



Mobile App

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..... 10
 - Color Code..... 10
- Editing Guest Information..... 11
- Receiving Invitations..... 12
- Unit..... 13
- About..... 13

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

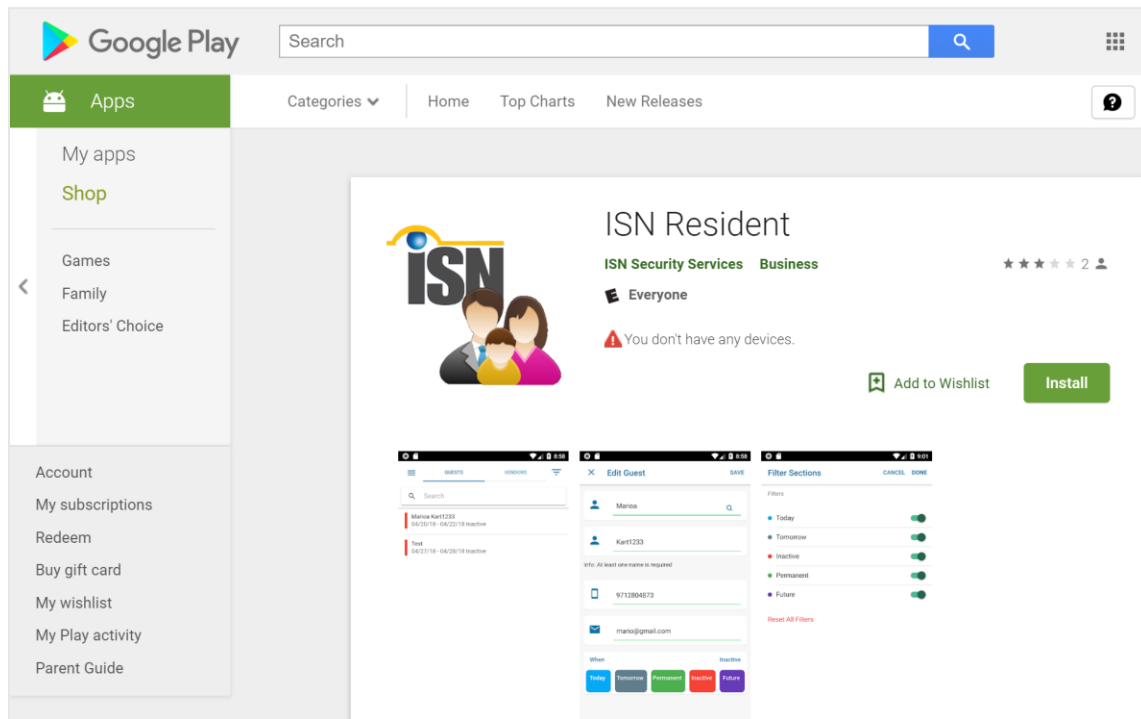
This manual provides all you need to get started with the Resident App.

Resident Application

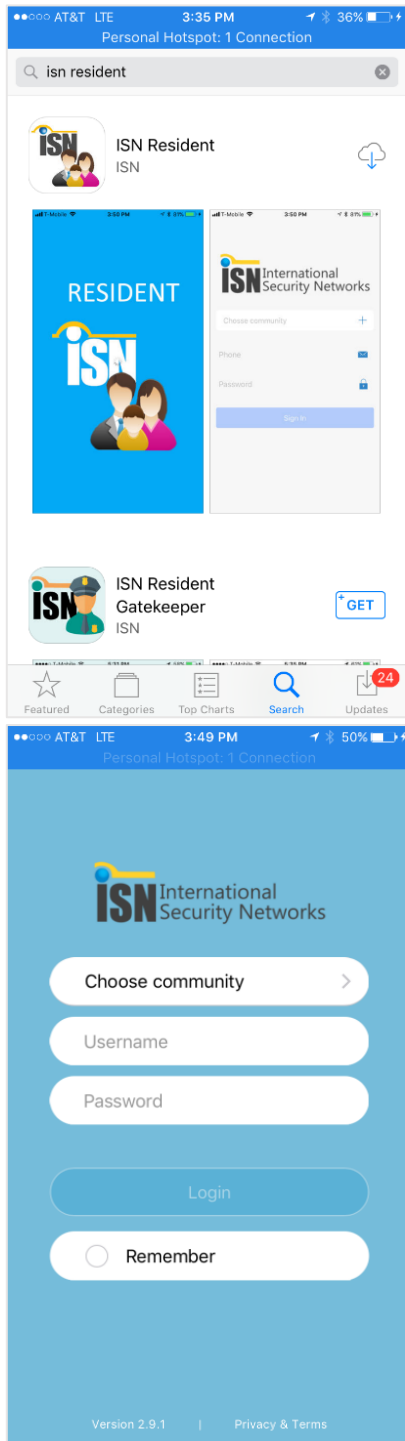
ISN Resident app can be Downloaded free via Google Play (Android) or the Apple App Store (iOS). It is best run on an Android or Apple mobile device.



