Logging into the dwellingLIVE Gate Access System

Welcome to the gate access system, dwellingLIVE, which allows you to authorize your visitors (guests) and vendors into University Park! By now, you should have received a "Welcome to dwellingLIVE" email which comes directly from **noreply@dwellinglive.com** which would have provided you with your username (which is the primary email address you provided to Park Boulevard Management ("PBM")) as well as a temporary password entered by PBM upon set-up. If you did not receive this email, please contact our office via email or phone for further assistance: **pbm@upcai-fl.com** *or* 941.355.3888, ext. 103.

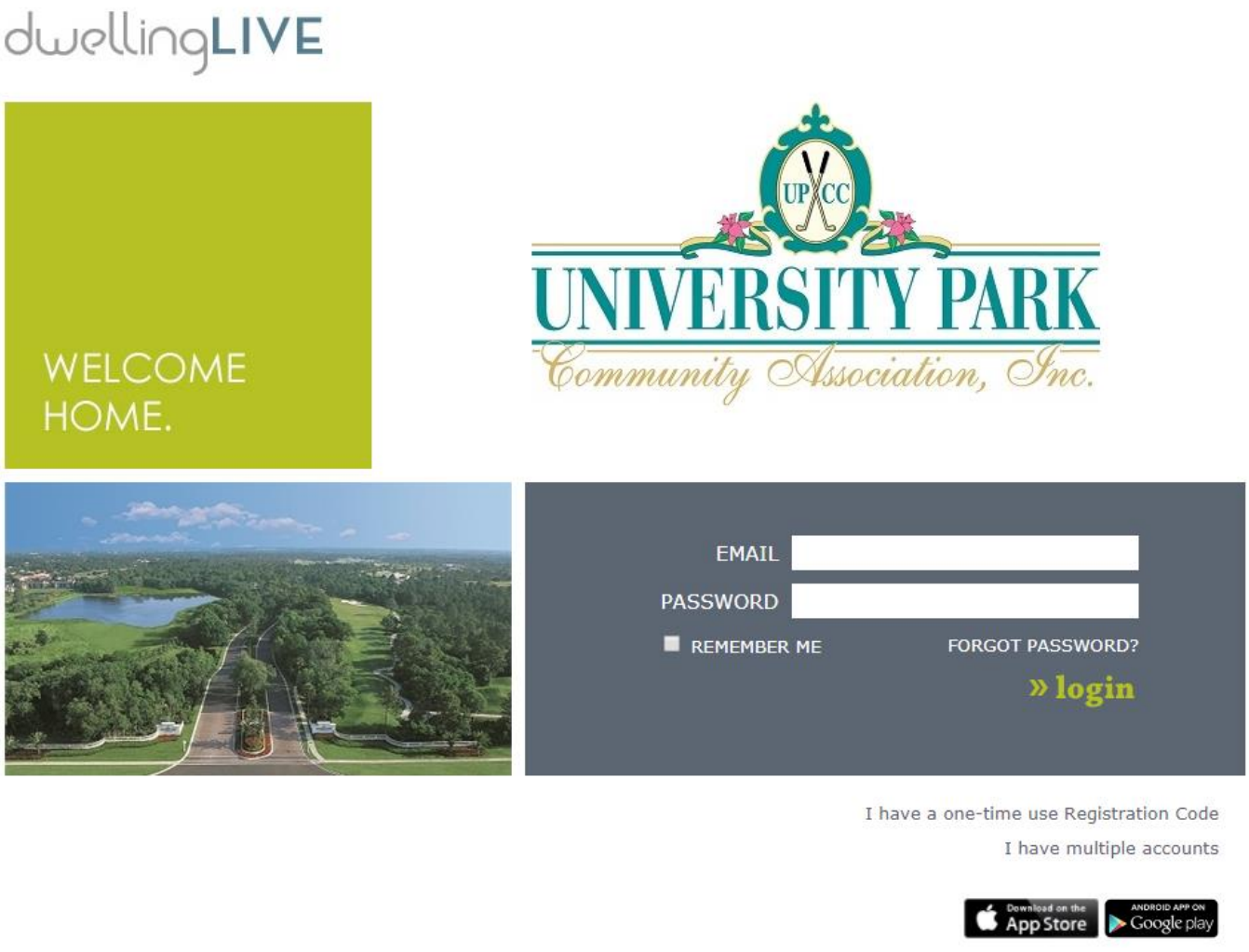
Once you have your username and password, go to **https://community.dwellinglive.com/universitypark.aspx** to login and access your profile.

