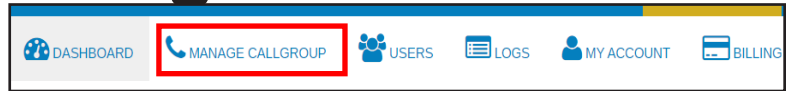


Single Resident Changes Guide

Callgroup

You can find the callgroups in the portal.



From this location you access callgroups and callgroup functionality.

NOTE

A callgroup is the group of people who are called simultaneously when a guest arrives at the gate.

Users

A user is anyone who uses the CellGate service. Users are divided into types, groups, and roles.

Users are organized into Types. **User Types** are categories of users with the same permissions and restrictions.

Users can be administrators, who access the online portal; residents (or employees), who can enter the property and can open the gate when contacted by the Cellgate device; or guests, who can only access your property with an assigned code.

A **User Role** creates more specific restrictions within a the User Type. A role give specific information about the individual user. For example, an Account Admin can access the CellGate portal and manage their account. A Vendor Code denotes someone who only enters the property at certain times using a code, like a lawn service.

The users page shows the users in your account, and allows you to manage those users.

Create Users

1. Click **Users** icon from the navigation bar.
2. Click **+ Add User**.
3. Enter Name, Email, Phone Number, Timezone, and click **Next**.



Series/Location	Access	Callgroups	Restrictions	Group
Gate Amenities	Gate Code (3589)		Home Health Aides	Home Health Aides
Gate Amenities	Gate Code (8620) RFID Tag (8549)	Installer SLUB	8 a - 8 p HDA Volunteer	Callgroup Manager
Gate Amenities		Casite	8 a - 8 p	Residents in Sauna and Pool

WHO DO YOU WANT TO ADD TO THE SYSTEM?

Name:

Email:

Phone Number:

Timezone:

Next

4. Select User Type and User Role from dropdown; click **Next**.

WHAT GROUP SHOULD USER BE ADDED TO?

User Types:

User Role:

User Role Description: Callgroup Manager with Remote Access. A Role that can makes changes to their assigned Callgroup. Cannot access any other areas of the Web Portal. This Role can access the CellGate app to send Momentary Open commands but cannot add codes or take pictures.

Next

5. Create user restrictions. See [Restrictions](#) for more information.

6. Enter information about how you want the user to access the system. You might choose to have the user enter a gate code, use an RFID/ Card/Clicker, or a Web Smartphone login. Click **Next**.

7. Click **Save**.

The screenshot shows the 'Add New User' form with the 'Restrictions' tab selected. It includes fields for 'Individual Restrictions', 'Access Method For', 'What date range?', 'What device?', 'What time frame?', and 'How many times?'. There are also 'Mark as Default' and 'Clear Defaults' buttons. A calendar grid is visible for selecting dates.

The screenshot shows the 'Add New User' form with the 'ACCESS METHODS' tab selected. The question is 'HOW SHOULD JASON SMITH ACCESS THE SYSTEM?'. It features buttons for 'Enter a Gate Code', 'With a RFID/Card/Clicker', and 'Invite Callgroup Manager User'. The 'Access Code' field is set to '6102'. There is an 'Add Access Method' button.

The screenshot shows the 'Add New User' form with the 'RFID / Card / Clicker' configuration. It asks 'HOW ELSE SHOULD JASON SMITH ACCESS THE SYSTEM?'. It includes buttons for 'With a RFID/Card/Clicker' and 'Invite Callgroup Manager User'. The 'Use an Existing RFID/Clicker?' checkbox is checked. Fields for 'What kind of device?', 'Code', 'Winged Code', and 'Facility Code' are present. There is an 'Add Access Method' button.

The screenshot shows the 'Add New User' form with the 'Invite Callgroup Manager User' configuration. It asks 'HOW ELSE SHOULD JASON SMITH ACCESS THE SYSTEM?'. It includes a button for 'Invite Callgroup Manager User'. Fields for 'Email', 'Phone', and 'Video Call Group' are present. There is an 'Add New Callgroup' button and a 'Invite User' button.

Edit a User

1. Click the **User** tab.



2. Click the user you want to edit.

ACCOUNT USERS

Access Codes with an asterisk are stored on device.

