OpenItem Access Control

Residents Application User Manual

Version 2.2 - 23 August 2016

Developed by: Wyobi Technologies

Installation

This document serves as a user manual for the process to be completed by the residents for the invitation of visitors to enter or exit their estate.

Download Application
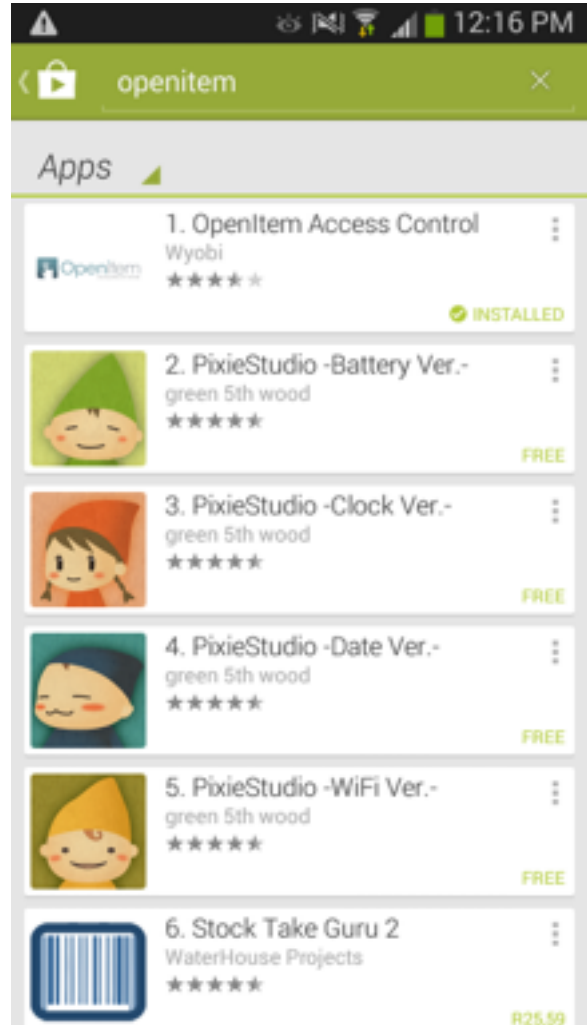
The application may be downloaded by either:

1. Visiting <TBA e.g. https://sanridgeheights.openitemapp.com/Apps>, or
2. Searching for the the application "OpenItem" from the App Store or Google Play for Apple or Android devices respectively.

Apple

Android
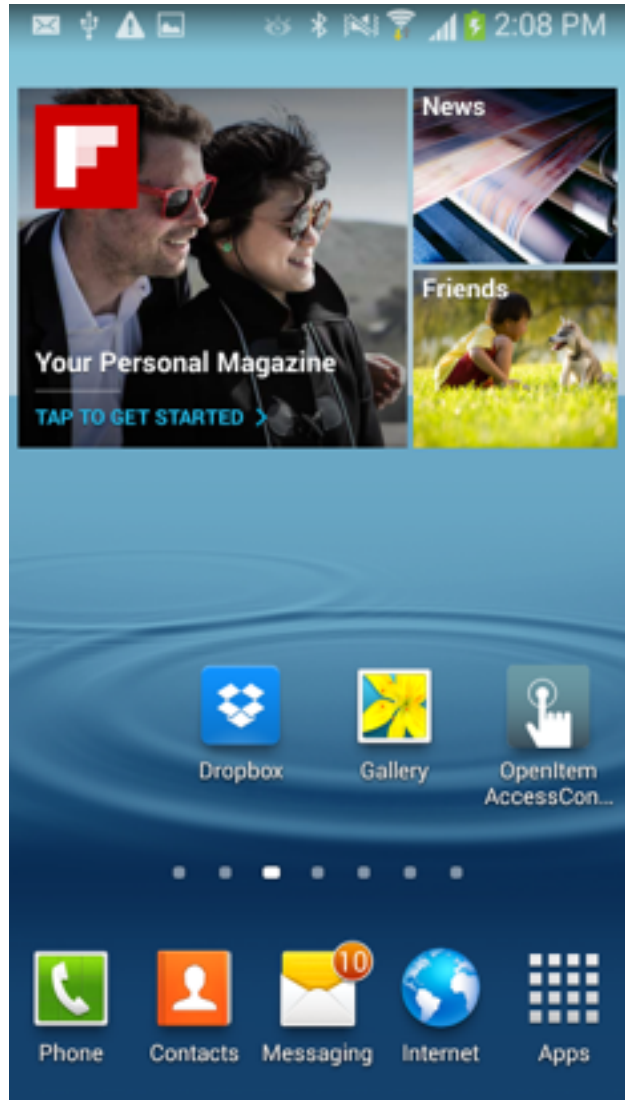
Open Application

Once the application is downloaded, it will appear on with your other apps.

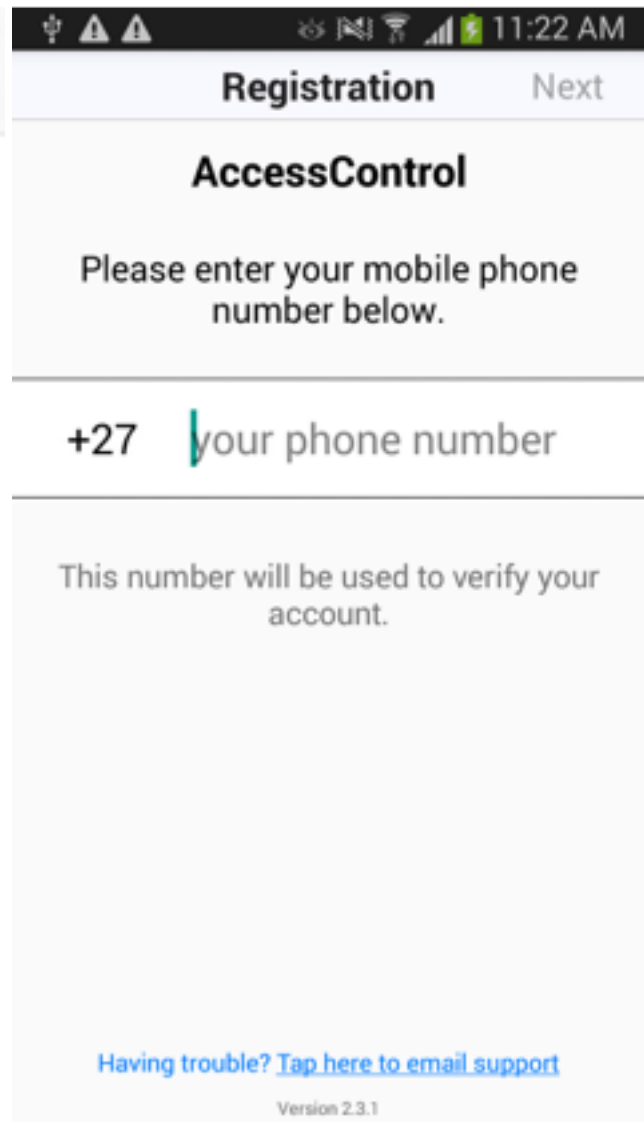Apple   Android

Registration

1. Enter your mobile number in the space provided.
2. After entering your number, press Next in the top right corner of the screen. A One Time PIN (OTP) will be sent via SMS if the phone has been registered.
3. You will be taken to the verification screen to enter the OTP you received.

