OCEAN VILLAGE POA

Security Town Hall
How to Use the Gatehouse Portal

March 25th, 2025
Community Center

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INTRODUCTION

Gatehouse Solutions
Visitor and Resident Management Software

MEET YOUR PRESENTER

Proudly serving as your Administrative Assistant for 2+ years.

Dominique Harrison
Administrative Assistant

01.

WHERE TO FIND GATEHOUSE

WHERE TO FIND GATEHOUSE

1. Navigate to URL: https://www.oceanvillage.com/

2. Click on the ‘Gatehouse/Security’ tab

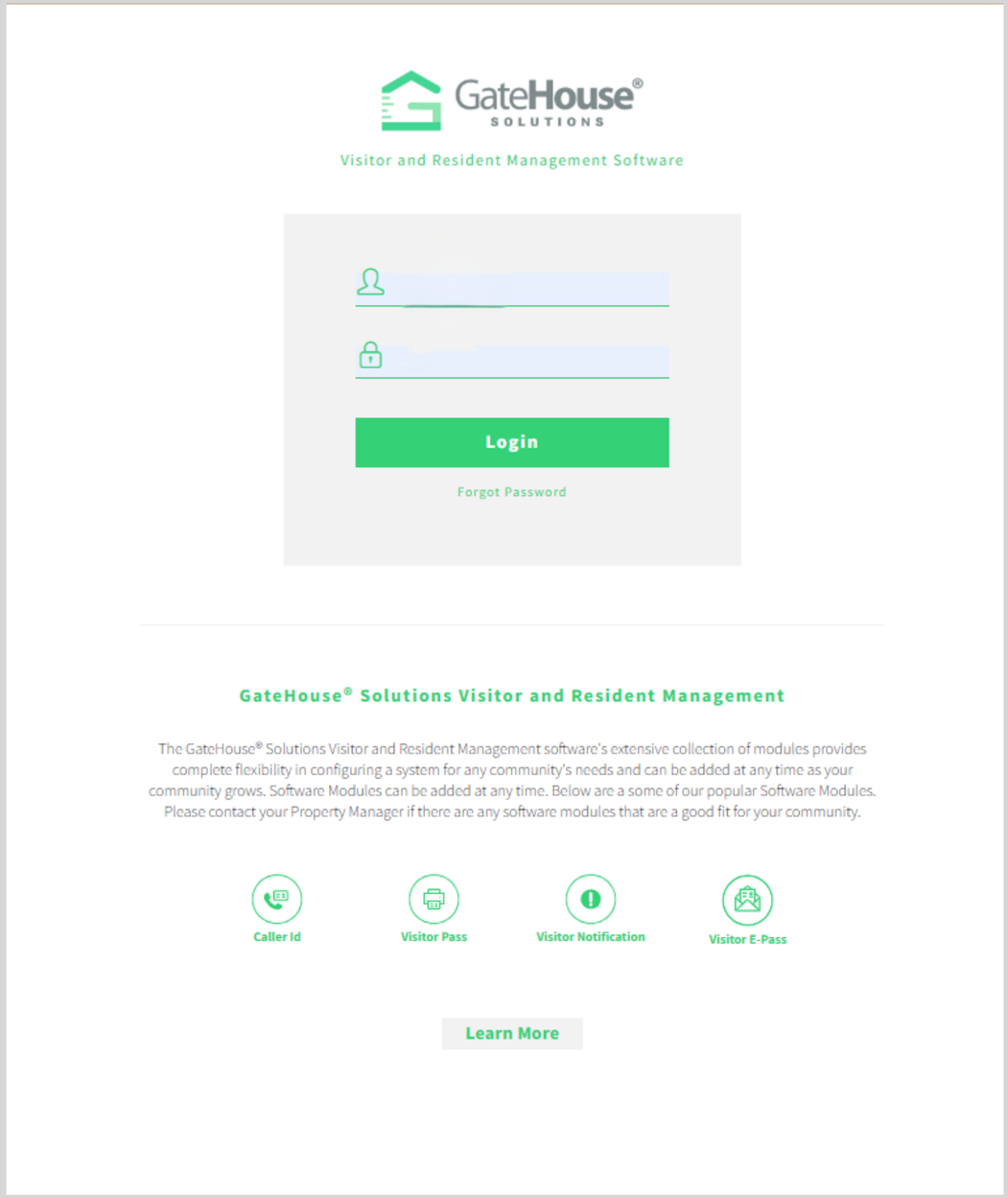
02.

