

OCEAN VILLAGE POA

*Security Town Hall
How to Use the Gatehouse Portal*

*March 25th, 2025
Community Center*





01. WHERE TO FIND GATEHOUSE

02. HOW TO LOG IN

03. HOW TO USE GATEHOUSE

04. GATEHOUSE SUPPORT

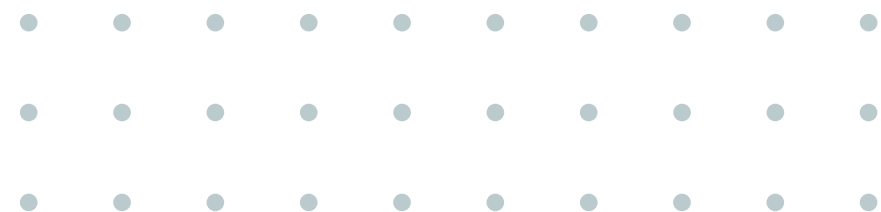
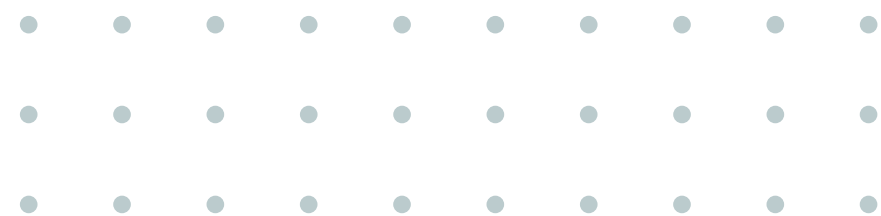


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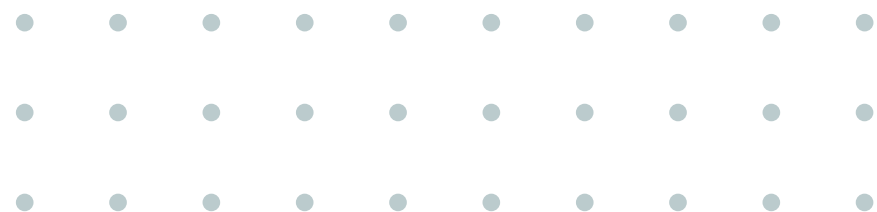




MEET YOUR PRESENTER

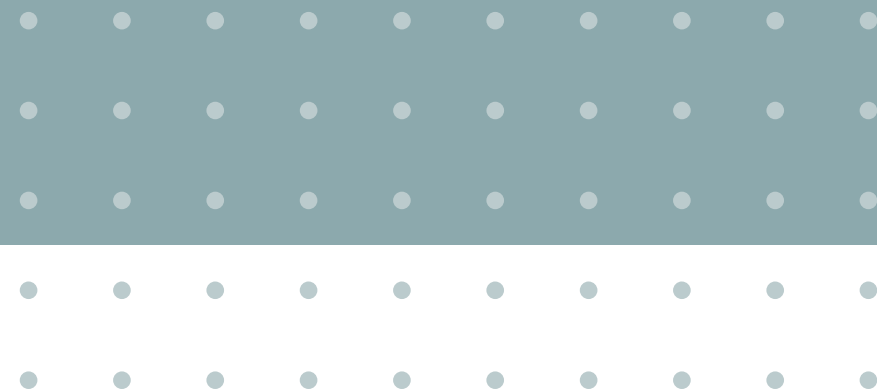
Proudly serving as your Administrative Assistant for 2+ years.

Dominique Harrison
Administrative Assistant



01.

WHERE TO FIND GATEHOUSE

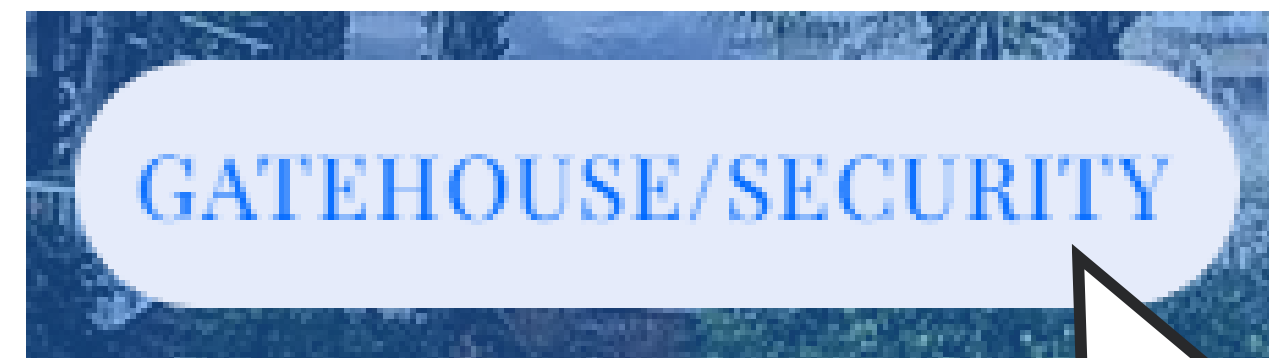


WHERE TO FIND GATEHOUSE

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





Visitor and Resident Management Software






Login


[Forgot Password](#)