Select... Filter... Q Search Clear Add Code

Name	Properties/Locations	Access	Callgroups	Restrictions	Group
Amanda C	All devices on this account		John Doe		Account Admin
Jane Doe	Front Gate	Gate Code: [3049]		Winter Access	Guest Code

The Edit User screen has 3 sections:

1. User Information
2. Access Methods, User Group and User Role
3. Restrictions

EDIT USER

1 User Details

Name: Amanda C
 Email: accoleman2@mail.com
 Phone Number:
 Timezone: (UTC -8) Central Standard Time
 Actions: B Delete
 WebSmartphone Login Expiration: Yes No
 Notes:
 Save

2 Access Methods

Type: Add: Code:
 User Role:
 User Types: Admin
 User Role: Account Admin
 User Role Description: Account Admin - The Account owner. Has full Admin privileges in all areas of the portal and app. Role can also create codes from the CellGate app.
 Apply

3 Restrictions

Note: Edits on this page will only affect Amanda C


Individual Restrictions: Q Search...
 - Amanda SR
 - Front Gate
 Restriction For: Select Preset (Optional)
 What date range? Specific Any
 What days? Specific Any
 What timeframe? Specific Any
 How many times? Specific Any
 Add to Schedule Clear Schedules
 Start Date: End Date: No records found
 How many times? No records found

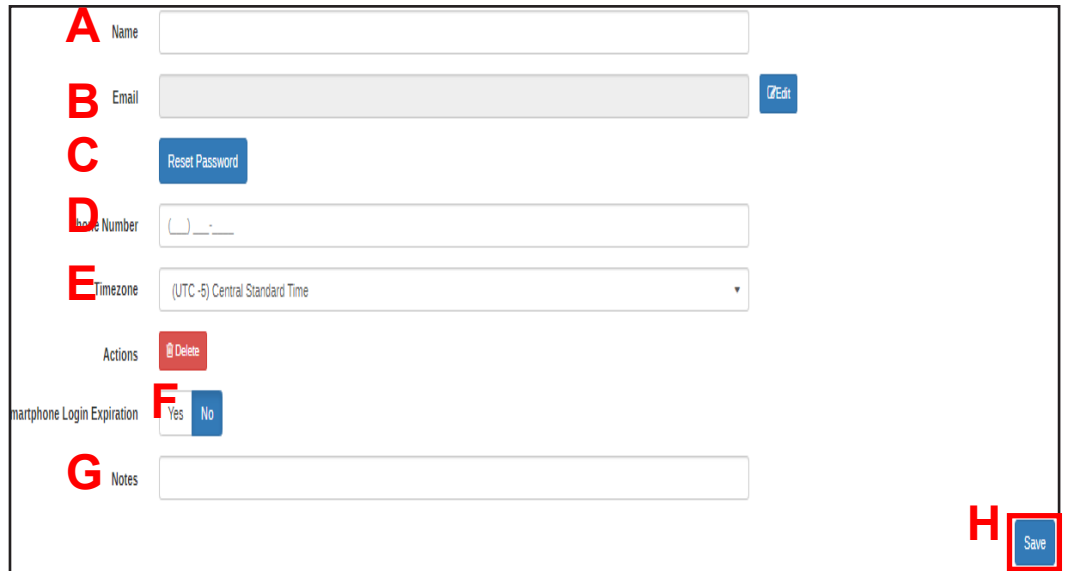
TIME	AM												PM												
DAY	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
MONDAY																									
TUESDAY																									
WEDNESDAY																									
THURSDAY																									
FRIDAY																									
SATURDAY																									
SUNDAY																									

 Save Cancel





1. User Information

In this section you can update the following:

- A. Name
- B. Email
- C. Password
- D. Phone Number
- E. Timezone
- F. Login expiration
- G. Notes
- H. When you're done, click .