Apple
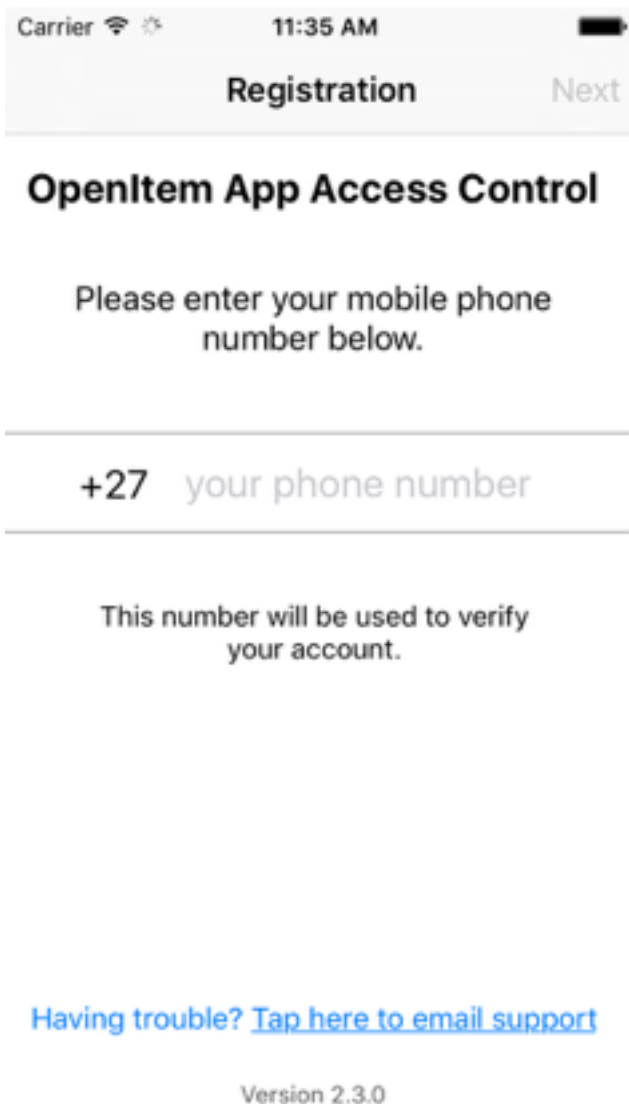
Android

Verification

1. Once you have received your OTP, please enter it in the space provided and press the Next button in the top right corner of the screen.
2. When your OTP is successfully verified, you will be taken into the application.
3. If your OTP has not arrived via SMS after 5 minutes, please check your mobile number. If you mobile number is incorrect and you would like to resend the OTP: on Apple, press the back button indicated by the arrow in the top left of the screen; on Android, press the Android back button on your device.
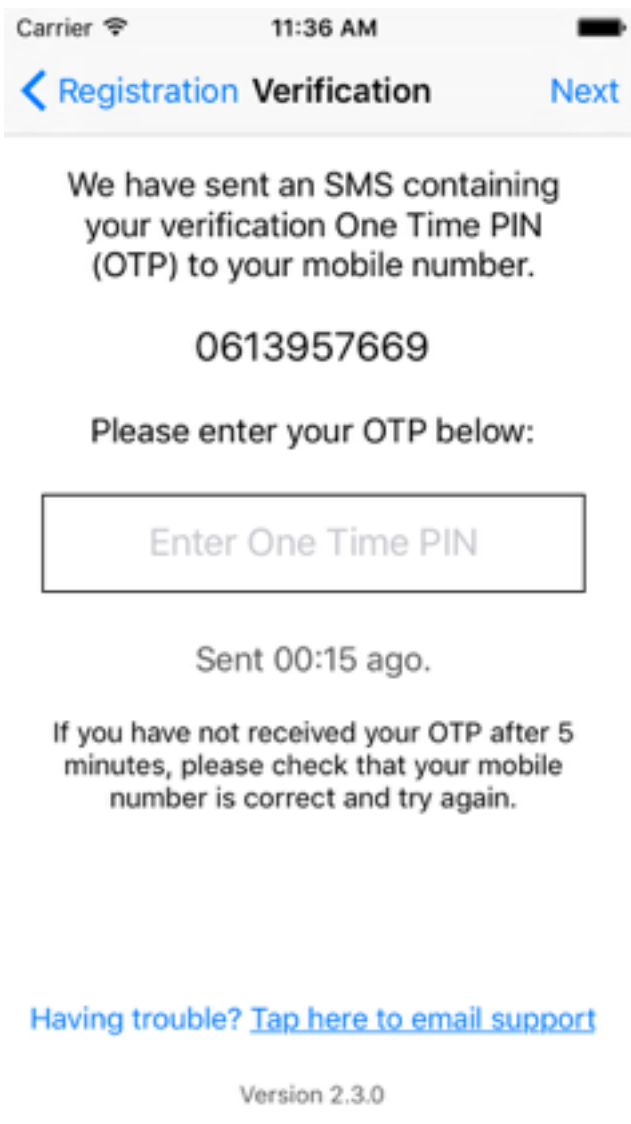
Apple   Android
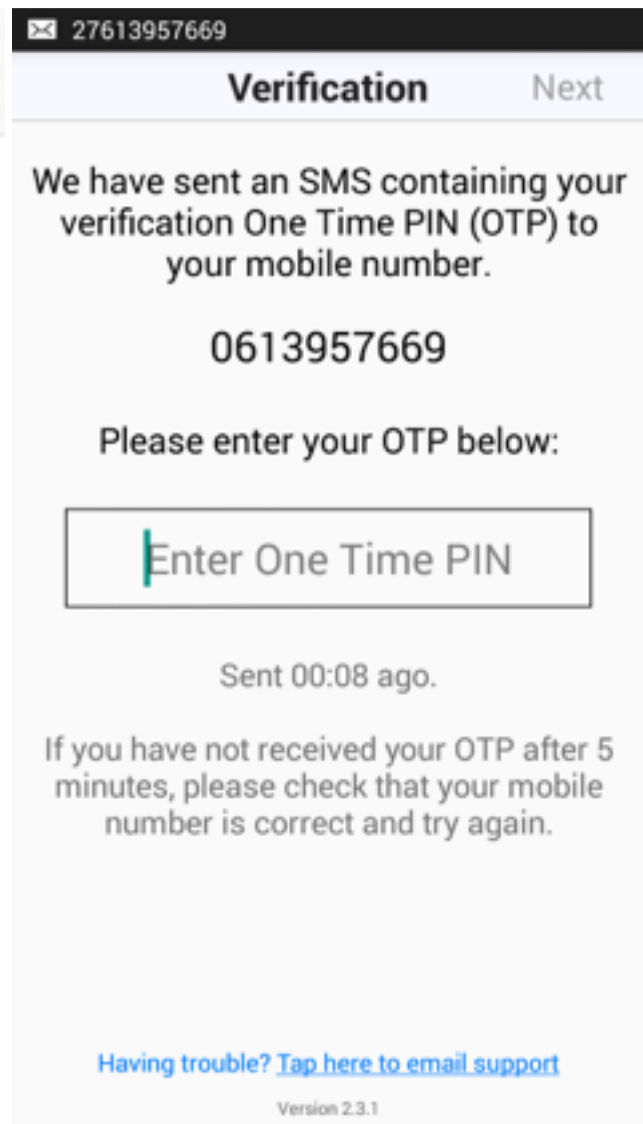
Pre-Book Visitors

Visitors and Contractors may be provided with entry codes before their arrival using the following process.

Pre-Booking Screen

After opening the application, go to the Pre-Book screen by selecting the first tab from the row of tabs at the bottom. From here, to invite a visitor either:

1. Select "Invite Contact" for numbers already in your contacts list, or
2. Select "Invite Cellphone Number" to enter a number from scratch.
3. Note that any recent bookings are shown for easy reference. A grey PIN icon indicates that the visitor has not entered the estate, while a green icon indicates that the visitor has been processed.
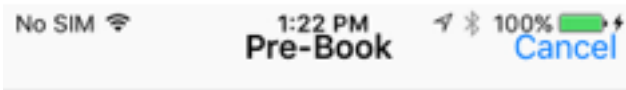
Apple
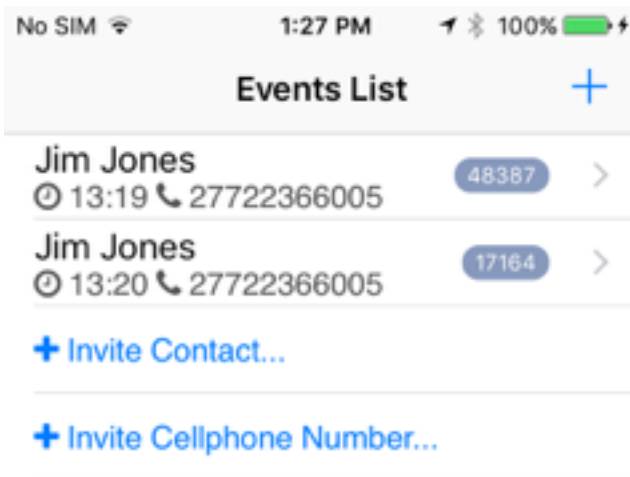
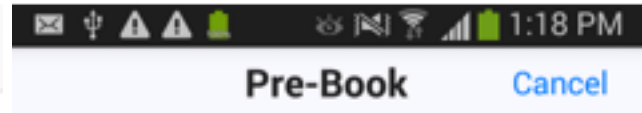Android
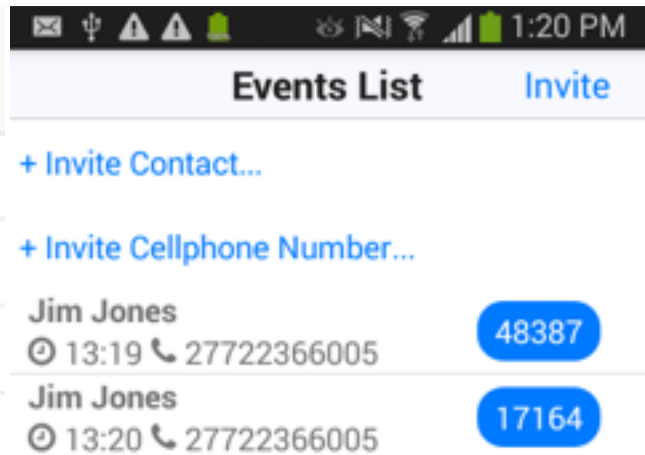
Visitor or Contractor?