HOW TO LOG IN

How to Log In

1. Enter your username & password
2. Click ‘Login’

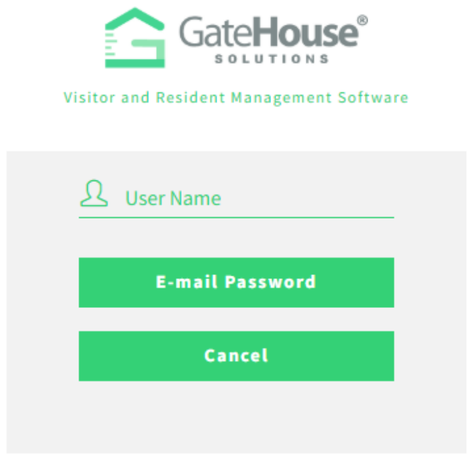
Login

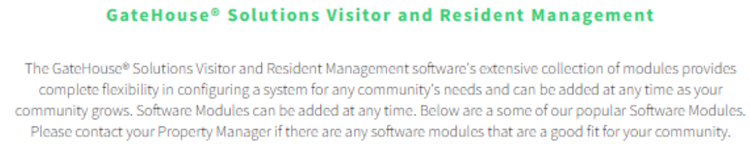


If you are experiencing issues logging in, you can attempt the following;

1. Click ‘Forgot Password’

2. Enter your username
3. Click ‘E-mail Password’

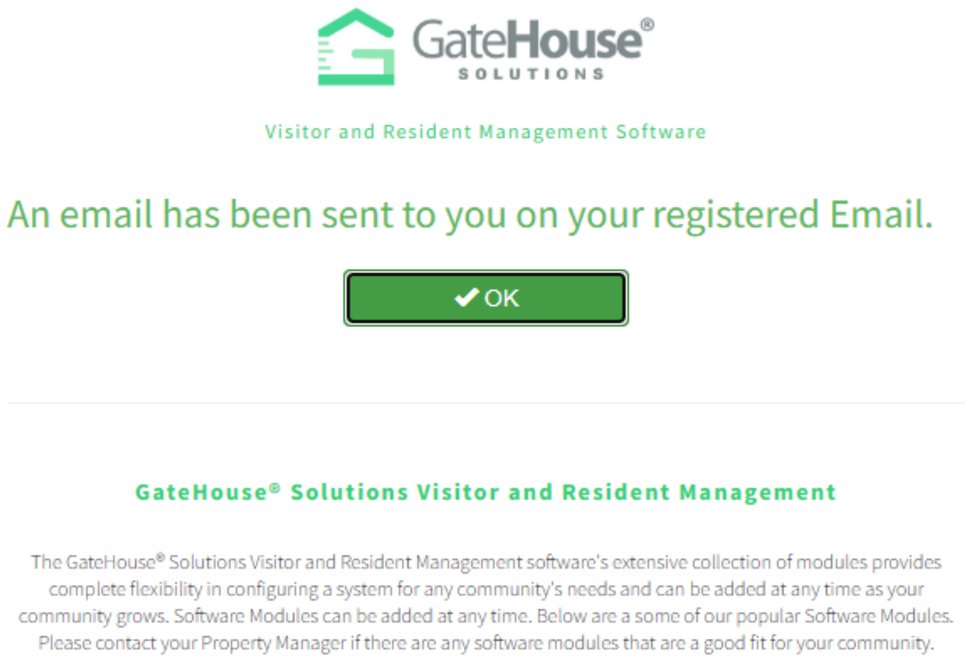




ISSUES LOGGING IN

If there is an email address registered with your Gatehouse Account, you will receive an email from "**visitor.epass@gatehousesolutions.com**"

- Please check your spam/junk folder, if you cannot locate the email in your inbox.
- This email will provide a link to reset your password.
- Please note the link will be valid for 5 minutes.



ISSUES LOGGING IN

If you still have issues accessing your Gatehouse account, please get in contact with the Administration Office.

