

Resident Website

User Guide

Table of Contents

Introduction	3
Support	3
Starting.....	3
Logging In	4
The ISN Resident Website Home Screen	4
Logging Out and/or Changing User	5
My Profile.....	5
Message Notifications	8
Residents Tab	9
Vehicles Tab	9
Editing Vehicles	9
Guests Tab	10
Vendors Tab	11
Editing Vendors	12
Deleting Vendors.....	12
Sending Message.....	12
Disable Vendors	12
Schedule Vendors.....	13
Delete Vendors.....	13
Gate Guests Tab	13
Events Tab.....	14
Activity Tab	16

Introduction

The website gives residents complete control of access and the information they need to manage their guests. Our convenient remote access and automatic alerts keep you on top of what is happening with your property from anywhere, at the right time.

Manage easily:

- Create real-time visitor invitations with a single click or a swipe on your smart device with the resident app.
- New features allow you to send QR code "passes" to visitors, allowing them to wait for you inside or for vendors to start the work they need to do there.
- Enjoy the power and convenience of controlling everything you need to manage your invitations and events.

Support

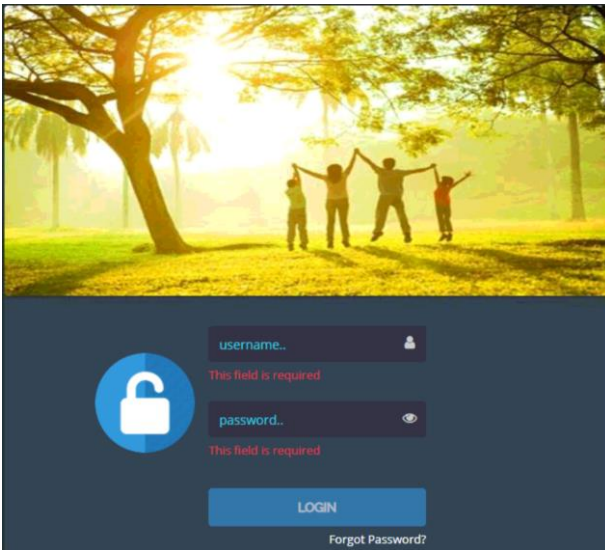
We spent a lot of time creating this software package. We hope it makes your life easier and more efficient. We always welcome your suggestions on how we can further improve our products.

Email us at: support@isnsecurity.com with questions, comments, and suggestions.

Starting

This manual provides everything you need to get started with the **Resident Website (RWS)**.

Logging In



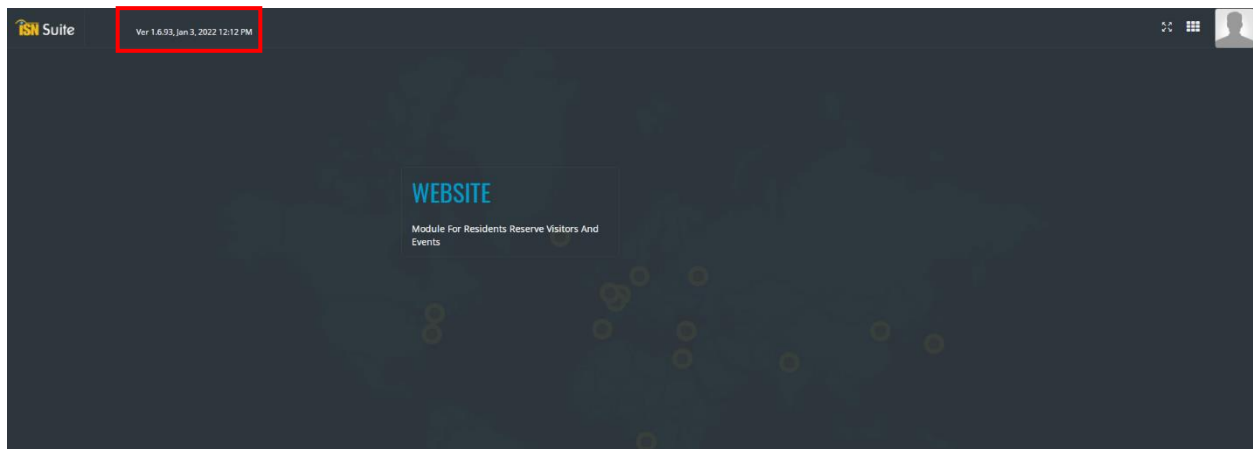
1. Enter the URL provided by ISN. (or click a link provided by Email).
2. Enter your **Username**.
3. Enter your **Password**.
4. Click **Login**.

We have added a Forgot Password link.

Note: To **Logout** at any time, click the Avatar image  in the upper right corner.

