

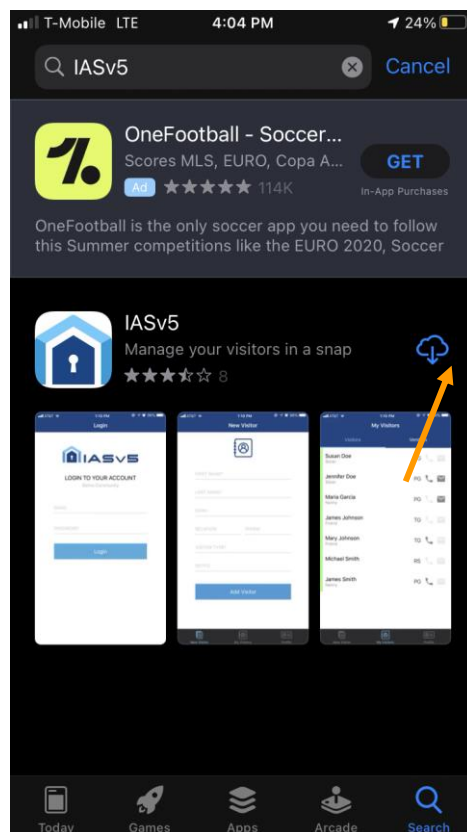
IASv5 Mobile QuickStart Guide

Dear Resident,

Your community is providing you with an incredibly useful feature, a smartphone APP **IASv5**, which allows you to do many things including managing your visitors and changing a few helpful settings as well. Just follow the simple steps below to set up the **IASv5** mobile app and to begin using it:

Installing the **IASv5** mobile APP

To install the **IASv5** mobile app you must navigate to your smartphone's app store and in the search bar type "**IASv5**". You should see a button next to the **IASv5** app icon that either says "**GET**" or "**Install**". Tap on that button and wait for the **IASv5** app to install.

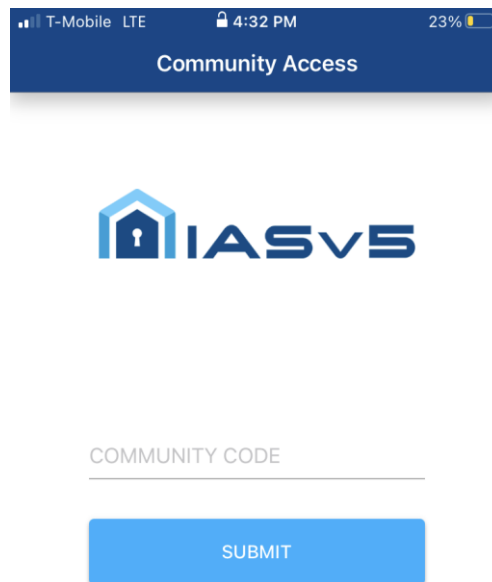


Connecting to your community through the IASv5 APP

Once the app is installed navigate to your phone's home screen and find the **IASv5** app and tap on it.

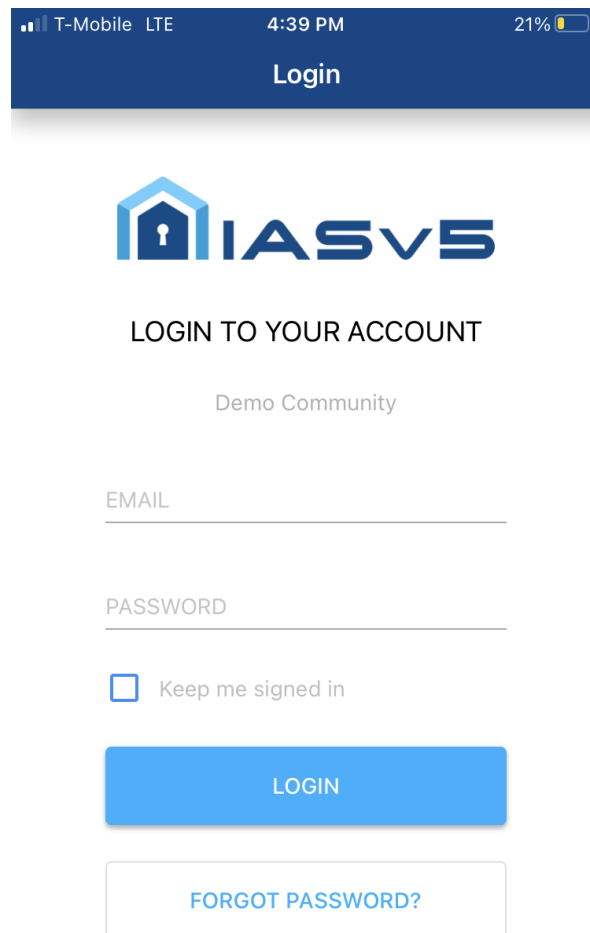
The first thing you should see when opening the app is a screen that asks for your "**COMMUNITY CODE**", here you will be required to enter the community code that is provided to you by someone from your Community Management team. It will be a 4- digit letter code.