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.

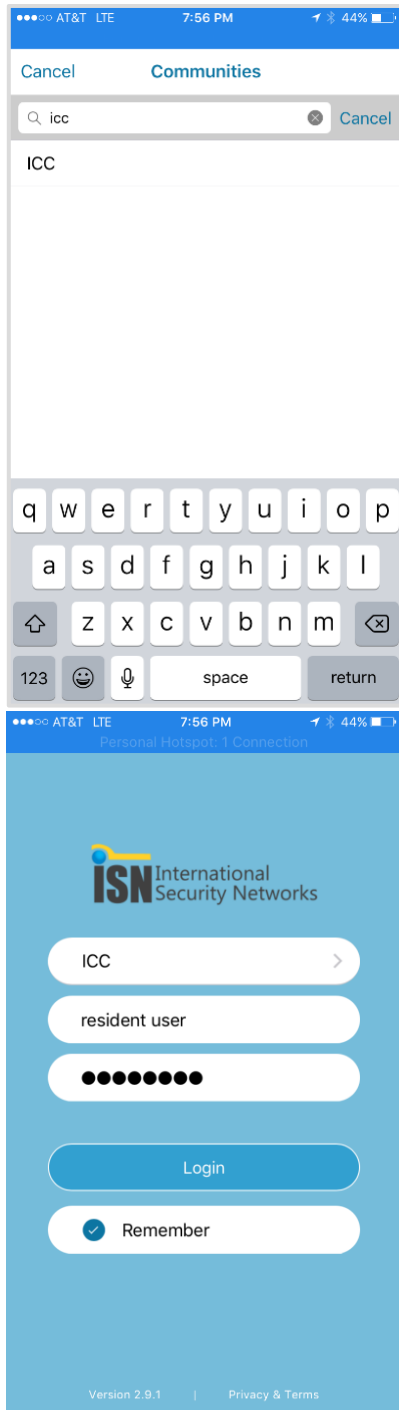


Downloading and Logging In



1. Tap the App Store or Google App icon on your device.
2. Search for **ISN Resident**. Tap **Get**. Tap **Install** (cloud icon) to start the download.
3. Open the **App**.
4. Tap **Choose Community**, when opening the App for the first time (or to switch between different Communities).

Search Displays



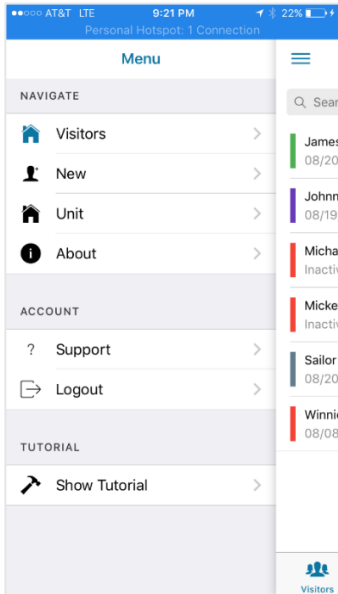
5. Tap the **Search Box** and enter at least the first two (2) letters of the **Community Name** then tap the match in the pick list.

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.