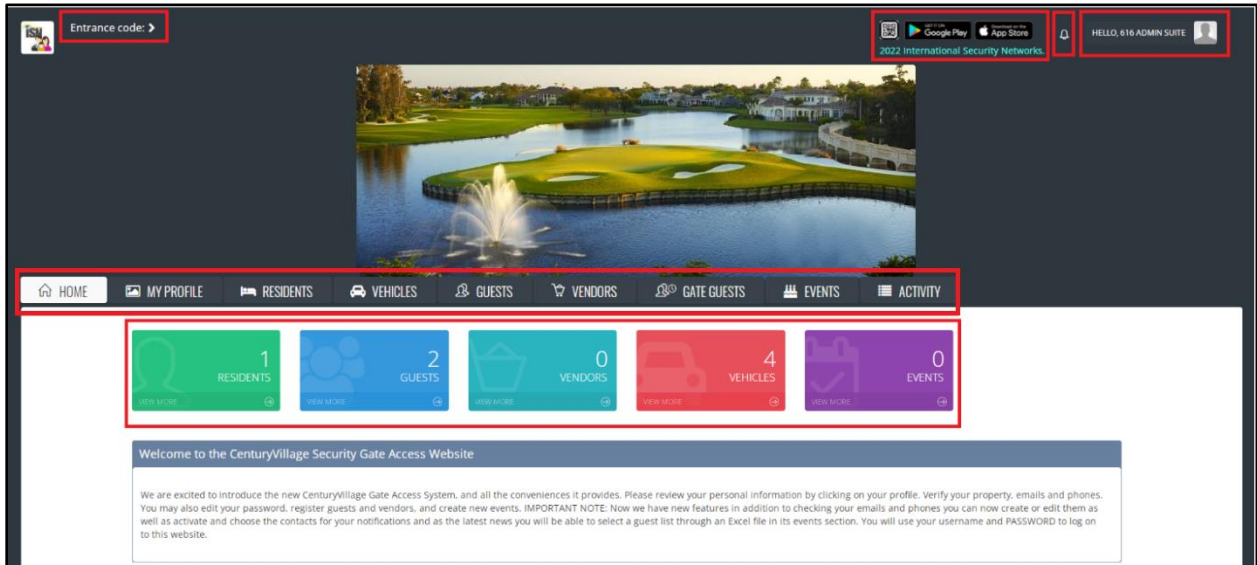
The ISN Resident Website Home Screen

Select **WEBSITE** to go to the main interface.



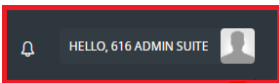
The **version number**, **date** and **time** display in the upper left of the title bar for your convenience.

The main parts of the home screen are shown below. Take a moment to familiarize yourself with the interface.



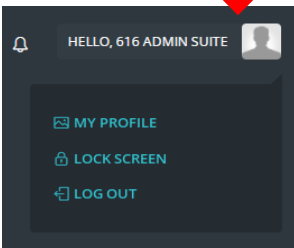
Feature	What to do
1. Profile Setting	The resident configuration profile displays the primary information for the user.
2. Message Notifications	Notification Bell. - Messages include notifications regarding guests and notifications whenever a new version of the software is available.
3. Shortcut Icons	Shortcut icons are displayed for quick access to the app download through Google Play and Play Store.
4. Entrance Code	The input codes configured through the administration panel are displayed.
5. Tabs	Navigate to different areas through the tabs. The tabs can be shown or hidden through the system administration panel.
6. Quick Access Menu	Navigate to different areas through the quick access menu.

Profile Settings




Logging Out and/or Changing User

1. Click the image for the **Avatar** in the upper right corner to display a menu.
The information bar for the user, in addition to displaying information about the user, as its name indicates, allows blocking or logging out of the application.
2. Select **Log Out** or **Lock Screen** to display **Login again**.



My Profile

1. Click the image for the Avatar  in the upper right corner to display the menu.
2. Select **My Profile**.

Personal Info Tab

The resident configuration profile displays the primary information for the user. Some of its fields are configurable. These data are previously inserted from **Database Manager Application**.

MY ACCOUNT

Personal Info | Flag Message | Avatar | Credentials

First Name
616 admin

Last Name
Suite

Unit
616

CONTACT DETAILS

+1 786 656 3928 (Cell) , +34 688 480 913 (Cell) , 58316898 (Cell) , 7866163128 (Cell)

s@hcarden@gmail.com (EMAILS) , solanoyy@gmail.com (EMAILS) , ycsa@l@gmail.com (EMAILS)

New Phone | New Email

NOTIFICATIONS

SMS | EMAIL

Apply

+1 786 656 3928 (Cell) | Select - Carrier...

+34 688 480 913 (Cell) | Select - Carrier...

My Account Section:

The fields First Name, Last Name and Unit are not modifiable.

Contact Details Section:

From the **Contact Details** section, you can add contact telephone numbers and emails.

Notifications Section:

From the notifications section you select from the added emails or phones which one you want to select by default to receive notifications.

Flag Message Tab

Information entered displays on the guard's screen in Gatekeeper App as a "Flag" message. Restrict flags to urgent or emergency information and keep it short. Long messages will not display. Too many non-urgent messages may cause the guard to stop noticing important flags.

