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To: Edward & Charlene Mazer
Subject: 11-17-24 Things you need to know about TEKWave



Rosedale Master Homeowners Association

www.rosedalemasterhoa.com

Things you need to Know About TEKWave

TEKWave Goes Live on this Monday Morning

As of 10 am on Monday morning TEKWave will go live. That means DwellingLIVE will be taken out of service and replaced by TEKWave. To notify the Gate of arrival of new visitors, you will have to have registered with TEKWave and use the TEKWave App on your phone or on your PC.

My spouse is registered. Can I also register?

There is only one registration per household. You can share the username and password with your spouse, or one of you can register and set the other up as a family member with his or her own username and password. The instructions for using the PC are downloadable from the Master HOA Website – www.rosedalemasterhoa.com/tekwave.

I don't see my guests and visitors on the App

We have identified an idiosyncrasy in the TEKWave App. If you log in and immediately hit the "my visitor" tab, the visitor list may not display. When you log in, give it a second or two for the main screen to load and visitors to populate before selecting the "my visitor" tab and visitor list will show. I understand that it will soon be corrected.

I see my visitor list and there are some missing

If your visitors were in the DwellingLIVE database when we captured it to convert several weeks ago, they will be in the new system. If added since then, they will have to be added again.

Visitors Incorrectly Coded

For most residents, their list of visitors (guests, vendors etc.) was converted from DwellingLIVE into the TEKWAVE database correctly. A few residents have reported that while all their visitors are there, some came through with improper visitor type coding, that is, vendors showed up as guests. The good news is that they will still be admitted through the Gate because they are listed as your visitors, but it would be a good idea to check you visitor list and correct any mis-coded visitors.

Permanent verses Temporary Visitors

Guests can be either temporary or permanent. All other visitor types are temporary. For Temporary Guests, Vendors and all other visitor types, you will need to enter an **Expiration Date**. If you wish to make them long term, you can enter an **Expiration Date** far into the future I.e. 12/31/30. During the period between the **Schedule Date** and the **Expiration Date**, they can enter at any time. Permanent Guests are not limited by an Expiration Date.

Where can I find documentation and training for TEKWAVE?

There are both written documentation and a recording of the training meeting available on the Master HOA Website -

www.rosedalemasterhoa.com/tekwave

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