GateHouse® Solutions Visitor and Resident Management


The GateHouse® Solutions Visitor and Resident Management software's extensive collection of modules provides complete flexibility in configuring a system for any community's needs and can be added at any time as your community grows. Software Modules can be added at any time. Below are a some of our popular Software Modules. Please contact your Property Manager if there are any software modules that are a good fit for your community.




Caller Id



Visitor Pass



Visitor Notification



Visitor E-Pass

[Learn More](#)

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

1. Click 'Forgot Password'

[Forgot Password](#)

2. Enter your username

3. Click 'E-mail Password'

[E-mail Password](#)



Visitor and Resident Management Software

 User Name

E-mail Password

Cancel

GateHouse® Solutions Visitor and Resident Management

The GateHouse® Solutions Visitor and Resident Management software's extensive collection of modules provides complete flexibility in configuring a system for any community's needs and can be added at any time as your community grows. Software Modules can be added at any time. Below are a some of our popular Software Modules. Please contact your Property Manager if there are any software modules that are a good fit for your community.

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.



Visitor and Resident Management Software

An email has been sent to you on your registered Email.



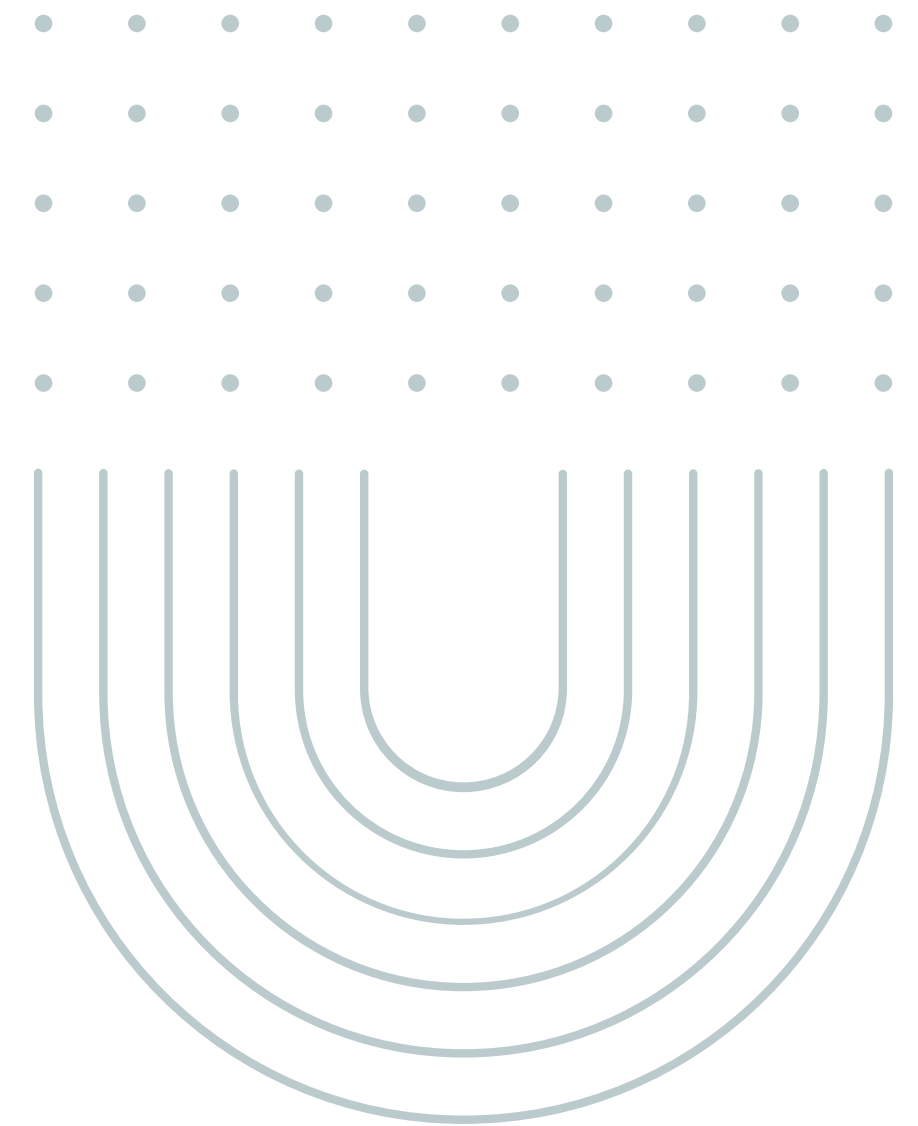
GateHouse® Solutions Visitor and Resident Management