Entrance code: >

2022 International Security Networks

HELLO, 616 ADMIN SUITE

HOME | MY PROFILE | RESIDENTS | VEHICLES | GUESTS | VENDORS | GATE GUESTS | EVENTS | ACTIVITY

MY ACCOUNT

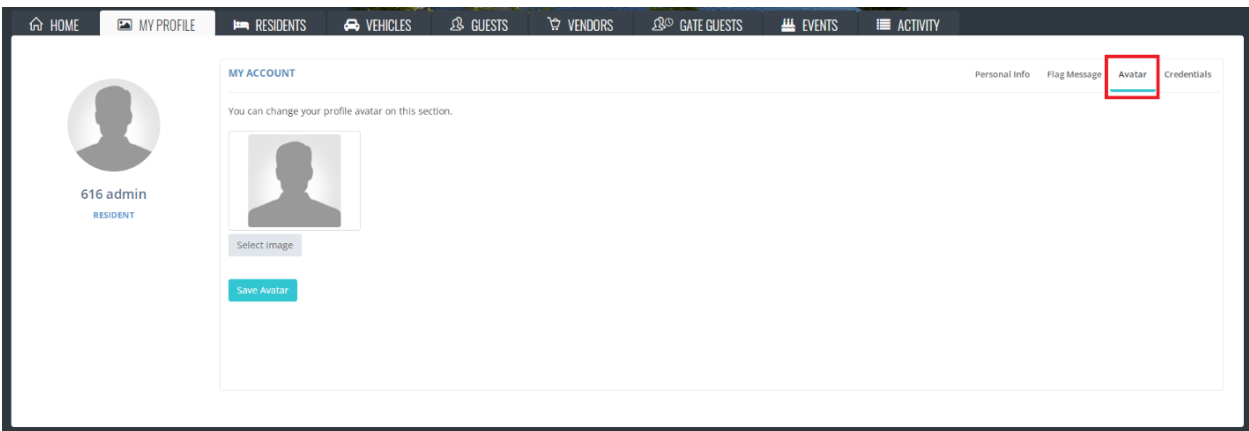
Personal Info | **Flag Message** | Avatar | Credentials

Flag Message

Lealtad 616 Havana

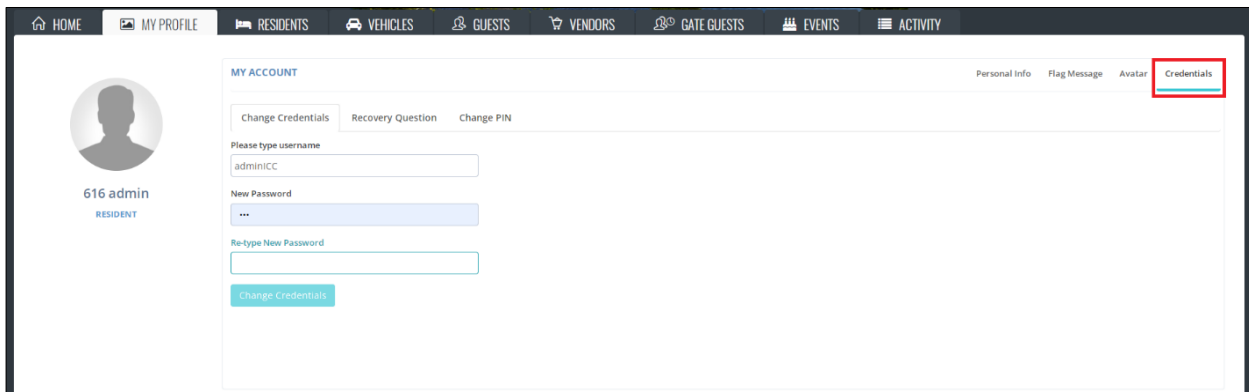
Save Message

Avatar Tab



1. Click Change Avatar (bottom) to navigate to and select an image file on your computer.
 2. Click Save Avatar to save it successfully.
- The image selected displays as your avatar.

Credentials Tab

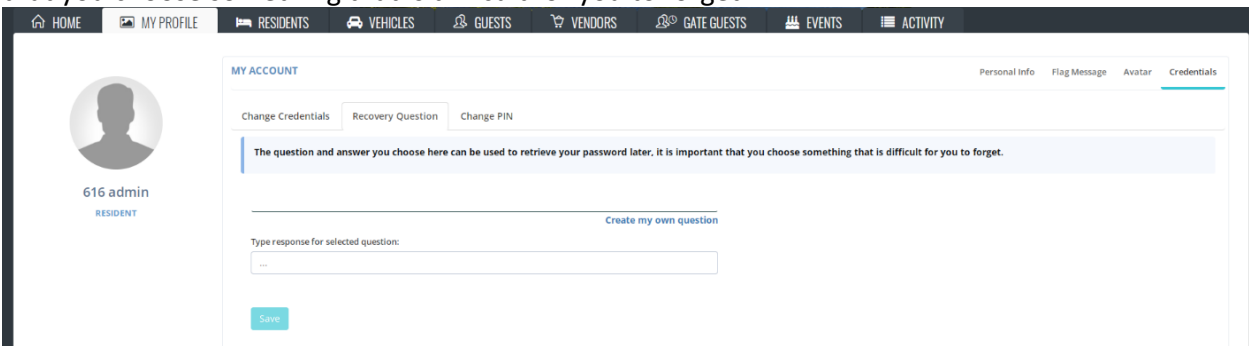


Change Credentials

1. To change your password, select **Change Password** on the tab.
2. Enter your new password.
3. Click Change Credentials to save.