- Phone: 772-489-0300
- Email: lisa.york@fsresidential.com
- Go to the Administration Office

ISSUES LOGGING IN

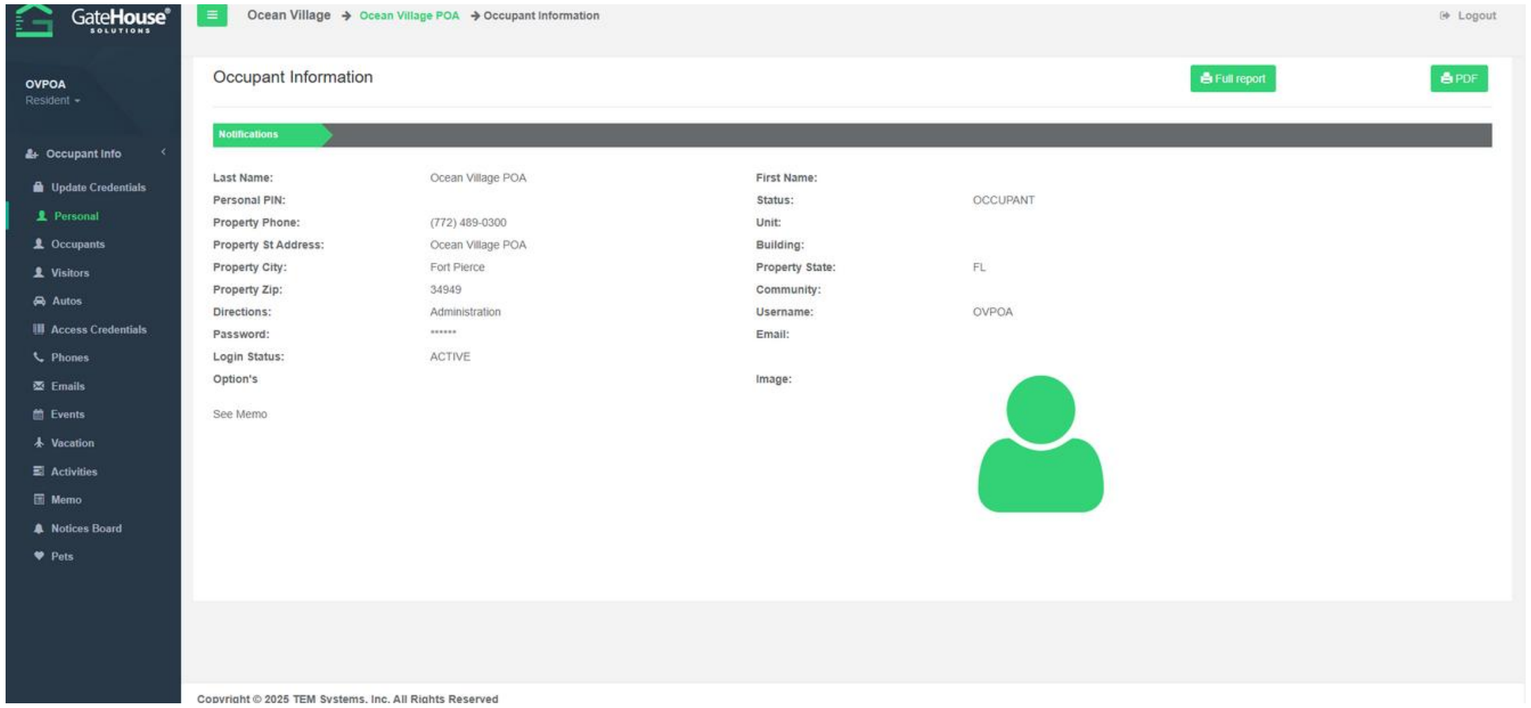
03.