You will be presented with a screen asking you to select whether the invitation applies to a Visitor or a Contractor:

1. Visitors are guests you wish to invite,
2. Contractors are other parties who, for security purposes, should not be booked in as Visitors (or vice versa). **NB!**
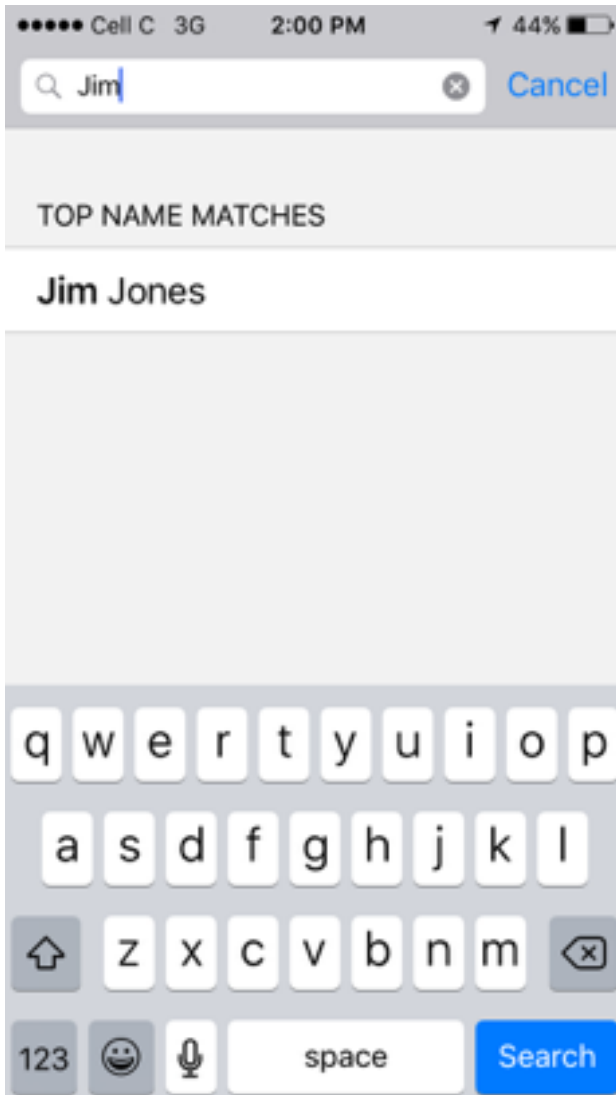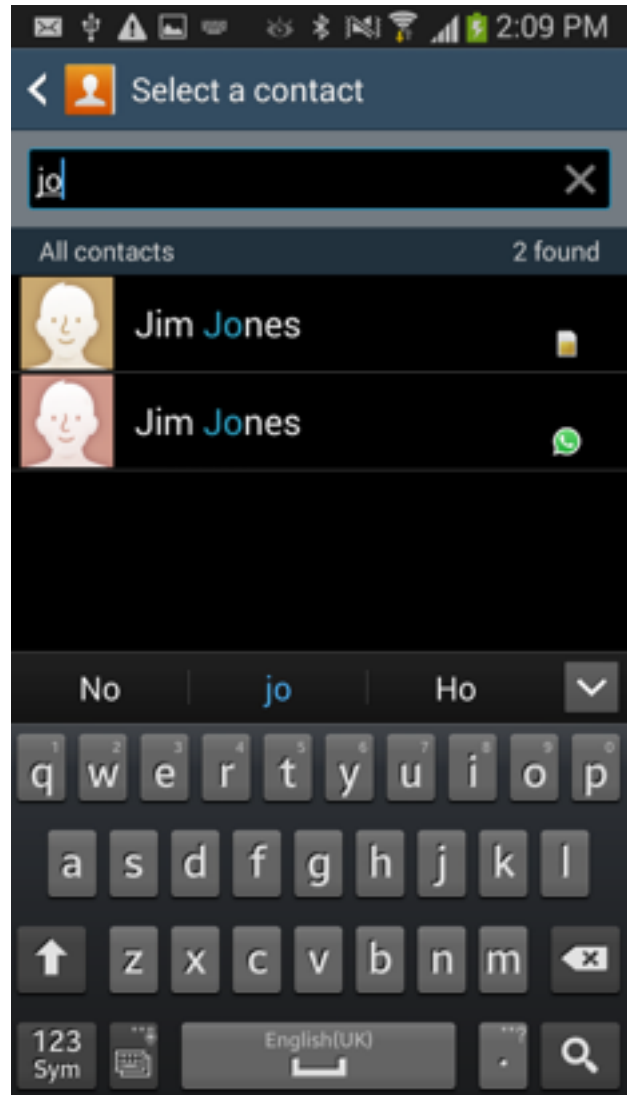
Apple

Android

Contact Information

After selecting Visitor or Contractor, you will be prompted to either:

1. Select the contact from your address book if you chose "Invite Contact", or
2. Enter the mobile number by hand.

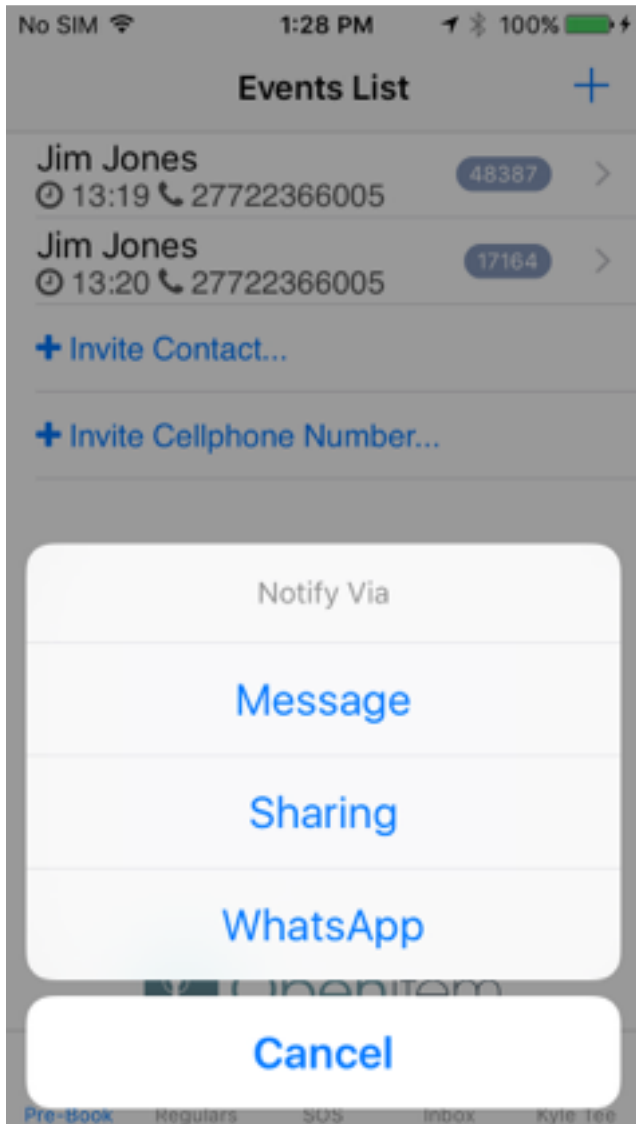Apple   Android
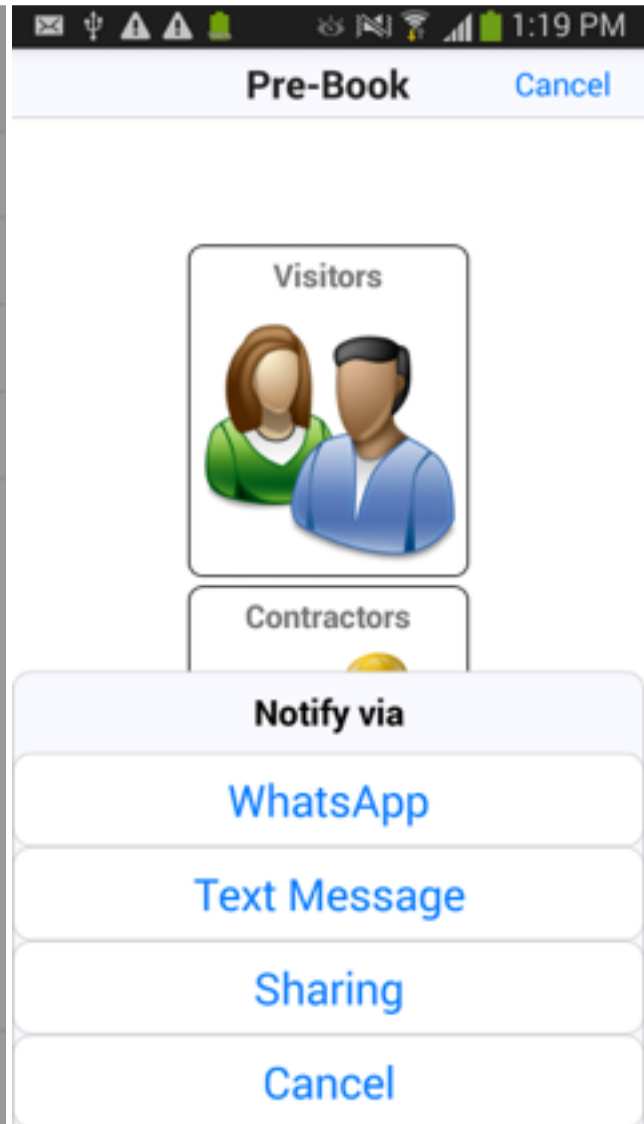
Delivery Method

