

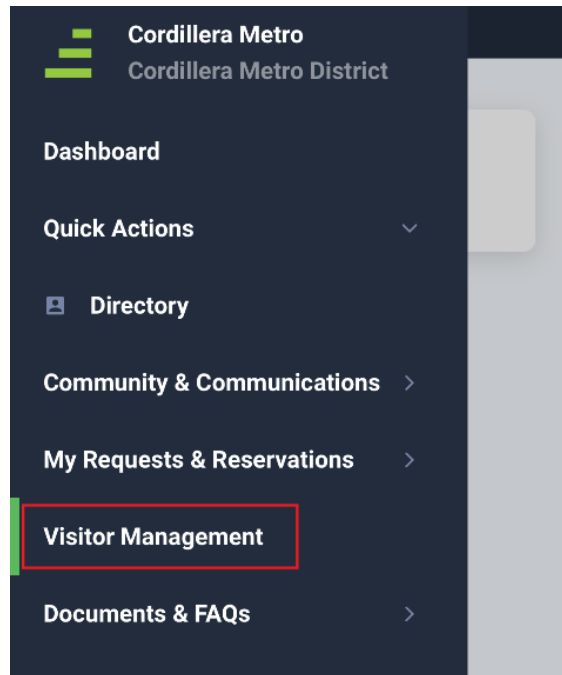
# How to Issue Guest Passes Using FRONTSTEPS Visitor Management

Log in to the FRONTSTEPS resident dashboard on the FRONTSTEPS Community app (at right) -OR- on a desktop browser (directions below).

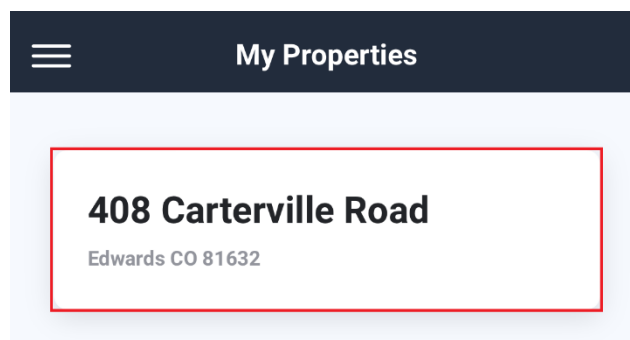
## FRONTSTEPS Community App Directions:

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.



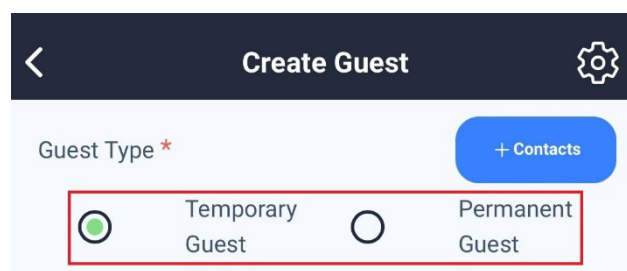
- From here, choose your property address.



- Then, click the green CREATE NEW GUEST button.



