



GuestSVCS

HOA Guest Registration System **User Manual**

About Guest Services 3

Creating New Primary User Account 4

Logging In 5

Verify User Profile 6

Request Unit Access..... 7

Creating Additional Users 8

My Garage - Registering Owner and Occupational Vehicles 9

My Garage - Deleting Owner and Occupational Vehicles 11

My Garage - Updating Owner and Occupational Vehicles 12

My Garage - FAQs about Occupational Vehicles 13

Creating a Guest Registration 14

Updating/Reviewing a Guest Registration..... 17

Guests - Registration Process..... 19

Guests - Updating Registration 22

Creating a Visitor Registration 23

Creating an Owner Rental Registration 26

Creating a Gathering Registration..... 28

Security – Validating Vehicles 30

Security – Citations 32

Administrator – Activity 34

Administrator – Admin Search..... 36

Administrator – Request Manager 37

Administrator – Unit Manager..... 38

Administrator – Enrollment 39

GuestSVCS.com was designed as an online HOA guest registration system. When an owner / management company rents a unit to a guest, they are transferring the rights of the owner to be on property and use the common elements to that guest for a defined amount of time. This includes primarily the hallways, elevators, stair wells, gym, pool, and parking area. GuestSVCS is the system of record for that transfer.

Primary Features

- **Know Who Is On Property** – All owners, occupational workers, guests, and visitors are linked with vehicles in the database.
- **Guest Education** – All Guests must acknowledge that they have read the rules and regulations of the HOA, which is archived in the database.
- **Rule Enforcement** – The HOA enforces rules and regulations with confidence owing to documented guest acknowledgement.
- **Validate Parking** – Security validates registration of vehicles on property via license plate searches and issues citations for unregistered vehicles.
- **HOA Administrative Oversight** – HOA administrators and directors are able to view real-time statistics about registration and security activity within the system.
- **HOA Income Generation** – Guests pay registration fees which provides a reoccurring revenue stream to the HOA.
- **Physical Access Integration** – GuestSVCS has the ability to integrate directly with supported gate control systems.

Creating New Primary User Account

Each unit has a primary user account, managed by a single owner (management companies have a separate account). The primary owner and/or management company will receive a link via email, along with a Building ID. When you click the link, you will be presented with the new account screen. Input Name, Email*, Cell Phone*, and Address fields and then click **Create account**.

***NOTE:** The email address and phone number entered here become your login information for the system, so it is important to enter this correctly in order to receive your login code via email or text.

User

First
Sally

Last
Smith

Email
sally.smith@email.com

Phone (1234567890)
850555398

Address

Street
212 Main Street

Apt, Suite, Building *Optional
#101

City
Panama City Beach

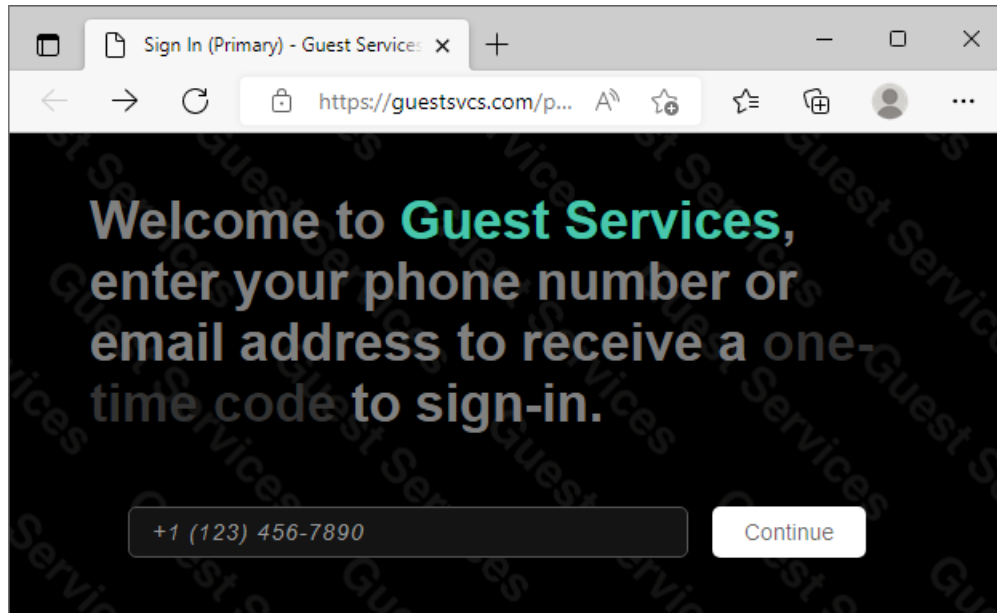
Florida, US ▼

ZIP Code
32413

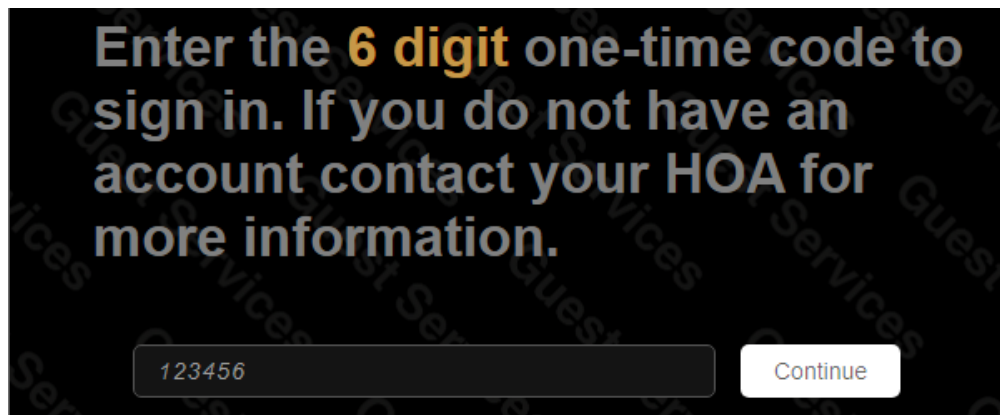
Discard **Create account**

Your email address or phone number must be authorized by the association in order to access GuestSVCS.com. If you are not currently a registered user, please contact support@guestsvcs.com.

Enter your email address or phone number and click **Continue**. *Do not close this screen.* You will receive an email or text with a one-time access code. The code expires in two minutes.



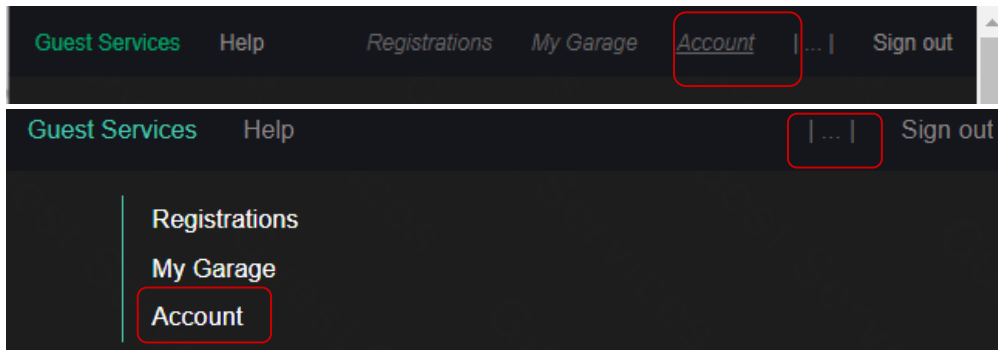
Copy and paste or manually input the access code provided (case-sensitive). Be sure to input it exactly. Click on **Continue**.



