

QUICKSTART GUIDE

Thank you for choosing GATEMAN as an option for your security needs.

GATEMAN is accessible via our website <https://gateman.ltd> and also by using our [Android Apps](#) from the Google Playstore or IOS app from Apple store.

Apps:

- **GATEMAN** – used by residents (IOS and ANDROID)
- **GATESCAN** – scanner App for GATEMAN, used by the guards (ANDROID only)

To access your account, select RESIDENTIAL, CORPORATE (for offices) or SCHOOL.

**The Scanner and WhatsApp features are ONLY available when using a phone.

**This guide has been prepared with references only to the RESIDENTIAL tool but the same rules apply to the SCHOOL and CORPORATE tools.

USER ACCOUNTS

The system has 3 types of user accounts with the first in order of hierarchy being the EstateAdmin. The EstateAdmin can create ALL the other accounts. While It is possible as an EstateAdmin to access all functions via a handheld device, we would advise that you use a computer during the set-up.

1. **EstateAdmin** – There can be a maximum total of 5 for each premises.
The EstateAdmin can manage all the other accounts created and can run the statistics modules to determine people traffic within the premises.
The EstateAdmin can disable Resident user accounts in the event that a resident moves out or is non-compliant with the payment of rent or resident's association fees.

All phone numbers in the system **MUST be entered in the international format** as GATEMAN is globally functional and each system phone number MUST be unique.

As residents move into the premises, they can be manually added by the EstateAdmin OR bulk-uploaded using our formatted Excel spreadsheet, especially if the premises already has a large number of residents.

2. **Resident** - This account can add and invite guests to their homes.
The invitations can **only** be validated by a Gateman (guard) account.
Each automatic invitation sent is an SMS message (if enabled) or email with a QR Code and a unique 8-digit number which can also be tapped into an existing digital entry system.

If an email/SMS message fails to deliver, for any reason, the resident can also manually send a **WhatsApp** invitation.

3. **Gatescan** - This the App for the guards and you can have as many as you need depending on the size of your premises. All handheld scanner devices can be uniquely identified by location and as such there is always a log of activities for each guard.

PASSES

If you decide to **print system passes** for visitors' vehicles, these can be placed on the car dashboards so the patrol guards can scan passes through the windscreen to notify visitor or resident of any concerns about their vehicle. This feature is useful when a vehicle is badly parked, blocking an entrance or another vehicle.

Once a pass has been scanned OUT when the visitor leaves, the pass is automatically invalidated forever. A pass will only work for the premises it is created in and is **ONLY** valid for the day(s) it is created for.

A **single-use pass** is invalidated once signed-out.

A **recurring pass** logs the time of all scans and marks them as IN or OUT. These can be used for temporary staff or visitors who will be staying over.

Recurring passes expire on the last day as specified in the original invitation.

All passes can be instantly invalidated by the resident who created them.

NOTIFICATIONS:

1. **Invitation** - System automatically send email and SMS (not enabled in DEMO mode) to guests
2. **Arrival** - When a visitor arrives and the guard scans the QR Code or manually types in the 8-digit number, the resident gets an email notification. The resident can also nominate a second email address to receive notifications. This is useful in notifying a spouse or additional security location within the premises.
3. **Access Status** – The resident will also receive a status-update email depending on the action taken by the guards at the first point of entry.

USEFUL LINKS:

- **"How To" Video** - <https://www.gateman.ltd/howto/>
- **QuickStart Guide** - <https://www.gateman.ltd/downloads/gm-quickstart.pdf>

NOTES:

SMS Messaging: In some countries, some phone users may need to disable the "DO NOT DISTURB" (DND) function on their account to receive third-party SMS messages.

For Nigeria: Text "**ALLOW**" (MTN & Airtel), "**CANCEL**" (GLO), "**START**" (9Mobile) to **2442** to disable DND.

Support: We also offer continuous remote support to your teams on using GATEMAN. Physical visits can also be pre-arranged if absolutely required.

***EVENTPASS** is also available for Event Organisers /Managers.

Email: contact@gateman.ltd