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

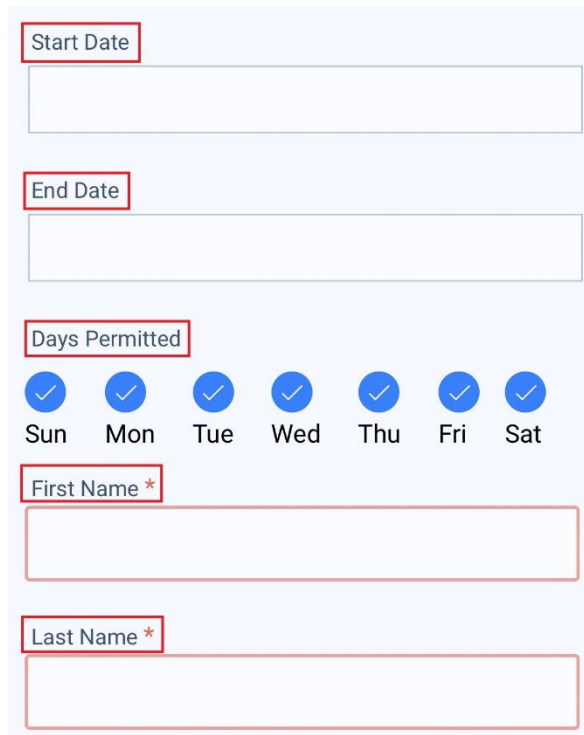


**Guest types:**

**Permanent Guests:** These individuals are your **personal guests and family members** who will remain on your guest list all year long. **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.

**Temporary Guests:** These individuals are your **personal guests and family members** who do not visit regularly. Maximum guest pass length is 10 days.

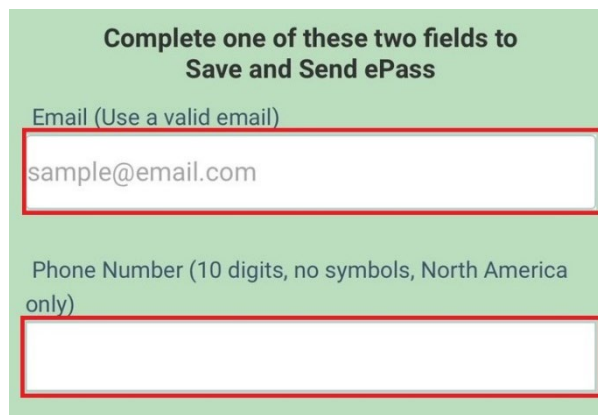
- **Add guest details** to the form including the **dates for the guest's stay** (if inviting a temporary guest), **days permitted**, and the guest's **first name and last name**.



The form contains the following fields and options:

- Start Date:** A text input field.
- End Date:** A text input field.
- Days Permitted:** A row of seven radio buttons, each with a checkmark, labeled Sun, Mon, Tue, Wed, Thu, Fri, and Sat.
- First Name \*:** A text input field.
- Last Name \*:** A text input field.

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



The form is titled "Complete one of these two fields to Save and Send ePass" and contains two options:

- Email (Use a valid email):** A text input field containing "sample@email.com".
- Phone Number (10 digits, no symbols, North America only):** An empty text input field.

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



Two buttons are shown: a blue "Save Guest" button and a green "Save and Send ePass" button. The "Save and Send ePass" button is highlighted with a red border.

- 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.



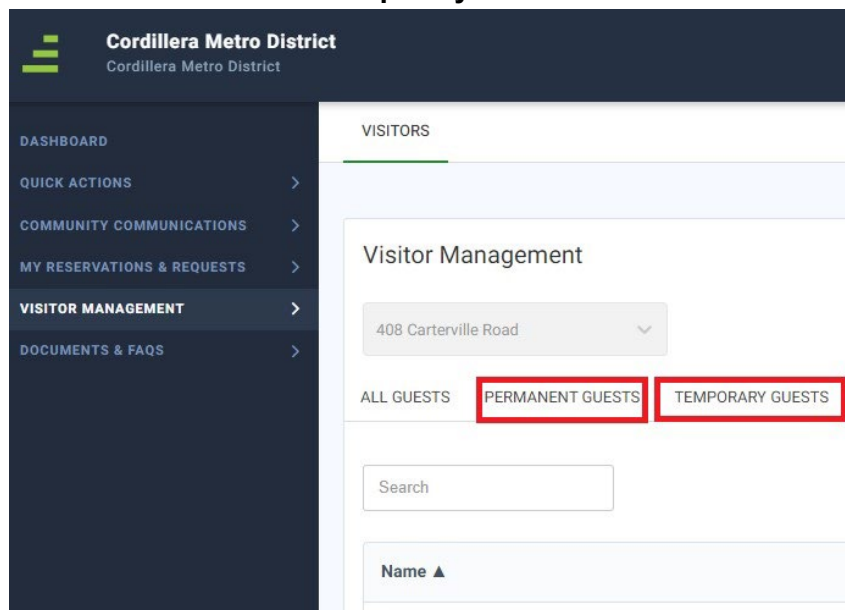
When guests arrive at the gate, they will tell the agent their name and the property address they're visiting or show their ePass.

