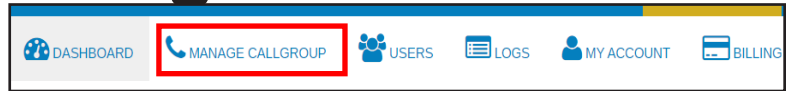# Single Resident Changes Guide

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** .

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

Edit a User

1. Click the **User** tab.

2. Click the user you want to edit.

The Edit User screen has 3 sections:

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

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 **Save**.

A Name

B Email — Edit

C Reset Password

D Phone Number ( ) __-___

E Timezone (UTC -5) Central Standard Time

Actions — Delete

F Smartphone Login Expiration — Yes No

G Notes
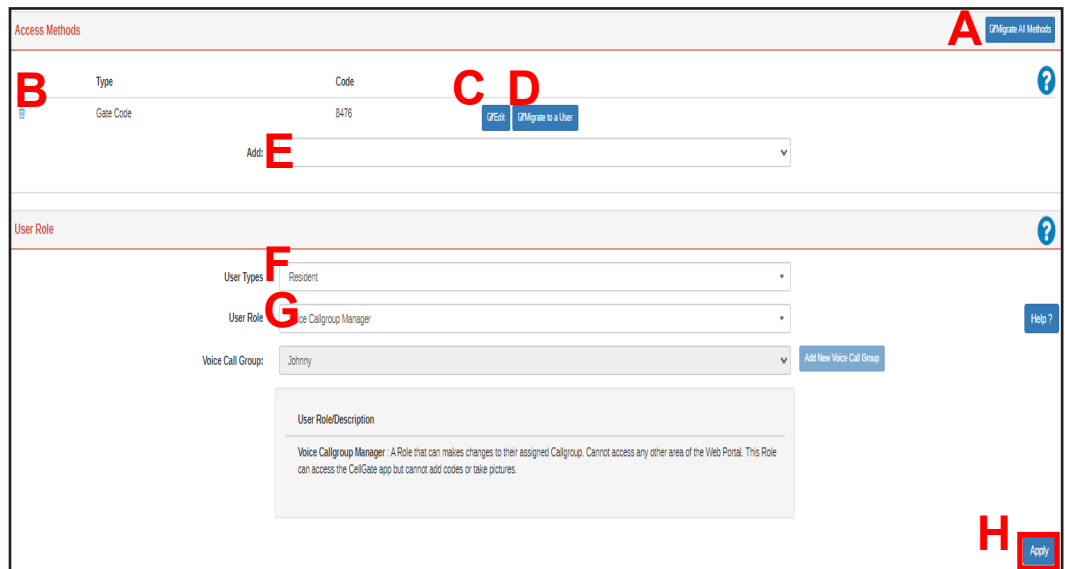
H Save

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 **Apply**.

Access Methods — **A** Migrate All Methods

B Type **C** **D** Code

Gate Code — 8476 — Edit — Migrate to a User

E Add:

User Role

F User Types — Resident

G User Role — Voice Callgroup Manager — Help?

Voice Call Group: Johnny — Add New Voice Call Group

User Role/Description

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

H Apply

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 **Save**.

Restrictions

You can create restrictions for when users can access the property. Once you have finished creating the restriction, you can save and reuse it.

The Apply restrictions page has three parts.

1. Property, Location Access
2. Create Restrictions (top half of page)
3. Review (bottom half of page)

1. Property, Location Access

A. Select checkboxes for property, devices, and gates to which you want to add restrictions.

B. If you only want to create restrictions for the property the user can access, click **Save**.

2. Create Restrictions

A. Shows the device to which the restriction applies.

B. If you have preset template/ exiting 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**.

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**.