SUBJECTt: Proper Use of the MyQ App and Gate Access Codes60

Dear Residents,

We are reaching out to provide guidance on the proper use of the MyQ App and the importance of creating and managing access codes effectively.

Ensuring that residents, guests, and vendors use personalized codes will help enhance safety and prevent congestion at the main gate.

Creating and Managing Access Codes in MyQ

1. Upon receiving an invitation from the Property Manager, Download and Open the MyQ App
   - If you haven't already done so, download the Community by MyQ App from the **App Store** or **Google Play** which icons are included in the invitation and will take you directly to the Community by MyQ App that needs to be downloaded.

2. **Creating Access Codes**
   - Log in to or open your MyQ account.
   - The initial screen will have 4 items at the bottom of the screen:
     1. Access
     2. History
     3. Guest Pass
     4. Community
   - Select Guest Pass
   - Select New or Create Guest Pass
   - Choose Pass: Select Recurring Pass as you can set it for 180 days.
   - Create a name for your Pass as you can set more than one pass at a time
   - The next screen is access period.
     1. **First, click on all the circles which represent days of the week (Sunday through Saturday) so that they are bolded. Any days that are not bolded will not activate the gate on that day.**
     2. **Click the circle to the right** of **All Days Access** to activate that feature
     3. As the start date is the day you create the code, click on the date shown for end date.
        1. A calendar will pop up. Scroll using the right arrow on the line with the month and year to the last month that has the day or days bolded and select the last bolded date and select okay.
     4. If the screen goes back to the access period, confirm that the start/end dates are correct, you have bolded the circles representing the days of the week and All Day Access is activated. Select Next.
     5. Entrances – As there is only one entrance in the Shores, select that entrance. A Check mark will populate. Select Next.
     6. The next screen is a review of the information entered for that guest pass. If all information is correct, select Create Recurring Pass at the bottom of the screen.
     7. The next screen will have the name you created for this pass. Scroll up and you will see Entry Code with a 5-digit number in bold. That number is the code you give to your guest or vendor.
     8. Once the code expires, follow the steps in this section **Creating Access Codes** to create a new code.

3. Share Codes with Guests and Vendors
    - Provide the assigned code to your guest or vendor in advance of their arrival.
    - Remind them to use the code at the gate to avoid delays and ensure smooth access.
    - Please see Instructions for Using the MyQ Gate Code.
4. Monitor and Update Codes
    - Regularly review your assigned codes and deactivate any that are no longer needed.
    - This step ensures only authorized individuals have access to the community.

Importance of Proper Code Usage

Sharing personalized access codes helps eliminate risks and hazards caused by unauthorized entry or vehicles blocking the gate. It is essential that all guests and vendors:

- Use the assigned code at the gate rather than relying on tailgating or other unsafe practices.
- Notify the residents ahead of their arrival if they encounter any issues with the code.

Your Role in Community Safety

We appreciate your cooperation in maintaining a safe and secure environment. By adhering to these guidelines, we can collectively minimize gate-related incidents and improve traffic flow. If you have questions or need assistance, feel free to contact us at (239) 649-6357 or via email at admin@anchormanagers.com.

Sincerely,

The Anchor Team and Board of Directors

Instructions for Using the MyQ Gate Access Code

1. Arrive at the Gate
- Guests or vendors should approach the gate slowly to locate the keypad.

2. Locate the Keypad
- The keypad is typically mounted near the entrance gate, visible and within easy reach of a vehicle.

3. Enter the Provided MyQ Gate Access Code
- Using the keypad:
    1. Select **Entry Code.**
    2. Enter the **MyQ Gate Access Code** provided by the resident.
    3. Press **Enter** to submit the code.

4. Wait for Gate Access
- The system will validate the code:
    - If the code is correct, the gate will open automatically.
    - If the code is incorrect, a message may display on the keypad indicating an error. They should try entering the code again carefully.

5. Proceed Through the Gate
- Once the gate opens, proceed through safely.

Important Notes:

- **Code Validity:** Ensure the code is used within the time frame or specific days it is active (if applicable). Expired codes will not work.

- **Multiple Entries:** If the guest/vendor needs to enter and exit multiple times, they should follow the same steps each time.

- **Contact the Resident:** If the code does not work, guests/vendors should contact the resident for assistance or to confirm the code details.

For Residents:

- Share the code securely with your guest/vendor.

- Avoid posting the code in public or sharing it broadly to ensure security.