From:	Ed Mazer, Communications Committee <Communications@RosedaleMHOA.com>
Sent:	Tuesday, November 19, 2024 6:32 PM
To:	Ed@Themazers.Com
Subject:	Frequently Asked Questions about TEKWave

Rosedale Master Homeowners Association

www.rosedalemasterhoa.com

Answers to TEKWare Frequently Asked Questions:

What if I cannot send a QR-Codes to a Vendor?

If you cannot send a QR-code to an individual phone, such as in the case of a vendor, just register them and they can stop at the gate. The gate attendant will see that they have been registered by you and let them in. If they are authorized for a long period of time, the attendant will print them a pass good till the expiration date.

Can I log into the TEKWave App with my DwellingLIVE username and password?

No, TEKWave will not recognize it. You must first register with TEKWave. Part of the registration process is to create your new password, which the App will recognize.

Can I set up my spouse to also use TEKWave to enter visitors?

There is only one registration per household. You can share your username and password with your spouse; or if you wish your spouse to have his or her own username and password, you can set your spouse as a family member and enable a user login. To do this, you must log in on your PC to ***https://vms.securitasinc.com/host/***.

1. Click on the Gear icon in the upper right of the screen.

2. Select **Profile Settings**
3. Click on **Family** on the right of the top navigation bar
4. Select **–Add New Family—**
5. Check the box for **Enable user login?** and any other boxes for options you wish to authorize

1.
   a.
      i.
         1.
            a. If you want them to have access to the primary account visitor list (such as a spouse), select **Edit All Visitors**.
            b. If you want them to have viewable access to the primary account (such as a spouse), select **View Primary Host Details**.
            c. If you want them to have editing access to the primary account (such as a spouse), select **Edit Primary Host Details**.

6. Enter the following required information

1.
   a.
      i.
         1.
            a. First Name
            b. Last Name
            c. Select **Relationship** from the drop down options
            d. Email, if you want them to have their own login
            e. Phone, this number cannot be on any account, numbers only, no spaces or dashes

8. Enter any other information needed
9. Select Opt-In Notifications
10. Click "**Save Family**"
    When you save, you will be prompted to enter a username for your family member (we suggest their email address) and choose a password.
11. Provide the username and password to your family member. They can then go to the portal and log in or download the app and log in. They will be prompted to change their password once they get in.

You can download Instructions for using the PC with TEKWare from the Master HOA Website (***www.rosedalemasterhoa.com/tekwave***).

How do I Entering a Tenant?

To enter a tenant, follow the same directions as entering a spouse except the following:

Enter the following required information
Select **Relationship** from the drop down options – select **tenant**

Check the box for **Enable user login?** and any other boxes for options you wish to authorize
1.
     a.
          i.
               1.
                    a. If you do not want them to have access to the primary account visitor list (such as a tenant), do not select **Edit All Visitors**.
                    b. If you do not want them to have viewable access to the primary account (such as a tenant), do not select **View Primary Host Details**.
   c. If you do not want them to have editing access to the primary account (such as a

tenant), do not select **Edit Primary Host Details**.

What is the best way for a visitor to store the QR-code on a phone for easy retrieval?"

From the text or email sent to a visitor, click on the link to load the QR-code on the phone screen.

> On an Android smart phone, click on the 3 dot option button on the lower left corner of your screen and select *Add to Home screen*. A widget to display the QR-code will be added to the program widgets on your phone's main screen (often multiple page long), allowing you to quickly access that QR-code.
>
> On iPhone open code and scroll down to the **send /share arrow** in options 4. **Share /save** to Home Screen.
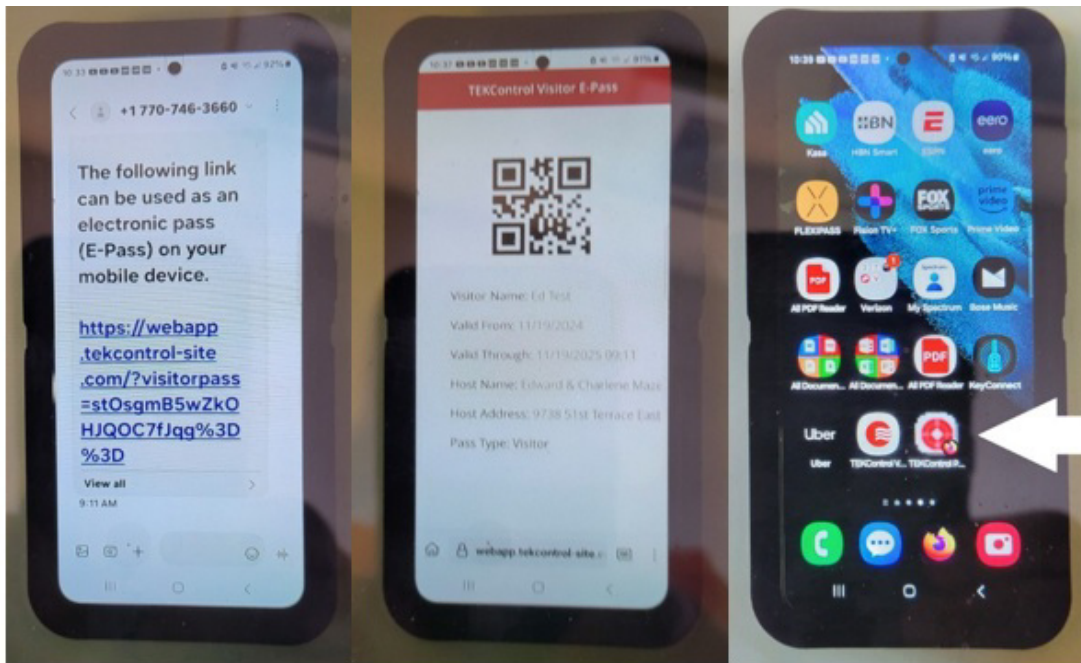
Where is the QR-Code scanner and how do I scan my QR-Code?

The scanner for your QR-code is located on the resident's aisle for both the North and South entry gates in Rosedale. To scan your QR-code, display the QR-code on your phone and hold it about 12 inches below the reader.

Why do all my Visitors sometimes not display on my 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.

Are there any unexpected issues with the conversion of vendor lists from DwellingLIIVE?

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*.

This is a Test Email only.
This message was sent for the sole purpose of testing a draft message.