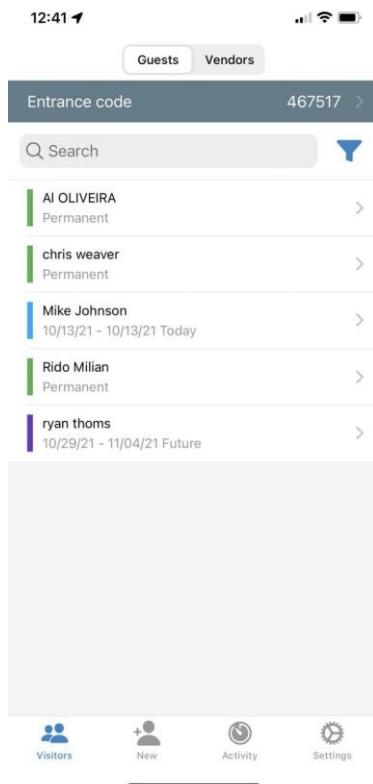
Using the App


Menu



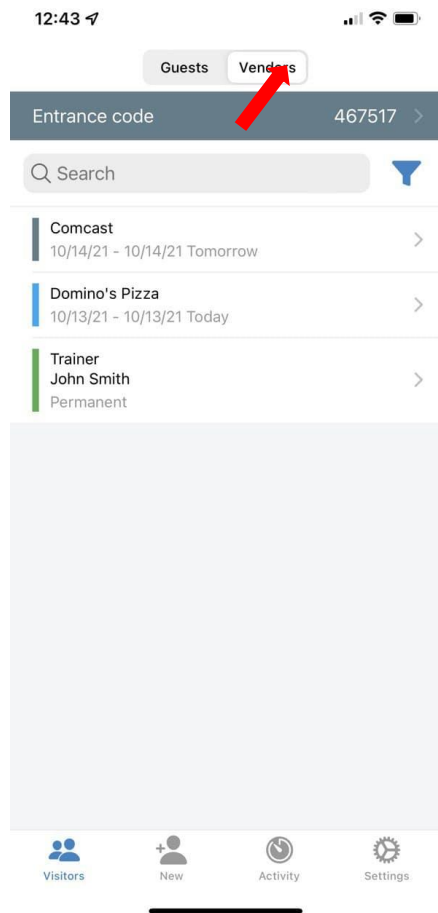
1. Tap the 3 lines  to view the App Menu

Visitors

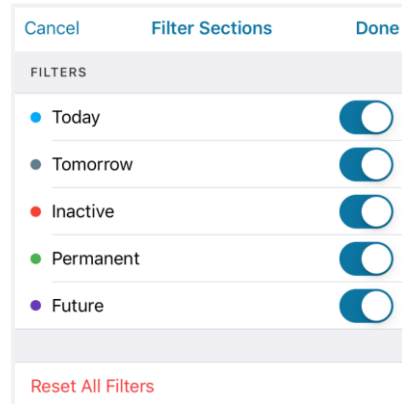


1. Tap **Visitor's** on the Menu.
2. Tap **Guests** or **Vendors** to display all matching entries by their category.
3. Selecting a **Category** (Guests or Vendors) and using the search box. Tap  to Search for a visitor by entering all or part of their name and tapping the resulting match.

Filter

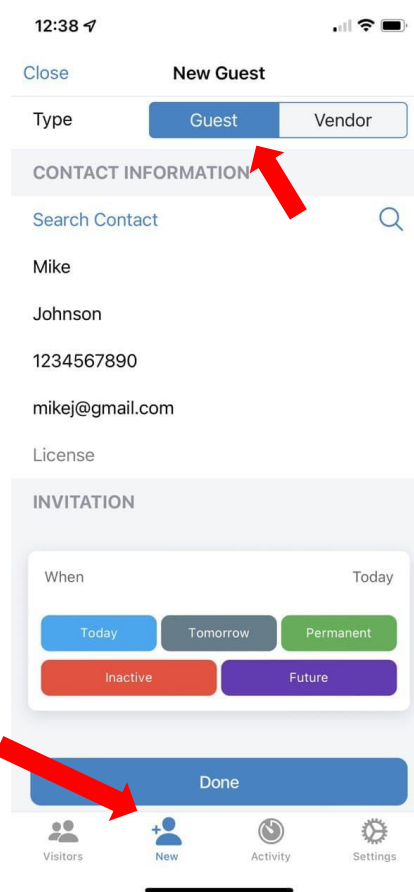
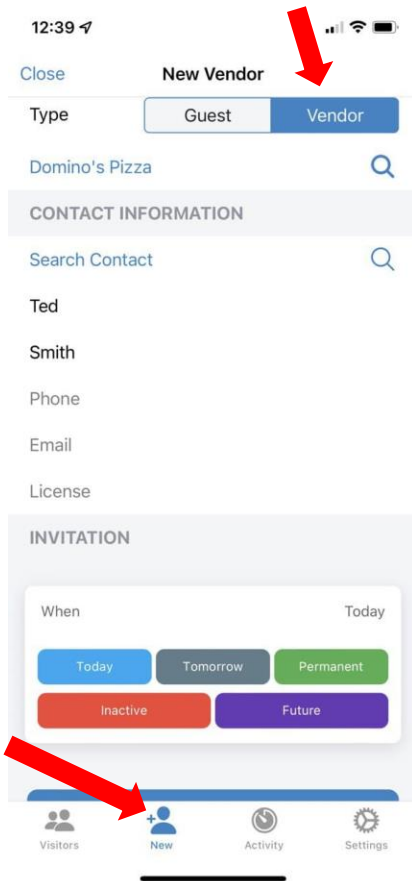