Your community code can also be found in your **profile** on your community's **IASv5** website.




Login

A secondary screen will be presented, here you should enter your credentials (**email** and **password**) tied to your community account. After you have entered your information tap **“LOGIN”**.



T-Mobile LTE 4:39 PM 21%

Login



LOGIN TO YOUR ACCOUNT

Demo Community

EMAIL

PASSWORD

Keep me signed in

LOGIN

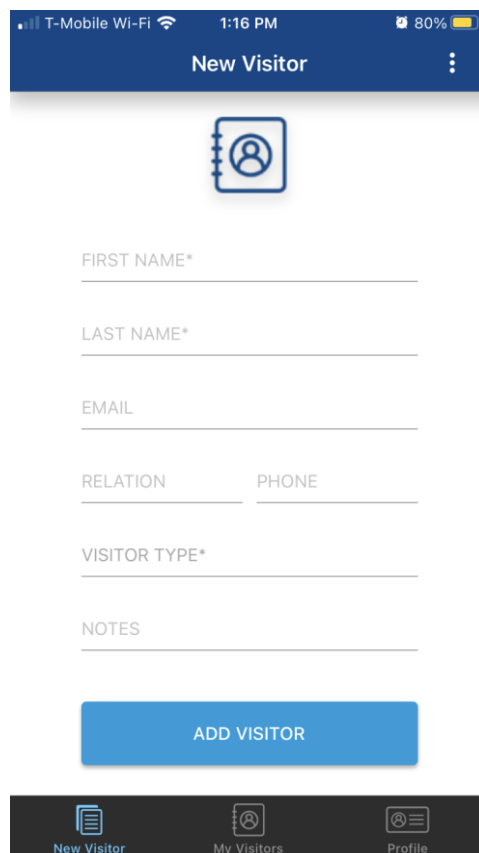
FORGOT PASSWORD?

Upon successful login, you will be displayed with the “New Visitor” screen from the **IASv5** App. If you are having trouble finding your login information, please contact a community administrator and they can help you recover this information. If you’ve forgotten your password, click on the **“Forgot your Password?”** to reset it. An email link will be sent to the email within your Resident profile.

Inside the application you will be presented with an overview of all the information associated with your property/account in the system.

Adding a Visitor

To begin adding a new visitor on the **IASv5** mobile app, locate and navigate to the “**New Visitor**” tab at the bottom of your screen and tap on it. It should look something like this.



The screenshot shows the 'New Visitor' form in the IASv5 mobile app. The form is displayed on a mobile device screen with a status bar at the top showing 'T-Mobile Wi-Fi', '1:16 PM', and '80%' battery. The form fields are as follows:

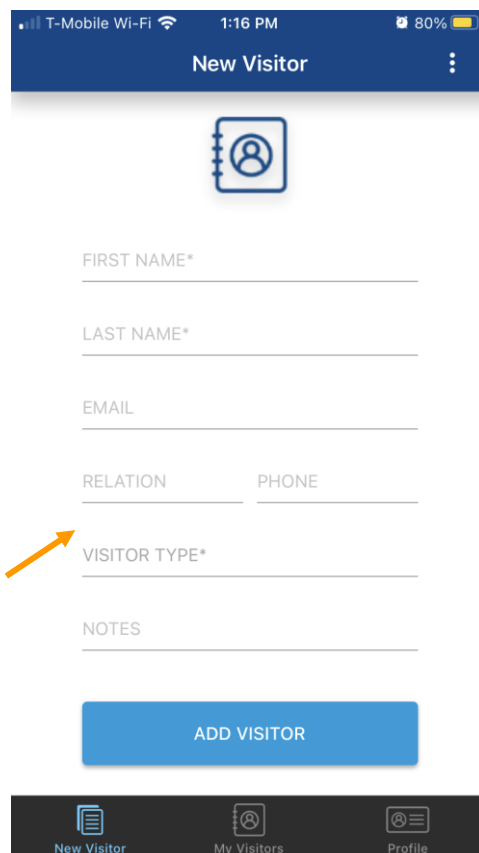
- FIRST NAME***: A text input field.
- LAST NAME***: A text input field.
- EMAIL**: A text input field.
- RELATION** and **PHONE**: Two text input fields.
- VISITOR TYPE***: A text input field.
- NOTES**: A text input field.

Below the form fields is a blue button labeled **ADD VISITOR**. At the bottom of the screen is a navigation bar with three tabs: **New Visitor** (selected), **My Visitors**, and **Profile**.

Fill in all the required information regarding your new visitor. The required information is indicated with an asterisk "*" and includes the fields "FIRST NAME*", "LAST NAME*", and "VISITOR TYPE*".

The fields "START DATE*" and "END DATE*" only appear and are required if the **visitor type** you have selected does not allow permanent entries.

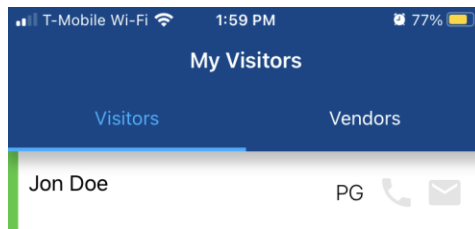
Feel free to fill in any of the other non-required fields with the information regarding your visitor. If you need any help determining the appropriate information for any of these fields, please contact a community administrator.



The screenshot shows a mobile application interface for adding a new visitor. At the top, the status bar displays 'T-Mobile Wi-Fi', '1:16 PM', and '80%' battery. The app title is 'New Visitor'. Below the title is a blue icon of a person in a circle. The form consists of several input fields: 'FIRST NAME*' (required), 'LAST NAME*' (required), 'EMAIL', 'RELATION', 'PHONE', 'VISITOR TYPE*' (required, highlighted with an orange arrow), and 'NOTES'. A blue 'ADD VISITOR' button is positioned below the form. At the bottom, there is a navigation bar with three icons: 'New Visitor' (selected), 'My Visitors', and 'Profile'.

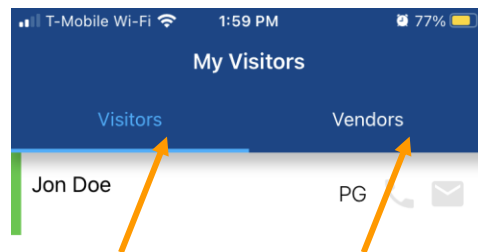
Verify Registered Visitors / Vendors

After adding a visitor or vendor you should be able to locate their information on the **IASv5** mobile app. To do so, locate and navigate to the **“My Visitors”** tab at the bottom of your screen and tap on it. It should look something like this.



While in the “**My Visitors**” tab, If you look at the top of your screen you should see two tabs “**Visitors**” and “**Vendors**”. If you tap on the “**Vendors**” tab you will see all of your registered vendors and their information.

If you tap on the “**Visitors**” tab you should see a list of all other visitor types that you have registered.

