

Rams Hill Visitor Management

Dwelling Live Getting Started Guide - Property Manager

Registering/Logging In

To get started, you will need to be added to the homeowner's account as a user. The homeowner can do this and then will send you your password. If you manage multiple properties, after the homeowner adds you, you can call the HOA office with your current password you use for other properties. The HOA will input your password into the new property. For security reasons, it is best not to share your passwords between homeowners. Once you are set up, navigate to <https://community.dwellinglive.com/> in your web browser or download the dwelling live app to login.

Mobile App

After registering on the website, you can now use the mobile app. You can download the mobile app from your phone's app store:

Dwelling Live App



Using the mobile app

Just enter your email address and password for dwelling live. For simplicity, you should check "Keep Me Logged In?".

dwellingLIVE

A FRONTSTEPS COMPANY

Email

Email

Password

Password



Keep Me Logged In?

Login

[Forgot Password?](#)

[View Privacy Policy](#)

By signing in you agree to DwellingLIVE's
[Terms of Use and Privacy Policy](#)

Mobile Homepage

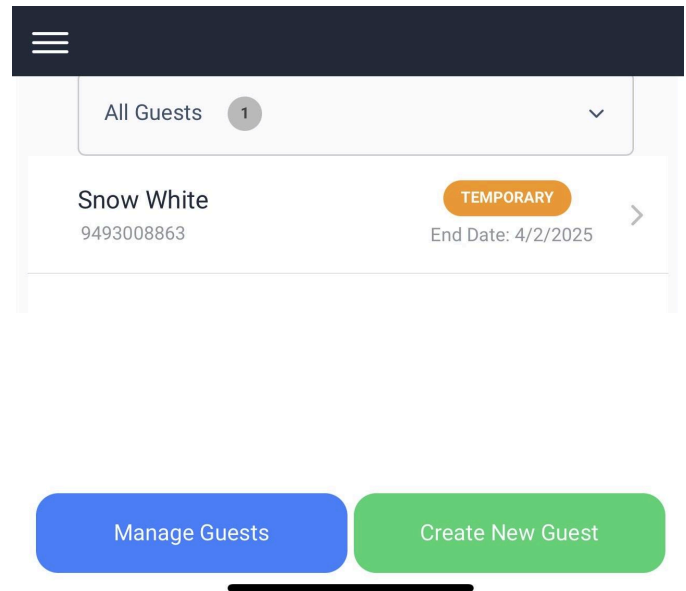
The mobile homepage shows the properties you own/manage. You can tap any of them to view/manage the scheduled guests for that property.

Guest List

When you first land on the guest page, you will see a list of all guests currently scheduled.

On this page you have the option to:

- 1) Click on a guest to edit them.
- 2) Click the blue "Manage Guests" button
- 3) Click the "Create New Guest" button



For more detailed instructions, see the manual.

Create Guest

Tap on the Create guest button.

If a guest is in your contacts, you can add them by clicking on the blue +Contacts button at the top.

Please note, in order to see your contact list, you must have given permission to the app to use your contact list. This is done in your phone's settings for this app.

- 1) Choose type of guest:
T: Temporary - Guests coming for a short stay (day, week, month)
P: Permanent - Guests who are staying such as a tenant, a member of the family that visits often, or a vendor such as a contractor that comes the same days every week for a short time.
- 2) Choose the start and end dates.
- 3) Choose the days permitted. This is useful in case you have a temporary vendor coming on a specific day of the week.
- 4) Choose the Pass Type
- 5) Enter the name
- 6) Enter phone number and/or email address to send the ePass to.

The screenshot shows the 'Create Guest' form with the following elements:

- Guest Type ***: Radio buttons for 'Temporary Guest' (selected) and 'Permanent Guest'. A blue '+ Contacts' button is in the top right.
- Start Date**: A date input field.
- End Date**: A date input field.
- Days Permitted**: Seven checkboxes for days of the week (Sun-Sat), all of which are checked.
- Pass Type ***: A dropdown menu currently showing 'Select One'.
- First Name ***: A text input field.
- Last Name ***: A text input field.
- Company Name**: A text input field with the placeholder 'Enter Company Name'.
- Buttons**: 'Save Guest' (blue) and 'Save and Send ePass' (green) buttons at the bottom.

For Permanent Guests

If you choose Permanent Guest, instead of start date and end date, you will be given the option to select which days of the week they are able to visit the property. Useful for vendors such as a landscaper that may only come on the same day each week.

This section highlights the requirements for sending an ePass:

- Email (Use a valid email)**: Input field containing 'sample@email.com'.
- Phone Number (10 digits, no symbols, North America only)**: An empty input field.

When finished, you can save the guest or save and send an ePass. You should ALWAYS send an ePass so they can enter the property.