Recovery Question

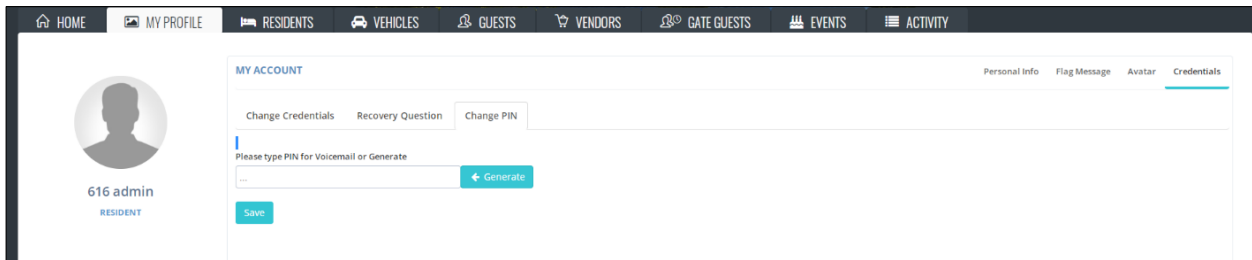
The question and answer you choose here can be used to retrieve your password later, it is important that you choose something that is difficult for you to forget.



1. Enter your new recovery question.
2. Type response for selected question.

3. Click Save.

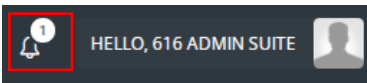
Change Pin



1. Enter PIN type for Voicemail or Generate a new random.
2. Click Save.

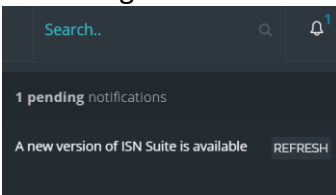
Message Notifications

A message bell displays to indicate when there are messages:

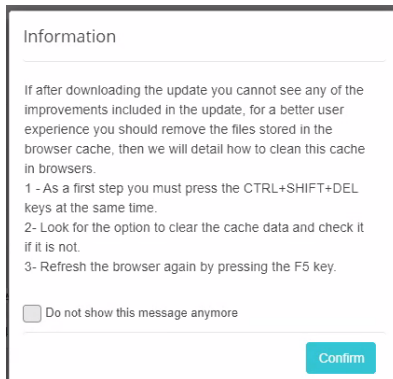


The bell in the upper right-hand corner displays a number when there is a message available.

Retrieving Notifications



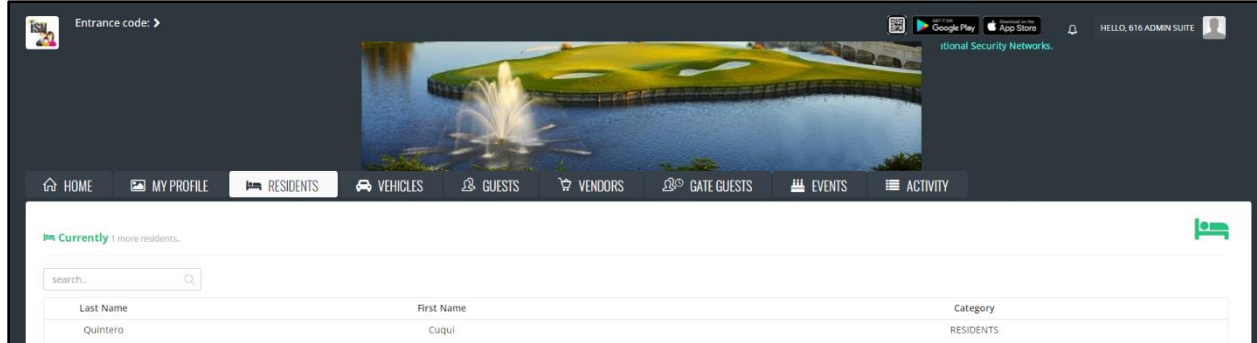
1. Click the **Notification Bell**. - Messages include notifications regarding guests and notifications whenever a new version of the software is available.
2. Click the bell then click **Refresh** to update to new version.
3. Press **CTRL** and **F5** simultaneously to the clear cache memory and display the latest version when needed.



When you click Refresh this window displays.