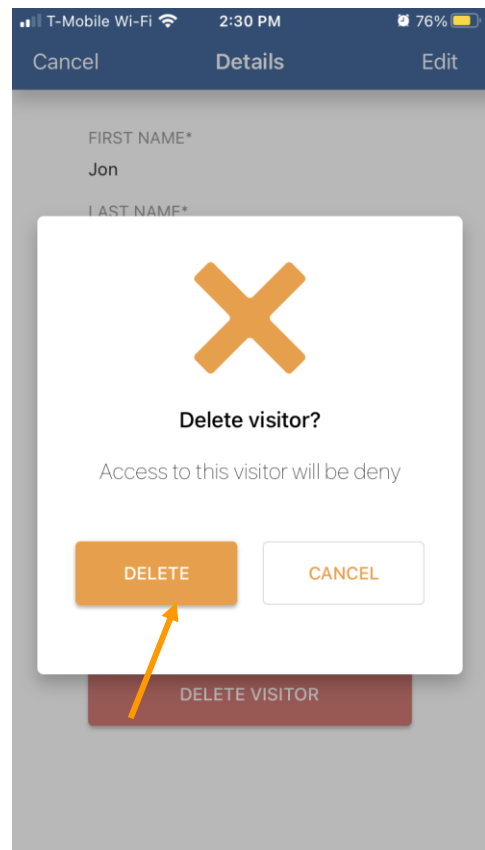
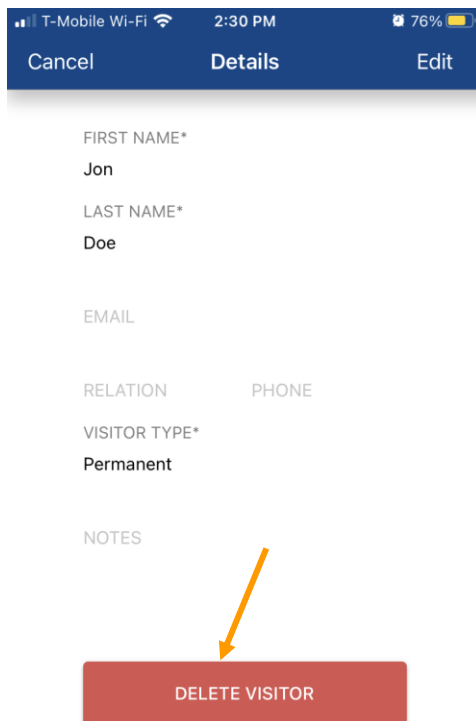


Delete a Visitor / Vendor

To delete a Visitor or Vendor on the IASv5 mobile app, navigate to the “**My Visitors**” tab and tap on the visitor or vendor you want to delete.

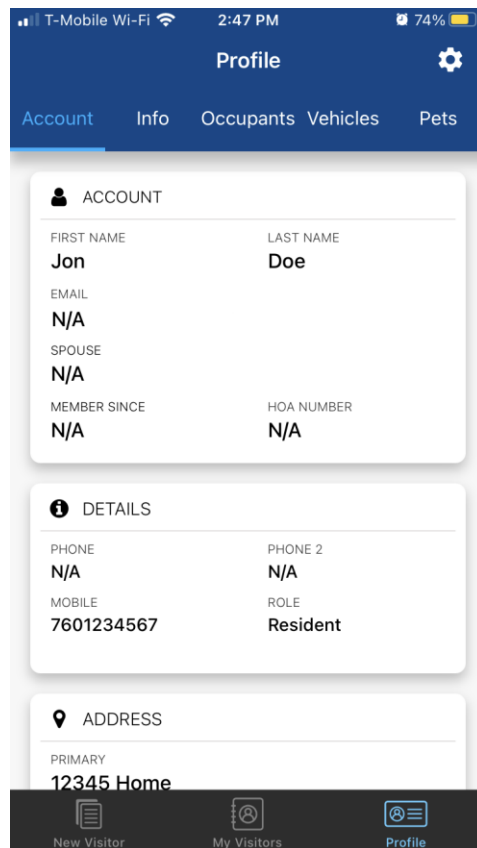
You will then see a details page containing all the information regarding your visitor. Here you can either edit their information by tapping “**Edit**” on the top right-hand corner of your screen, or you can delete the visitor. To delete this visitor, tap on the big red button at the bottom of your screen that shows, “**DELETE VISITOR**”.

The system will then ask you to confirm whether you want to continue deleting your visitor. Tap “**DELETE**” and wait for your visitor to be deleted. Your visitor should now be removed from your visitors list and will no longer be able to access the community unless they are added again.

