

How-to guide to the Horseshoe Acres gate entry system

The current gate entry system installed at Horseshoe Acres Inc, has multiple features that are available to the residents to gain access to the Horseshoe Acres community. This document points out these features and the ways to use them to open the gate at the entrance.

As a vehicle approaches the entrance, there are 5 ways to get the entry gate to open:

1. Gate entry code
2. QR code
3. Have the resident remotely open the gate
4. Valid Barcode
5. Open from the Cellgate app on a smart phone.

1 - Each residence (Lot) has a gate code assigned to it. There are also some vendor gate codes that have been added. Each residence can also request a temporary gate code for special events or for special situations. As the vehicle approaches the entrance there is a Kiosk/terminal on the left with a touch screen with three options:

- Access Code
- Directory
- QR Code

The driver will press "**ACCESS CODE**", enter the gate code on the keypad that is displayed and press "**ENTER**". This will cause a beep, open the gate, if it is closed and raise the bars to allow one vehicle to go through. An important note, if the person is entering the access code and another vehicle with a valid bar code goes by and the gate opens, but the person entering the gate entry code does not need to start over. The system recognizes that a person is also entering an entry code and will open for that too when the code is completed. If you start over, it will fail because the first numbers entered will be added to the start over numbers which will not match.

2 - If the driver has a QR code the "**QR CODE**" is pressed and on the next screen the driver will show a picture of the QR code which will be on an electronic device like a smart phone or a Tablet. Once verified there will be a beep, the gates will open and the bars raised.

How are the QR codes generated? If the resident has a Cellgate app login, then the resident can generate a QR code for the person lasting for up to 1 day. It can be given for the current day or a day in the future. The QR code would need to be sent to the person to use via a smart phone or a tablet.

3 - Otherwise, the driver can press "**DIRECTORY**" and from the list will select the name of the person to visit from the directory listing. The directory entries currently contain the last name of the resident and the first name initials if the last name is not unique. This will call the resident using the phone number supplied by the resident. The resident will get a call from **972-231-1999** which is a Texas number. It is a good idea to give the **972-231-1999** number a contact name on the contact list of the phone, such as "Horseshoe Acres gate", so there will not be confusion. By resident pressing 9 on the phone there will be a beep, the gates will open, and the bars will be raised to allow access for one vehicle. In some cases, the resident may be an Administrator of the residence with a smart phone and the cell gate app installed. In that case, the resident will be able to see a picture of the person requesting entrance and can push the open button on the smart phone.

4 - If the person coming in is a resident and has a barcode, the driver will drive on the right side of the entrance. The bar code scanner on the right side of the entrance is a dual reader using two lasers to allow the reading to be more accurate and have less impact from the sun. The scanner allows only Horseshoe Acres barcodes that have been entered into the system to open the gate and raise the bars for one vehicle.

5 - It is recommended that each residence have an administrator. For the administrator to get a login the administrator needs to supply a valid email address. If the administrator has a login to the Cellgate app on a smart phone, the administrator can open the gate with this app. If the resident administrator does not have a valid barcode and has forgotten the entry code, the resident can use the DIRECTORY to initiate a call the resident's cell phone and press 9 to open the gate. If the resident has Cellgate app access, a QR code can be generated for the resident and the resident can use it to open the gate, or using the Cellgate app the resident can temporarily open the gate. This illustrates why it is good to get a login to the Cellgate app.

Part of this process is handled by the administrator of each residence. The administrator of a residence is the person that has a login name which has been assigned to each lot. The login name is usually in the form of an email address which can be real or fake, but to get a password a real email address will need to be given. The login name can be changed,

but the system administrator, currently Thom Bean (IT.horseshoeacres@gmail.com), will need to make that change. The administrator of the residence can change anything for the CallGroup for that residence which includes numbers that are called and the directory name. If a residence is missing the login name for that residence a new one can be obtained by contacting the system administrator (Thom Bean).

For visitors, vendors, or group events, it is recommended to get entry codes assigned. There are three different types of visitors:

1 - Friends/associates: This is a person that may be visiting for a time. They could use the resident's entry code, but it is recommended that they be given a temporary access code for the time they will be here coming into the Horseshoe Acres property.

2 - Workers: These are people that are doing work for a resident. This could be temporary work such as setting up for a party, building something like cabinets, or a building. It could be an ongoing maintenance activity such as lawn care. These would be considered vendors and should get their own "vendor code". The reason for this is because the work may be done for multiple residents. So the code is not part of a specific residence. The name of the vendor would be added to the vendor code.

3 - Event activity: These people who need a code for a specific time which could be a party, reunion, or even a time of year celebration. In some cases, it could be handled using QR codes - especially if it is only for a day, but having a temporary entry code may be better.

Specifics on Getting Cellgate Access

Each Lot/Resident has a login name assigned to it. The login name is usually in the form of an email address. If it is not a valid email address then a valid one will need to be provided to receive the password. There are three ways to get a password:

1 - Once the resident administrator has the login name, to get a password go to the website and do the following:

<https://user.zapopen.com/auth/login>

Enter the username and click reset the password.

It will send a message to your email address which will contain information as to how to reset your password.

This will allow the person to create a password for that username.

2 - Resetting the password can also be done from the Cellgate app also on a smart phone.

3 - The resident can request the Horseshoe Acres IT administrator (IT.horseshoeacres@gmail.com) to provide the username and a password. A temporary password would be provided and can and should be changed by the Lot/Resident administrator.

What the Resident Administrator can do:

Each residence/lot has a person that is designed to be the administrator for the resident and is given a user login name.

The login name will give a person access to the specific Callgroup for a Lot/resident. The Callgroup manages the Directory display name, the resident address, and determines who gets calls when someone selects that display name from the directory.

The username will also allow a person to access the Cellgate app that can be downloaded to portable devices such as smart phones. From the Cellgate app the resident administrator can

1 - Open the gate momentarily

2 - Create a QR code to allow access to Horseshoe Acres for up to a day for the current day or a day in the future.

3 - Reset the password

4 - Look at a video of who is at the gate.

If a problem is encountered when trying to use the gate entry system or more information is needed, send a message to system administrator at IT.horseshoeacres@gmail.com

Revised 27 May 2024