found on your PL Photo ID Card. NUMBERS ONLY--NO LETTERS).
3). The Password is your property's SECURITY CODE. This is the same code used with the voicemail system, or with the guard at the gate. You may get your code number, if you don't know it, from the association office.

How do I enter temporary and permanent guests into my Authorized Guests list?
Simply, click on the Guest Access button in the Menu bar, and enter all the relevant information. Note: Any Guests that have no start or end date will be listed permanently. Temporary guests will have a start and end date. You can enter up to ten (10) at a time into the system, then come back as many times as needed to enter more.

How do I see who was allowed entry to my property, or who is on my file?
Click on the List Request button which will allow you, after entering in your information, to request either a guest list or an entry list. Both lists will be emailed to you. Note: Next to the each guest's name there is a unique delete code.

How do I delet a guest from my list?
Click on the Guest Delete button, which will allow you to enter your information. In this screen as well, you will need to enter your (10) digit phone number as it appears in the file at the gate. The system will send you via email your personal information as it appears at the gate. You can contact your system administrator with changes, if necessary.

How do I view other information on my file, such as phone numbers and emergancy contacts?
Click on the Hard Copy button, which will allow you to enter your information, along with the delete code of the guest that you want to remove from your list. In this screen as well, you will need to enter your (10) digit phone number as it appears in the file at the gate.

How do I generate an alert for security that can be viewed every time my file at the gate is accessed?
Click on the Guard Note button, which will allow you to enter your warning! In this screen as well, you will need to enter your (10) digit phone number as it appears in the file at the gate. Use this feature to enter a Warning that is Critical for the guard to view whenever your screen opens on the computer!

Notes:
❖ If everything is working well, your information should get to the gatehouse within approximately 60 seconds.
❖ If you don't receive email confirmation, start by making sure that you have the correct email address on file.
❖ If confirmations are still not received, make sure that they are not sent to the junk or spam mail folder.

ABDi GateAccess App (Android, Blackberry & iOS)
Go to GateAccess.net to download. Scroll to the bottom of the page and choose your mobile OS for your download.
Same login information as that above instructions.

Gate Access Authorization System: (239) 495-3802
To contact the gates: (239) 992-PLCA (7522)

If you have any technical problems, please contact the privacy staff at ryanmorris@pelicanlanding.com.

PRIVACY/GATE ACCESS

Location: 24501 Walden Center Drive, Bonita Springs, FL 34134

Privacy Office Hours: Monday - Thursday: 8am - 4pm | Friday: 8am - 3pm

Barcode Office Hours:

October - April	May - September
Mon, Wed, Fri: 9am - Noon	Tues & Thurs: 9am - Noon & 1-3pm
Tues & Thurs: 9am - Noon & 1-3pm	

Phone : (239) 947-8563
Fax : (239) 947-3606

For: Vehicle bar codes for gate access, resident traffic issues, animal issues, noise complaints

Ryan Morris - Privacy Manager - ryanmorris@pelicanlanding.com
Steve Robinson - Barcode Administrator - steverobinson@pelicanlanding.com