



## FRONTSTEPS Frequently Asked Questions

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### 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 issue personalized guest passes for visitors to their homes.
- Visitor Management was introduced to property owners in **July of 2024**.
- Our goal is to have all community members confidently issuing guest passes to their visitors using FRONTSTEPS by the **end of August 2024**.

### 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.
- **NO CHANGE** in gate access for property owners, property managers, vendors, contractors, and service providers, who will continue to enter and exit Cordillera's gates in the same way moving forward using current transponders.

### 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.

### 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](mailto:info@cordillerametro.org) or call [\(970\) 926-1923](tel:9709261923) 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](http://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](http://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](http://www.CordilleraLiving.com/Frontsteps-Support).

## 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.**
- Guests should be prepared to show the gate agent their ePass, which contains a QR code.
- Gate agents will verify who invited the guest and the address they are visiting before granting gate access.

## 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](http://www.CordilleraLiving.com/Frontsteps-Support).

## 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](http://www.CordilleraLiving.com/Frontsteps).