### **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](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.

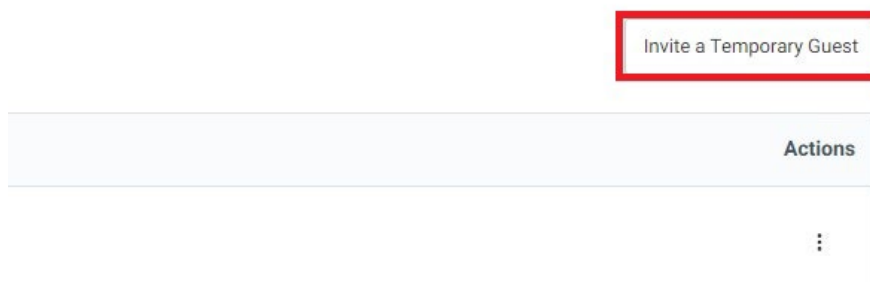


### **Guest types:**

**Permanent Guests:** These individuals are your **personal guests and family members** who will remain on your guest list all year long. **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.

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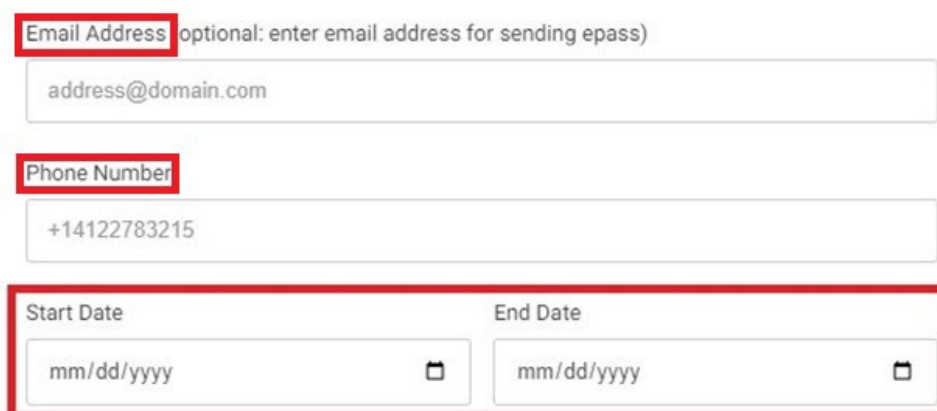
**Step 2:** After selecting the desired guest type tab, you will **add a guest** by clicking the upper right "Invite a Permanent Guest" button or the "Invite a Temporary Guest" button.



The image shows a button labeled "Invite a Temporary Guest" with a red border. Below it is a table with a single column labeled "Actions" and a vertical ellipsis icon (three dots) in the center of the row.

**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.



The image shows a form with three main sections, each highlighted with a red box. The first section is labeled "Email Address" (with a red box) and includes the text "optional: enter email address for sending epass)" and a text input field containing "address@domain.com". The second section is labeled "Phone Number" (with a red box) and contains a text input field with "+14122783215". The third section (with a red box) contains two date input fields: "Start Date" and "End Date", both with the placeholder "mm/dd/yyyy" and a calendar icon.

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



The image shows a checkbox labeled "Send ePass to guest" which is checked, highlighted with a red box. Below it is a small italicized note: "ePass will be delivered via email and SMS when both email and phone number are provided." At the bottom right, there are two buttons: "Cancel" and "Submit", with the "Submit" button highlighted in blue and also having a red box around it.

**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:**

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