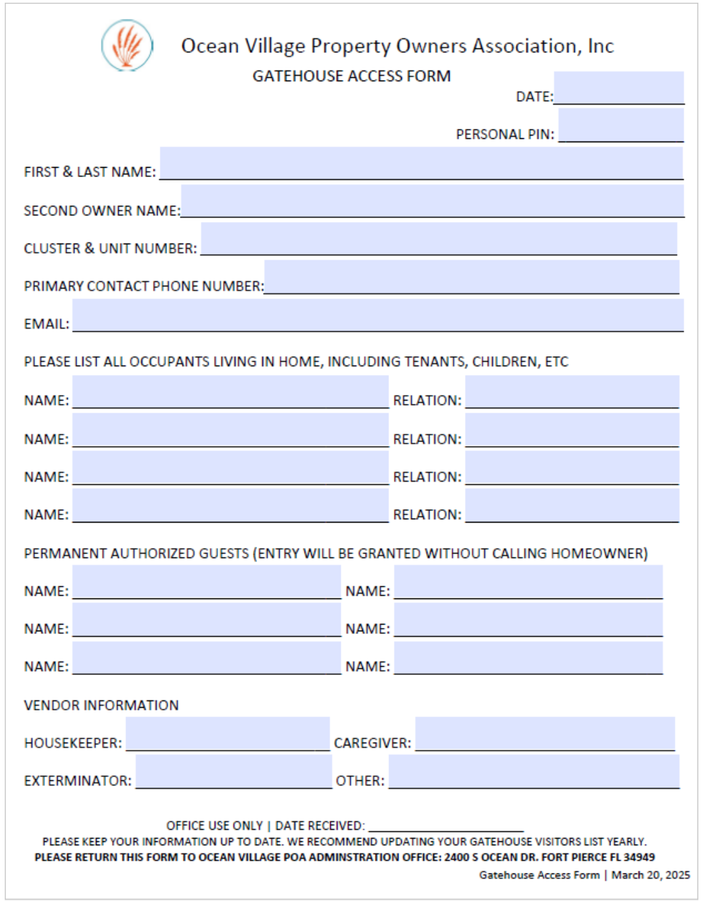
CONFIRM YOUR INFORMATION

OCCUPANT INFO

Once you've successfully logged into your account, you'll be brought to the Occupant Information Page.

- Please confirm that this information is correct and up-to-date.
- If you need to update any information, please fill out the provided form.





Ocean Village Property Owners Association, Inc

GATEHOUSE ACCESS FORM

DATE: _____

PERSONAL PIN: _____

FIRST & LAST NAME: _____

SECOND OWNER NAME: _____

CLUSTER & UNIT NUMBER: _____

PRIMARY CONTACT PHONE NUMBER: _____

EMAIL: _____

PLEASE LIST ALL OCCUPANTS LIVING IN HOME, INCLUDING TENANTS, CHILDREN, ETC

NAME: _____ RELATION: _____

NAME: _____ RELATION: _____

NAME: _____ RELATION: _____

NAME: _____ RELATION: _____

PERMANENT AUTHORIZED GUESTS (ENTRY WILL BE GRANTED WITHOUT CALLING HOMEOWNER)

NAME: _____ NAME: _____

NAME: _____ NAME: _____

NAME: _____ NAME: _____

VENDOR INFORMATION

HOUSEKEEPER: _____ CAREGIVER: _____

EXTERMINATOR: _____ OTHER: _____

OFFICE USE ONLY | DATE RECEIVED: _____

PLEASE KEEP YOUR INFORMATION UP TO DATE. WE RECOMMEND UPDATING YOUR GATEHOUSE VISITORS LIST YEARLY.

PLEASE RETURN THIS FORM TO OCEAN VILLAGE POA ADMINSTRATION OFFICE: 2400 S OCEAN DR. FORT PIERCE FL 34949

Gatehouse Access Form | March 20, 2025

04.

HOW TO ADD A VISITOR

HOW TO ADD A VISITOR

Step One

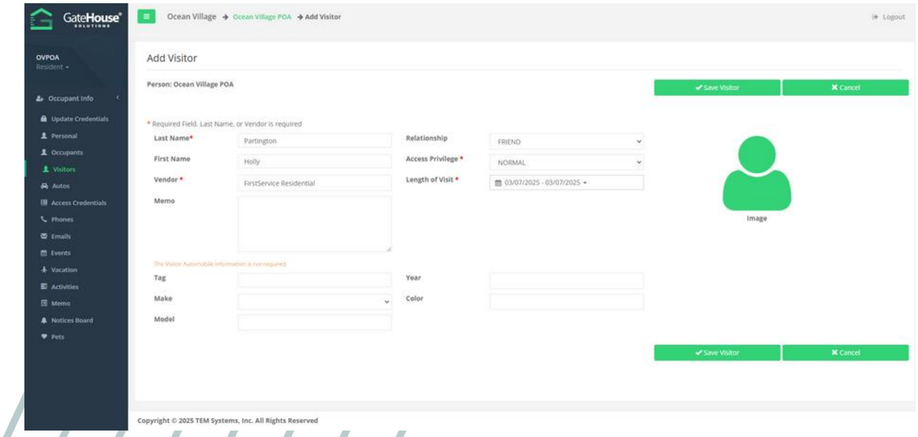
Click on the ‘Visitors’ Tab

Step Two

Click on ‘Add Visitor’

