

DEAR

# LAKES ON ELDRIDGE RESIDENTS,

## Visitor Codes And VirtualKey Are Delayed:

Due to the recent severe weather conditions, the installation of the Sentry Solo system, which provides visitor access through the VirtualKeypad gate codes (for visitors entering at Heather Run Drive or Ginger Ponds) and the VirtualKey (used to open gates via the Gate Sentry App), has been delayed.

During this time, please instruct your visitors to enter through the main gate, as the gates at Heather Run Drive and Ginger Ponds are not functional for visitor access.

We will notify you immediately once the system is installed and both the visitor access codes and VirtualKey are operational. Thank you for your patience and understanding during this time.

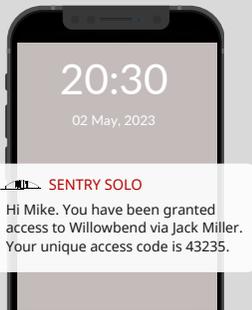
### How Guests Receive Access Codes for Heather Run Drive and Ginger Ponds Gate:

#### Step 1



When adding a guest, be sure to include their phone number so they can receive their access code.

#### Step 2



Your guest will **automatically** receive their 5-digit unique access code from Gate Sentry via text.

#### Step 3



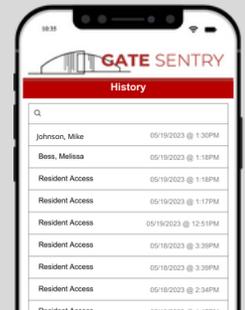
When your guest arrives at the Heather Run Drive gate or Ginger Ponds gate, they will need to scan the QR code sign with their phone, and the VirtualKeypad will appear.

#### Step 4



Your guest will enter their 5-digit code into the VirtualKeypad, and the gate will open.

#### Step 5



You will receive an arrival notification, and it will be logged in your history.

### Visitor Access Code Refresher:

Gate codes are ONLY used at the Heather Run Drive gate and Ginger Ponds gate. They are not used at the main gate. If you don't include your guests phone number, they will only be able to enter through the main gate.

**Ginger Ponds Gate**

For gate access, scan the QR code below using your phone's camera.

For help please call the resident you're visiting.

By scanning, you agree to allow access to your location.  
VirtualKeypad™ provided by Gate Sentry

Again, thank you for your patience during this time, and we will notify you as soon as it installed.