NOTE: For security reasons, you will *not* receive an error message on the screen if the data entered is incorrect. Instead, the following message will be sent to any unregistered email/phone that is entered: *“Your email/phone is not registered, if you are a guest contact your management company for further information.”*

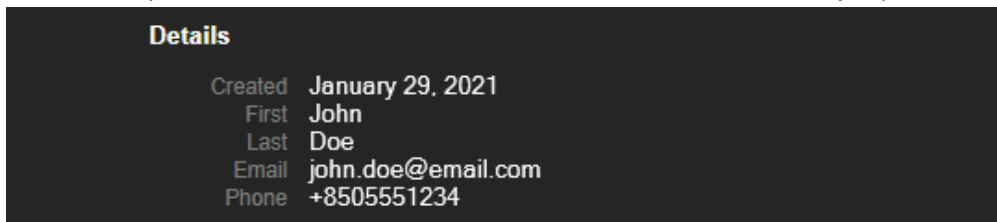
If you do not receive your code, try inputting the data again to ensure no typos. Contact support@guestsvcs.com if you still do not receive a code.

Once logged in, click the **Account** link at the top of the screen. If your device does not show the menu items across the top of the screen, click the [...] symbol to display the menu and click **Account** from there.

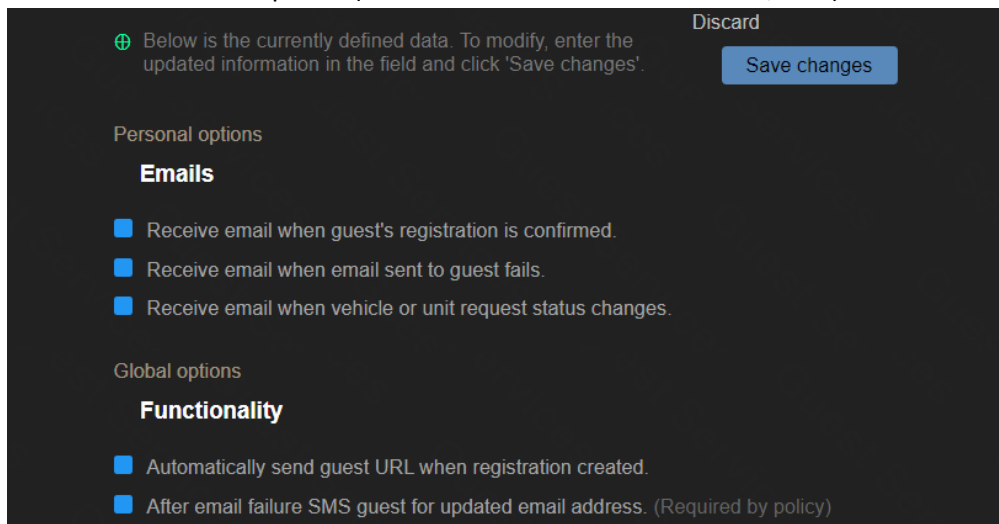


This will display the user information that we have on file in a read-only format. Verify that your user information is correct. If data is missing or incorrect, please contact support@guestsvcs.com from the email address on file.

NOTE: It is recommended that you use your cell phone number to login rather than email. For this reason, we advise you to ensure that we have a valid cellular Phone Number for your user profile.



Select Personal and Global options (recommended to turn them all on/blue) and click **Save changes**.



Whether you are a new owner or a property manager taking on a new client, you must submit a request to add a unit to your user profile.

Log in and select **Account** from the [...] menu. Verify your account information and Personal and Global options (recommended to turn them all on/blue) and then scroll down to the following section.

Input the **Building ID**, as provided by the administrator, and **Unit number**. Then select the **role*** and **classification*** and enter the **Acquisition date** for when you take possession of the property (existing owners should enter today's date). Click **Request access**.

You will receive an email notification when the system administrator has approved your account.

Guest Services Help [...] Sign out

Building ID: ABC Unit number: 1000

Owner Resident

Acquisition date (mm/dd/yyyy): 04/01/2023

Request access

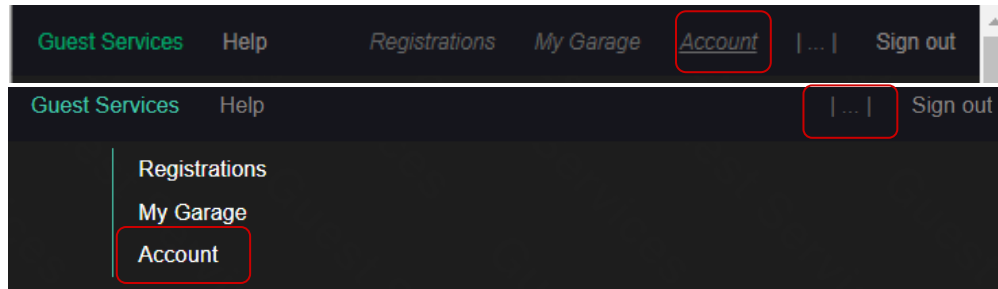
***Role:** Owner or Management Company

***Classification:**

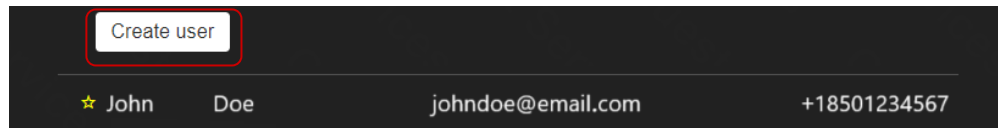
- Resident – Lives in the property full-time
- Rental – Rents the property full-time
- Own/Rent – Rents the property but also stays in it occasionally
- Part-Time Resident - Second home, no rentals

Creating Additional Users

Each unit has a primary user account, managed by a single owner (management companies have a separate account). The primary owner and/or management company can create additional users to manage registrations and vehicles for the unit. Once logged in, click the **Account** link at the top of the screen. If your device does not show the menu items across the top of the screen, click the **[...]** symbol to display the menu and click **Account** from there.

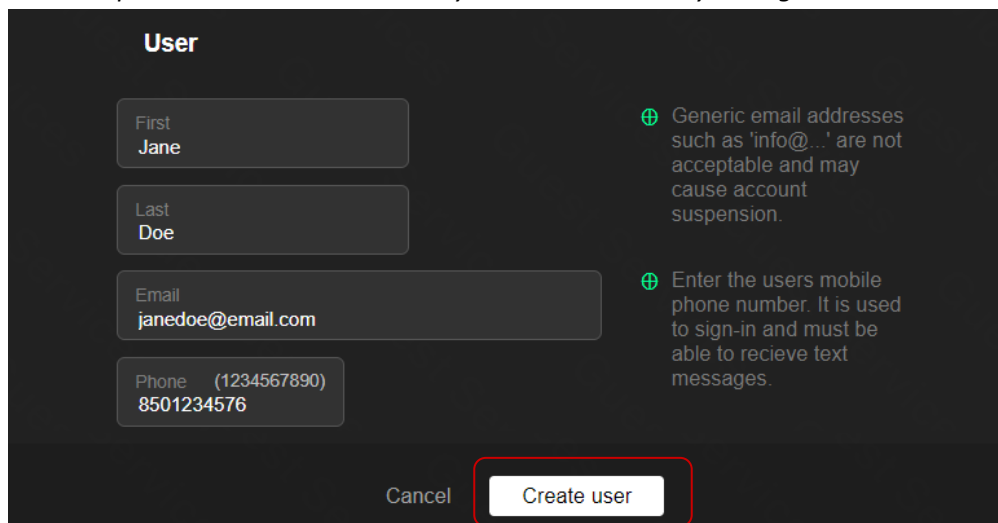


Scroll to the bottom of the screen and click **Create user**.



