

# User Guide

## Visitor Management System

iPhone (IOS) and Android Member User Manual

**GLOVENT**  
S O L U T I O N S



## Introduction:

The glovisitor app allows for invitation of visitors and the creation of a PIN to allow access to the estate. The Glovisitor App is available on Andriod and iOs.

The PIN will be generated and send to the invited visitor. The visitor should have the PIN ready as well as License when approaching the estate gate. The visitors with a pin should proceed directly to the visitor's gate and does not have to join the pre-clearing queue. The PIN may be presented as a barcode allowing for rapid scanning at the gate.

## Download the Application:

Iphone (iOs):

- Go to the app store
- Search Glovistor, download the app



Follow the instructions to download and install onto your device. Once installed, you will see the above icon on your home screen.

Andriod:

- Go to the play store
- Search Glovisitor, download the app

**GLOVENT**  
S O L U T I O N S





Follow the instructions to download and install onto your device. Once installed, you will see the above icon on your home screen.

- **Logging into the application:**

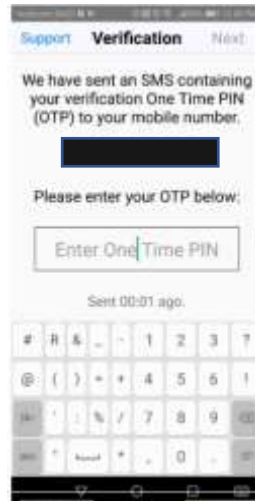
**1.** Open the Glovisitor App displayed on your phone's home screen. Login to your estate profile by using your cellphone number that is registered with the HOA office



**2.** After entering your cell phone number select your estate if your number is associated with multiple estates



**3.** The system will ask you to verify your mobile number after which you will be registered on the visitor management system via a OTP (one time pin). Will be sent to the mobile number provided for communication via SMS. If successful, you will receive a confirmation message that your OTP was send. If not successful please contact support.



Once you received message containing OTP, enter the OTP in the OTP field and then click next in order to continue using the app.

**4.** Once entered a confirmation message will show indicating that your device has now been registered, with your number and details on the selected estate.



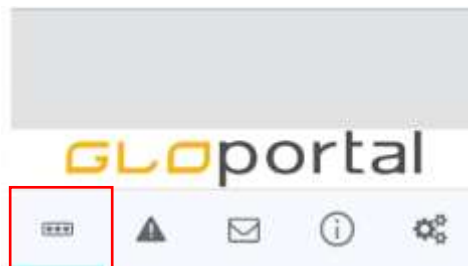
**GLOVENT**  
S O L U T I O N S



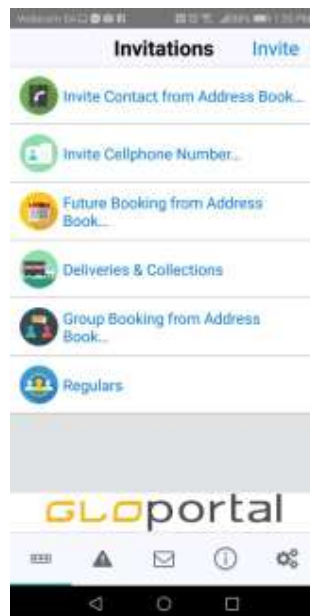
- Navigating the application

## Inviting a contact

1. Once logged in to the app select the invitation icon on the bottom left corner



Now select the invite contact from address book option



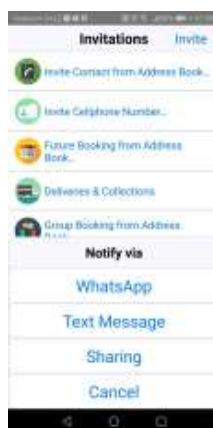
Then select either visitor or Contractor.



Once your indication has been chosen it will open your contacts book within your phone. From here you can find and choose the person you would like to invite.

