

NOTICE: Gate Key Visitor Management Software Upgrade Coming Dec 1st!

What is changing?

The software package used by guards to issue passes and used by residents to manage guests will receive a major upgrade. The upgrade will include the ability to manage your guests via an app installed on your mobile device (apple or android) and receive notifications on your smart phone when visitors arrive. Residents will still be able to manage your guests from a website if that is your preference. All of your existing information (including guests and user name & password) will be preserved in the new software, with the exception of your visitor history.

Why are we making the change?

The current software, Gate Key, is reaching its end of life at the end of 2020 and will no longer be supported by the vendor. The vendor has replaced this software with a new version called Gatekey Plus.

Were alternatives were considered?

There is only one other widely used visitor management software package, Dwelling Live. The board selected Gate Key Plus due to substantially lower startup and monthly costs, as compared to Dwelling Live. Gate Key Plus also has the added benefit of being very similar to the software already in use by the community.

When will this happen?

The association will transition to Gate Key Plus on December 1st. While no issues are anticipated, this ensures that we have one month to troubleshoot any issues before the end of life of the previous software.

What do I need to do to ensure a smooth transition?

Starting December 1st, use www.gatekeyplusresident.com to manage your guests. If you try to logon to old version of Gate Key at www.gatekey.us/login, you will automatically be redirected to the new login site.

Additional information is available at www.gatekey.com/migration. This website also has a tutorial for the mobile app and links for downloading the app.

If needed, you may still call the guard at the gate to have your guests admitted. For additional security, you may also set a PIN on your profile so that the guard can verify your identity when calling.