Step Three

Enter your Visitors Information



Step Four

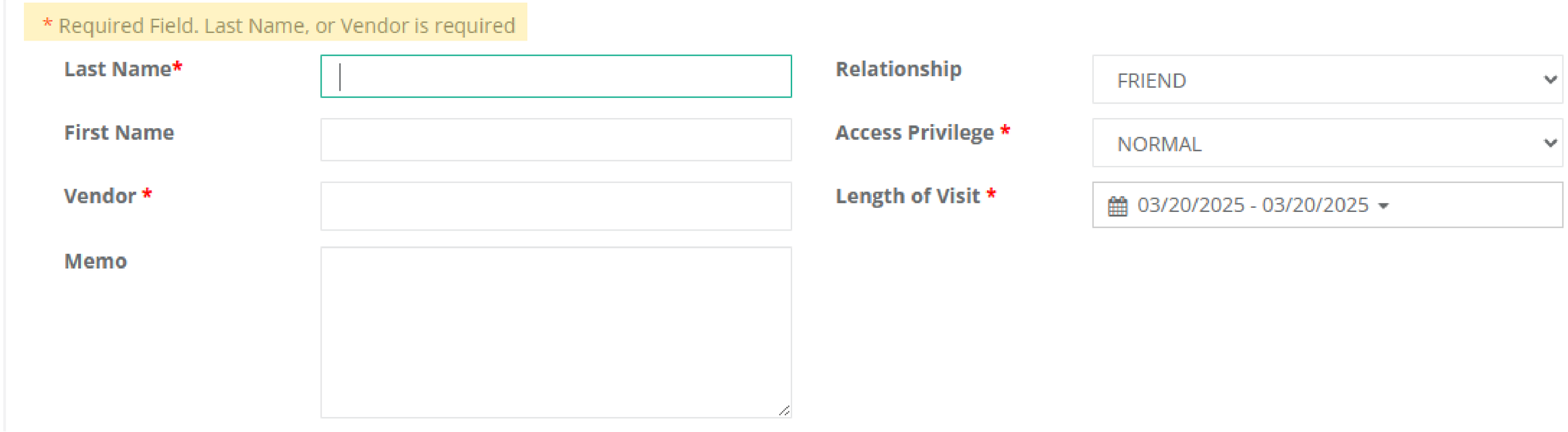
Click on ‘Save Visitor’

TIPS FOR ADDING VISITORS

When adding your visitor's information be sure to input their name as it will show up on their identification (ex. Driver's License).

Provide your Visitor(s) with the following;

- Property Address
- Contact on Property



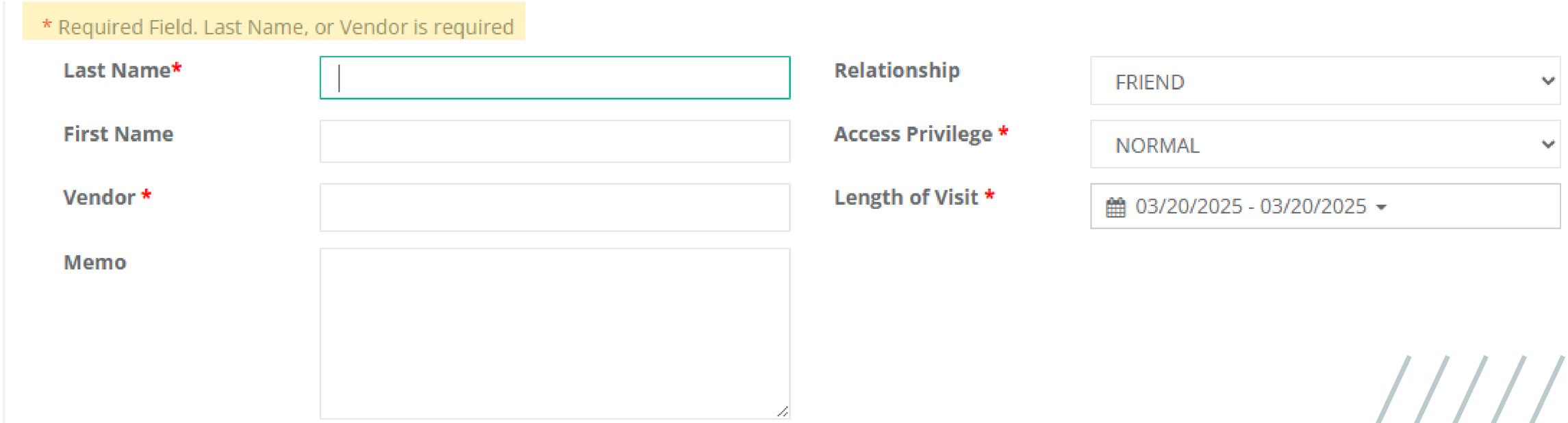
TIPS FOR ADDING VENDORS

When adding your vendor's information, consider the following;

- Vendor Company name
- Name of the individual(s) visiting
- Vendors may be asked for government-issued ID if they are unable to provide business credentials.