Gate Access Call Authorization Phone Number: (888) 994-4117 (please call from a phone number registered on your dwellingLIVE profile so the system will recognize from what address you are calling).

- This phone number works like a voicemail. When prompted, leave the name of your guest *or* the name of the company needing access into University Park along with the dates they need entry. This system is date sensitive, **not** time sensitive meaning the guest or vendor will be deleted from your guest list at midnight on the date(s) you provide in the voicemail.

- The voicemail is instantly sent to the gate attendant on duty who will listen to it and add the information to your guest list accordingly.

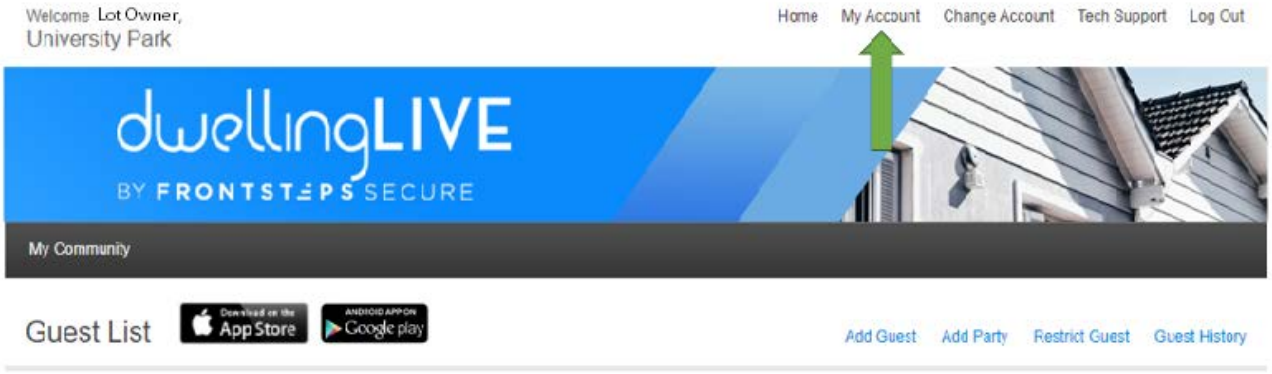
Please note: You cannot use this voicemail system to add permanent guests and vendors to your guest list. You can either do that yourself by logging-in to your dwellingLIVE profile or by contacting PBM, 941.355.3888, ext. 103.



MY ACCOUNT

Under "My Account," you may edit the information for each "User" assigned to your property. "Users" are the lot owners or any persons living in the home who have authorization to approve the addition of guests and vendors to your property. Each property was set up by PBM with lot owners as the only users; if you have any additional users that need to be added to your profile, please submit this information to PBM via email, pbm@upcai-fl.com.