Input Name, Email*, and Cell Phone* fields and then click **Create user**.

***NOTE:** The email address and phone number entered here become your login information for the system, so it is important to enter this correctly in order to receive your login code via email or text.



User

First: Jane

Last: Doe

Email: janedoe@email.com

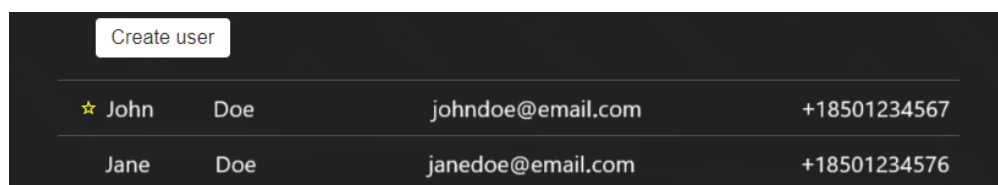
Phone (1234567890): 8501234576

Generic email addresses such as 'info@...' are not acceptable and may cause account suspension.

Enter the users mobile phone number. It is used to sign-in and must be able to receive text messages.

Cancel Create user

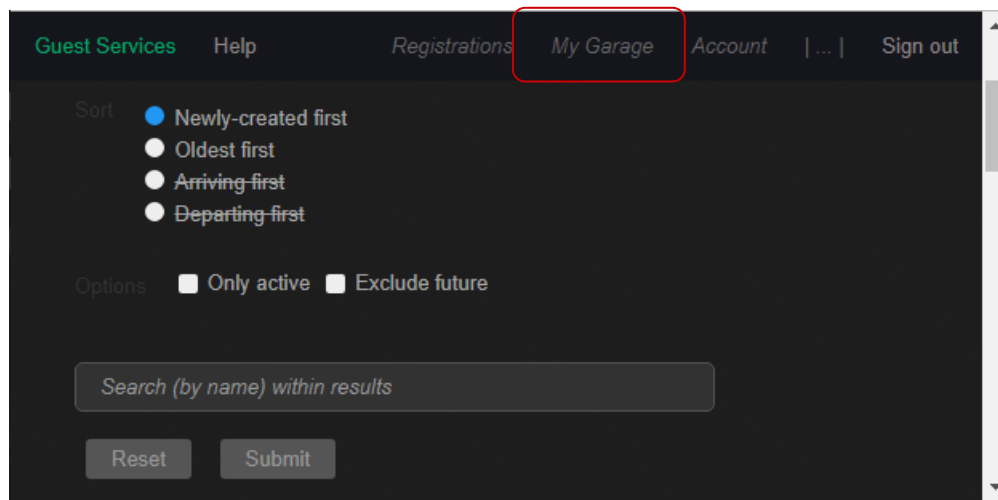
New users are listed at the bottom of the account screen.



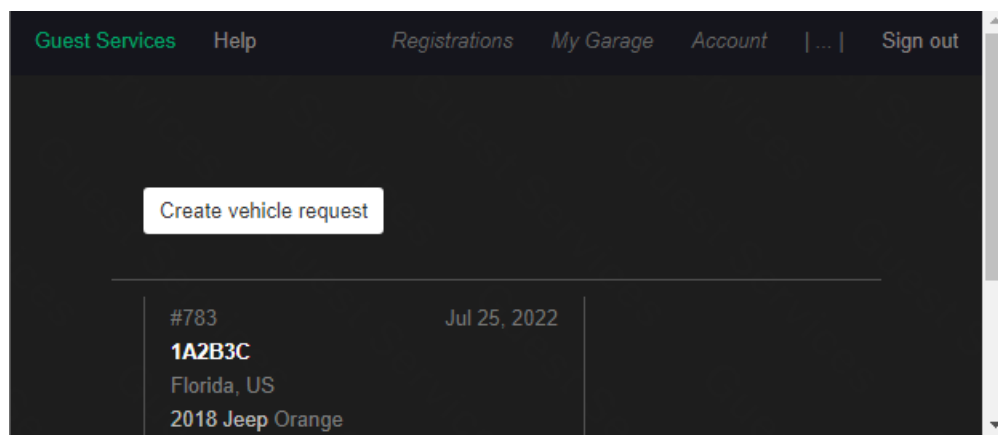
Owners can create permanent registrations for their own vehicles or for the vehicles of frequent visitors such as family, friends, or occupational workers (i.e. cleaners)*. Management Companies can also use this functionality to register occupational workers. There is no charge for this registration; however, it does require approval. Each vehicle registered under My Garage will be reviewed and a notice will be sent once the registration is approved. Some HOAs limit the number of vehicles and use of this feature. Due to this approval process, we recommend that you input these vehicles ahead of time.

** Please note that Owner and Occupational Visitor registrations are strictly for use when registering the property owner, their frequent personal visitors, or property-related employees such as cleaners and maintenance. Use of this registration for paying guests constitutes a violation of the Terms and Conditions of GuestSVCS and may result in actions being taken by GuestSVCS and/or the HOA.*

Click on **My Garage** at the top of the screen.



Click the **Create vehicle request** button.



Enter vehicle information (all fields are required). Select the property name under **Other** and the **type** of vehicle owner. Click the **Create vehicle request** button.

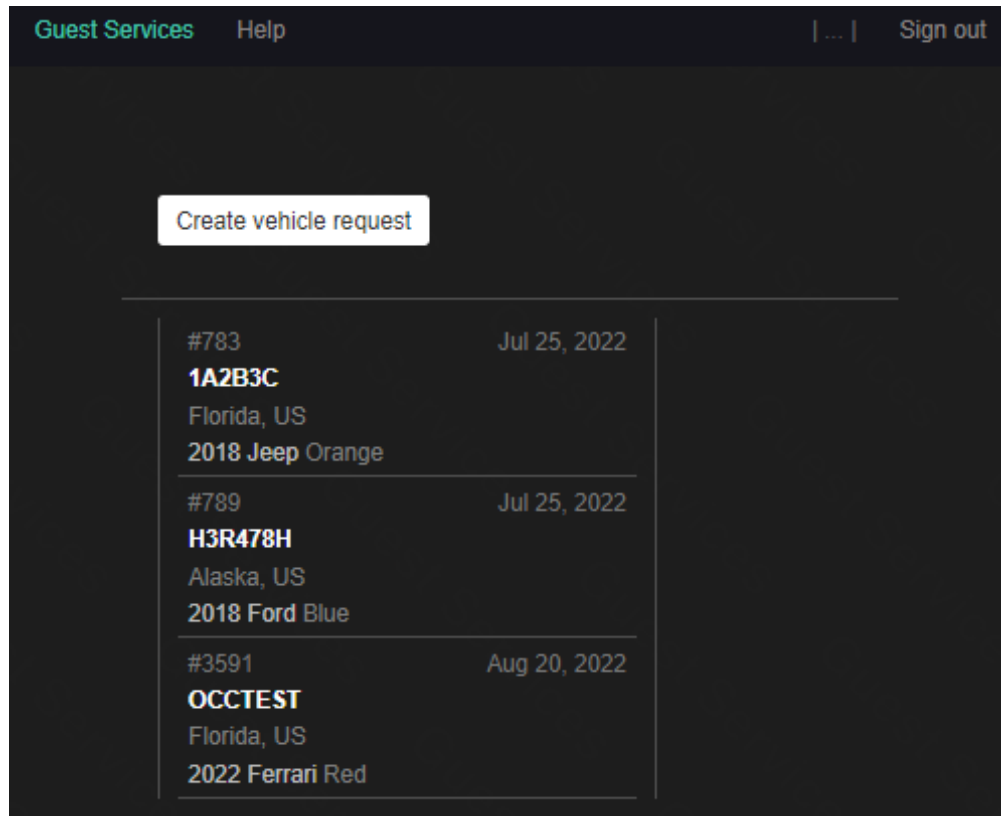
The screenshot shows a web interface for registering a vehicle. At the top, there is a navigation bar with links for 'Guest Services', 'Help', 'Registrations', 'My Garage', 'Account', and 'Sign out'. The main form is titled 'Vehicle' and contains several input fields: a dropdown menu for 'Florida, US', a text field for 'Plate number', a text field for 'Model year', a dropdown menu for 'Select make', and a dropdown menu for 'Select color'. Below these fields is a section titled 'Other' which includes a dropdown menu for 'Sunrise [SBR]' and another dropdown menu for 'Select type'. The 'Select type' dropdown is open, showing options: 'Select type', 'Owner', 'Occupational', 'Friends', 'Family', and 'Extended Family'. At the bottom of the form, there are two buttons: 'Cancel' and 'Create vehicle request'.

