

Have questions about how to turn your smartphone into a clicker or how to give your guests or vendors a code to use at the Tanner gates?

The first thing to do, if you haven't already, is activate your Gate Sentry account. Everyone was sent an introductory email with a unique access code when Gate Sentry was first introduced. If you can't find yours, email Tess at support@gatesentry.com and she'll promptly send you a new one.

You can manage your Gate Sentry account from both your PC and your smartphone but only your phone can become a clicker!

The next thing to do is to download the Gate Sentry app from the app store. Activate your profile with your access code. Choose your username and password. You know the drill with a new app.

Once logged into Gate Sentry on your phone you will see a button for "virtual key". Hit that and you get 3 choices: resident side main gate, Heather Run and Ginger Ponds.

As long as you are within 50 meters (about 164ft) of the respective gate, hit the button and voila! your phone is now a clicker and the gate opens.

All existing clickers still work, this is just another option.

So how do you turn your guest's or vendor's cell phone into a temporary clicker to open the Tanner gates for them?

First you add them to either your guest or vendor list. You have the option to make them temporary or permanent. Permanent can be relatives, or services used regularly (maid, pool, landscaping). If you change your mind – had a falling out with that relative or discontinued a service – just delete them from your list. A temporary code could be used for an Uber driver coming to pick you up or for deliveries such as Door Dash or Uber Eats.

When you save that new guest or vendor a numeric gate code is generated. This is the code that you give to your vendor or guest.

Then when the vendor or guest arrives at one of our Tanner gates, they pull out their phone, scan the QR code on the Gate Sentry sign mounted on one of the black delineator posts, go to the site and a virtual keypad appears on their phone. They enter the code that you gave them, press open, and again voila! their phone was their clicker. They gain entry and are logged into our system.

The ability to process visitors through the Tanner gates should be a convenience to all, but especially those living on the east side of our community near the highly popular Ginger Ponds gate. This should also alleviate some of the congestion at the main gate.

Questions? Contact Tess at support@gatesentry.com