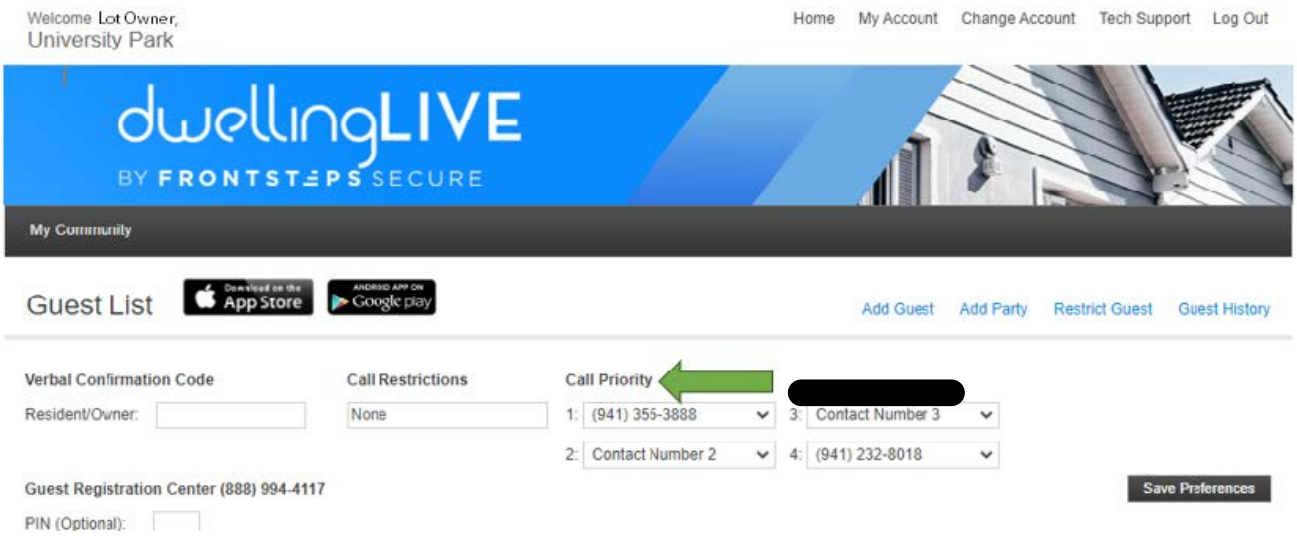
NOTE: Lot owners can only edit user information already listed on their profile. Any new users must be added by PBM.



- Click "Edit" to set up the contact information for each user assigned to your profile.

EDITING USER DETAILS

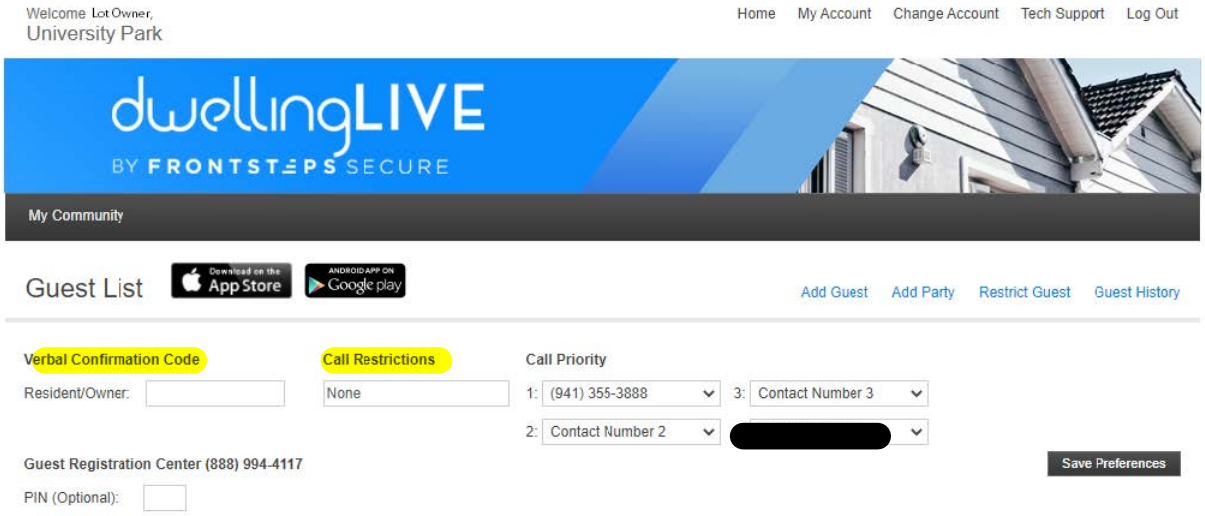
- Each user can set-up their own username & password and up to three contact numbers.
- You can also allocate up to four numbers on your "Call Priority" list (as shown in the screenshot below).
    - The "Call Priority" list is very important as this is the list our staff uses to contact you when necessary. Please list your phone numbers in order of preference.