You will now be prompted to choose a delivery method. Please note:

1. Message is an SMS sent from your device and standard rates apply,

2. Whatsapp uses the Whatsapp application if installed on your device and has no cost provided you have access to data.

Apple

Android
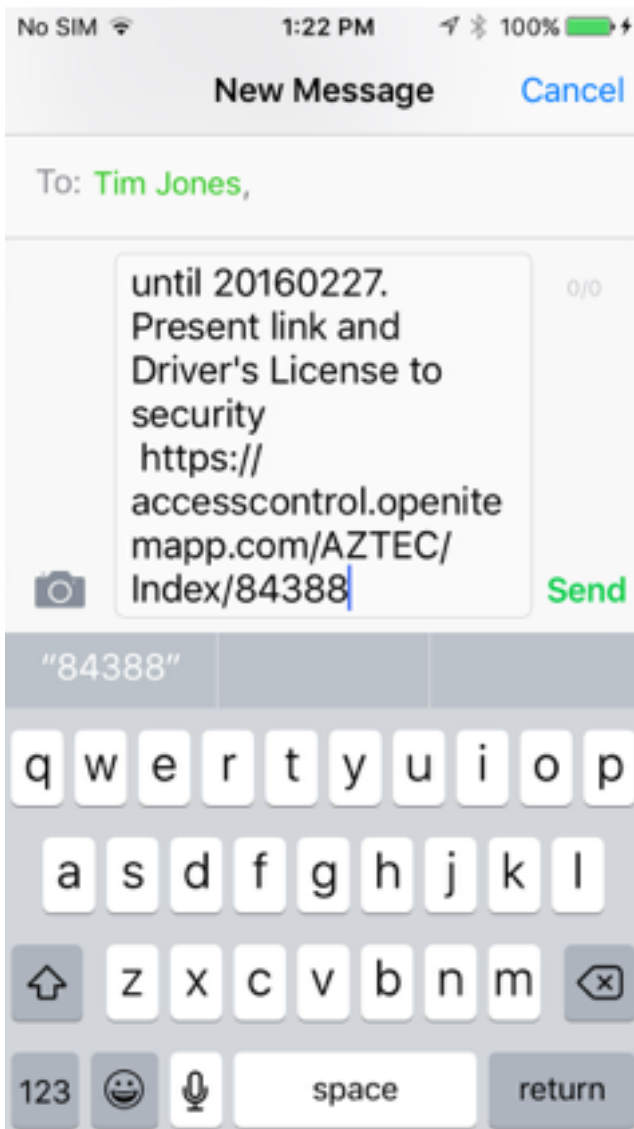
Send Message

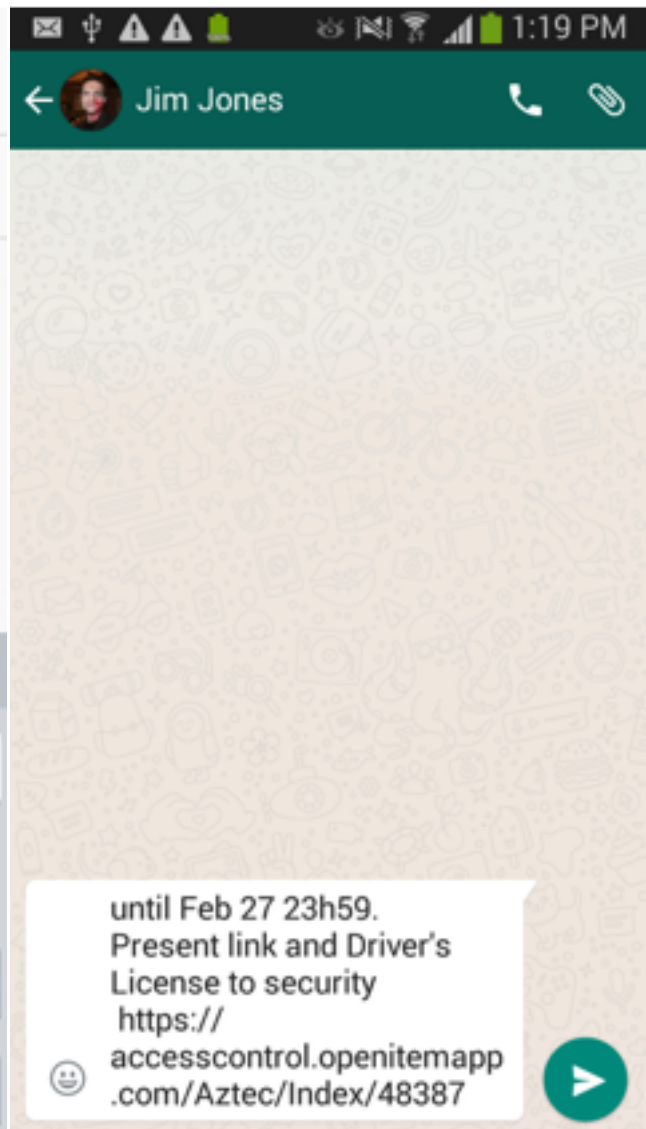Depending on your choice above, you will send the PIN via the appropriate channel:

1. This PIN is to be entered by the visitor on the keypad at the entrance and exit to the estate.

2. Please be sure the recipient receives your message. If your SMS or Whatsapp does not deliver or remains unread, they will not know their entry PIN.
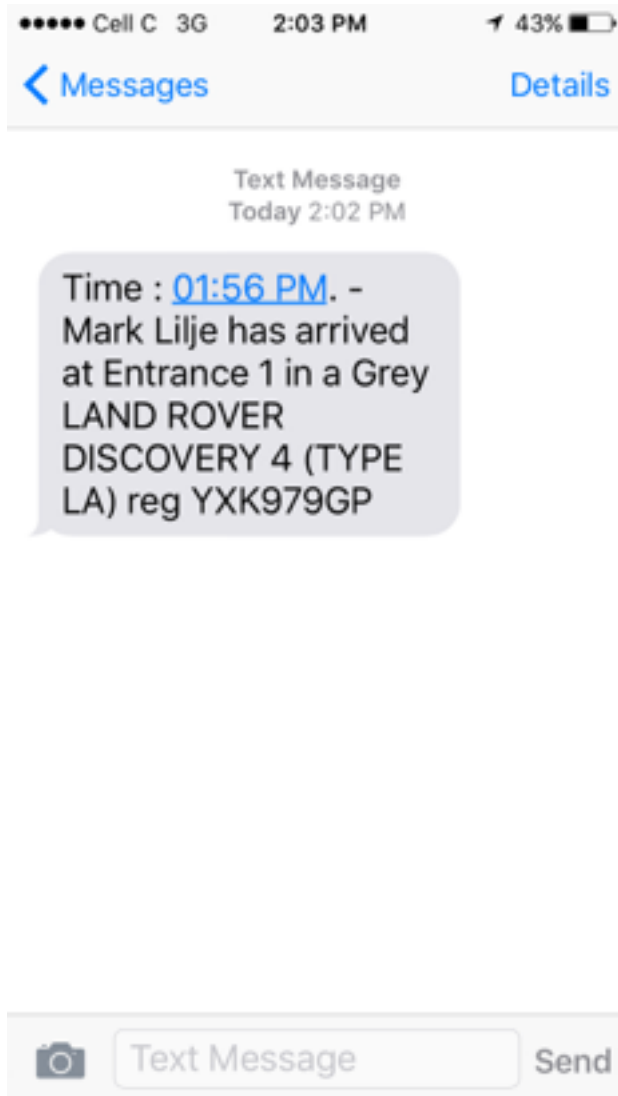
Apple

Android

Entry Processing

On processing the visitor at the gate, a message will be sent to you, the resident, to inform you that the visitor has been processed.

Apple   Android
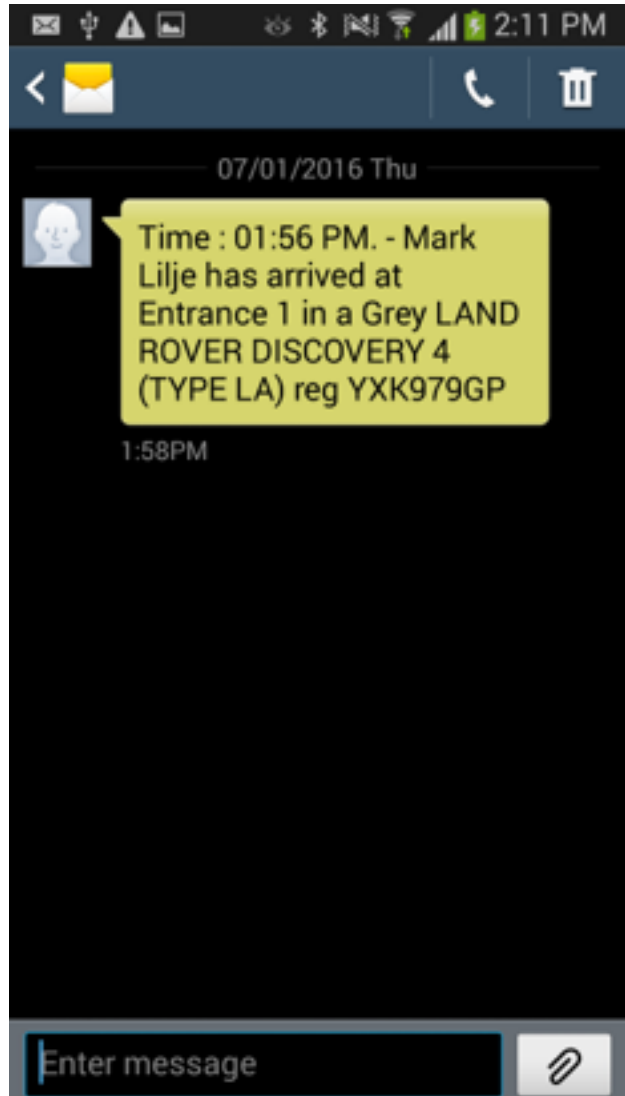
A Note on Bypassing the App

If necessary a PIN may also be requested by sending an SMS to 40481 or 0787778823 as follows:

1. PIN followed by the mobile number in the form: PIN 083xxxxxxx e.g. PIN 0831239876, or
2. Sending just "PIN" will return the PIN to you e.g. PIN

Pre-Book Regulars

Regular visitors who have entered the estate at least once before can enter without a PIN according to a predefined schedule.
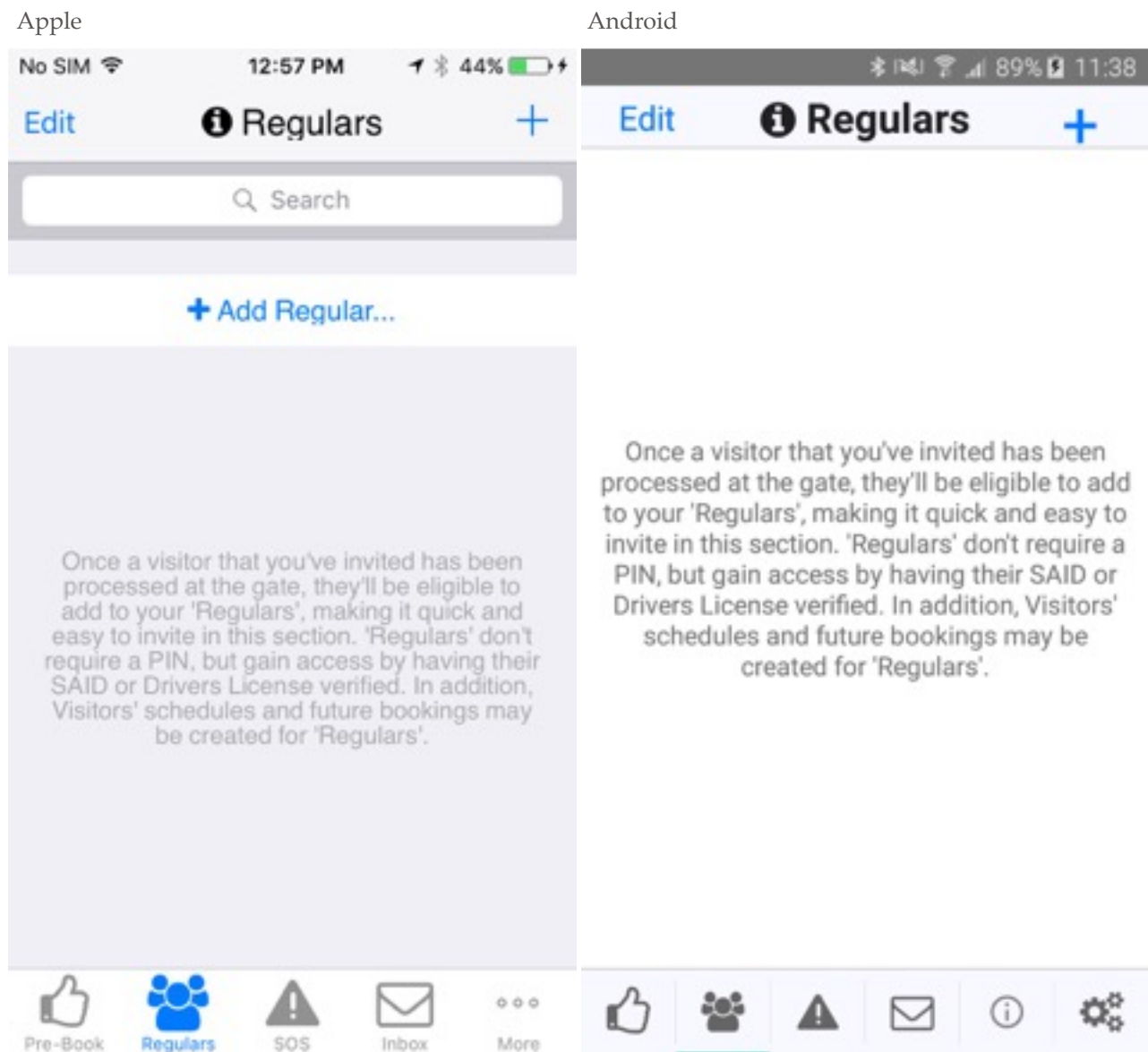
Regulars Screen

After opening the application, go to the Regulars screen by selecting its tab from the row of tabs at the bottom. To schedule a Regular:

1. Select "+" button in the top right corner of the screen.

Apple

Android

Add Regular

Once on the Add Regular screen:

1. A list of possible Regulars will be available.
2. **Please note that, for security reasons, to appear in this list the visitor must have entered the estate at least once and had their details captured by security**.
3. Select one or more Regulars by checking the box to the left of their photo.
4. An "Ok" button will appear in the top right when at least one is selected.