The GateHouse® Solutions Visitor and Resident Management software's extensive collection of modules provides complete flexibility in configuring a system for any community's needs and can be added at any time as your community grows. Software Modules can be added at any time. Below are a some of our popular Software Modules. Please contact your Property Manager if there are any software modules that are a good fit for your community.

ISSUES LOGGING IN

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

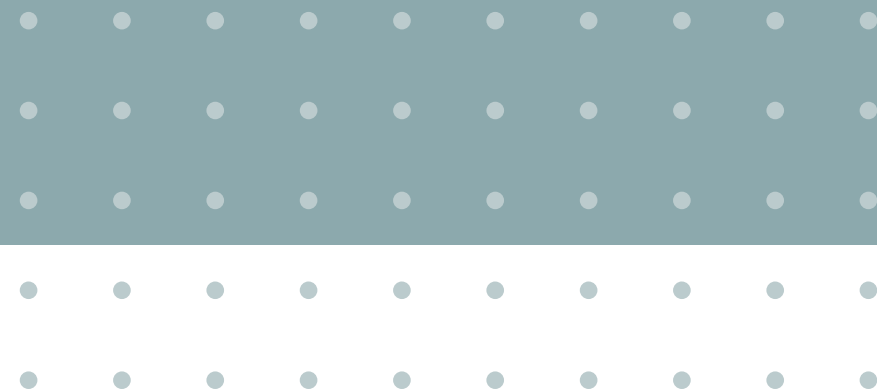
- Phone: 772-489-0300
- Email: lisa.york@fsresidential.com
- Go to the Administration Office



**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.

GateHouse SOLUTIONS

OVPOA Resident

Occupant Info

Update Credentials

Personal

Occupants

Visitors

Autos

Access Credentials

Phones

Emails

Events

Vacation

Activities

Memo

Notices Board

Pets

Ocean Village → Ocean Village POA → Occupant Information

Logout

Occupant Information

Full report PDF

Notifications

Last Name: Ocean Village POA

Personal PIN:

Property Phone: (772) 489-0300

Property St Address: Ocean Village POA

Property City: Fort Pierce

Property Zip: 34949

Directions: Administration

Password: *****

Login Status: ACTIVE

Option's

See Memo

First Name:

Status: OCCUPANT

Unit:

Building:

Property State: FL

Community: OVPOA

Username:

Email:

Image:

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:

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 ADMINISTRATION 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