OTHER INFORMATION

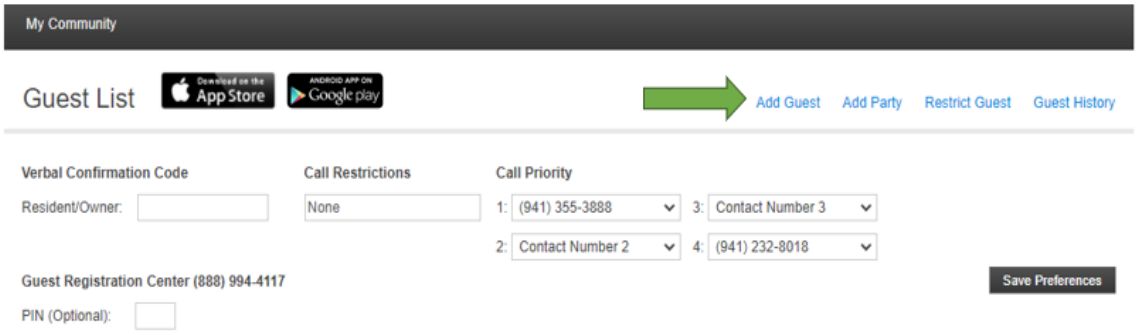
- **Verbal Confirmation Code:** This is used by the gatehouse attendants to validate the identity of the person contacting the gate. Verbal confirmation codes are specific to each property.

- **Call Restrictions:** This is used to let the gatehouse staff know when to **NOT** contact the property about a guest.

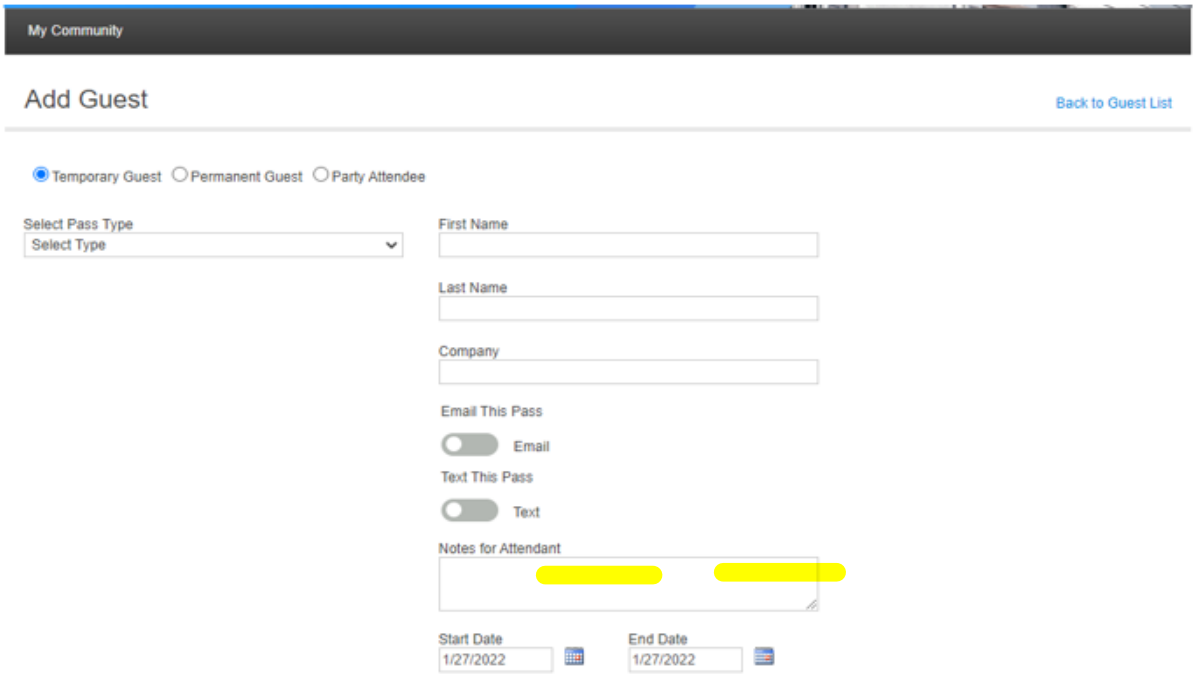


ADDING A GUEST TO YOUR PROFILE

- Click "Add Guest"

