



RAMCO PROTECTIVE

Security Solutions By Professionals

TO START USING THE SYSTEM: LOGIN TO : WWW.GATEACCESS.NET

COMMUNITY CODE: MAG

USER NAME: [your primary phone #]

PASSWORD _____

TO LOGIN A GUEST VIA THE CALL AUTHORIZATION SYSTEM

DIAL 407.654.9021

PIN/PASSWORD: _____

CALL AUTHORIZATION and GATEACCESS.NET
(Available 24 hours a day, 7 days a week)

1. Dial the following telephone number: (407) 654.9021. The computer will pick up and request that you enter your personal security PIN # and press the # sign. Once the computer identifies your PIN#, it will open your resident file. (your pin # is the same as your password for the website)
2. The computer will now prompt you to wait for the beep and then clearly state the name of your guest (or the name of your first guest, in the event of more than one guest being cleared at this time).
3. Next, the computer will ask you to PRESS 1# if you expect your guest today, PRESS 2# if you expect your guest tomorrow, or PRESS 3# if you wish to clear your guest for both today AND tomorrow. For any other date, PRESS 4.
4. If you pressed, 1, 2 or 3, the system will announce that the guest has been added to your list. You may hang up the phone, or press 1 and # sign to add another guest.
5. If you pressed 4 for another date, the system will ask you to enter the month and the # sign. For example, enter 8# for August. Next, you will be asked to enter the day of arrival followed by the # sign. For example, press 16# for the 16th of the month. Finally, you will enter the year followed by the # sign. For example, you may either enter 2002# or 02# for the year 2002. Once verified as a valid date, the system will prompt you for the number of days you wish to clear your guest, followed by the # sign. For example 7# will clear the guest for 7 days starting 8/16/2002. When complete, the system will read back the date and number of days, which you may accept by pressing 1 and the # sign, or reject and try again by pressing 2 and the # sign. **PLEASE DO NOT HANG UP THE PHONE UNTIL THE COMPUTER PROMPTS YOU TO DO SO.**
6. Your visitor will now be authorized to enter. The message will now be stored in the system for the number of days you have cleared him/her. Upon expiration, this guest will no longer appear on your guest list.
7. Should you need to speak to a security officer directly, please call 407.654.9024