

Available 24/7

## Guest Authorization Instructions

Below are the procedures for members to get their guests through the gates. There are two ways to register your guests. Both require your PIN. If you have any trouble registering guests or lose your PIN: Call Member Services, 707-987-3138.

You may want to post this on your refrigerator!

### 1.) Internet System

You can authorize Temporary and Preferred Guests via [www.gateaccess.net](http://www.gateaccess.net)

which also allows you to update account information such as phone numbers, emergency contact information, pet information, request vacation checks, view guest entry information and setup 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" [10-digit primary home phone number – no dashes or brackets]
- Enter your "Password" [the PIN number you received]

Once on the website, you will be able to change your User Name and Password

If you want to use mobile devices, configure them as follows:

- iPhones or iPads – Visit the App Store and search for "gateaccess"
- Android devices – Visit the Play Store and search for "gateaccess"
- Blackberry – Visit [www.gateaccess.net](http://www.gateaccess.net) for more information

### 2.) 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.

Dial the following Guest Registration telephone number: 707-987-4079. A computer will pick up and request that you enter your personal security code and press the # sign. Once the computer identifies your code, it will open your resident file.

The computer 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, in the event of more than one guest being cleared at this time).

Next, the computer will ask you to

- PRESS 1# - if you expect your guest today,
- PRESS 2# - if you expect your guest tomorrow, or
- PRESS 3# - if you wish to clear your guest for both today AND tomorrow.
- For any other date, PRESS-4.

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

If you pressed 4 for another date, the system will ask you to enter the month and the # sign. For example, enter 8# for August. Next, you will be asked to enter the day of arrival followed by the # sign. For example, press 16# for the 16th of the month. Finally, you will enter the year followed by the # sign. For example, you may either enter 2014# or 14# for the year 2014. Once verified as a valid date, the system will prompt you for the number of days you wish to clear your guest, followed by the # sign. For example 7# will clear the guest for 7 days starting 8/16/2013. 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.

PLEASE DO NOT HANG UP THE PHONE UNTIL THE COMPUTER PROMPTS YOU TO DO SO.

Your visitor will now be authorized to enter. The message will now be stored in the system for the number of days you have cleared him/her. Upon expiration, this guest will no longer appear on your guest list.

PLEASE NOTE:

- The computer can only recognize a touch-tone phone—land line or cell.
- Wait for the computer to tell you to hang up, otherwise, the guest will NOT be recorded in the system.
- More than six (6) preferred guests and six (6) temporary guests will not appear on gate computers regardless of telephone confirmation. Therefore, you should keep your own list current.

### Community Access Policy

- Owners and tenants registered with the Association may authorize guests
- A maximum of six (6) Temporary Guests may be authorized for up to 14 consecutive days
- A maximum of six (6) 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 authorization
- Owners and tenants who authorize guests are responsible for the actions of their guests (including fines)

*Should you need assistance with the either of the above processes, please call:*

*Member Services 707-987-3138*