

Introducing Dwelling Live Visitor Management

Part two of Rams Hill Community Access Control Management System

The Rams Hill Access Control Management system ensures only authorized individuals gain access to the community, providing peace of mind and enhanced safety. The software, called Dwelling Live, is divided into two parts. Homeowner access control and Visitor management. We rolled out the homeowner access control via RFID tags a couple of years ago. RFID tags on homeowner vehicles allow easy and automatic entry to the property. When approaching the front entry gate or the resident gate, the scanner will read the RFID tag on your car and automatically open the gate.

Today, we are rolling out the visitor management part.

Visitor Management

The Visitor Management part of the software allows homeowners and property managers to easily manage their guests conveniently from their mobile phone or web. For every guest to your home-family, friends, vendors, deliveries, short term, and long term renters, you will add them as a guest to your account for the dates needed, then send them an ePass.

Many of you are already using our visitor management system and sending your guests ePasses. If so, you don't need to do anything. If you're already registered but haven't started using the ePasses, please see the attached Getting Started guide or give the HOA a call for training. If you have not registered yet, please look for your invitation email from Dwelling Live. If you did not receive the email with your registration code, please call the HOA office to get it.

To use Dwelling Live, the visitor management system, you need to create an account on the web (<https://community.dwellinglive.com/>) using the registration code we sent you. After that, you can use the web or download the convenient phone app that allows you to add guests and send ePasses quickly and easily. ePasses allow your guests to enter the property even when the gatehouse isn't manned.

To learn how to use the visitor management software, we've attached the Getting Started Guide. Also attached is an FAQ. You can also find detailed documentation on all features in the User Manual. You can find both the User Manual and the Getting Started Guide on the RHCA website at: <https://rhca.communitysite.com/> It's under the RHCA/Documentation submenu. If you rent your property and have a property manager, there's also a Getting Started Guide on the website you can send them and it is also attached to this email. You will need to add property managers as a user to your property.

With the roll out of the visitor management system, the guest process will change.

How this changes the guest process:

1. The homeowner will be responsible for entering the guest information into the software and sending the guest a QR code.
2. Sending the guest a QR code eliminates the need to call or email the gatehouse when expecting a visitor, vendor, or renter - except for same day arrivals.
3. If a guest has a QR code, they just bypass the gatehouse attendant and go straight to the scanner, no waiting for verification.
4. No need for parking passes or short term renter forms.

5. No need for telephone entry code (see below).

Gatehouse staff will still be available during normal business hours for guest questions, assistance with scanning the QR code, giving access to golf and restaurant guests, RFID purchases, key access, etc. Also, please be sure to always alert the Gatehouse to same day guests and vendor arrivals.

Starting May 1st, you should register with the Dwelling Live site, if you have not already done so, and start using the software. We are sending out an invitation email to everyone who has not yet registered. In that email is a registration code you must use to register.

Starting July 1st, you MUST enter all visitor information including renters and vendors, into the system and send them QR codes. They will not be allowed in if they are not in the system.

Instructions and Training

Good news, there is a convenient app for your phone to manage your visitors. After you register, I strongly suggest using the app on your phone to manage guests. It's streamlined and user friendly. However, you must register first via the website.

I have scheduled a Google Meet on May 7th, (meet.google.com/scz-bppg-jcr) where you can get hands-on assistance in using the software either in person or online via Google Meet. I am also available for in person training here at the HOA office whenever you wish to stop by. In addition, I'm happy to schedule a google meet individually for people who are not frequently on site.

The Telephone Entry system has been retired.

The telephone entry system is very old and now only works intermittently. Therefore, the decision was made to retire the system. The 4 digit codes will no longer be available to homeowners or guests.

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