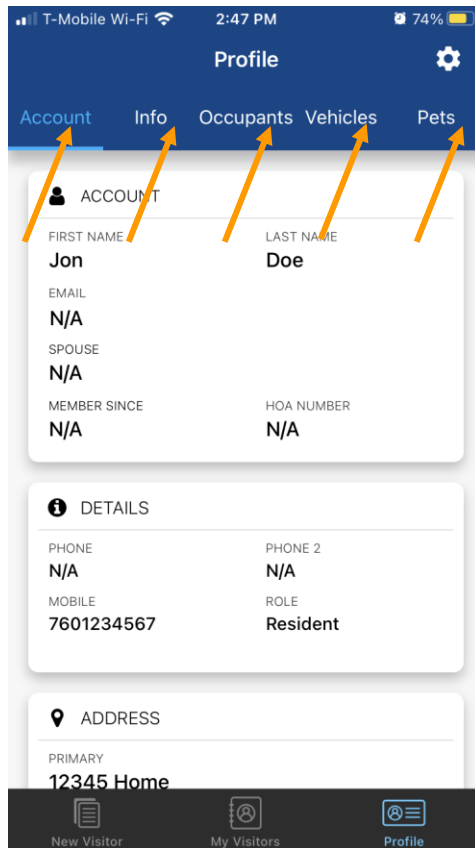


Verify Profile Information

To verify your profile's information on the **IASv5** mobile app, locate and navigate to the **"Profile"** tab at the bottom of your screen and tap on it. It should look something like this.

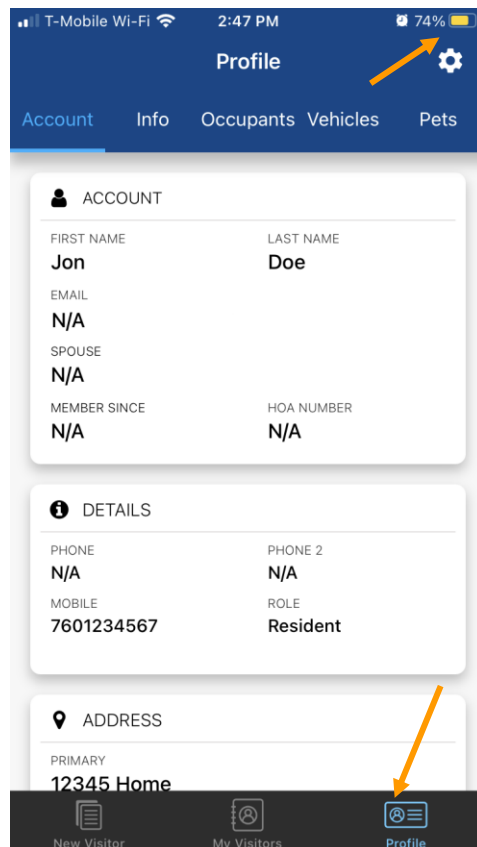


To navigate through your profile's information, locate the tabs at the top of the screen labeled "Account", "Info", "Occupants", "Vehicles", and "Pets". Tap on the tab that contains the information you are looking to verify. However, in order to edit this information, you'll have to go to your community's IASv5 website such as <https://yourcommunityname.iasv5.com>. Some of your profile information cannot be changed without a Community managers assistance.



Turn on/off profile settings.

To turn on or off profile settings locate and navigate to the “**Profile**” tab at the bottom of your screen and tap on it. Then locate and navigate to the **Gear Symbol** at the top right corner of your screen and tap on it. It should look something like this.



You will then be taken to the settings screen which contains three sections “**Email Notifications**”, “**SMS Notifications**” and “**App Settings**”.

The “**Email Notifications**” and “**SMS Notifications**” settings allow you to turn on/off whether you want a message sent to either your email or phone whenever a Visitor is added to your Resident profile or a Visitor pass is printed.

To turn on or off these settings tap on the **Slide Button** next to “**Visitor added to my account**” or “**Visitor pass printed**” depending on which notifications you would like turned on/off.

If you would like your **IASv5** mobile app to be more secure you can turn on **Touch ID** by tapping on the slide next to “**Touch ID**” in the “**App Settings**” section. If this option is turned on you will be asked to scan your fingerprint or other Biometric whenever you open the **IASv5** mobile app. The slide will be white when off, dark when on. Simply “X” out or “Close” when complete and you’ll be directed back to your profile.