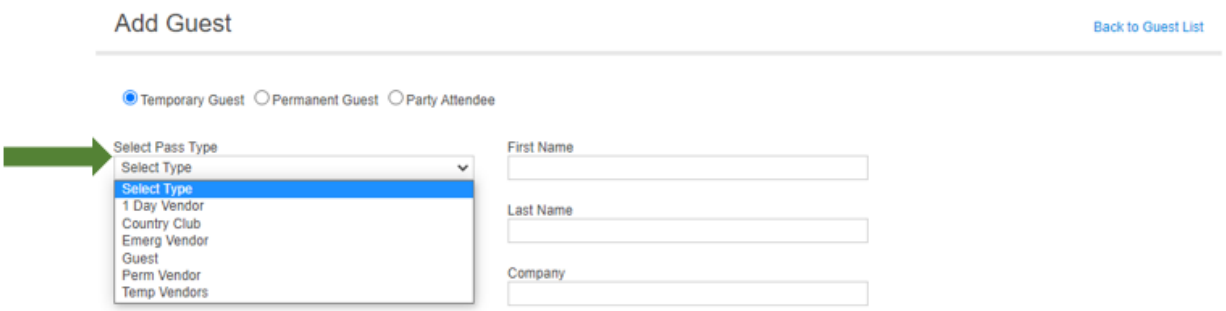


- A new page will open where you will enter the guest or vendor information needing access into University Park. Select either "Temporary Guest" or "Permanent Guest."



- If you select **Temporary Guest**, you will need to select a start and end date for the guest or vendor you enter (*see highlighted section on the previous page for reference).*
- If you select **Permanent Guest,** the guest or vendor you enter will be added on your guest list permanently until you delete them from your guest list.
  *You can also contact PBM via email or telephone to remove a guest (or vendor) from your guest list, **pbm@upcai-fl.com** *or* 941.355.3888, ext. 103.
- **Please note:** Vendors are permitted access into University Park Mondays through Saturdays from 7am - 6pm.

- Next you will need to select the "Pass Type" from the drop-down menu as shown below:



* **"1 Day Vendor":** Select this option to authorize your selected vendor for one day only.

* **"Country Club":** This option is typically not used.

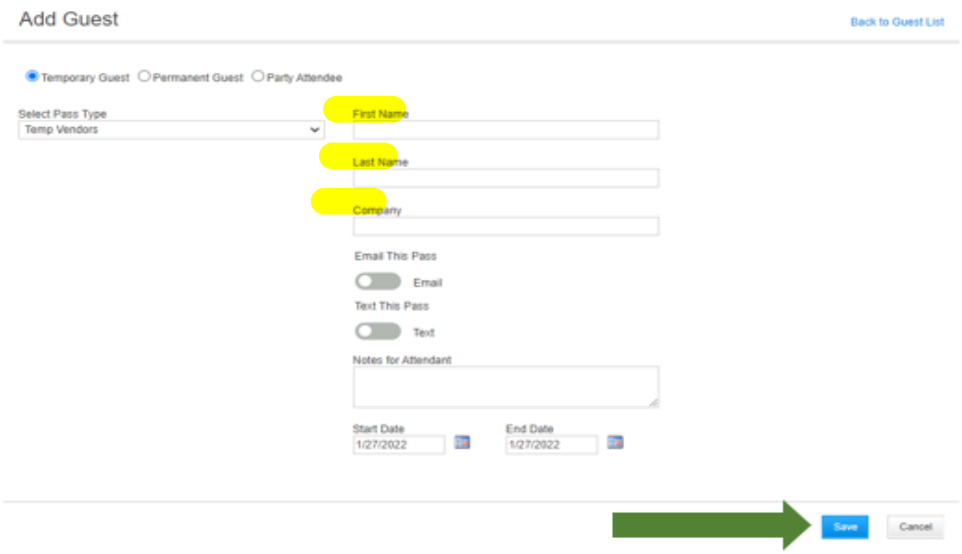
* **"Emerg Vendor":** Select this option to admit vendors for emergencies after 6:00pm, including Sundays.
  - **Please note:** Vendors are normally permitted access into University Park, Mon - Sat, 7am - 6pm.

* **"Guest":** Select this option when you would like to permit a family member or friend access into University Park.

