

## Gate Code & Clicker Management 04Sep2022

All gate users have their own personal entry code which has their name and a telephone number assigned.

All clickers are coded with a name and telephone number assigned. New build homes are given vendor/temp codes that must be reassigned upon moving in.

Etheridge Property Management (EPM) will assist you in performing any of the following task related to the management for gate access

- Add user – create code and assign

- Delete user – removes codes & assignments

- Purchase clicker – coded & assigned

- Re-assign clicker – changes name and/or phone number

- Lost or stolen clicker or code compromised

- Change user information – code, name and/or phone number

Detail information on how to update your vendor/temporary code is included in the section *New Resident Gate Code Reassignment* later in this document.

All request must include a description of the task requested, address, name, telephone number, email and any details you can provide.

Your request will be forwarded to Johnson Communications (JC) for processing.

The HOA has a limited number of clickers available for purchase at the cost of \$38 each plus postage payable through the EPM pay portal. The current supply of clickers are coded and ready to use but also need to be assigned to a name and number. EPM will forward information for assignment to JC. Once this supply has been exhausted, they may be purchased directly from JC and you will have to pay for them via credit

card. EPM will forward your request and you will be contacted by JC to complete this request.

### ***New Resident Gate Code Reassignment***

New residents need to send an email with the following information:

*(Copy and paste this content, then edit and send)*

Subject: Magnolia Glen HOA – Gate ID Reassignment

Please include your street address on this request.

Reassign my temporary (Vendor) user's name only. No entry code change.

FLxxxx\_1 to *Last name, First name* and a phone number, 111-222-3456, with an *email address*. No entry code change.

FLxxxx\_2 to *Last name, First name* and a phone number, 111-222-3456, with an *email address*. No entry code change.

Repeat, as necessary, for each additional driver. New ID & code will be generated:

*Last name, First name* and a phone number, 111-222-3456, with an *email address*. New entry code is generated.

Responses will be sent to the emails associated with the user IDs.

Etheridge Property Management will forward your request to the security company for the requested database updates.

Send all request to Shelly Leger at [sleger@epmfl.net](mailto:sleger@epmfl.net)  
Copy Dawn Dodson at [ddodson@epmfl.net](mailto:ddodson@epmfl.net) and Kevin Etheridge at  
[ketheridge@epmfl.net](mailto:ketheridge@epmfl.net)

Names and phone numbers are needed to allow the residents to fully utilize the voice capable call entry box. The email provided is added to the HOA email distribution list. This information is not shared with anyone outside of the property management and security companies. Your email address will not be visible to others. It will only show that the email comes from a distribution list.

*End of document*