**2.** Once you have found your contact, open the contact and select the number you would like to send the message to. If the contact has multiple numbers, be sure to select the appropriate number.

**3.** Once the number has been selected, the application will prompt you to select a delivery method. Select which platform to send your PIN via



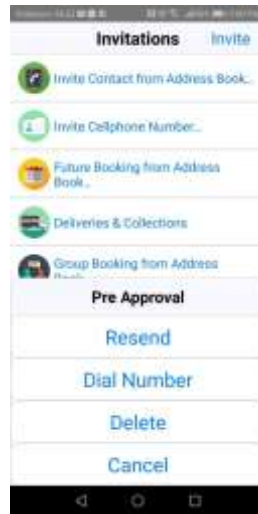
**4.** The application will generate the PIN code within the selected delivery method. You can now send the message to the intended recipient.



**5.** Once pin is generated the app keeps a history of the pin codes and who it belongs to, at the bottom of your invitations tab, you will see all generated pins listed there.



**6.** You will be able to manage your visitors PIN codes by selecting the pin and bringing up the options tab. From here you can Resend, delete, cancel or Dial number



- **Invite Cell phone number**

**1.** Go to the Invitations tab (bottom left) and select invite cell phone number options, this option will be used in the event you don't have the visitors number saved within your contact list.

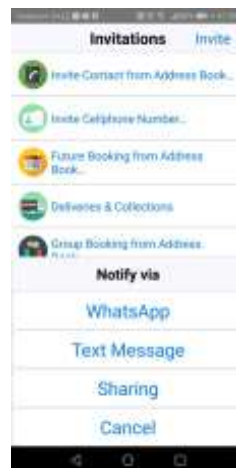




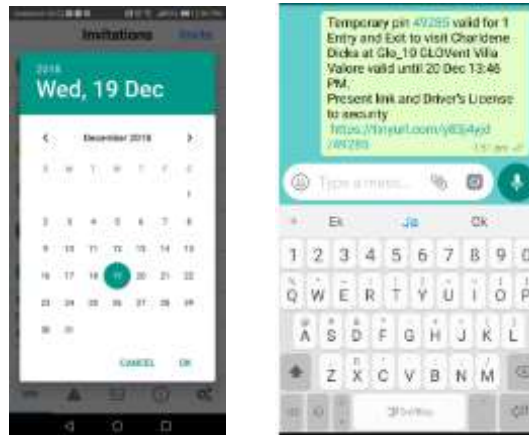
**2.** Select Visitor or contractor. A pop-up box will appear prompting you to enter a valid cell phone number.



**3.** Once the number has been entered, the application will prompt you to choose a delivery method. Select the platform you would like to send your PIN via.

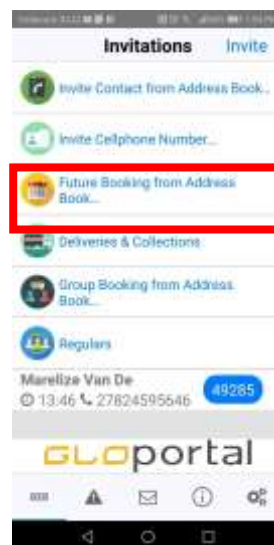


4. The application will then generate the PIN code for you within the selected delivery method. You can now send the message to the intended recipient.



## • Future Booking

1. Go to the Invitations screen within the application. Select the Future bookings from address book option. This option will be used in the event your visitor will only be coming to visit you on a future date. You are able to generate a pin for that date



**2.** Once you select the future bookings option a popup appears, requesting the date of arrival for your visitor. Note you can only create a future pin within a 30 day duration.