* **"Perm Vendor":** Select this option to add your selected vendor to your guest list permanently.
  - **Please note:** Only you can delete a permanent guest (or vendor) from your guest list *or* you can contact PBM via email or telephone for assistance: **pbm@upcai-fl.com** or 941.355.3888, ext. 103.

* **"Temp Vendors"**: Select this option to grant your selected vendor temporary access into University Park.
  - Make sure "Temporary Guest" is selected when making this pass type selection.

* Next, you will enter the necessary information for either your guest or vendor as follows:
  - **If adding a guest:** enter the first and last name
  - **If adding a vendor:** enter only the name of the company



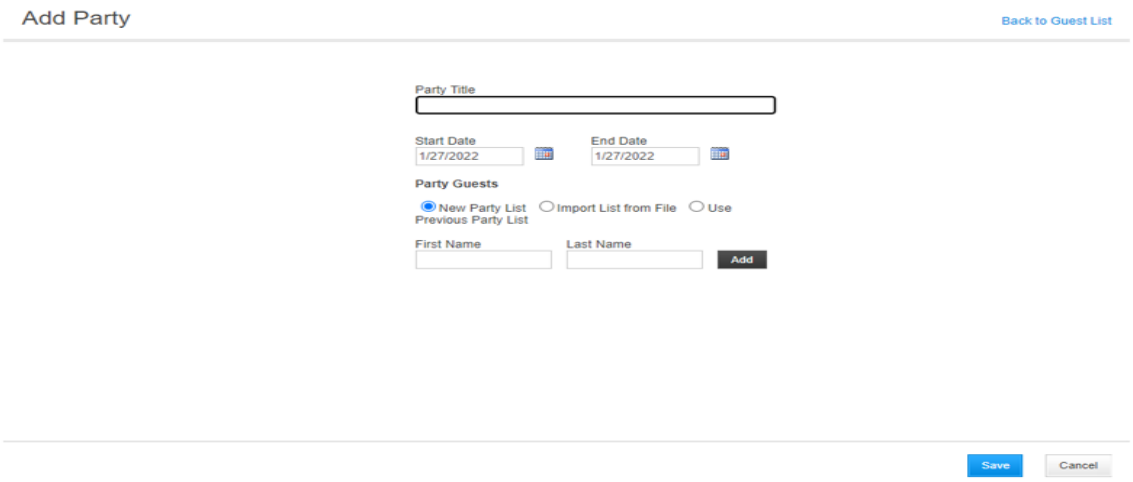
- **Double check** the start and end dates are correct, if applicable, as well as all of the other information you entered. If all is correct, then click "Save" (*see previous page for reference*).

- After you click "Save," the system will automatically bring you to your guest list where you should be able to see your newly added guest (or vendor).

OTHER OPTIONS

- At the top of the home page, you will also see the following three categories: "Add Party," "Restrict Guest," and "Guest History."

- **"Add Party":** In the event you will be having a lot of guests coming to your home, you may wish to use this feature on your dwellingLIVE account.
    - When you click "Add Party," you will be directed to the page shown below:

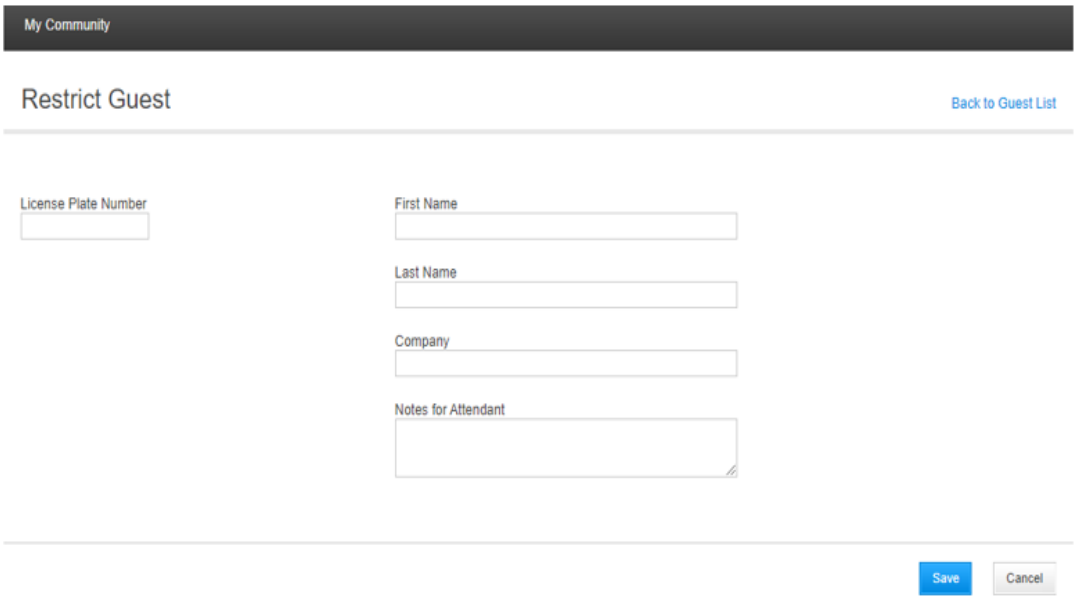


    - Choose a name for your Party and input into the "Party Title" field shown above.
    - Select the start and end dates.
    - Add the names of your guests for this particular party, either individually (one at a time) *or* by importing a file you have created with the names of the guests.
    - Click "Save" at the bottom right-hand corner of the screen when complete.

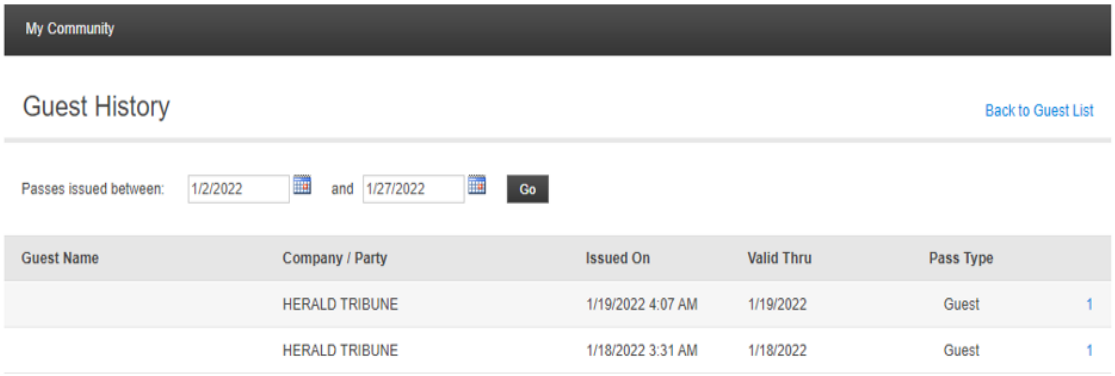
Please note: You can also contact PBM directly via email or phone for assistance with this, **pbm@upcai-fl.com** *or* 941.355.3888, ext. 103. We will then communicate the information to the gate manager accordingly.

- **"Restrict Guest":** In the event you need to restrict a guest (or vendor) access into University Park, you can use this feature to deny the guest (or vendor) entry into University Park according to the notes you enter (please see instructions below).
    - Enter any of the fields that you have information for, as shown in the screenshot on the next page.
    - Enter any notes for the gate attendant to see. For example: "DO NOT ALLOW ACCESS" or "ONLY ACCESS MONDAY-FRIDAY." (These are just examples to aid you in creating a note for the gate attendant on duty).
    - Click "Save" at the bottom right-hand corner of the screen when complete.