Residents Tab

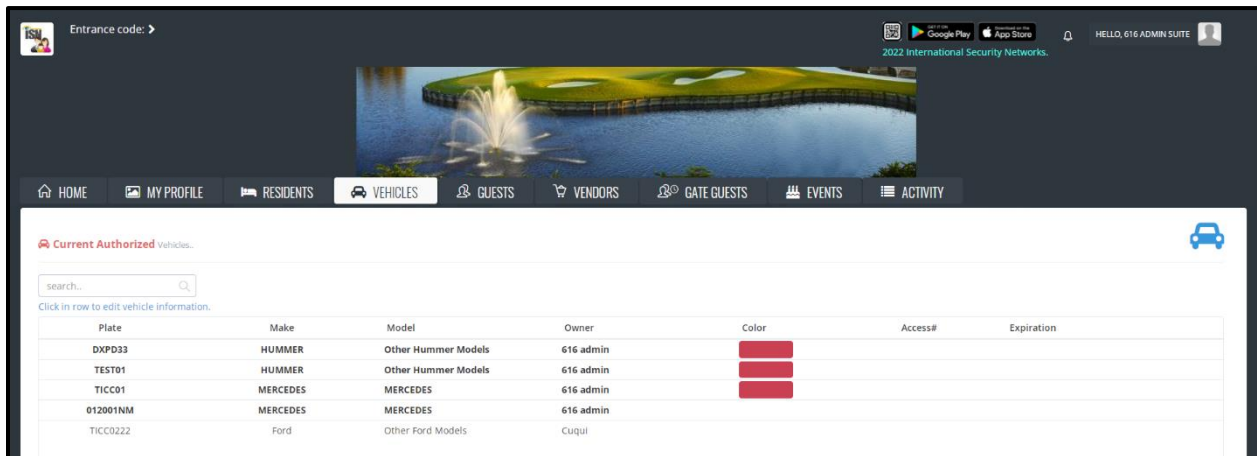
Through the Resident tab, the system displays a list of residents registered in the unit.



Feature	What to do
1. Search Field	When the user types the first two letters of the parameter to be searched, a list will be displayed with the residents whose name contains those characters.

Vehicles Tab

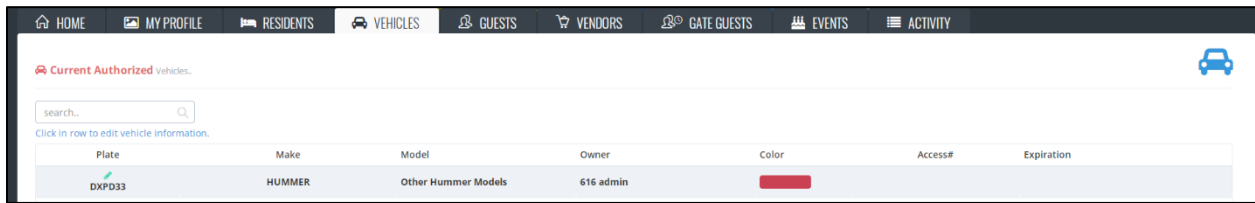
Through the Vehicles tab, the system displays a list of vehicles registered in the unit.



Feature	What to do
1. Search Field	When the user types the first two letters of the parameter to be searched, a list will be displayed with the cars whose name contains those characters.

Editing Vehicles

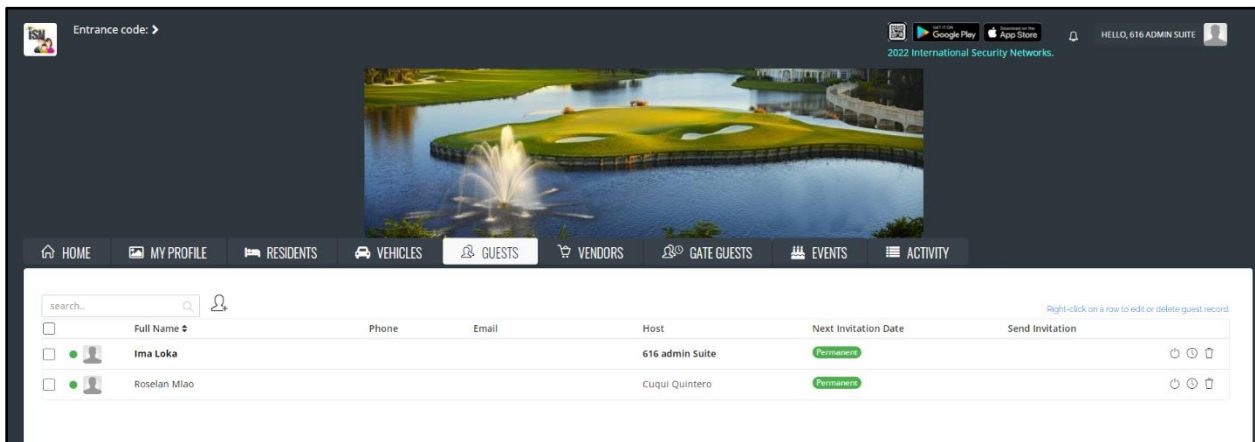
To edit the fields that are shown in the vehicle list, you must click on the vehicle you want to edit and a pop-up tab will be shown with the fields that can be modified for the vehicle, those marked with * being mandatory.



