

Gatekey Plus Helpful Hints and Information



1. **Resident Login Website**
 - a. <https://system.gatekey.com/resident/login>
2. **App Download for Android or Apple Phones**
 - a. Search “Gatekey Resident” in Apple and Android stores
 - b. Watch video tutorial for how to use the Gatekey Plus app.
 - i. <https://www.gatekey.com/resident-tutorial.html>
3. **Username and Password:** Same as prior version of Gatekey credentials
 - a. Contact MPS at woodridge@masterprotection.net if you need a login or password
4. **Resetting Passwords**
 - a. You can reset your own password using the password reset link.
 - b. Administrators can’t see your password is for security reasons, we can only send you a reset link.
 - c. Password reset links are only valid for a limited amount of time.
5. **Changing Settings**
 - a. Click on “Account” for PC, or “My Account” for app, to change username, password, call down code (PIN), and choose to be listed or not in the community directory.
 - i. Sometimes Apple devices will require you to log out and back in before the changes take effect.
 - ii. The same credentials will get you access via the web login or the app login
 - b. “Options and Settings” will allow you to change if you want to receive push notifications for visitors, and set other notifications globally.
6. **Difference Between SMS and Mobile Notifications**
 - a. Push notifications come via the Gatekey app on your mobile device (similar to Ring doorbells, etc.) This is the recommended way to receive notification when visitors arrive.
 - b. SMS is text message. It needs to be enabled on a per visitor basis, and messages might be blocked by your mobile phone provider so it is less reliable than push notifications.
 - c. Make sure “Allow notifications” is enabled for Gatekey app in your mobile phone settings.
 - d. “Blast Notifications” via email, push, or SMS are from system administrators. For example, to announce road closures, etc.
7. **To Add Visitors**
 - a. Select Temporary or Permanent Visitors from Menu.
 - i. From app, Select “+” sign and complete information. Date default to same day for temp visitors.
 - ii. From PC/web login, Select “Add New Temporary/Permanent” and complete information.
 - b. Set Notifications if you would like to be notified when a visitor arrives
 - c. You don’t need to add license plate or driver’s license information.
8. **To Delete Visitors**
 - a. Android – select visitor and click on red trashcan
 - b. Apple- swipe left
 - c. PC – Select visitor and then click red delete icon
9. **Access History:** To view who has been logged to your property, select “Access History” from app or PC.
 - a. Note – landscapers, pool service, guests, etc. are often on multiple resident’s guest lists, so history will only show if they were logged to your address.
10. **Residents Cannot**
 - a. Add additional residents
 - b. Add or change vehicles
 - i. Contact MPS for assistance
11. **Help and Support**
 - a. Click on “Help” tab in app or on a PC
 - b. Gatekey support email: support@gatekey.com
 - c. Gatekey website: www.gatekey.com