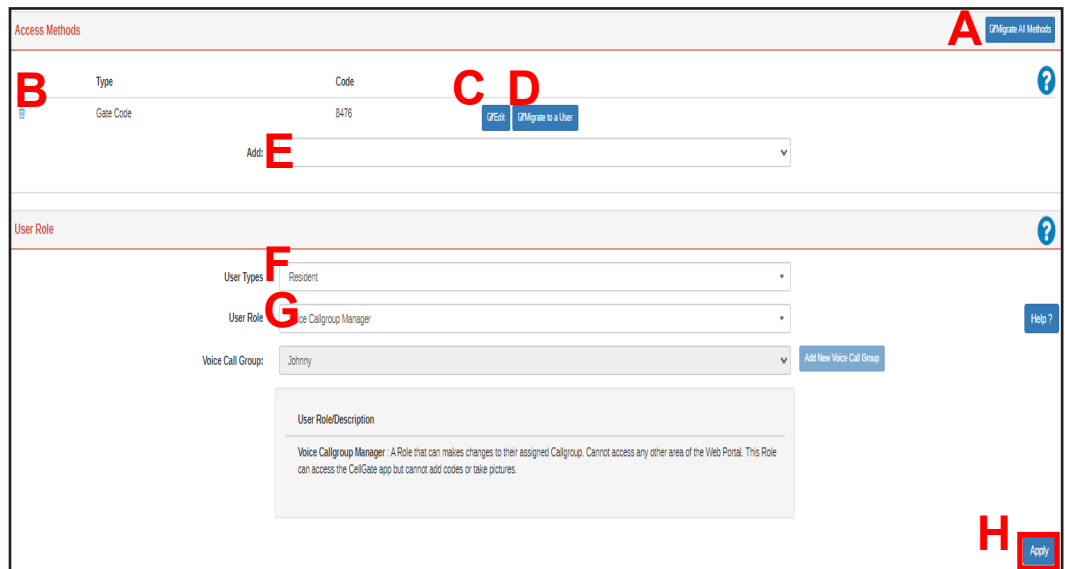
The screenshot shows a user information form with the following fields and actions:

- A**: Name input field.
- B**: Email input field with an  button.
- C**: .
- D**: Phone Number input field with a country code dropdown.
- E**: Timezone dropdown menu showing "(UTC-5) Central Standard Time".
- F**: Actions section with a  button and a "Smartphone Login Expiration" toggle with "Yes" and "No" options.
- G**: Notes input field.
- H**:  button.

2. Access, User Group, User Role





You can

- A. Migrate all methods
- B. Delete credential
- C. Edit user access
- D. Migrate to a user
- E. Add access method
- F. Change User Types
- G. Change User Role
- H. When you're done, click .




The screenshot shows two sections: "Access Methods" and "User Role".

Access Methods:

- A**: .
- B**:  button.
- C**:  button.
- D**: .
- E**: "Add:" dropdown menu.


User Role:

- F**: "User Types" dropdown menu showing "Resident".
- G**: "User Role" dropdown menu showing "Voice Callgroup Manager".
- H**: .

User Role Description:

Voice Callgroup Manager: A Role that can makes changes to their assigned Calgroup. Cannot access any other area of the Web Portal. This Role can access the CellGate app but cannot add codes or take pictures.

3. Edit the Restrictions

You change the individual user's restrictions. For more information, see the [Restrictions](#) section. Once you've edited the restrictions, click .

2. Create Restrictions

- A. Shows the device to which the restriction applies.
- B. If you have preset template/ existing restriction, select it.
- C. Click **Specific** and choose the start and end dates for restrictions to apply.
- D. For days of the week to allow access, click **Specific**. Choose the days to allow access.
- E. For timeframe, click **Specific** and select the times to allow property access, such as *From 9:00 AM To 5:00 PM*.
- F. Click **Specific** and enter the number of times to allow access to the property.
- G. Click **Add to Schedule**.

Restriction For > Front Gate **A**

Select Preset (Optional) **B**

What date range? **C**

From To

What days? **D**

Select Day

What timeframe? **E**

From : To :

How many times? **F**

G

3. Preview

You'll see a preview of your restrictions.

- A. The Start and End Dates for the schedule display.
- B. "How many times?" is the number of entries allowed.
- C. The schedule preview displays in green.
- D. Click Save to save the restriction.
- E. If you've created new restrictions, enter the Preset Name. Click **Save**.
- F. Click **Next**.

A	Start Date	End Date	
	1/3/2022 08:00 AM	3/3/2023 12:00 PM	<input type="button" value="🗑️"/>

B	How many times?	
	10	<input type="button" value="🗑️"/>

C	TIME	AM	PM																						
DAY	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
MONDAY																									
TUESDAY																									
WEDNESDAY																									
THURSDAY																									
FRIDAY																									
SATURDAY																									
SUNDAY																									

D

Save Preset

Preset Name **E**

F