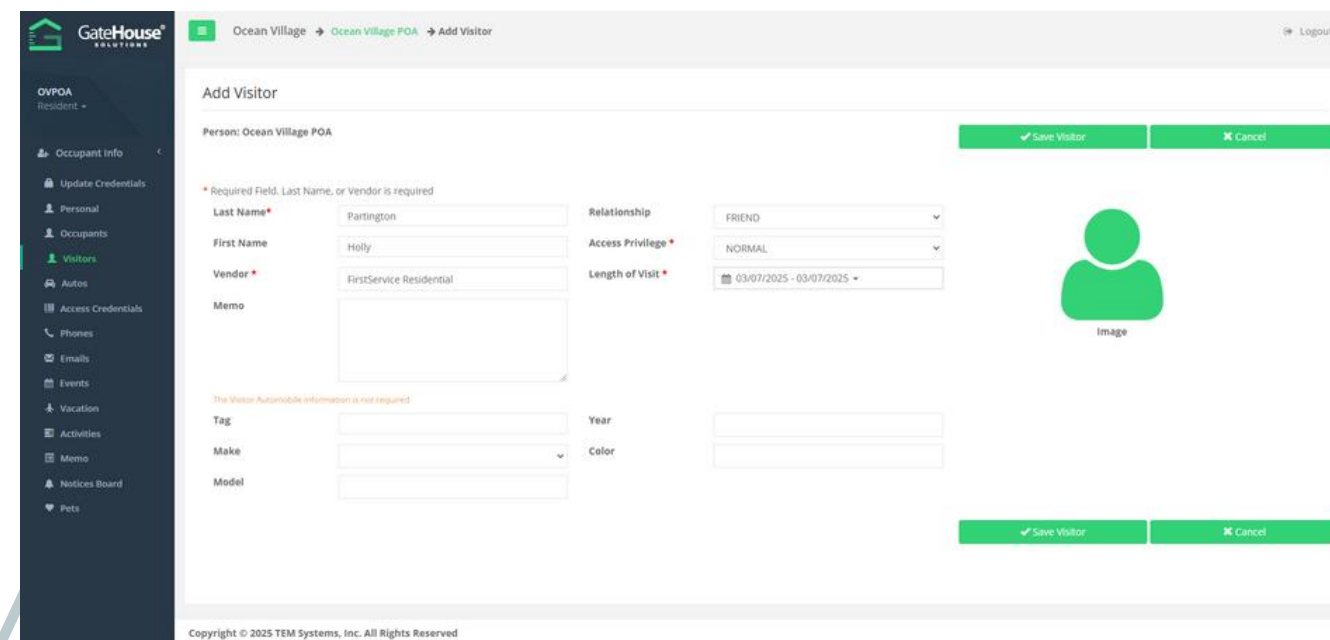
Step Two

Click on 'Add Visitor'



Step Three

Enter your Visitors Information

A screenshot of the GateHouse software interface showing the 'Add Visitor' form. The sidebar on the left is dark blue with a teal vertical bar. The 'Visitors' tab is highlighted in teal. The main content area is white with a light grey header. The form is titled 'Add Visitor' and has a sub-header 'Person: Ocean Village POA'. The form contains several fields: 'Last Name' (required), 'First Name', 'Vendor' (required), 'Relationship' (dropdown), 'Access Privilege' (dropdown), 'Length of Visit' (date range), 'Memo', 'Tag', 'Year', 'Make', 'Model', and 'Color'. There are two green buttons at the bottom right: 'Save Visitor' and 'Cancel'. The footer of the form says 'Copyright © 2025 TEM Systems, Inc. All Rights Reserved'.

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

* Required Field. Last Name, or Vendor is required

Last Name*

First Name

Vendor *

Memo

Relationship

FRIEND

Access Privilege *

NORMAL

Length of Visit *

03/20/2025 - 03/20/2025

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

* Required Field. Last Name, or Vendor is required

Last Name*

First Name

Vendor *

Memo

Relationship

FRIEND

Access Privilege *

NORMAL

Length of Visit *

03/20/2025 - 03/20/2025



05.

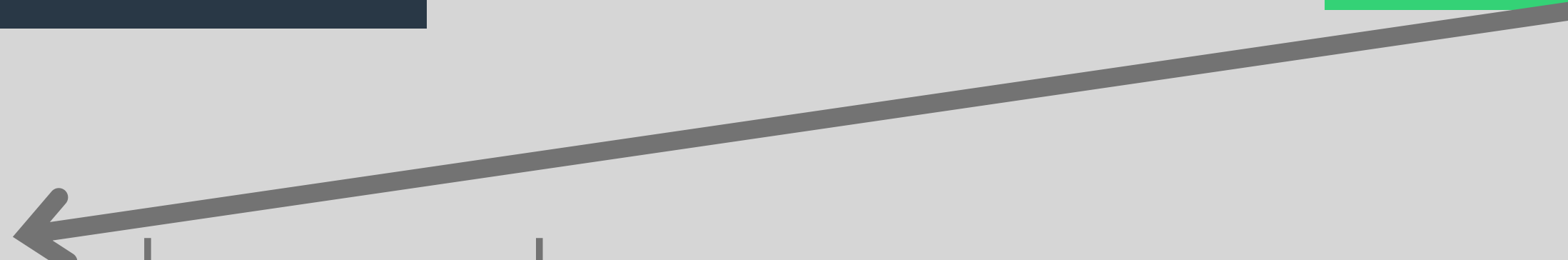
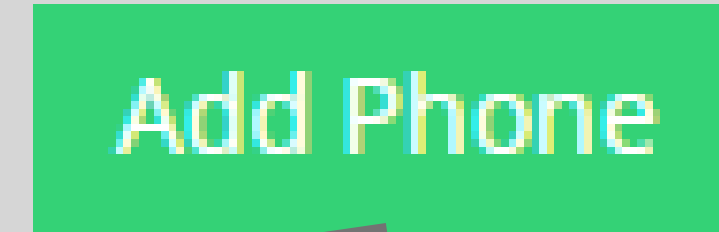
HOW TO ADD A PHONE NUMBER



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'



* Required field

Phone Number *

Comment

☐ Enable Recognition by Auto Attendant

☐ Send SMS on Guest Activity

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'



* Required field

Email *

|name@domain.com

Comment

☐ Send email notification on admit

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

