



FRONTSTEPS Frequently Asked Questions

What is FRONTSTEPS?

- FRONTSTEPS is a cutting-edge gate access management system that offers enhanced security and other benefits for Cordillera.

What is FRONTSTEPS Visitor Management?

- Visitor Management is a FRONTSTEPS feature that allows Cordillera property owners to authorize personal guests and visitors to their homes.
- Visitor Management was introduced to property owners in **July of 2024**.
- FRONTSTEPS Visitor Management became mandatory on **September 3, 2024**, for property owners to use when authorizing personal guests and visitors to their homes.

What has changed with FRONTSTEPS?

- FRONTSTEPS replaces Cordillera's previous gate management software to provide more secure control over gate entry and exit.
- **NEW PROCESS property owners and visitors of property owners:** Property owners will issue guest passes through FRONTSTEPS to their visitors using a smartphone app or computer.
- Previously, gate agents issued paper hang tag passes to visitors at the gate without using technology that linked property owners directly with their guests.

What has NOT changed with FRONTSTEPS?

- FRONTSTEPS integrates with Cordillera's current transponders, so gate access procedures will not change for property owners.
- **NO CHANGE** in gate access for workers, service providers, and many others will continue to enter and exit Cordillera's gates in the same way moving forward using current transponders.
- **Cordillera Metro District continues to manage gate access for the following individuals entering our community. Property owners are asked NOT to issue guest passes to the following:**
 - Property managers
 - Housekeepers
 - Landscapers
 - Realtors
 - Service providers
 - Vendors
 - Contractors
 - Others doing work in or around Cordillera properties

If property owners issue guest passes for any individuals in the above groups, the guest passes will be denied, and they will NOT be allowed gate access without a gate access sticker. For security reasons, all of the above still need to have a gate access sticker issued by CMD affixed to their vehicles.

Additionally, transportation companies and commercial deliveries including grocery and food services, furniture and appliance deliveries, and others are managed by CMD at the gate.

For more information about gate access for workers in Cordillera, see the **GATE ACCESS** page on our community's website: www.CordilleraLiving.com/Gate-Access

What FRONTSTEPS support is available?

Cordillera Metro District provides FRONTSTEPS onboarding assistance and offers training to those who need help managing visitor gate access passes.

- **Need support?** Please email the CMD Admin Office at info@cordillerametro.org or call **(970) 926-1923** if you have questions or need help with your account. We also welcome you to stop by the CMD Admin Office at 408 Carterville Road.
- How-to documents for common questions can be found at www.CordilleraLiving.com/Frontsteps-Support

What FRONTSTEPS how-to documents are available?

The following FRONTSTEPS how-to documents offering step-by-step instructions are available at www.CordilleraLiving.com/Frontsteps-Support:

- [How to Set Up Your Account](#)
- [How to Log In or Reset Your Password](#)
- [How to Issue Guest Passes](#)
- [How to Manage Family Member Access](#)
- [How to Customize Visitor Management Settings](#)

What is a temporary guest vs. a permanent guest?

- **Temporary Guests:** These individuals are the personal guests and family members of property owners who do not visit regularly. The maximum length of their guest pass is 10 days.
- **Permanent Guests:** These individuals are personal guests and family members of property owners who will remain on the property's guest list all year long. Property owners will still be able to specify a timeframe for their visit. **Permanent guests are NOT service providers, contractors, property managers, vendors, housekeepers, or others doing work at your property.** Cordillera Metro District still manages gate access for these individuals by issuing transponders.
- Property owners can issue both of these guest pass types using the FRONTSTEPS visitor management feature.
- For more details, see the [How to Issue FRONTSTEPS Guest Passes](#) document at www.CordilleraLiving.com/Frontsteps-Support.

What options are available for family members of property owners?

- Property owners who have set up their FRONTSTEPS accounts have TWO options for managing family member access: 1) Family Member Account Management and 2) Family Members as Permanent Guests.
- **Family member account management** allows designated family members to add and delete guests from the property's guest list.
- **Family members as permanent guests** allows family members to come and go to your property at any time as a guest but not issue guest passes for the property.
- For more details, see the [How to Manage Family Member Access](#) document at www.CordilleraLiving.com/Frontsteps-Support.

What if my guest stays longer than 10 days?

- If your invited **temporary guest** is visiting for longer than 10 days, you will need to issue a second guest pass for the time period beyond 10 days.
- All guests on your **permanent guest list** remain on your list for 365 days. When a permanent guest arrives at the gate, the gate agent will verify that the guest is on your list and issue a guest pass for up to 10 days. Permanent guests staying longer

than 10 days will be issued a new pass by the gate agent at the gate for an additional 10 days after their initial pass has expired.

What can invited guests expect at Cordillera's gates?

With FRONTSTEPS, invited guests can expect a quick and easy verification process when they arrive at either of Cordillera's gates.

- Guests will tell Cordillera's gate agents **the name and address of the person they are visiting.**
- **If you issued an ePass for your guest**, the guest will receive a QR code either in a text message or email (depending on what option you chose).
- **The guest will show the QR code to the gate agent, who will then issue a printed pass with a bar code to be scanned at gate entry for up to 10 days.**
- After the initial ePass QR code has been scanned at the gate, it is not valid for additional uses due to security reasons. **Guests can re-enter by showing the printed guess pass or by telling the gate agent their name and the address where they are going for the duration of their visit.**
- **If you chose to invite a guest but did not issue an ePass**, the gate agent will verify that the guest is on your temporary or permanent guest list before issuing a printed gate pass with a bar code for re-entry, as above.

What happens if a guest arrives late at night?

- **If your invited guest arrives during the hours when gatehouses are unattended, 1:00 AM–5:00 AM**, he or she can scan the ePass QR code at the kiosk to gain access to the community for that first entry. At the next entry during hours when the gate is attended, the guest will be issued a printed pass to use for the duration of the visit.
- **If guests arriving after gatehouse hours have questions, they may use the call button on the scanner kiosk to speak with a gate agent.** Cordillera Public Safety agents work 24 hours a day, 7 days a week.

Where can I find the latest FRONTSTEPS information?

- Find the most current FRONTSTEPS information either on Cordillera's FRONTSTEPS resident dashboard or at www.CordilleraLiving.com/Frontsteps.

Why FRONTSTEPS for Cordillera?

On Friday, June 14, 2024, CMD Board members held a regular public meeting. Among the topics of discussion was why FRONTSTEPS is needed in our community at this time. A few takeaways include:

- Over the past few years, our population has more than doubled in size, and as a result we have experienced increased construction activity, increased traffic, and increased interactions with non-property owners trying to enter Cordillera.
- Unfortunately, we have also had incidents with members of the public entering Cordillera by saying that they are the guests of homeowners when that is not the case.
- Illegal shed hunting, elk and deer poaching, misuse of our community's private amenities, unknown people approaching front doors, and other security incidents have occurred.
- Gate security is important to our community, and the FRONTSTEPS visitor management tools have been chosen to help solve these visitor access issues.