Apple

Android

Enable Regular

The Regular will now appear on the Regulars screen:

1.   Each Regular must be configured as they will each have a custom schedule of allowed entry dates, days and times.

2.   **Regulars will not require PINs to enter, but gain access by having their SA ID or driver's licence verified**.

3.   To enable and configure a Regular, select the toggle switch on the right of their details.

Apple
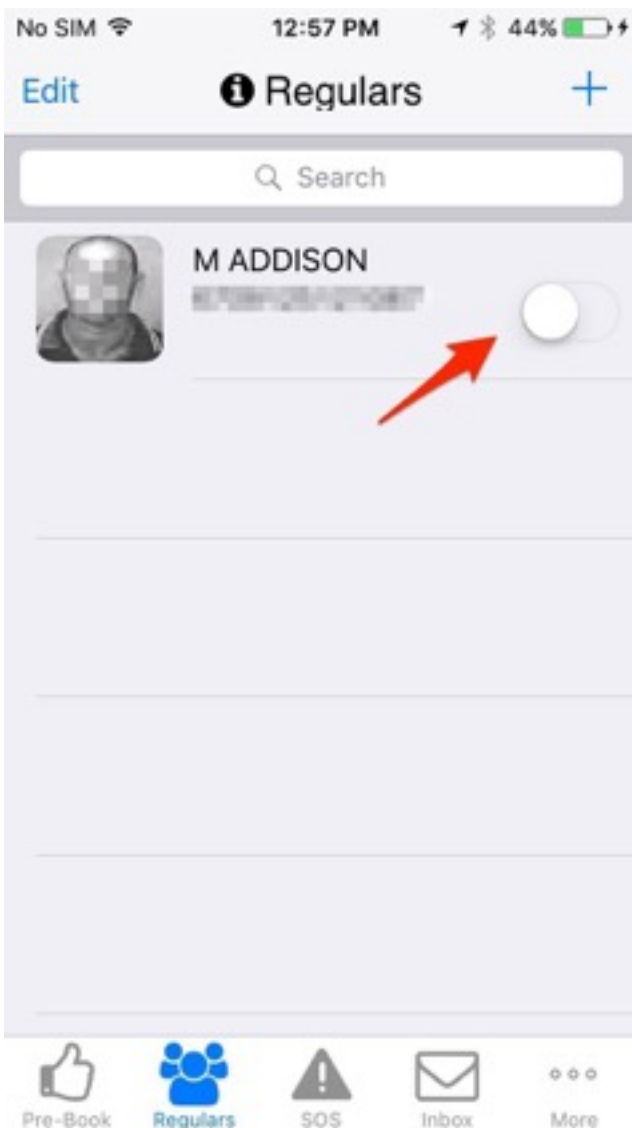
Android
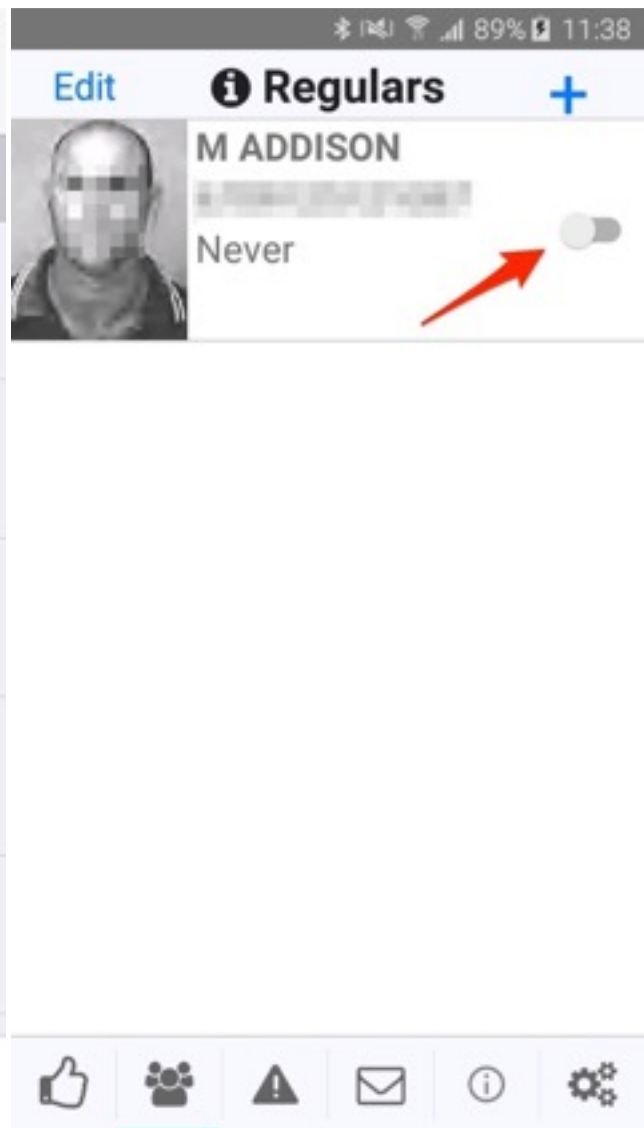
Configure Regular

A configuration screen will now be shown where settings can be changed to suit the Regular:

1. Select "Start Date" and choose a date from the calendar which will appear.
2. Select "End Date" and choose a date from the calendar which will appear.
3. Select "Repeat" and choose the days of the week on which the Regular will visit.
4. After-hours access can be allowed between 17:00 in the afternoon and 07:00 in the morning.
5. A schedule may also be deleted using the button at the bottom of this page.
6. Once the schedule has been configured, press the "Save" button in the top right.