Update vehicle TICC01 information

Plate * TICC01 Make * Audi Model * A4 Color * Lemon Yellow

Guests Tab



1. Click **Add-New** from the left icon. The **Create Guest** Interface Displays:

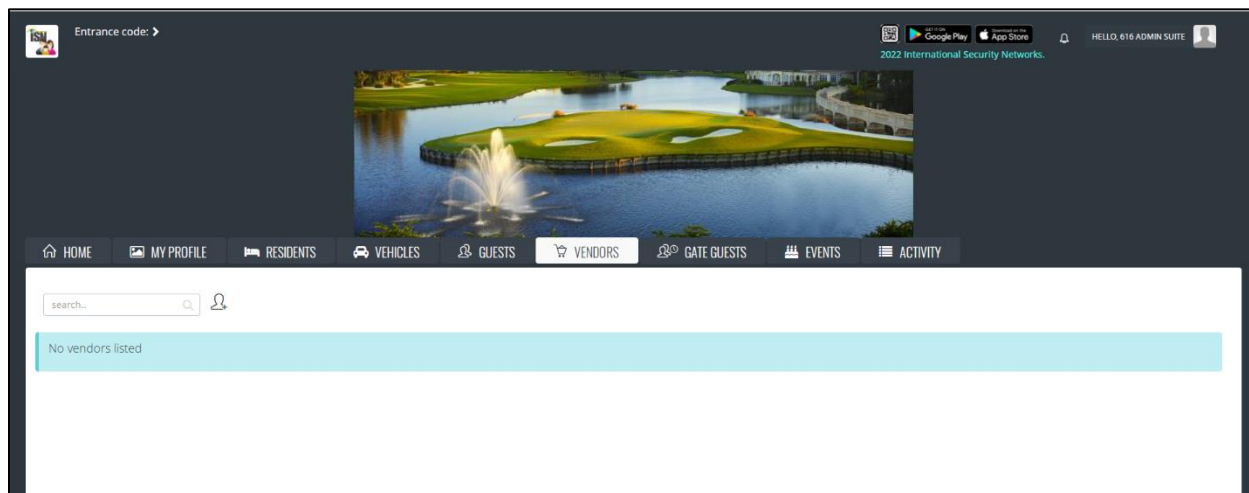
2. Enter information into the following fields as needed:

Field	Entry
First Name, Last Name	Enter the visitor's full name.
Guest Type	Enter the guest's type.
Special Instructions	Enter any instructions to assist the guard regarding the guest.

Phone	Enter the phone number to receive notifications.
Email	Enter the email to contact to receive notifications.
Vehicle Plates	Enter the number of the plate.
Schedule the visit	Enter schedule.
Photo	Click the Avatar to search for or link an image file, or to use your device's built-in camera to take a picture.

- Once the data has been entered correctly, the "Accept" button is pressed and the information is stored in the system, showing the list of users who have been registered.

Vendors Tab



- Click **Add-New** from the left icon.  The **Create Vendors** Interface Displays:

- Enter information into the following fields as needed:

Field	Entry
First Name, Last Name	Enter the vendor's full name.
Company Name	Enter the company's name.
Category	Enter the category's name.
Phone	Enter the phone number to receive notifications.

Email	Enter the email to contact to receive notifications.
Special Instructions	Enter any instructions to assist the guard regarding the guest.
Vehicle Plates	Enter the number on the plate.
Schedule the visit	Select schedule.

- By entering the required information and clicking the SAVE button, the information is recorded and the vendors list is displayed.

Full Name	Company	Phone	Email	Host	Next Invitation Date	Send Invitation
T-Mobile	Mobile Company	17896563251	mobile@gmail.com		Jan 5, 2022 - Jan 5, 2022	[Send Invitation]

Editing Vendors

In order to edit the data belonging to an employee, go to the Edit icon in the upper left menu and select the row to be modified. Pressing the system displays an editable form with the relevant fields, those marked with * being mandatory. Once the fields have been modified, the OK button is pressed and the table data is updated with the modified fields, showing a message confirming said action.

Full Name	Company	Phone	Email	Host	Next Invitation Date	Send Invitation
T-Mobile	Mobile Company	17896563251	mobile@gmail.com		Jan 5, 2022 - Jan 5, 2022	[Send Invitation]
Uber	Uber Company	7689256332	uber@gmail.com		Jan 6, 2022 - Jan 6, 2022	[Send Invitation]

Deleting Vendors

When the user clicks on said icon, the system allows the elimination of one or more elements from the table, previously selected through the multiple selection field located in the first column of the table. Once the fields to be deleted have been selected, a confirmation message of said action is displayed.

Full Name	Company	Phone	Email	Host	Next Invitation Date	Send Invitation
T-Mobile	Mobile Company	17896563251	mobile@gmail.com	616 admin Suite	Jan 5, 2022 - Jan 5, 2022	[Send Invitation]
Uber	Uber Company	7689256332	uber@gmail.com	616 admin Suite	Jan 6, 2022 - Jan 6, 2022	[Send Invitation]

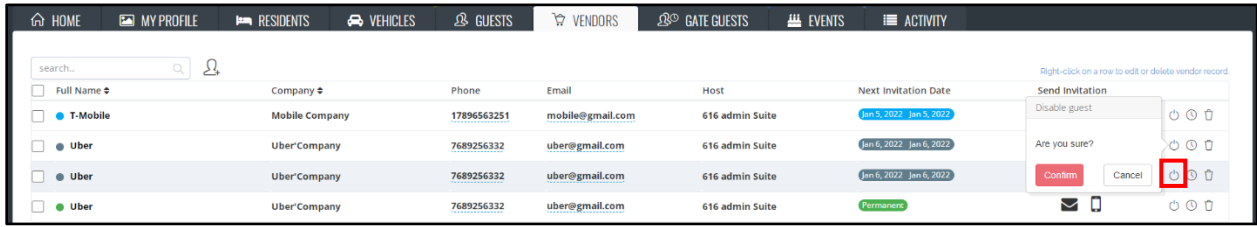
Sending Message



Through the send invitation icons, the system allows you to send QR code "passes" to visitors via **SMS** or **Email**, allowing them to wait for the guest inside without having to meet him or her at the door.