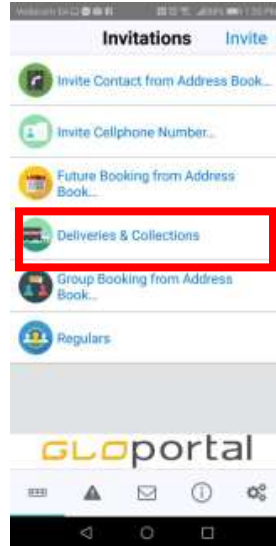


Once you have selected a date, select the done button. Then select contractor or visitor. Select the contact you wish to send PIN to from your contacts list, then select your delivery method. You can now send your future PIN.



- Deliveries & collections, Pickup.

**1.** Go to your invitation Screen, within the application. Select the deliveries and Collections option



This option will be used in the event you are expecting an unknown visitor.

**2.** Once you have selected the Delivery and collection option, the application will prompt you to choose a type of visit, where you can make your selection and click done.



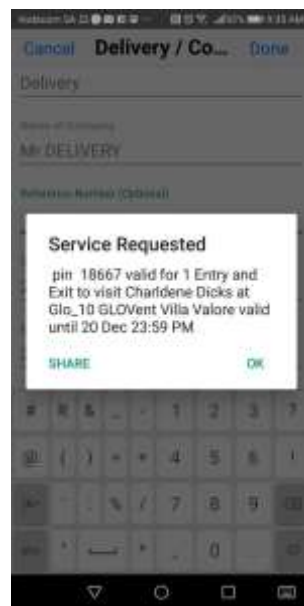
Examples for types of visit choices:

Delivery: DHL/Ram/Mr Delivery.

Collection: Courier/Uber

Service: Windscreen repair/Plumber.

**3.** You will receive a confirmation message for your booking from here you can share the message, alternatively you can close the message by saying ok.

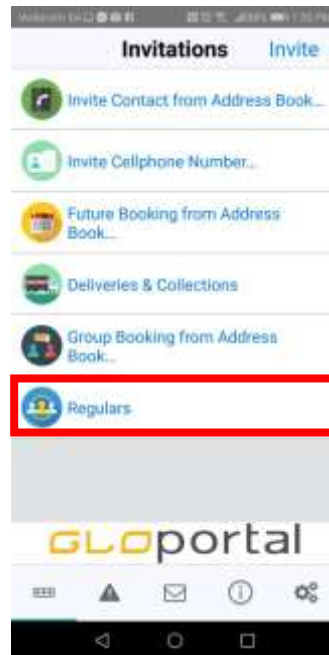


**GLOVENT**  
S O L U T I O N S



## Regulars

**1.** Go to the invitations screen within the application, select the Regulars option.



The option to create a regular allows the resident to grant access to a visitor who needs to enter the estate more than once for a specific period. In order to create a regular, a contact must have been processed at the gate at least once.

**2.** Add a regular to your favourites list by selecting add regular or by selecting the plus sign at the top



Once a visitor that you've invited has been processed at the gate they'll be eligible to add to your Regulars, making it quick and easy to invite in the future. Regulars don't require a PIN, but gain access by having their SAID or Driver's License verified. In addition, visitors' schedules and future bookings may be created for Regulars.



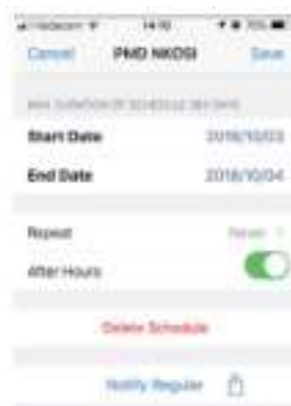
A list of all passed visitors that you have invited before will be showcased here, select the people you wish to add to your favourites list and click on save.

**3.** Once you have chosen your visitor, you are now able to activate this person as a regular. You do this by either selecting the button on the right, this will activate the visitors for a day



If you wish to give the visitor access to more than one day, select the visitor again and it will open the visitors schedule.