Apple   Android
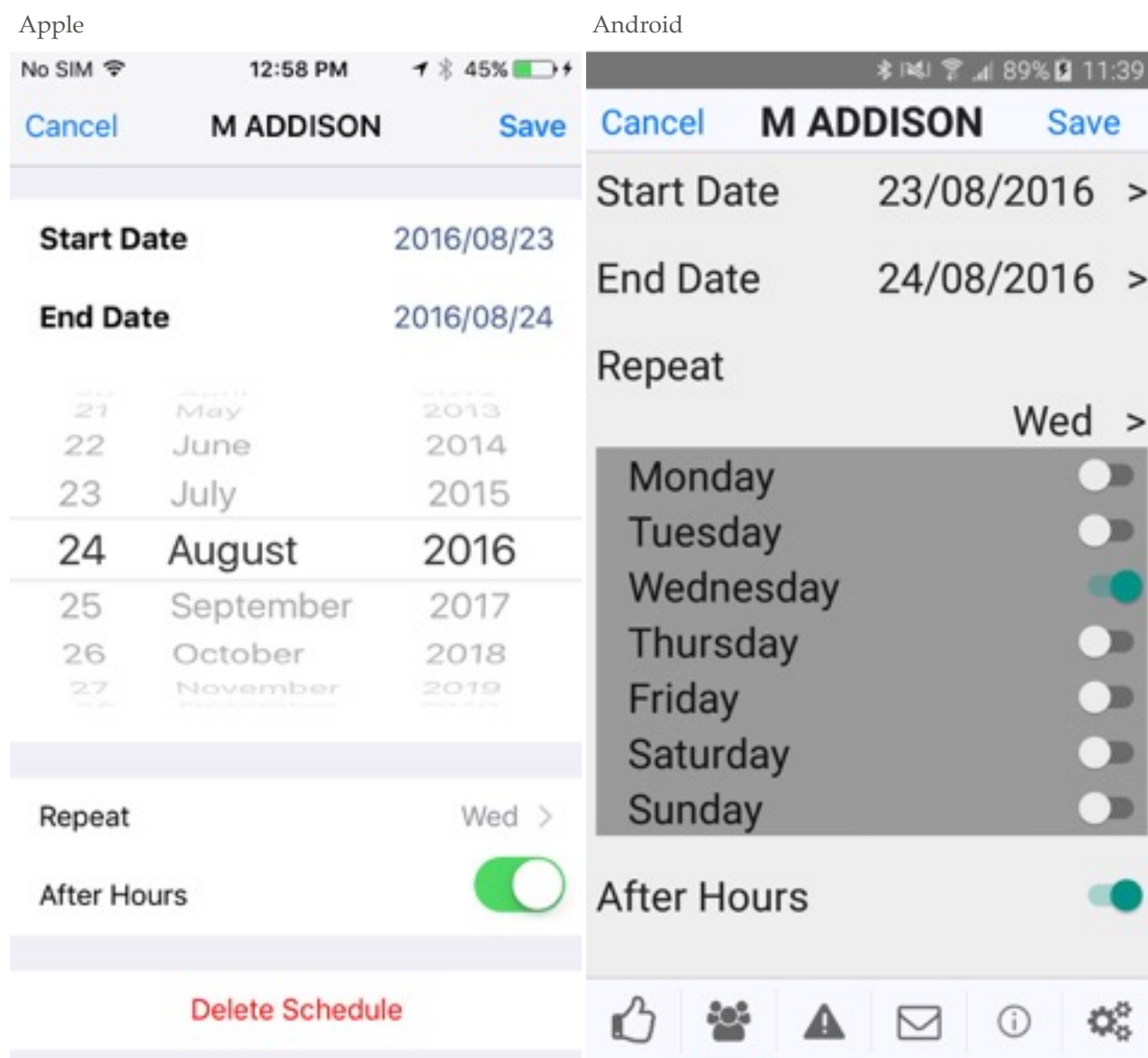
Review Regular

After saving the Regular, the Regulars screen will be updated:

1. Review the details of the Regular's schedule.

2. Should the Regular need to be updated or deleted, selecting the Regular will return to the edit Regular screen.

3. **Remember that only visitors that have entered the estate before can become Regulars**.

4. **Please ensure that all visitors have either an SA ID book or driver's licence for entry**.

Apple   Android
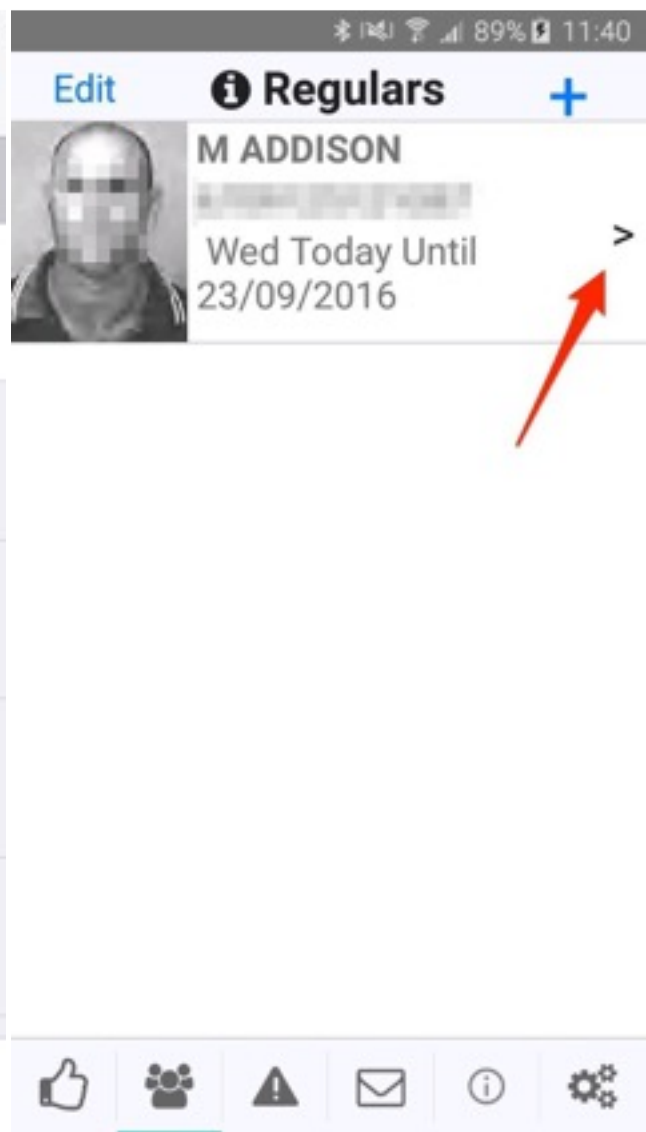
Emergency Alert

Panic and medical emergency alerts may be sent using the application.

SOS Screen

Go to the SOS screen by selecting the tab marked by the exclamation point (!):

1. Send a panic alert by selecting the large red exclamation button.

2. For medical emergencies, send a medical panic alert by pressing the smaller medicine bag button.
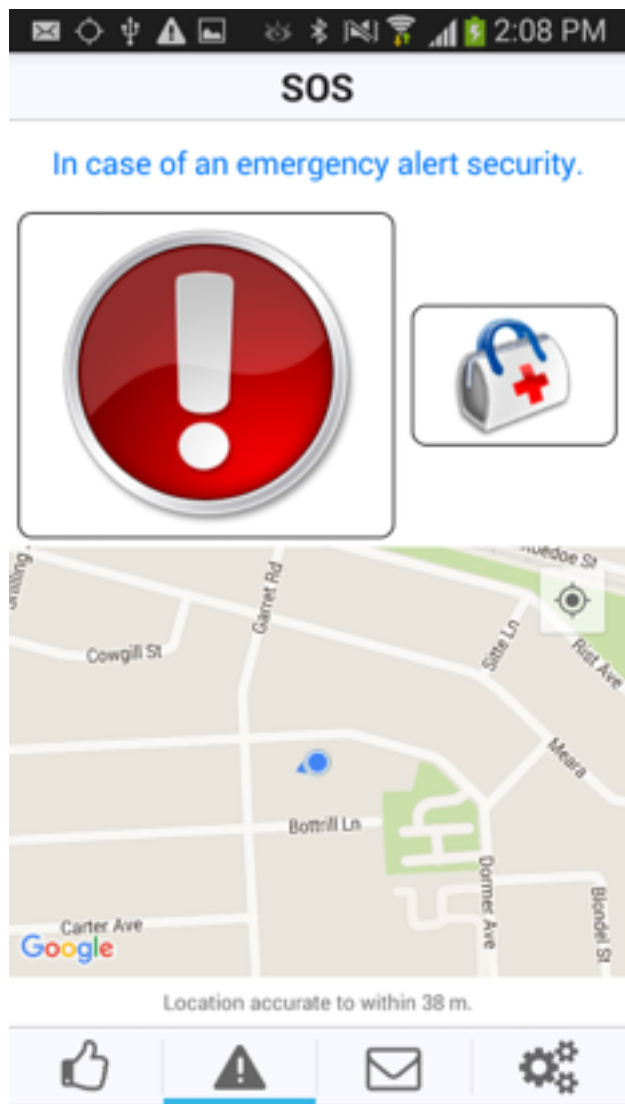
3. Your current location is indicated on the map and will be sent with your alert. Depending on your device and physical location, your position may take more or less time to appear. Panic alerts can be sent without your GPS position, or with an inaccurate one if necessary.
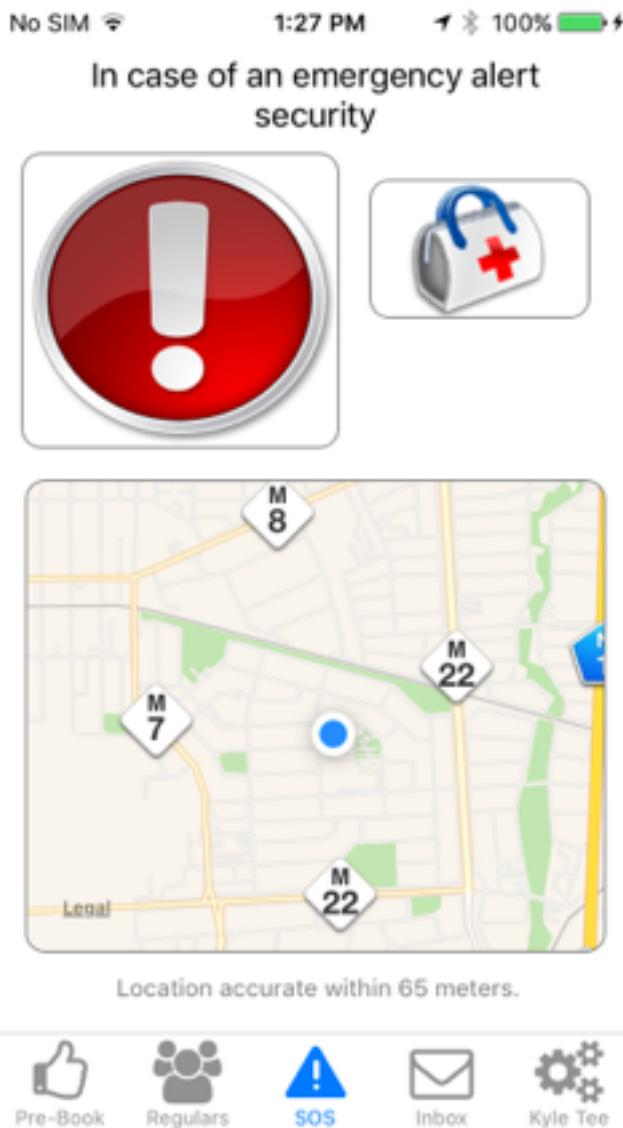
Apple   Android

Messages Inbox

Your device can receive notifications which can be viewed in your Inbox.

