



What is the new visitor management system?

Gate Sentry – it's a mobile app and web based system that will let residents access their own guest list. It provides our security officers with accurate visitor information and automatically sends you a notification on your smart phone and an email when guests arrive. For more info go to GateSentry.com

What if I don't have a smart phone?

The easiest way to access your visitor list is by using the Gate Sentry smart phone mobile app; however, visitor data can also be accessed via the internet. Owners that don't use either a smart phone or the web can call gate access to update their visitor information.

Can residents see who was granted access to their property?

Yes, in addition to receiving a notification of a visitor's arrival, Gate Sentry provides historical visitor arrival information with the date and time visitors were granted access.

What if I still want to call access control for visitors?

You can still call the Gatehouse, Gate Sentry allows the gate access officers to add visitors to the list if a resident calls in or if the visitor arrives unannounced. Remember, if a visitor is not listed on the resident's permanent visitor list, the gate access staff is still required to call for authorization.

Will Gate Sentry improve the wait time at the entrance?

Yes, Gate Sentry allows gate access to verify visitor identity and grant access without leaving the visitor's vehicle. Access times will be reduced from 3-4 minutes down to 45 seconds for new visitors and less than 30 seconds for returning visitors.

What if I don't know my Registration Code?

Please contact the Gatehouse by calling (904) 996-0672.

What if I forget my Password or User ID?

You can reset your password and retrieve your User ID online at portal.GateSentry.com using the "Reset Password" link under the login section. A secure link will be sent to you with your User ID.

Who do I contact if I need support?

Email support@GateSentry.com or call 800-975-5971