**4.** From here you can schedule the time period your visitors will be visiting. If they will be needing after hour access and over which days, they will be coming. Regulars can also be used for visitors that come through weekly, Example an au pair. You have the option of cancelling a regular schedule at any time as well as notify them that they have been a made a regular through a delivery method.



5. The notification message to a regular indicates the period they have been pre-cleared for.

Regulars don't require a pin, but gain access their SAID or drivers license verified at the gate.



6. If you wish to remove a person from your favourites list, you can do this by swiping to your left and selecting delete. This will remove the person from your favourites list but will still be listed under your regular list.





- Emergency / SOS

1.a Panic alert may be sent to the security guard house in case of in emergency. Including a medical emergency.

Select the exclamation icon at the bottom of your screen in the application



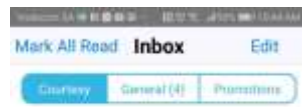
When the Panic or Medical emergency buttons are selected, the application will dial the emergency number for the security guard house, and at the same time send your location to the estate security, for a quick response.

2. NB use this feature ONLY in real emergencies. Use of this feature without having an emergency will result in penalties



- Notifications

1. All messages send from the estate will reflect in the inbox option.



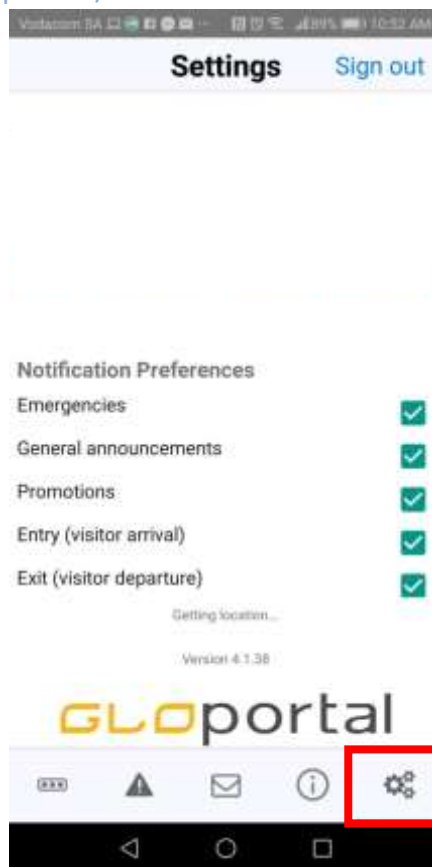
As a resident you will receive push notifications via the app, when your visitor arrives and departs the estate.



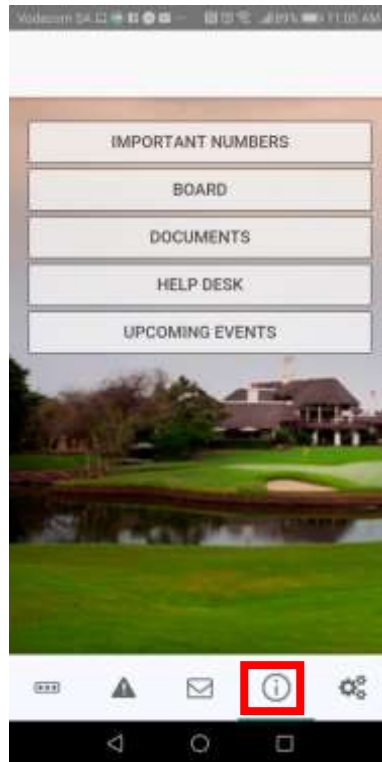
**2.** Each notification is indicated by a green icon for entry and a red icon for exit. Each notification showcases the driver of the vehicle, what time they arrived, which vehicle they arrived in, how many passengers with them and which pin was used at the gate, with the visitor's cell phone number.



**3.** You can manage your notification preferences under the “Settings” option by turning the different notification types on / off



**3.** Under the information icon



You will find information such as:

- Important numbers
- Board members
- Documents
- Help Desk
- Upcoming events.

All loaded by your HOA.