Inbox Screen

Go to the Inbox screen by selecting the tab marked by the envelope from the row of tabs at the bottom. You will see a list of sections at the top of the screen:

1. "Courtesy" contains entry and exit notifications.
2. "General" lists panic alerts and messages from your estate.
3. "Promotions" will contain any promotional material.
4. Selecting a message will open a detailed view of it. This may contain documentation such as newsletters.
5. Any unread messages are indicated by a blue dot.
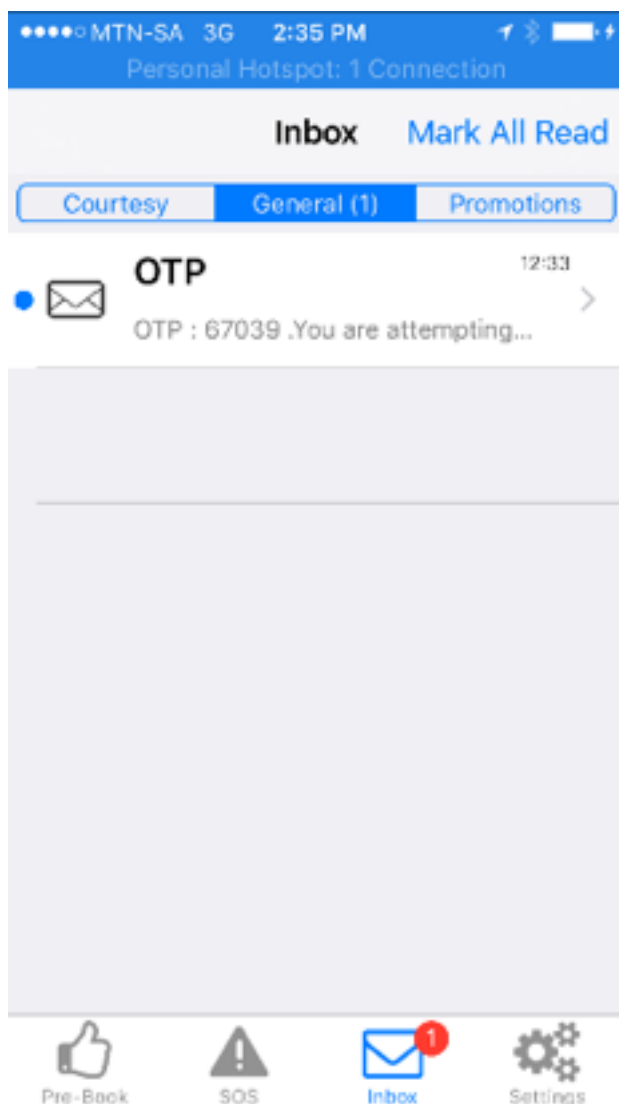
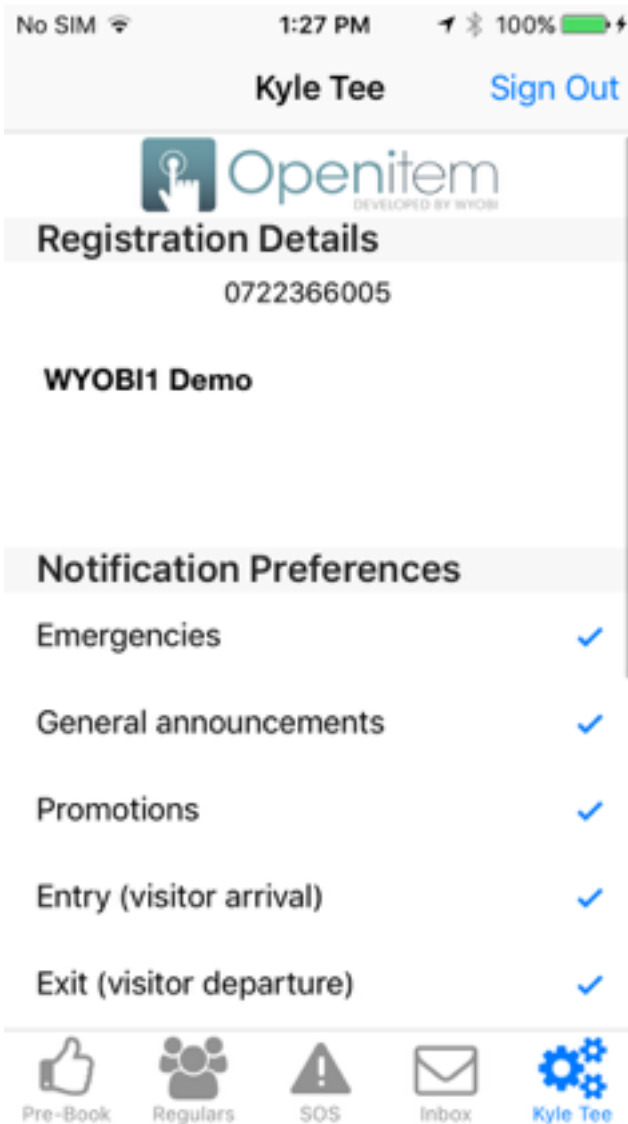Apple   Android
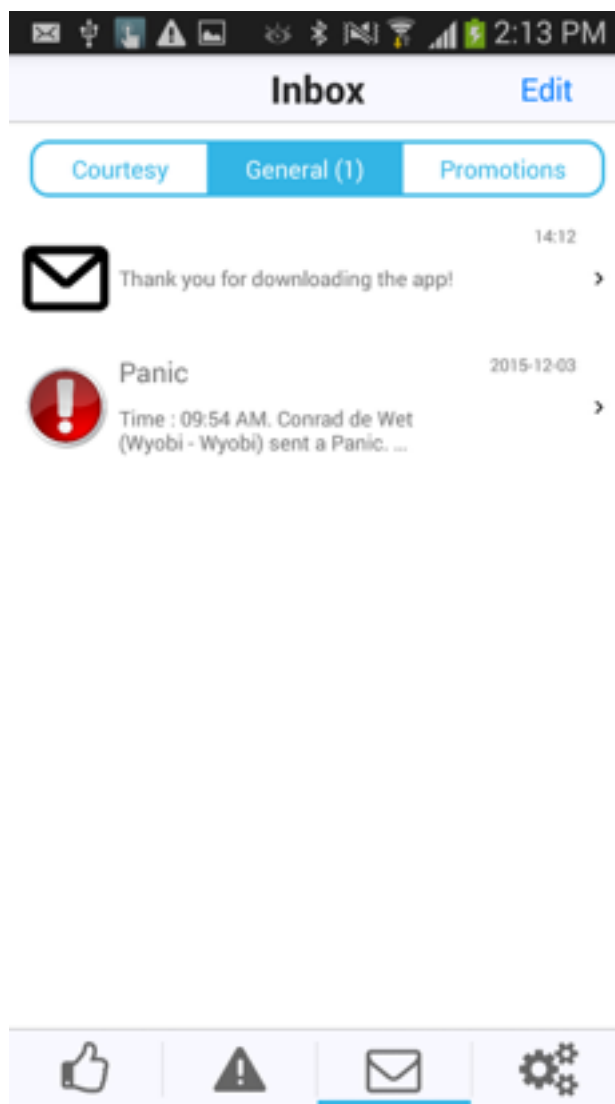
Settings

You can view your residential details and manage your preferences via the Settings.

Settings Screen

Go to the Settings screen by selecting the tab marked by the gears:

1. Your personal information is displayed at the top of the screen.
2. You can change your notification preferences for messages from the list of notification types by checking or unchecking each item.
3. You can find your application version by scrolling to the bottom of this screen.

Apple   Android