



# Shining A Light On Community Access

Gate Access for Family & Friends With A PIN#

## COMMUNITY GUEST ACCESS POLICY

- Owners and tenants registered with the Association may authorize guests
  - A maximum of six Temporary Guests may be authorized for up to 14 consecutive days
  - A maximum of six Preferred Guests (up to two names per entry) are allowed in the system until removed
- Guests can also be authorized by submitting a written listing to the Association
- No one will be admitted into the community without prior authorizations
  - Owners and tenants who authorize guests are responsible for the actions of their guests (including all fines).

If you have any trouble registering your guest, please call Member Services, 707-987-3138 or after hours, 707-987-3515.

## INTERNET SYSTEM

You can use GateAccess.net to authorize Temporary and Preferred Guests. This site also allows you to update account information such as phone numbers, emergency contact information, and pet information. You can also request vacation checks, view guest entry information and set up the system to notify you when guests arrive. All of this can be done from your home computer or from your mobile devices.

Here is how it works:

- Log onto the website ([www.gateaccess.net](http://www.gateaccess.net))
- Select "HVLA" from the drop down list
- Enter your "User Name" (your phone number)
- Enter your "Password" (your PIN#)
- Once on the website, you will be able to change your User Name and Password

✓*Please Note: If you change your phone number, you'll need a new PIN number available only from Member Services.*

## A GREAT ALTERNATIVE. . .

is the even more convenient Gate Access app, available on both iOS and Android devices. Go to the App Store or Google Play Store and search for "Gate Access." In the Google Play Store, you'll see the "GA" in a red square created by Applications By Design, Inc., (ABDi). After downloading the free app, you can use the same login information and be able to easily manage your guests from anywhere in the country. If you have any questions or need a PIN number, Member Services will be happy to assist you.

## AUTOMATED TELEPHONE SYSTEM

You can call the Automated Telephone System any time from any touch-tone telephone to authorize Temporary Guests for up to fourteen consecutive days. You will need your PIN to access the system. *Get your PIN# first from Member Services.*

1. Using any phone, call the Guest Registration telephone number: 707-987-4079
2. The system will pick up and request that you enter your personal security code. Enter your PIN and press the # sign
3. The system 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, if you are authorizing more than one guest).

Next, the computer will ask you to:

- PRESS 1 and # if you expect your guest today
- PRESS 2 and # if you expect your guest tomorrow
- PRESS 3 and # if you wish to authorize your guest for both today AND tomorrow
- PRESS 4 and # for any other dates

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 after the system prompts you to do so, or press 1 and the # sign to add another guest.

If you pressed 4:

- The system will ask you to enter the month and the # sign. Next, you will be asked to enter the day of arrival followed by the # sign. Finally, you will enter the year followed by the # sign.
- Once verified as a valid date, the system will prompt you for the number of days you wish to authorize your guest, followed by the # sign.
- 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.

For example:

- Press 1# for January
- Press 24# for the 24th of the month
- Press 17# for the year 2017
- Press 7# to authorize 7 days starting 1/24/2017

✓**Please do not hang up the phone until the system prompts you to do so—otherwise, your guest will not be recorded in the system!**

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