1. Tap the Filter to filter **Guests** or **Vendors** by their status.
2. Tap the toggles to filter by:



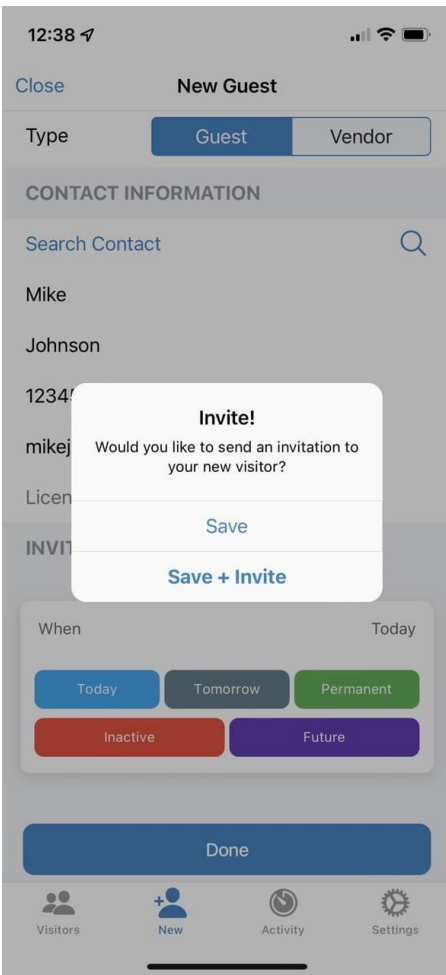
3. Tap **Done** to apply the filter.
4. Tap **Reset all Filters** will to return to the default (unfiltered).

Create a New Visitor or Vendor



1. Tap **Visitor** (from the Menu or bottom left of the screen) and tap **Guests** or **Vendors** at the top of the screen.
2. Tap the **New** button on the bottom of the screen.
3. 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.
4. Tap the privilege schedule (**Today, Tomorrow, Inactive, Permanent or Custom**) and then tap **Done**.

