WIGGINS BAY SMSSI VISITOR GUEST PROCESSING PROTOCOL

Guests include friends, family, service staff, vendors, Uber/Lyft/Limo drivers, Food Delivery

Adding guests or vendors into dwellingLIVE is primarily a Resident's Responsibility. In the event someone is not registered, the procedures below ensure accurate information will be added to the visitor system.

ePass
1. Scan printed or phone ePasses
2. If the ePass is expired ask for the resident's address/name
3. Check the guest and/or vendor list and contact the resident if the end date in dwellingLIVE has passed.
4. Update dwellingLIVE and reprint if approved.

Registered Guest
Ask the address and name of the resident they are visiting, and ask to see a photo ID. Note the details and look up the address/name in dwellingLIVE. If guests have an extended visit or are a permanent guest, offer to print them an ePass. If the visitors name is on the guest/vendor list, click on their name then click "record entry" and wish the guest a good morning/afternoon/evening.

Guest not pre-registered or with expired authorization
Call the Resident's contact number(s) in dwellingLIVE and ask the resident if you have their permission to add them into their account as a permanent or temporary guest or update their access dates. Enter the guest information in dwelllingLIVE and click record entry. Residents arriving in the visitor lane, known or providing verification to the gate attendant, can authorize access for individuals following them on to the property without registration in dwellingLive. At no point should medical staff or deliveries be denied entry, you are permitted to enter them as a temporary guest without contacting the resident.

Unable to reach resident
Politely inform the guest they are not on the list, you were unable to reach the resident and you are not authorized to allow access without the resident's permission. Have the guest make a U-Turn off the property and instruct them to try and reach the resident to add the guest in dwellingLIVE or have the resident call the Gatehouse at 239.598.1040.   DO NOT speak to the resident over the visitor's phone.

Residents in Uber/Lift/Limo
Residents in Uber/Lift must show valid photo or provide valid info from their resident profile. i.e. email address or phone number listed.

Couriers/Service Companies
Automatic Entry ONLY if in a marked vehicle {Fed Ex,UPS, Amazon etc]. If in an unmarked vehicle, verify company ID and delivery invoice. Gift deliveries should be treated as courier so as not to spoil the surprise. Entry of individuals providing services to multiple residents (homewatch, housekeeping, realtors) can be recorded into the Gatehouse account instead of each residence they are visiting.

Emergency Services
Automatic entry – Record the time, vehicle type, Car, Truck, SUV, and ID numbers in TrackTik.

Visitor Non-compliance:
This is not a situation any guard wants to encounter, but there are times when an unannounced visitor must be informed that if they do not comply with the instructions given by the guard, the visitor will be denied entry, and they will be considered as a **"Trespasser"**. If the visitor remains uncooperative, the guard should call the police for assistance. A separate report will be generated for the Property Manager.

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