

GENERATING ACCESS CODES

Using SMS - User Guide

Requesting Codes

You can request an access code from your cell phone by sending an SMS to:

34481

The system will reply with a code for your visitor. Your visitor can then use the same code for entry and exit at the Estate.

The following format needs to be followed for getting codes:

The keyword for your estate is "AE" for visitors. You will always start your SMS with this keyword. Each option must be separated by a space. The case of the options doesn't matter – it can be upper case or lower case. The examples show the message in quotes ("") but the actual quotes must NOT be included as part of the SMS message

APPLYING FOR A CODE FOR YOUR VISITOR

SMS your keyword followed by space followed by 1, to 34481.

e.g.: SMS "AE 1" to 34481 for a visitor access code for 1 entry for today.

It should be noted that it takes a while for this code to become active at the gate (This is by design). So you should request your codes well in advance (at least up to 5 minutes). Bear in mind that there are often delays with the mobile networks.

Important to take note of:

- SMS short code name is "AE". Please send SMS codes to 34481
- Please note that your number must be registered with your estate Management office in order for the system to recognise who the SMS is from – refer to your HOA office for further info.
- SMS codes are limited to 30 per stand per day. Your HOA office can arrange for larger groups
- The resident will be notified via sms when their visitor has entered/exited the estate – Note that codes generated via sms will send notifications back via sms

Messages **34481** Details

AE 1

AE 5

AE 5 10

AE Cancel

AE dnd

AE

SMS REQUEST OPTIONS

- AE 1 – One entry/one exit only

Welcome to Arabella Country Estate! Access code 39620 valid Wed 26th Nov.

- AE 5 – 5 entries/5 exits only

Welcome to Arabella Country Estate! Access code 32011 valid Wed 26th Nov.

- AE 5 10 – 5 entries/5 exits on the 10th of the month

Welcome to Arabella Country Estate! Access code 39620 valid Wed 10th Dec.

- AE cancel 12345 – cancel code

Access code 12345 has been cancelled.

- AE dnd – do not disturb (on/off)

Your "DO NOT DISTURB" status is now ON/OFF.

- AE – exit ONLY code

MULTIPLE ENTRY CODE

SMS your keyword, followed by space, followed by the number of entries you require, to 34481.

There is a limit to this number which is determined by your Estate Management but is usually 20 entries. Even if you request more entries, it will only be valid for the maximum allowed.

e.g.: SMS "AE 5" to 34481 for a visitor access code for 5 entries for today

FUTURE DATED ENTRY CODES

SMS your keyword, followed by space, followed by the number of entries you require, followed by space, followed by the day of the month for which the code will be valid, to 34481. If you specify a day in the past, it will be valid for the next month. Therefore this option may only be between 1 and 31. Any other number or an attempt at an actual date (e.g. 10/06) will be rejected!

e.g.: SMS "AE 5 10" to 34481 for a visitor access code for 5 entries for the 10th of the current month. (If the current date is the 11th, then the code will be for the 10th of next month).

AN EXIT CODE FOR YOUR VISITOR

Your visitor will receive an exit code when cleared from the gate – i.e. a voice clearance. (If your visitor entered using a pre-cleared code, that same code serves as the exit code as well). However, if you or your visitor never received the code for whatever reason, or you've lost the code, you can apply for an exit only code by using the SMS Request, with your keyword and no other options, to 34481.

e.g.: SMS "AE" only to 34481 to generate a "once-off" EXIT code.

If your visitor does not have a cell phone, the exit code will be sent to you.

CANCELLING AN ACCESS CODE

If you wish to cancel a code, you can SMS your keyword, followed by the word "CANCEL" followed by the code you wish to cancel, to 34481.

e.g.: SMS "AE CANCEL 12345" (12345 being the code you wish to cancel) to 34481

DO NOT DISTURB (DND)

If you do not want security to call you, you can SMS your keyword followed by the word "DND", to 34481. This will turn your "do not disturb" mode on or off.

e.g.: SMS "AE DND". Please remember to turn it back on.