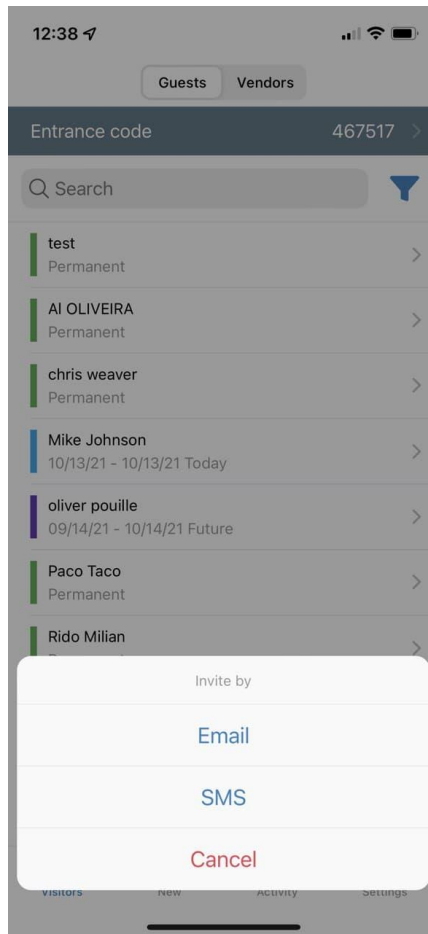
Sending Invitations



Color Code

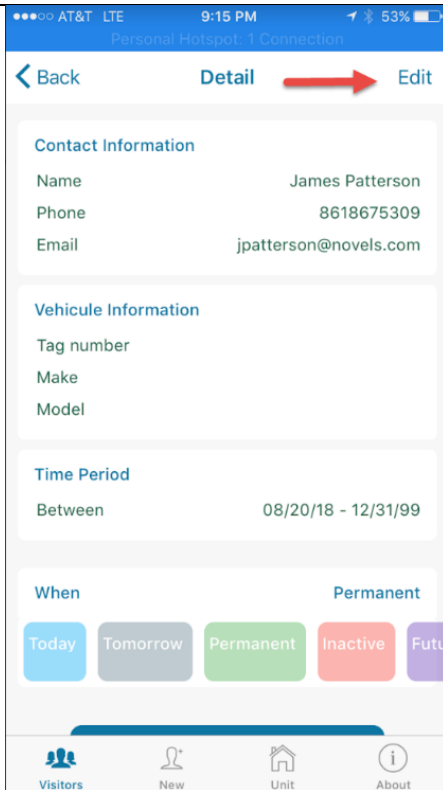
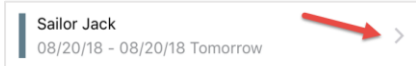


1. Log on, swipe left on an **Active Guest/Vendor**, tap **Invite**.
2. You can also select a Guest or Vendor
3. Tap **SMS or Email**, if, no email is on file, then cancel and edit the guest to add email. Then invite the guest again.



