# How to <u>Issue Guest Passes</u> Using FRONTSTEPS Visitor Management

Log in to the FRONTSTEPS resident dashboard on the FRONTSTEPS Community app (at right) **-OR-** on a desktop browser (directions below).
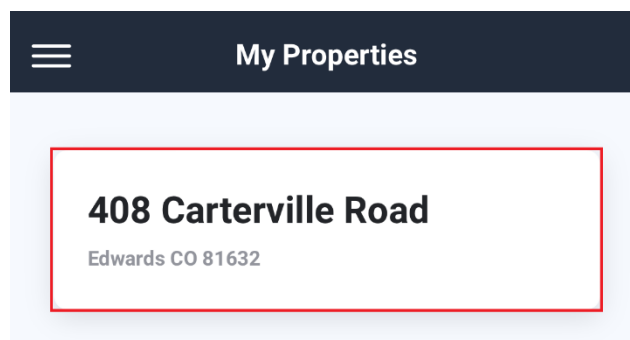
FRONTSTEPS Community App Directions:
Sign in to the app using the email and password you chose when setting up your account from your personalized set-up link.

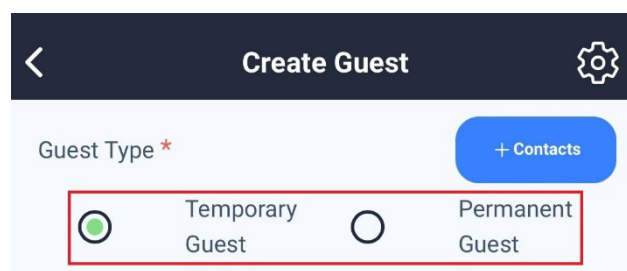- **Select VISITOR MANAGEMENT** from the dashboard. menu.
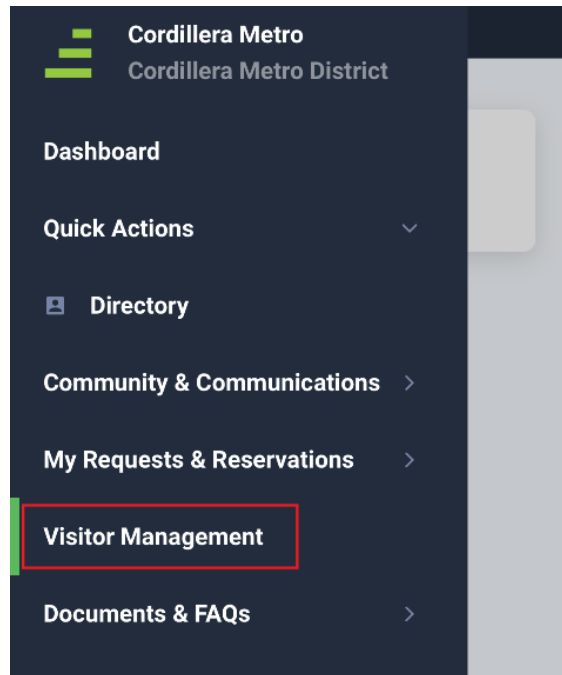
- From here, choose your property address.

- Then, click the green CREATE NEW GUEST button.

- Next, **select guest type of either "Permanent Guest" or "Temporary Guest."**
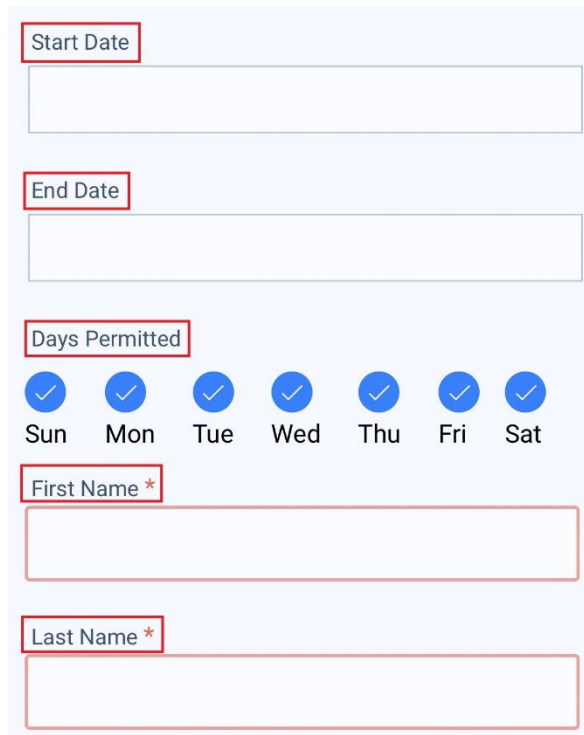
Guest types:

> **Permanent Guests:** These individuals are your **personal guests and family members** who will remain on your guest list all year long. <u>**Permanent guests are NOT service providers, contractors, property managers, vendors, housekeepers, or others doing work at your property.**</u> Cordillera Metro District still manages gate access for these individuals.

> **Temporary Guests:** These individuals are your **personal guests and family members** who do not visit regularly. Maximum guest pass length is 10 days.
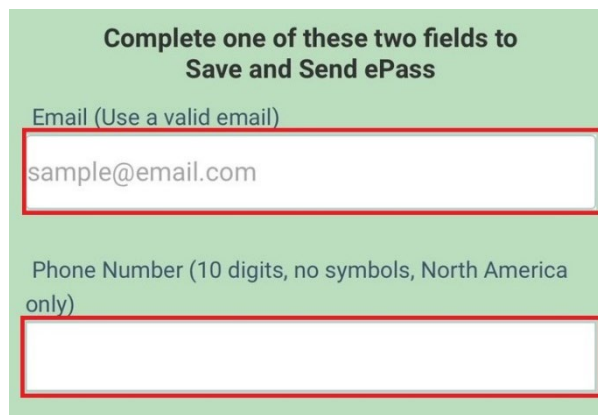
- **Add guest details** to the form including the **dates for the guest's stay** (if inviting a temporary guest), **days permitted**, and the guest's **first name and last name**.

- You must **enter your guest's mobile phone number or email** in order to send an ePass to your guest.

- **For temporary guests: Click the green Save and Send ePass button** to save the guest information and send the ePass.

- For **permanent guests**:
  - **If the guest is arriving within the next 10 days, click the green Save and Send ePass button** (shown above) to send the ePass now. The guest will automatically be saved to your guest list for the next 365 days and can enter any time in the next year.
  - **If the guest is not arriving within the next 10 days, click the blue Save button** to save add the guest to your guest list for the next 365 days without sending an immediate ePass.


When guests arrive at the gate, they will tell the agent their name and the property address they're visiting or show their ePass.

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FRONTSTEPS Desktop Browser Access Directions:

Sign in to the app using the email and password you chose when setting up your account from your personalized set-up link. Access the login page on a desktop using Cordillera's sign-in link: **http://cordillerametrodistrict.frontsteps.com/users/sign_in**.

Note for Mac users: If you are using a Mac computer, maximize your browser window by clicking the green button in the top-left corner of the window.