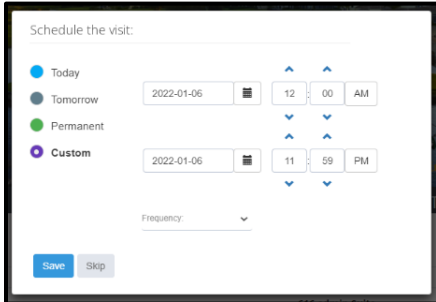
Disable Vendors

To disable a guest, go to the Disable icon via the quick access icons at the end of the row to modify. By clicking on the icon selected in red in the image, the system displays a message confirming this action.



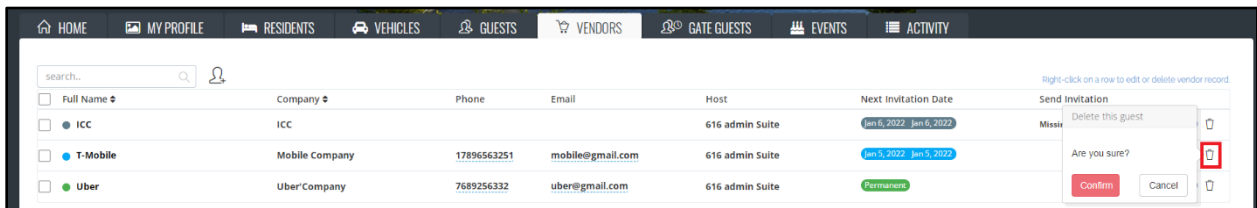
Schedule Vendors

From the invitation calendar interface, the desired invitation date is added through the radio buttons.



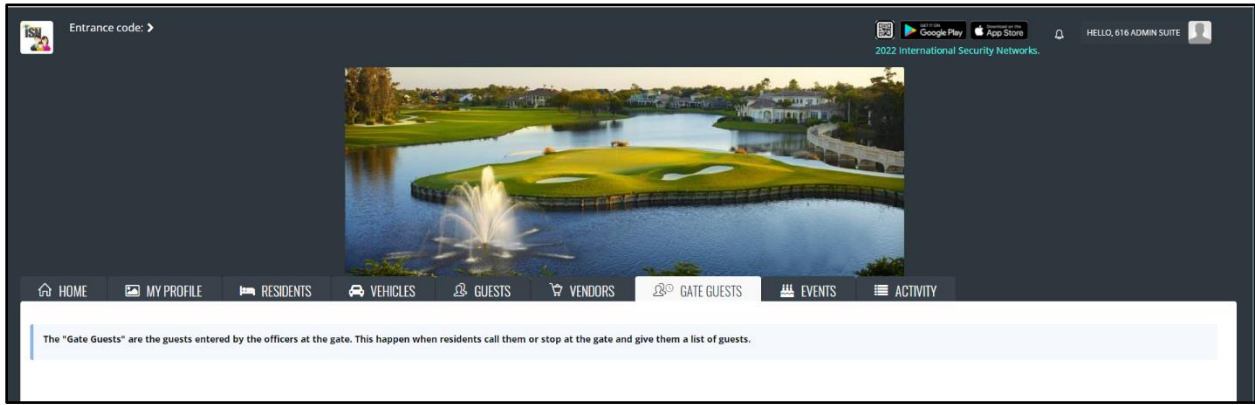
Delete Vendors

To delete a guest, go to the Delete icon via the quick access icons at the end of the row. When the user clicks on the icon referred to in the image, a confirmation window is displayed for the action to be carried out, pressing the "Confirm" button updates the table data and deletes the records.



Gate Guests Tab

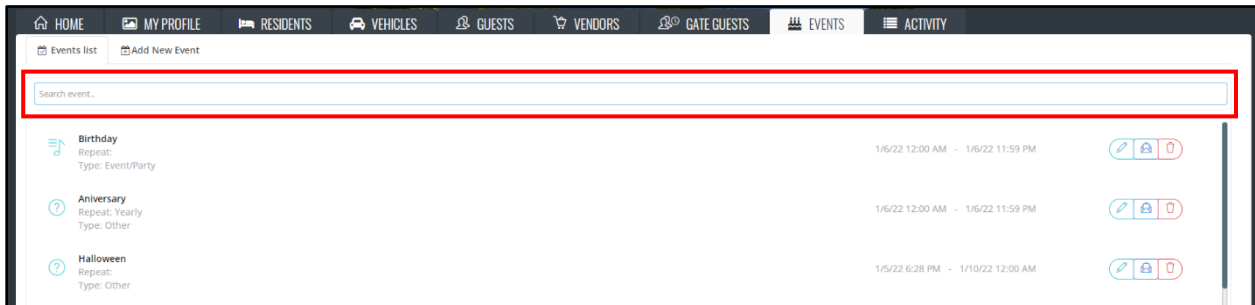
Gate guests are added by the officers at the gate when residents call them or stop at the gate and give them a list of guests. It can be filtered. It shows who is deactivated. It shows active leases.