Editing Guest Information

1. Tap **Guest** or **Vendor**.
2. Tap the **arrow** next to a Guest or Vendor

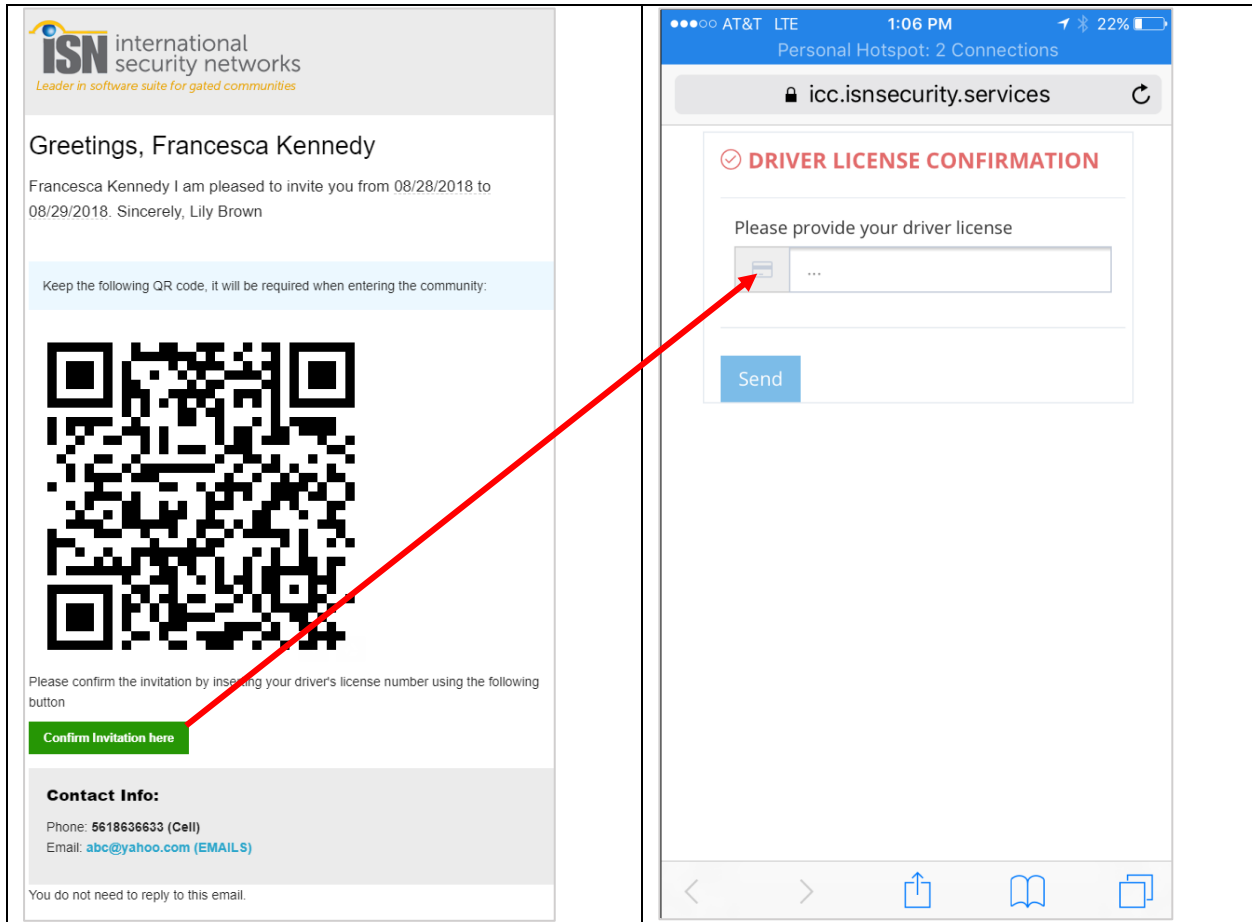


3. To change the information slide left on a Guest or **Vendor** and tap **Edit**.
4. Save your changes.

Receiving Invitations

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

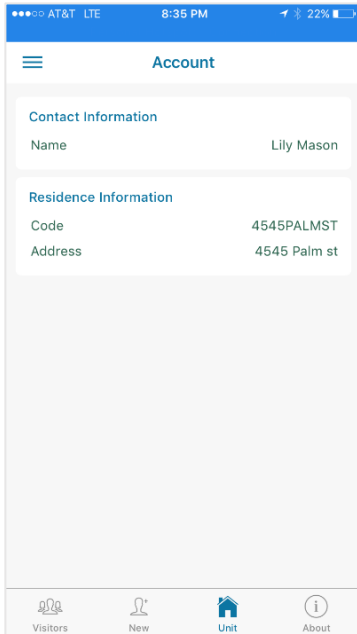
Some communities choose the option to send a request form to ask for a driver license number before a QR code is issued.



- 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.



3. Verify if your **Name, Unit Number** and Address are correct on the HOA database.
4. 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.


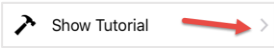
Logout

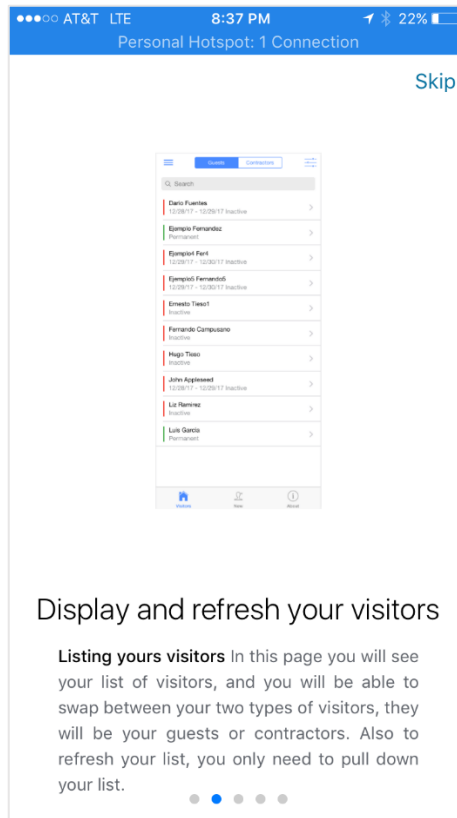


1. Tap the Menu.
2. Tap **Logout**.

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**.

1. Tap  then
2. 



Skip

Update and Remove your visitors

Slide left your selected visitor You have the option to update or remove visitors with and easy swap over it.

● ● ● ● ●

Skip

Create a new visitor

Tap on plus icon at top right corner page You have the option to create a new guest or new contractor based on what segment are you active with

● ● ● ● ●