

How to Manage Family Member Access with FRONTSTEPS

Cordillera property owners have TWO options for managing family member access.

1). FAMILY MEMBER ACCOUNT MANAGEMENT

Property owners who already have their accounts set up can designate up to five other family members to also control visitor management for the property. **This option allows designated family members to add and delete guests from your guest list.** Examples of family members you might want to designate as account managers include adult children or other adult relatives.



Family member account management is NOT available for long-term guests or regular visitors to your home. Manage these visitors by issuing either a permanent or temporary guest pass in FRONTSTEPS visitor management.

How to designate a family member as a FRONTSTEPS account manager:

Only property owners who have their accounts set up may add family members as account managers. Using the same email that is on your FRONTSTEPS account, email the Cordillera Metro District at info@cordillera metro.org. Include these details:

1. The NAME of the person you would like to add as a family member account manager (adult family members or adult relatives only)
2. That person's EMAIL
3. That person's MOBILE PHONE NUMBER

The person you designate will receive a personalized account set-up invitation and instructions in an email with the subject line **Cordillera FRONTSTEPS account set-up request**. The personalized link in this email is only active for 48 hours.

2). FAMILY MEMBERS AS PERMANENT GUESTS

Family members can be added to your permanent guest list using the FRONTSTEPS visitor management tool. **This option allows family members to come and go to the property at any time but not issue guest passes for the property.** To add a family member as a permanent guest, follow the directions for adding a permanent guest in the **How to Issue Guest Passes** document (also available along with other how-to documents at www.CordilleraLiving.com/Frontsteps-Support).

- Permanent guests are your **personal guests and family members** who will remain on your guest list all year long. You will still be able to specify a timeframe for their visit if you would like. **Permanent guests are NOT service providers, contractors, property managers, vendors, housekeepers, or others doing work in your home.** Cordillera Metro District still manages gate access for these individuals.

FRONTSTEPS Support:

Please email the CMD Admin Office at info@cordillera metro.org or call [\(970\) 926-1923](tel: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.

Find the most current FRONTSTEPS information either on your resident dashboard or at www.CordilleraLiving.com/Frontsteps. How-to and support documents are also available here.