GuestSVCS will send an approval request to the property’s system administrator. The administrator will approve or deny the request and an email notice will be sent back to the owner via GuestSVCS. For example, “Hi OwnerName, vehicle ‘(LicensePlate)’ (Year Make) has been approved at (Resort Name).”

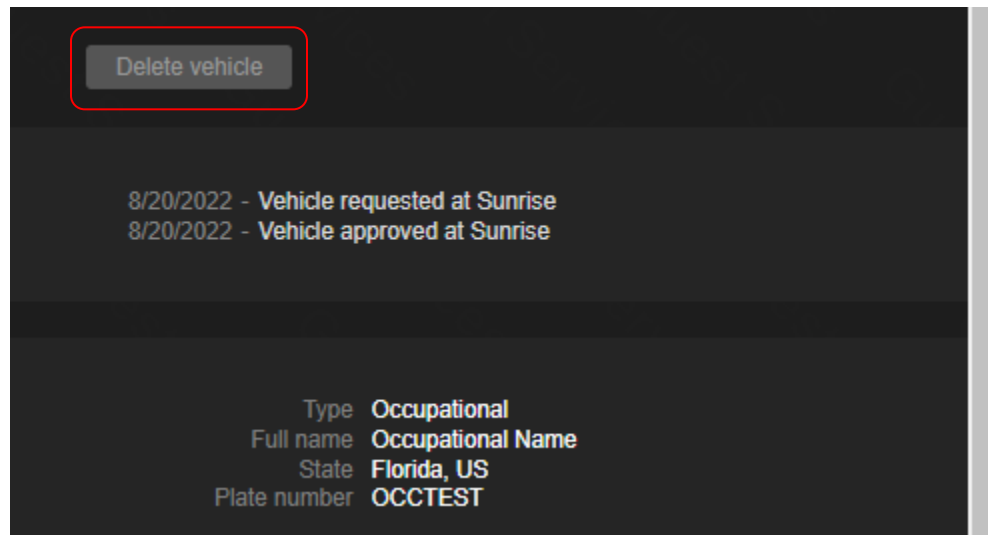
The event log records these actions for each vehicle in My Garage.

The screenshot shows the event log for a vehicle. At the top, there is a navigation bar with links for 'Guest Services', 'Help', 'Registrations', 'My Garage', 'Account', and 'Sign out'. Below the navigation bar, there is a button labeled 'Delete vehicle'. The event log itself contains two entries: '8/20/2022 - Vehicle requested at Sunrise' and '8/20/2022 - Vehicle approved at Sunrise'.

To delete a vehicle registered in My Garage, click on the vehicle entry.



The details of that vehicle registration will be displayed. Click the **Delete vehicle** button at the top of the screen. **NOTE:** This cannot be undone so be sure to verify the vehicle details to confirm that you are deleting the correct registration.



Once a vehicle registration is approved in My Garage, only the vehicle **Year**, **Make**, and **Color** can be updated. Make necessary changes and click the **Save changes** button.

If the license plate information has changed, delete the vehicle and create a new vehicle request to submit for approval.

The screenshot shows a web browser window with the URL <https://guestsvcs.com/pages/m...>. The page header includes navigation links: [Guest Services](#), [Help](#), [Registrations](#), [My Garage](#), [Account](#), and [Sign out](#). The main content area displays the following information:

- 8/20/2022 - Vehicle requested at Sunrise
- 8/20/2022 - Vehicle approved at Sunrise

Vehicle details:

- Type: Occupational
- Full name: Occupational Name
- State: Florida, US
- Plate number: OCCTEST

Below is the currently defined data. To modify, enter the updated information in the field and click 'Save changes'.

Buttons: [Discard](#) and [Save changes](#)

Vehicle

2022 Ferrari Red

Below are some frequently asked questions about entering registrations for occupational vehicles.

Q: I use an independent cleaner who has stated that they also service other units so they are already registered in the system. Do I need to register them again?

A: Each owner or management company must register their own occupational workers. For example, if the same person is working for two different owners at the same property, they will have two registrations at that property, one from each owner. If they also clean for an owner at another GuestSVCS property, they will have three registrations. If an owner stops using that cleaner, they can simply remove the registration in My Garage and it will not affect the cleaner's registrations with other owners.

Q: I am a property manager and I manage properties at multiple GuestSVCS properties. How can I create Occupational registrations for both properties?

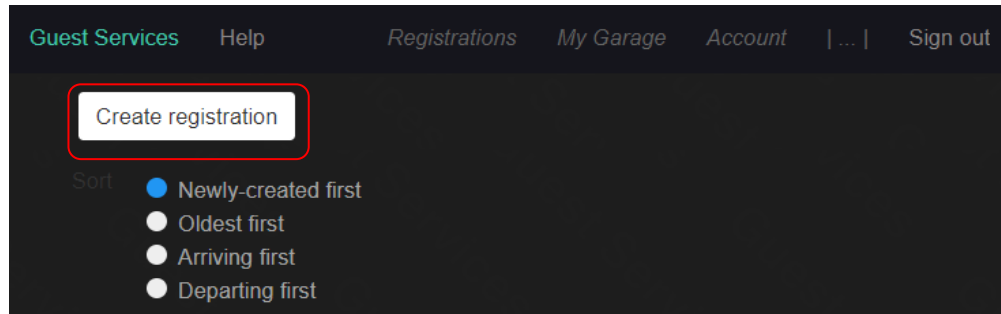
A: When entering a Vehicle Request in My Garage, the properties are listed in a field that allows multiple selections. When multiple properties are selected, the system will create registrations for each property.

Q: Do the HOA workers need to be registered?