Provide your Vendor(s) with the following;

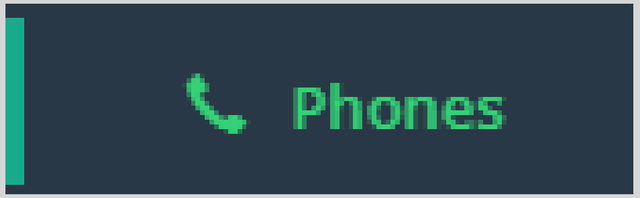
- Property Address
- Contact on Property



05.

HOW TO ADD A PHONE NUMBER

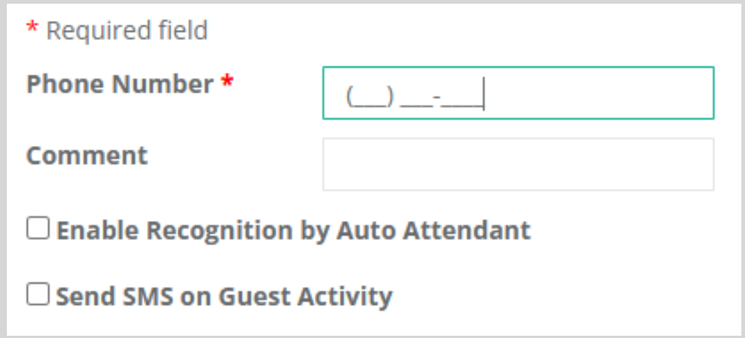
1.Click ‘Phones’



2. Click ‘Add Phone’

3. Enter your phone number

- Enter a comment to indicate who’s phone number it is, or who you would like to be called first
- Click ‘Send SMS on Guest Activity’ if you would like to receive text messages for anyone admitted to your unit.



4. Click ‘Save Phone’

How to Add a Phone Number

06.

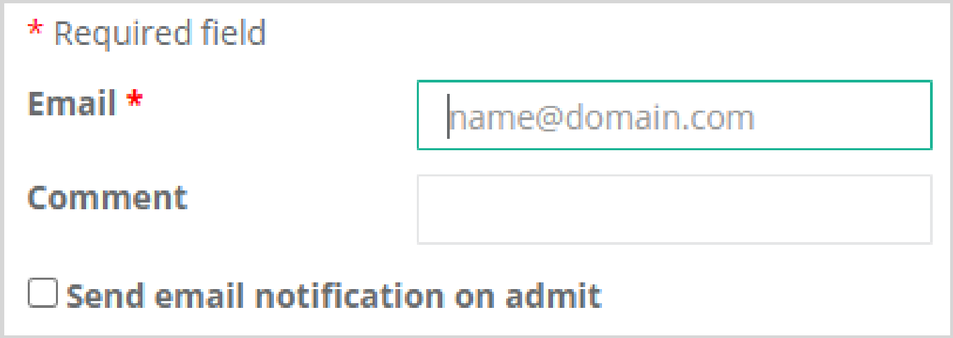
HOW TO ADD AN EMAIL ADDRESS

1.Click ‘Emails’

2. Click ‘Add Email’

3. Enter your email address

- Enter a comment to indicate who’s email address it is, or who you would like to be contacted first.
- Click ‘Send email notification on admit’ if you would like to receive emails for anyone admitted to your unit.



4. Click ‘Save Email’

How to Add an Email Address

FINAL TIPS & SUPPORT

INFORMATION

- Be sure to keep your visitors list up-to-date.
- Ensure your contact information is up-to-date.
- Inform your Vendors of the following;
  - Address
  - Contact on Property
  - Provide Business Credentials and/or government-issued ID

SUPPORT

- If you’re having issues logging in or adding visitors, please contact the Administration Office at 772-489-0300 for assistance.

THANK YOU

Do you have any question?

+772-489-0300
dominique.harrison@fsresidential.com
www.oceanvillage.com