Step 1: Select VISITOR MANAGEMENT from the dashboard menu. From here, you can **select the "Permanent Guests" or "Temporary Guests" tab.**
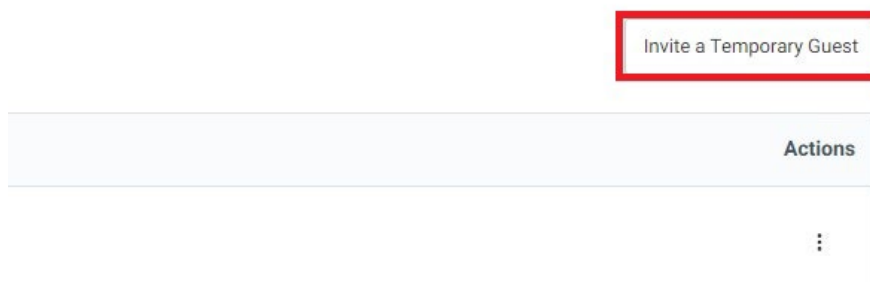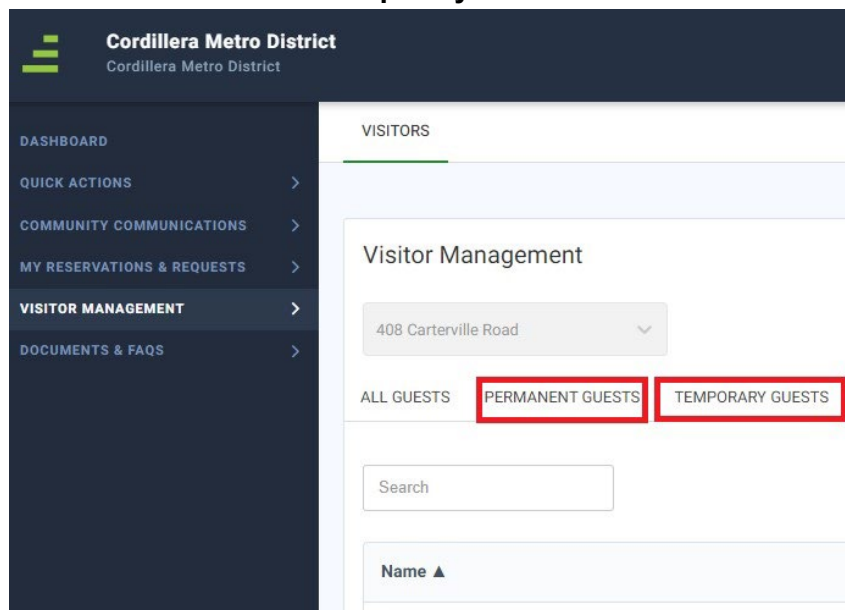

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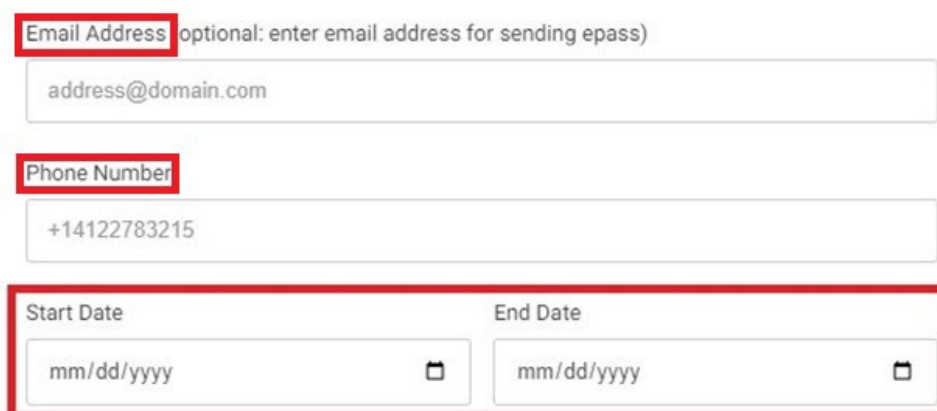
Step 2: After selecting the desired guest type tab, you will **add a guest** by clicking the upper right "Invite a Permanent Guest" button or the "Invite a Temporary Guest" button.

Step 3: Add guest information to the form.

You must **enter your guest's mobile phone number or email** in order to send an ePass to your guest. If your guest is temporary, enter start and end dates for the visit.

For temporary guests: Click **Send ePass to guest**, and then click **Submit** to save the guest information and send the ePass.

Note for Mac users: If using a Mac computer, ***maximize your browser window*** by clicking the green button in the top-left corner of the window to make sure that all fields are visible.

For permanent guests:

- o **If the guest is arriving within the next 10 days,** click **Send ePass to guest** and then click **Submit** (shown above) to send the ePass now and to save guest information. The guest will automatically be saved to your guest list for the next 365 days and can enter any time in the next year.
- o **If the guest is not arriving within the next 10 days, click the blue Submit button** to save add the guest to your guest list for the next 365 days without sending an immediate ePass.

When guests arrive at the gate, they will tell the agent their name and the property address they're visiting or show their ePass.

Get more FRONTSTEPS how-to and support at www.CordilleraLiving.com/Frontsteps.