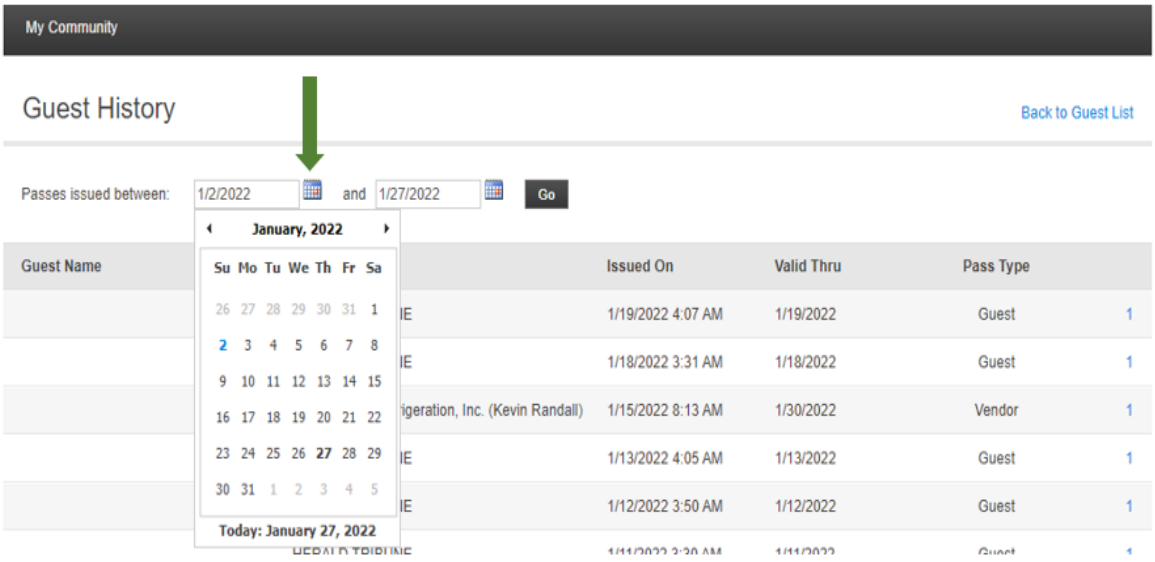
For further assistance using this feature, please contact PBM directly, **pbm@upcai-fl.com** *or* 941.355.3888, ext. 103.



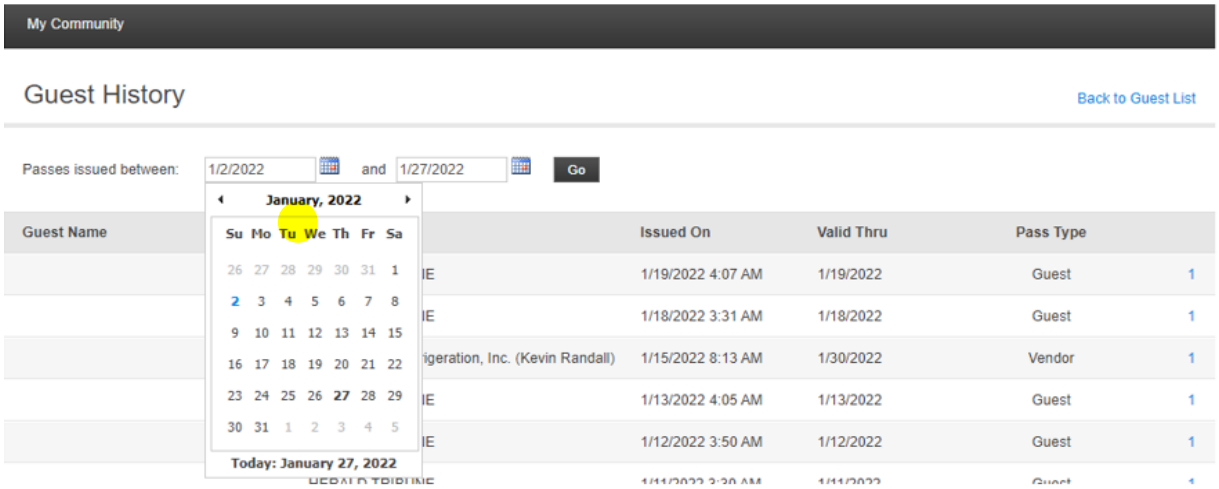
- **"Guest History":** Click here when you need to review who was granted access into University Park using your address.



- To generate your guest history list to a particular set of dates, select the calendar icon as indicated on the screenshot below and click on the date of your choosing.



- Use the left-facing arrow or the right-facing arrow to toggle between months (as shown below.)



For further assistance using dwellingLIVE, please contact PBM directly, **pbm@upcai-fl.com** *or* 941.355.3888, ext. 103.