

# Rams Hill Visitor Management Dwelling Live Getting Started Guide

## Registering/Logging In

To get started, you will need to register your account. You will be receiving soon or have received an invitation email. In the invitation email is a one time registration code. Click on the link provided in the email or navigate to <https://community.dwellinglive.com/> in your web browser.

1. Click on the link that says “New to FRONTSTEPS Dwelling? Register Now”
2. Click on the radio button next to the text that says “I have a one-time use Registration Code”, then click “next”
3. Enter your registration code found in your invitation email
4. Enter the email address where you received the registration code.
5. Create your password. (It must be a minimum of 12 characters long, contain both uppercase and lowercase, number, and special character.) Then enter it again to confirm.
6. Click Submit.

**FRONTSTEPS Dwelling**

### Welcome Home

marcy.puhnaty@ramshillcommunity.com

\*\*\*\*\*

LOGIN

[Forgot Password?](#)

Keep me logged in

New to FRONTSTEPS Dwelling? [Register Now](#)

### Register Now

FRONTSTEPS Dwelling is a service provided by your community association.

To register an account, we need to pair you with an existing property created by your community manager.

Select your registration process:

I have a one-time use Registration Code

I have a Temporary Email & Password

[Don't have any of the above information?](#)

Please contact your community manager for assistance.

BACK NEXT

Use of this website constitutes acceptance of FRONTSTEPS Dwelling's [Terms of Use](#) and [Privacy Policy](#). CCPA

Now that you have registered your account, you can download the app and access your account at any time with the app or continue to use the browser. The app is very easy to use but limited to guest management. If you need to add or edit a user, you will need to use the website.

## Dwelling Live Website - Add a User

Log in to the Dwelling Live Website at <https://community.dwellinglive.com/>.

Click on “My Account” in the top hand menu.

### My Account

Welcome Marcy Puhnaty  
Rams Hill Community Association


Home My Account Tech Support Log Out



Please note, there is only one primary user. When you add users, they will be secondary users, property manager, or whatever relation to primary that you want to specify.

My Account:

Users L Logged in as [Add User](#)

| Photo   | First | Last    | Contact #'s        | Email/Login                         |                                     |
|---|-------|---------|--------------------|-------------------------------------|-------------------------------------|
|  | Marcy | Puhnaty | cell: 760-767-1158 | marcy.puhnaty@ramshillcommunity.com | <span>L</span> <a href="#">Edit</a> |

### Add a User

If there are multiple people in your home or a property manager that needs access to the visitor management software, you can add them as a secondary user or property manager. They will then have full access to manage guests and send QR codes.

1. Click the “Add User” button on the right hand side.
2. Here, you can add a family member or property manager that will have the ability to add guests.
3. Upload the user’s photo. Optional.
4. Enter the First and Last name of your guest
5. Enter the Relationship to the Primary User. This could be spouse, Child, Brother, Property Manager, etc.
6. Enter the user’s email address
7. Enter a temporary password
8. If the user needs to add other users in the system, for example, a spouse, then check the checkbox next to “Allow this user to add and edit other users in their account”. Typically, a property manager would not need to add/edit users. They only need to add/edit guests. So in this case, do not check the check box to allow the user to add/edit users.

After you’ve entered all the information, click the Blue ‘save’ button

## 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 the email address and password you used to register for dwelling live. For simplicity, you should check "Keep Me Logged In?".

The image shows a login form for DwellingLIVE, a FrontSteps Company. The form is set against a dark blue background. At the top, the logo "dwellingLIVE" is displayed in white, with "A FRONTSTEPS COMPANY" underneath. The form itself is a white rounded rectangle containing the following elements: an "Email" label above a text input field with "Email" as a placeholder; a "Password" label above a text input field with "Password" as a placeholder and a toggle eye icon on the right; a radio button followed by the text "Keep Me Logged In?"; a prominent blue "Login" button; a blue link for "Forgot Password?"; and another blue link for "View Privacy Policy". At the bottom of the dark blue background, there is a small white text line: "By signing in you agree to DwellingLIVE's Terms of Use and Privacy Policy".

## Mobile Homepage

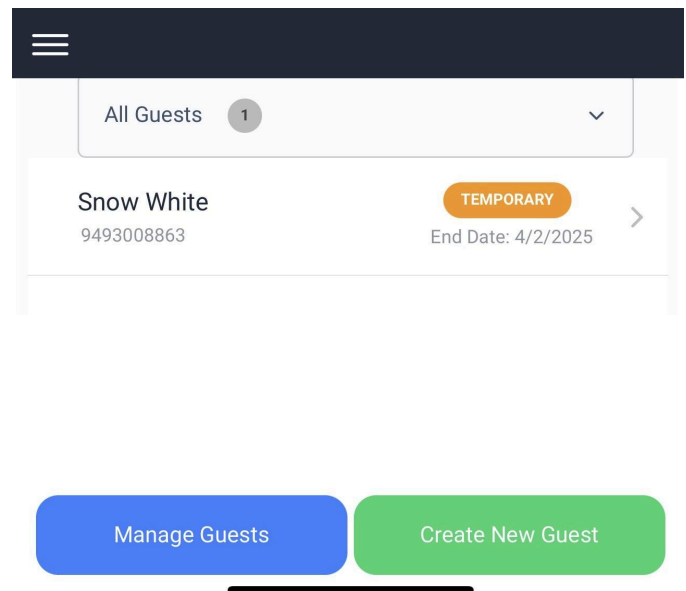
The mobile homepage shows the properties you own/manage. You can tap any of them to view/manage the scheduled guests for that property.

### 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 fields and options:

- Guest Type \***: Radio buttons for 'Temporary Guest' (selected) and 'Permanent Guest'. A blue '+ Contacts' button is in the top right.
- Start Date**: Text input field.
- End Date**: Text input field.
- Days Permitted**: Checkmarks for Sun, Mon, Tue, Wed, Thu, Fri, and Sat.
- Pass Type \***: Dropdown menu showing 'Select One'.
- First Name \***: Text input field.
- Last Name \***: Text input field.
- Company Name**: Text input field with placeholder 'Enter Company Name'.

Two buttons are shown at the bottom of the form: a blue 'Save Guest' button and a green 'Save and Send ePass' button.

## 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 is highlighted in green and contains the following fields:

- Complete one of these two fields to Save and Send ePass**
- Email (Use a valid email)**: Text input field with placeholder 'sample@email.com'.
- Phone Number (10 digits, no symbols, North America only)**: Text 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.