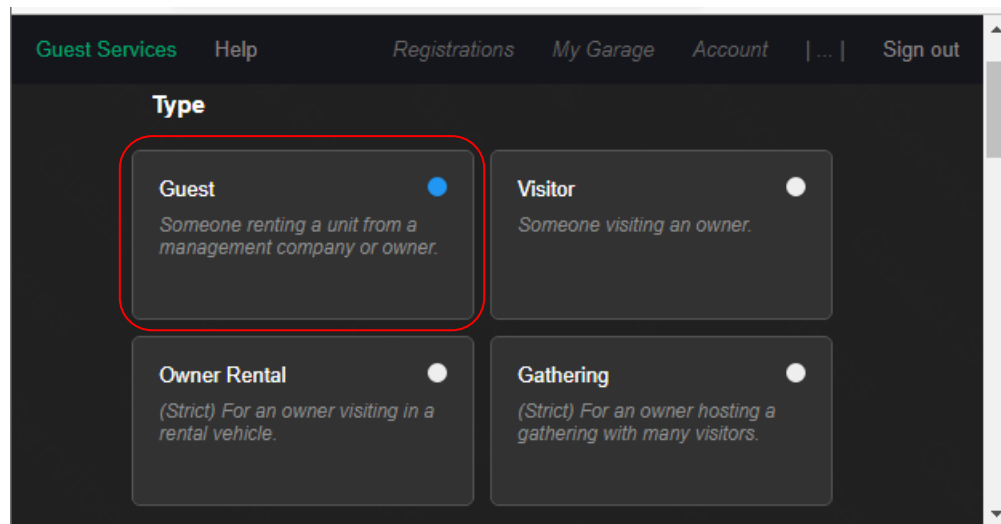
A: Yes, all vehicles on property must be registered in GuestSVCS. The property's CAM will enter all occupational workers on behalf of the HOA, such as Beach Services employees, building maintenance workers, and building repair personnel.

Creating a Guest Registration

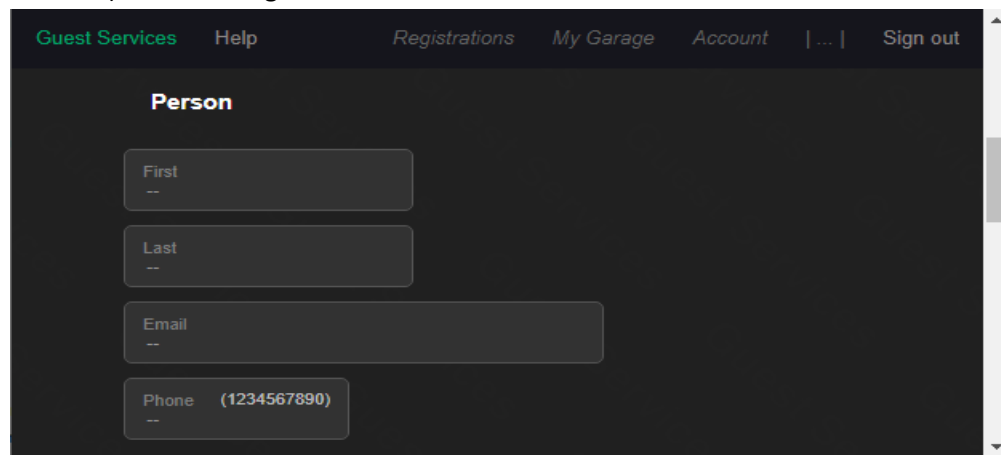
Once logged in, a list of your registrations will be displayed. Click the **Create registration** button to begin creating a new registration.



Select the **Guest** option for Type. The circle indicator will change colors to show which option you have chosen. Scroll or Page Down to continue.



Enter the **First** and **Last** names, **Email**, and **Phone** number for the guest (owner email and phone cannot be used*). Scroll or Page Down to continue.



* Entering false contact information for the guest constitutes a violation of the Terms and Conditions of GuestSVCS and may result in actions being taken by GuestSVCS and/or the HOA.

Select the applicable **Unit** number and input or select the **Dates** of stay using the calendar tool. Scroll or Page Down to continue.

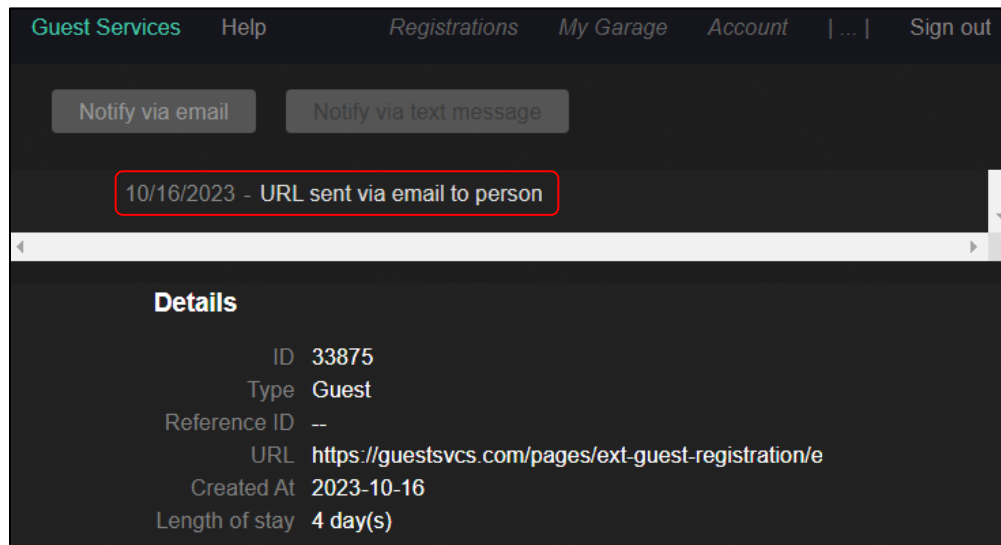
The screenshot shows the 'Guest Services' interface. At the top, there are navigation links: 'Guest Services', 'Help', 'Registrations', 'My Garage', 'Account', and 'Sign out'. Below this, the 'Location' section has a 'Select unit' dropdown menu. The 'Date' section has an 'Arrival' field with the value '08/20/2022' and a calendar icon. The calendar is open, showing 'August 2022' with the 20th highlighted. There are 'Clear' and 'Today' buttons at the bottom of the calendar.

You may optionally input a **Unique Reference ID** and **Comments** for your own internal records. Click the **Create registration** button.

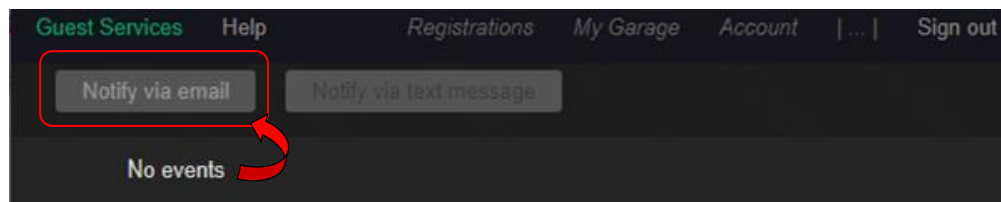
The screenshot shows the 'Guest Services' interface. At the top, there are navigation links: 'Guest Services', 'Help', 'Registrations', 'My Garage', 'Account', and 'Sign out'. Below this, the 'Other' section has two input fields: 'Unique Reference ID *Optional' with the value 'R12345' and 'Comments *Optional' with a placeholder '--'. At the bottom, there are two buttons: 'Cancel' and 'Create registration', with the latter highlighted by a red box.

The registration creation process is now complete. A summary screen will display the information for the newly created registration.

NOTE: Depending on your User Account settings, the system may automatically send an email to the guest at this point, which will be noted in the activity log section, as shown below. If your User Account is not set to send automatic emails, then this will show the “No events” notation and you must continue to the next step.



If the activity log section shows “No events,” click the **Notify via email** button to manually send an email to the guest with instructions for completing their registration. The screen will update, and the activity log will show “URL sent via email to person.”



