

GateAccess.net is a premier website that allows residents of member communities to access certain parts of their file's information. The specific areas available are decided upon by the HOA, and differ from one community to the next.

HOW DO I LOG INTO THE SYSTEM?

Using any standard web browser (Internet Explorer, Firefox, Chrome, etc.), navigate to www.GateAccess.net. At the login screen (Figure A), select your community code from the drop-down list (typically the abbreviation of the community name), and enter your home phone number (10 digits ONLY, without spaces, dashes and parenthesis). Your code number can be obtained from the management office or security. Once done, click on the LOGIN button. Upon a successful login, the OVERVIEW page will open up, with community news and important phone numbers.

Figure A

HOW DO I NAVIGATE THE WEB SITE?

On the upper part of the screen you will see a tab selection bar that allows you to access the different parts of the system (Figure B). Click on the desired tab to review and edit your information.

Figure B

HOW CAN I CHANGE MY USER NAME AND PASSWORD?

Navigate to the LOGIN INFORMATION tab (Figure C), and enter a user name that you'd like to use as well as a password that you will remember. If the user name that you selected is already in use, the system will let you know so you can pick a different one. Follow the guidelines on the page in order to select a valid user name and a strong password.

Figure C

WHERE CAN I GET HELP ON SPECIFIC TABS (GUEST LIST, ENTRY LOGS, ETC.)?

At the bottom right corner of each page you will find a HELP button (figure D). Clicking on that button will generate a pop-up screen detailing information regarding the open screen. Use this information for help or questions regarding editing, deleting or adding data.



Figure D

WHY CAN'T I EDIT CERTAIN INFORMATION?

While editing your guest list or emergency contacts, for example, is authorized by the community, other areas of the system are viewable-only. For example, the list of entries to your residents or the description of your vehicles and access control devices are only managed by the system data administrator (typically the property manager).

WHERE CAN I GET ADDITIONAL HELP?

If you have any questions regarding the DATA itself, as it appears on the web site, you will need to contact your property management company, as we only provide the facility to update information and do NOT have access to the actual database. If you have questions regarding the website itself, or need further help with specific tasks, please write us at Support@abdi.net, and an Engineer will get back to you. Do not forget to specify the name of your community, as well as the description of your problem and your contact information.