Events Tab

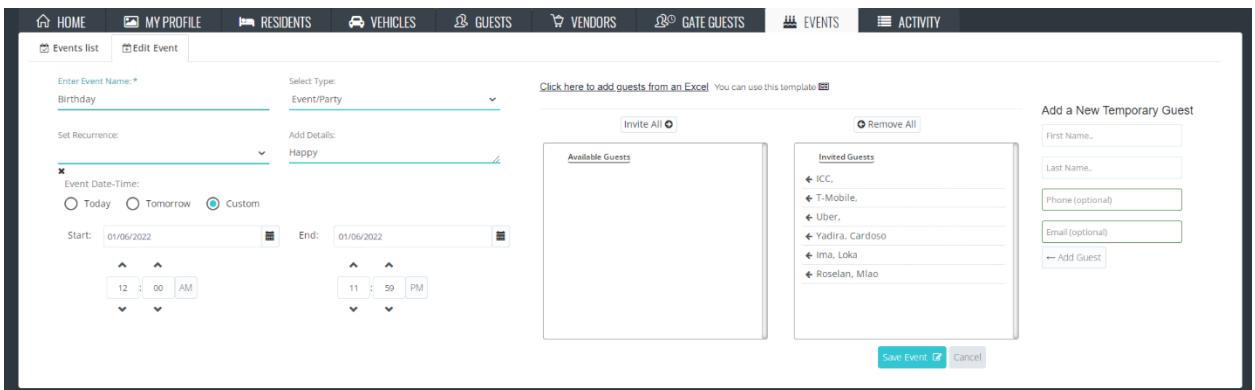
Events List Tab

From the event list, you can write in the search engine by entering two characters or more the name of the event to search and it will filter the events that contain those characters.



Editing Event

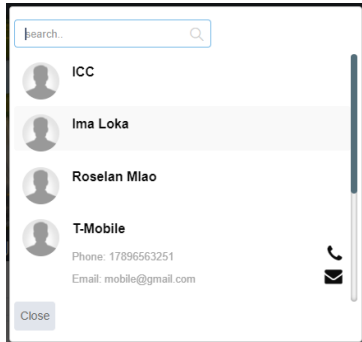
From the list of quick access icons on the right side you access the Edit button. By clicking on the edit icon, the system opens an interface of the selected event to allow the editing of its fields.



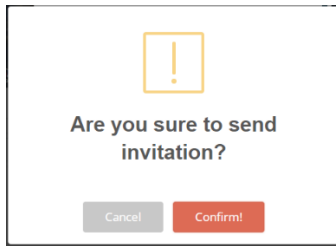
Sending invitations

From the list of quick access icons on the right side you can access the send invitation button.

When you click on the send invitation icon, the system opens an interface with the list of guests to the event and their number and contact email, if it has been added.

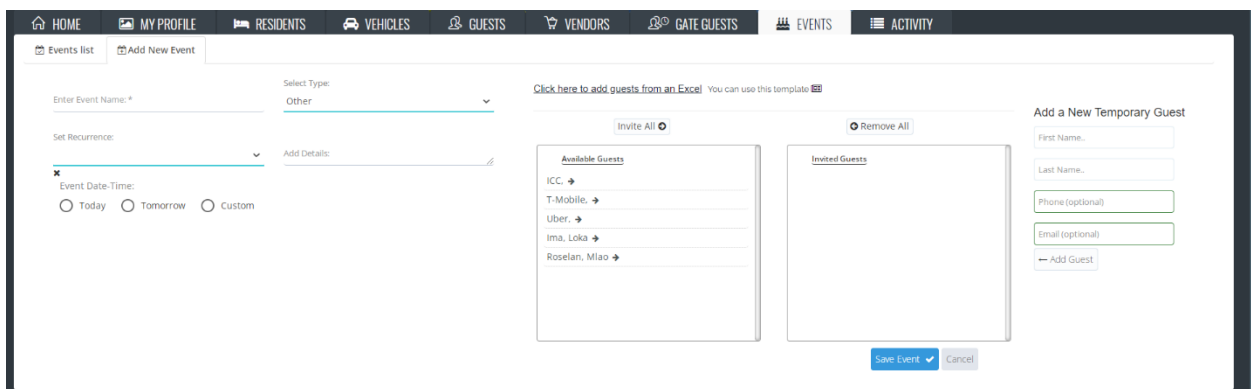


When selecting on the contact icons, the system notifies by means of a pop-up window if you want to confirm the action. Upon confirmation, the invitation is sent to the selected guest.



Adding New Event Tab

1. Click Add-New Event.



2. Enter information into the following fields as needed:

Field	Entry
Event Name	Enter the event's name. This field is required.
Event Type	Select Type of event.
Recurrence	Select frequency

Details	Add Details.
Link Excel	Click in the link to add an excel with the guests.
Event Date-Time	Select the event date-time.
First Name, Last Name	Enter first name and last name for add a new guest
Phone	Enter the phone.
Email	Enter the email.

From the guest list, you can add all the guests to the event through the buttons above, or you can select the desired ones to the list by means of a click. If you want to add a new guest from the first name and last name fields, add the new guest.

Activity Tab

Displays a list of all input records.