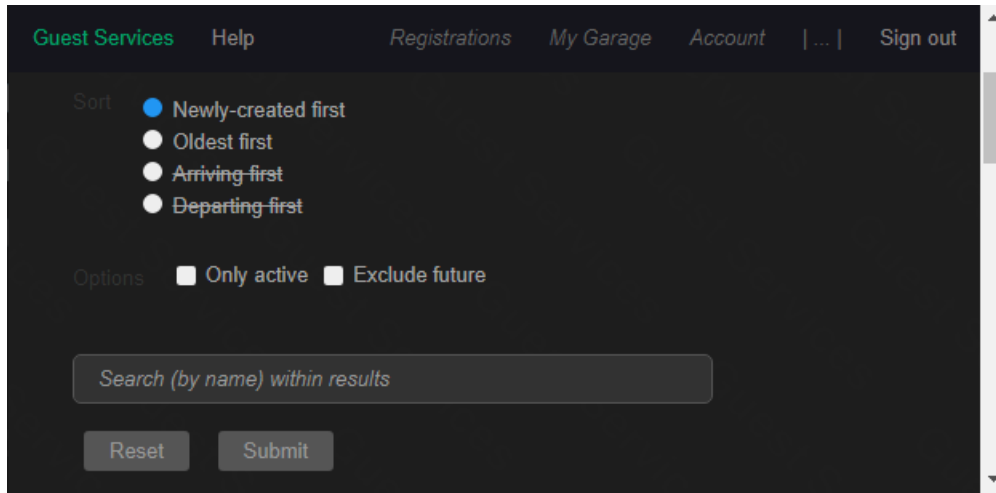
An email will be immediately sent to the guest from *no-response@guestsvcs.com*; however, it may take some time for the guest to receive the email, depending on their email servers.

NOTE: If the guest does not receive the email within five minutes, please do the following:

1. Verify the email address entered. If necessary, correct the email address, click on **Save Changes**, and click on **Notify via email**.
2. Have the guest search for "guestsvcs.com" in all folders, making sure to include deleted, trash, spam, and junk folders.
3. Copy the URL link from the screen and manually email it to the guest using your internal email system.

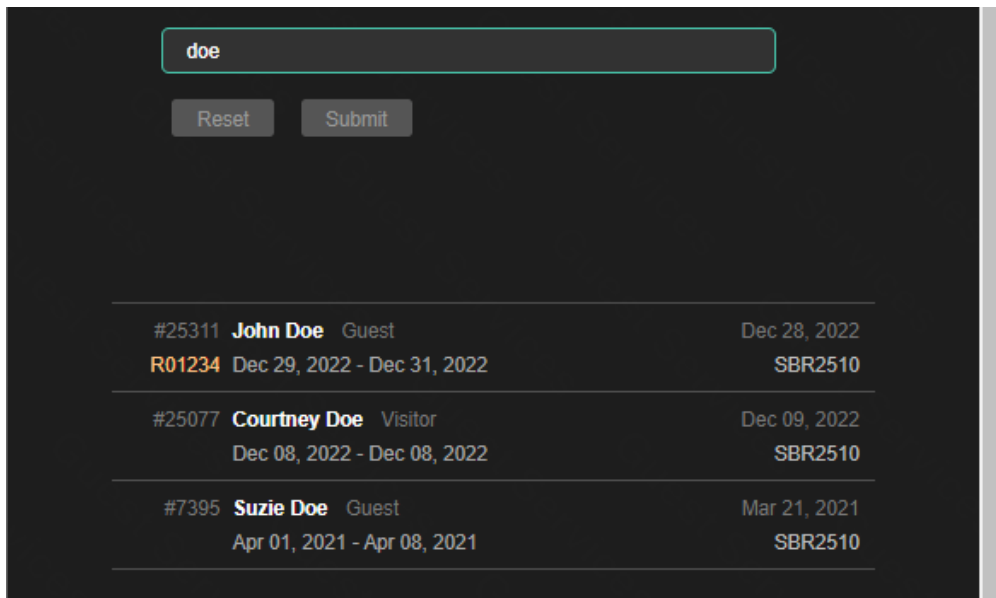
Click on **Registrations** at the top of the page to return to the main screen.

Once logged in, a list of your registrations will be displayed. At this time, only Guest type registrations can be updated. The list can be filtered by making selections as shown below and clicking **Submit**. Clicking **Reset** will remove the filters and restore the list to the default view.



The screenshot shows the 'Guest Services' interface with a navigation bar at the top containing 'Help', 'Registrations', 'My Garage', 'Account', and 'Sign out'. Below the navigation bar, there are filter options for sorting and options. The 'Sort' section has four radio buttons: 'Newly-created first' (selected), 'Oldest first', 'Arriving first', and 'Departing first'. The 'Options' section has two checkboxes: 'Only active' and 'Exclude future'. Below the filters is a search input field with the placeholder text 'Search (by name) within results'. At the bottom of the filter section are two buttons: 'Reset' and 'Submit'.

Registrations are displayed by ID # as well as Reference ID, if entered. Click on the desired registration to select it.



The screenshot shows the 'Registrations' list in the Guest Services interface. At the top, there is a search input field containing the text 'doe', with 'Reset' and 'Submit' buttons below it. The list of registrations is as follows:

#25311	John Doe	Guest	Dec 28, 2022
R01234	Dec 29, 2022 - Dec 31, 2022		SBR2510
#25077	Courtney Doe	Visitor	Dec 09, 2022
	Dec 08, 2022 - Dec 08, 2022		SBR2510
#7395	Suzie Doe	Guest	Mar 21, 2021
	Apr 01, 2021 - Apr 08, 2021		SBR2510

View the activity log and registration details at the top of the screen. Scroll or Page Down to make changes to the guest registration.

- If the activity log shows the “No events” notation, then an email was never sent to the guest with their registration information. Click **Notify via email** to send this information manually and verify your email preferences in your Account profile to send these emails automatically.
- If the activity log shows “Email failed to send” notation, verify that the email address entered is correct. Make changes and **Save changes**, as necessary. Click **Notify via email** to send the information manually.

5/25/2023 - Email failed to send

- The activity log will also show when the guest has completed registration. If this is not noted, you may need to follow up with the guest to remind them to complete registration before arrival.

The screenshot displays the Guest Services interface. At the top, there are navigation links: Guest Services, Help, Registrations, My Garage, Account, and Sign out. Below the navigation, there are two buttons: "Notify via email" and "Notify via text message". The activity log shows an entry: "8/20/2022 - URL sent via email to person". Below the activity log, there is a "Details" section with the following information:

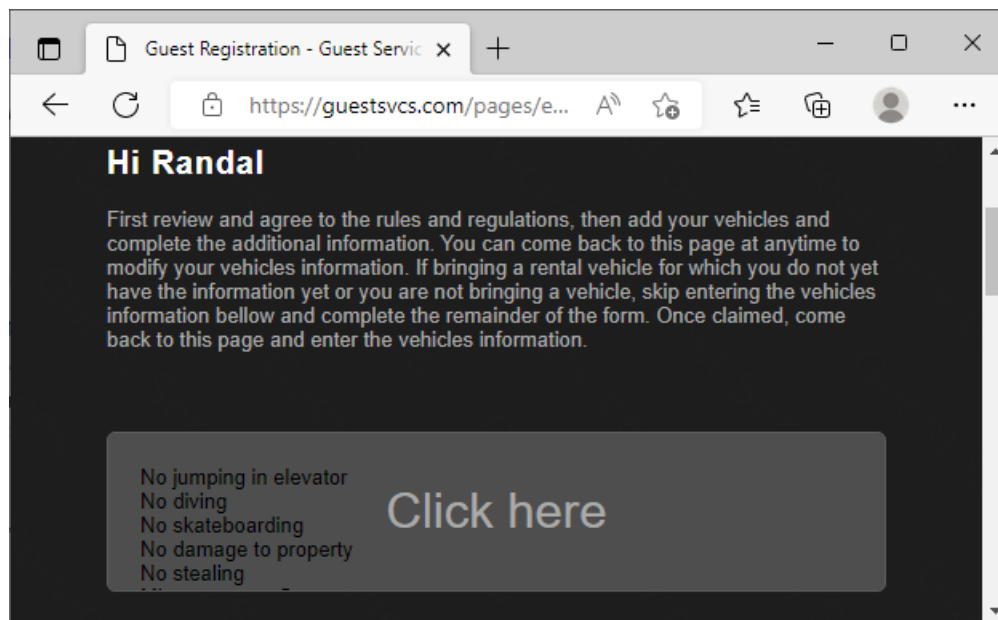
ID	23119
Type	Guest
Reference ID	None
URL	https://guestsvcs.com/pages/ext-guest-registr
Created At	2022-08-20
Length of stay	1 day(s)

Make necessary changes to **First** or **Last** name, **Email**, **Phone**, **Unit**, **Dates**, and **Comments**. Click **Save changes** at the top of the page.

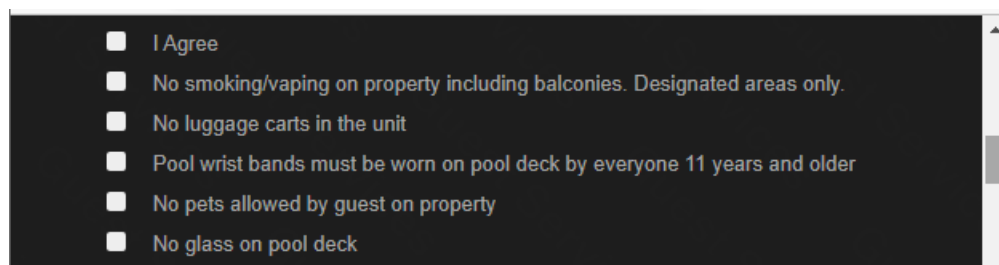
Guests cannot log into the GuestSVCS system. Instead, the system generates an email that contains a unique link for each guest registration. If the guest does not receive the email in their inbox, they should search for “guestsvcs.com” in all folders including deleted, trash, spam, and junk folders. If the email is not found, they will need to contact the rental agent who created the guest registration.

We recommend that guests complete registration upon receipt of the email as some HOAs require completion prior to arrival on property. **NOTE: Registration and acknowledgement of Rules and Regulations is required of all guests, regardless of whether they will have a vehicle on property.** We also suggest that the guest retain the email as they can use the same link to update their registration after completion, if changes are needed.

When the guest clicks the link in the email, they are presented with the following screen. They must click on the **Click here** box to review the Rules and Regulations for the property, which will be presented in a separate window. After closing that window, Scroll or Page Down to continue.

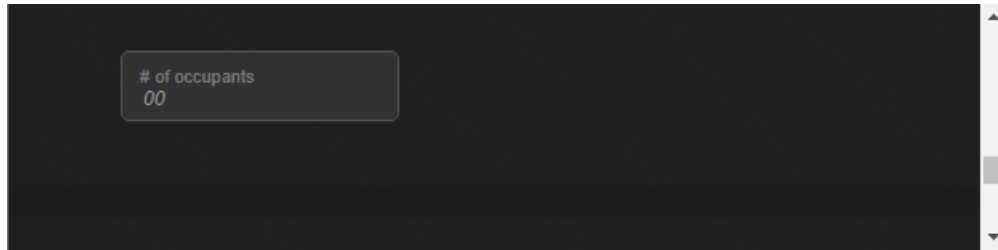


Guests must check the **I Agree** box signifying consent to the rules in order to proceed. This creates an electronic record of the guest reading and acknowledging the Rules and Regulations of the HOA. There may be other acknowledgement boxes required by the HOA as well. Scroll or Page Down to continue.

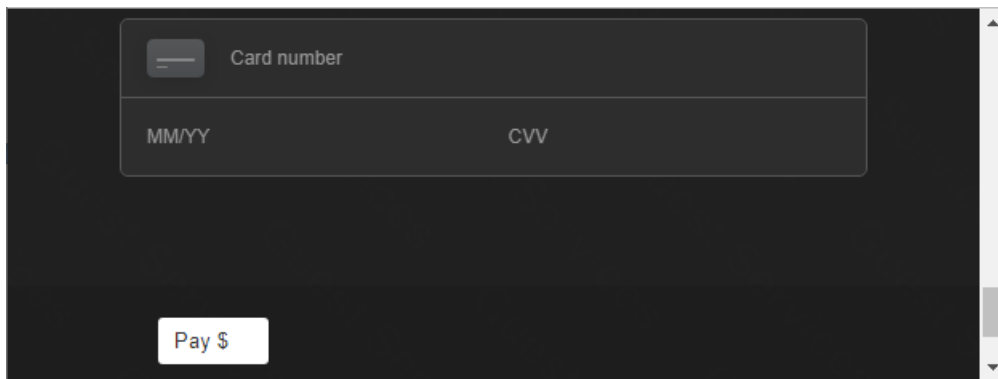


Enter all vehicle information. If the vehicle information is not known at this time, this section can be skipped for now. The guest can use the unique registration link from the email to update the vehicle information when it is known or to remove and/or add a vehicle in the future. Click **Add additional vehicle** if more than one vehicle will be on property.

Enter the **# of occupants** that will be in the unit. Scroll or Page Down to continue.

A screenshot of a web form on a dark background. A light gray rounded rectangle contains the text "# of occupants" and the value "00". To the right of the form is a vertical scrollbar.

Input credit card information* – **Card number**, expiration (**MM/YY**), and **CVV** (three-digit code on the back of the card) – for billing. Click the **Pay \$** button to complete the registration process.

A screenshot of a web form on a dark background. It features three input fields: "Card number", "MM/YY", and "CVV". Below these fields is a white button labeled "Pay \$". To the right of the form is a vertical scrollbar.

***NOTE:** All billing information is PCI compliant. The full credit card number is destroyed in GuestSVCS once it is sent to Square for processing.

The guest will receive a payment confirmation email from no-response@guestsvcs.com.

The guest can update their registration by clicking the unique registration link included in the original email. This can be used to replace a vehicle that was registered, add an additional vehicle, or cancel a registration.

