



Mobile App



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| Table of Contents | |
|--------------------------------|---|
| Introduction | 3 |
| Support | 3 |
| Getting Started | 3 |
| Resident Application | 4 |
| Downloading and Logging In | 5 |
| Using the App | 7 |
| Menu | 7 |
| Visitors | 7 |
| Filter | 8 |
| Create a New Visitor or Vendor | 9 |
| Sending Invitations | |
| Color Code | |
| Editing Guest Information | |
| Receiving Invitations | |
| Unit | |
| About | |

Introduction

International Security Networks (ISN) introduces the next generation of our cloud based **Mobile App.**

The ISN Resident App lets you completely control the access and information you need to manage your properties. Convenient remote access and push notices keep you on top of what's going on with your property from wherever you happen to be, precisely when it's happening.

Manage deliveries, service vendors, visitors, employees, renters, even time shares in real-time with just a tap or swipe on your smart device. Our new features even let you send QR code "passes" to visitors, allowing them to wait for you indoors or to begin the work they're there to do. Enjoy the power and convenience of controlling everything, right in the palm of your hand.

Support

We've spent a lot of time creating this software suite. We hope that it will make your life easier and more efficient. We welcome suggestions on how we can make this product even better.

Please email us at: **support@isnsecurity.com** with all your questions, comments and suggestions.

Getting Started

This manual provides all you need to get started with the Resident App.

Resident Application

ISN Resident app can be Downloaded free via Google Play (Android) or the Apple App Store (iOS). It is best run on an Android or Apple mobile device.



Note: When trying to download the App onto a computer, you may run into compatibility issues on a Windows OS. Downloading to a Chromebook or iPad poses no issue.



Downloading and Logging In

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- 1. Tap the App Store or Google App icon on your device.
- Search for ISN Resident. Tap Get. Tap Install (cloud icon) to start the download.

- 3. Open the App.
- Tap Choose Community, when opening the App for the first time (or to switch between different Communities).

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5. Tap the Search Box and enter at least the first two(2) letters of the Community Name then tap the match in the pick list.

- 6. Enter **Username** and **Password** then tap Login.
 - If the data entered is incorrectly, the program displays "Access Denied."
 - If the data is correct, user login is completed
 - Tap the check box on **Remember** for the App to retain your credentials.

Using the App

Menu



1. Tap the **3 lines**

to view the App Menu

- 1. Tap Visitor's on the Menu.
- 2. Tap **Guests** or Vendors to display all matching entries by their category.
- Selecting a Category (Guests or Vendors) and using the search box. Tap to Search for a visitor by entering all or part of their name and tapping the resulting match.

Visitors



Filter



- Tap the Filter to filter Guests or Vendors by their status.
- 2. Tap the toggles to filter by:



- 3. Tap **Done** to apply the filter.
- Tap Reset all Filters will to return to the default (unfiltered).

Create a New Visitor or Vendor

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- Tap Visitor (from the Menu or bottom left of the screen) and tap Guests or Vendors at the top of the screen.
- Tap the New button on the bottom of the screen.
- Enter the Guest or Vendor information, First, Name, Last Name Phone Number and E-mail or tap the Search icon and scroll to select a contact from your device's contact list.
- Tap the privilege schedule (Today, Tomorrow, Inactive, Permanent or Custom) and then tap Done.

Sending Invitations

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| Close | New Guest | | | | | | |
| Туре | Guest | Vendor | | | | | |
| CONTACT INFORMATION | | | | | | | |
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| Mike | | | | | | | |
| Johnson | | | | | | | |
| 1234! | Invite! | | | | | | |
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| INVI | Save + Invite | | | | | | |
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Color Code



- Log on, swipe left on an Active Guest/Vendor, tap Invite.
- 2. You can also select a Guest or Vendor
- Tap SMS or Email, if, no email is on file, then cancel and edit the guest to add email. Then invite the guest again.



Editing Guest Information

Receiving Invitations

Visitors receive an email with a QR code. See below.

Some communities choose the option to send a request form to ask for a driver license number before a QR code is issued.

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|--|-----|------------------------|------------------------------------|----------|-------|
| Leader in software suite for gated communities | | € icc. | isnsecurity.se | ervices | Ç |
| Greetings, Francesca Kennedy Francesca Kennedy I am pleased to invite you from 08/28/2018 to 08/29/2018. Sincerely, Lily Brown | | | | IRMATION | |
| | | Please provid | e your driver lice | inse | |
| Keep the following QR code, it will be required when entering the community: | | | | | |
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| Please confirm the invitation by insering your driver's license number using the following button | | | | | |
| Confirm Invitation here | | | | | |
| Contact Info: | | | | | |
| Email: abc@yahoo.com (EMAILS) | | | -fh | \sim | - |
| You do not need to reply to this email. | < | > | | | |

- Guests receives the invitation, go to the guard station where the guard scans the QR code and the guest is logged in automatically via the information connected to the QR code.
- The QR code will work on a kiosk scan your phone and watch the gate open.
- Note: Guests may indicate notification preference in the Resident Portal.

Unit

1. Tap Unit to verify your personal information.

- Verify if your Name, Unit Number and Address are correct on the HOA database.
- If information is incorrect, you may not edit it yourself. You must contact the HOA or Property Management Office.

About

1. Tap About to view App Information.

The **About** screen displays International Security Network (ISN) information, App version and support information.

Logout

Tutorial

Didn't quite catch all the instructions in this manual? That's ok... We've built in an easy-to-follow tutorial right into the **App**.