To replace a vehicle:

1. Delete a vehicle.
2. Add a vehicle.
3. Save changes.
4. No additional charges will be incurred.

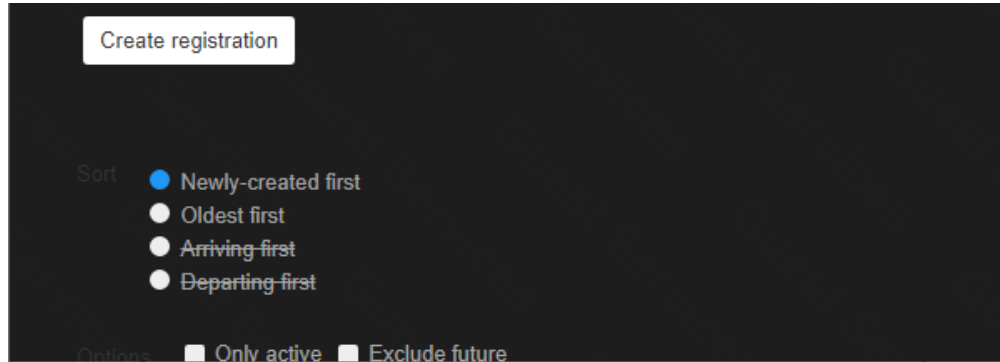
To add an additional vehicle:

1. Add a vehicle.
2. Save changes.
3. Enter credit card information for billing of additional vehicle registration.

To cancel a registration (prior to arrival date only):

1. Delete a vehicle.
2. Save changes.
3. A refund will be issued to credit card within 5-7 business days.

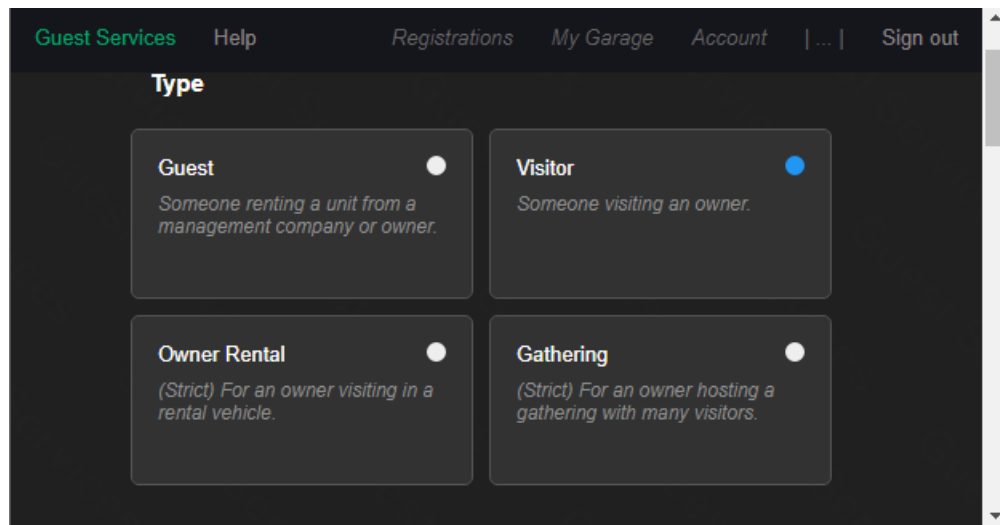
When you, as an owner, have someone visiting you while you are on property, you can create a visitor pass*. To maintain integrity in the system, this type of registration cannot be edited after completion. Once logged in, a list of your registrations will be displayed. Click the **Create Registration** button to begin creating a new registration.



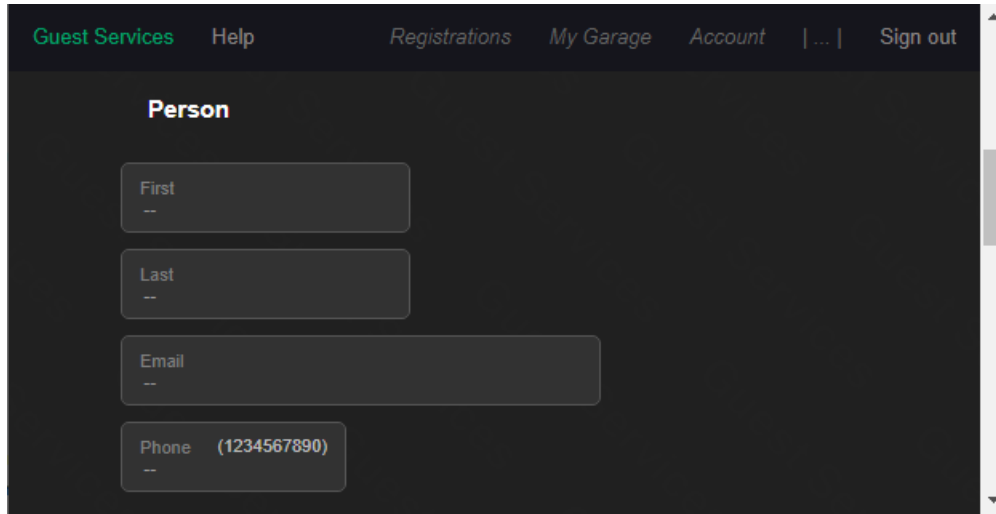
Select the **Visitor*** option for Type. The circle indicator will change colors to show which option you have chosen.

** Use of this registration for paying guests constitutes a violation of the Terms and Conditions of GuestSVCS and may result in actions being taken by GuestSVCS and/or the HOA.*

Scroll or Page Down to continue.

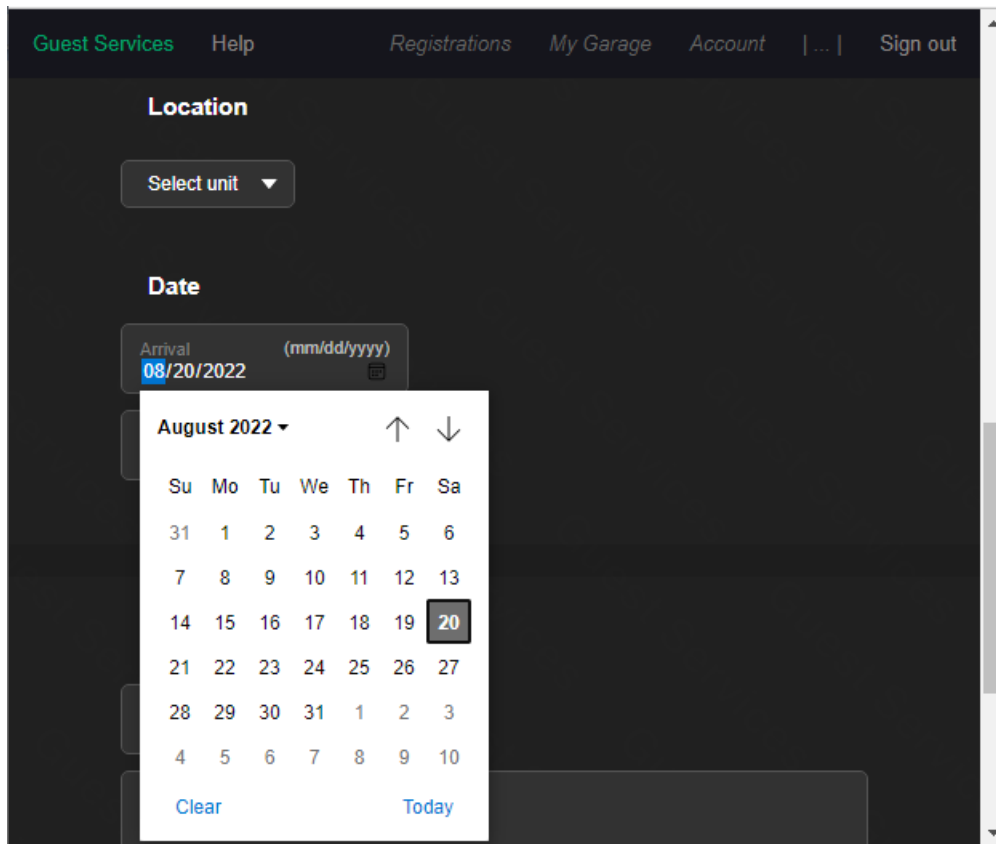


Enter the **First** and **Last** names, **Email**, and **Phone** number for the guest (owner email and phone cannot be used). Scroll or Page Down to continue.



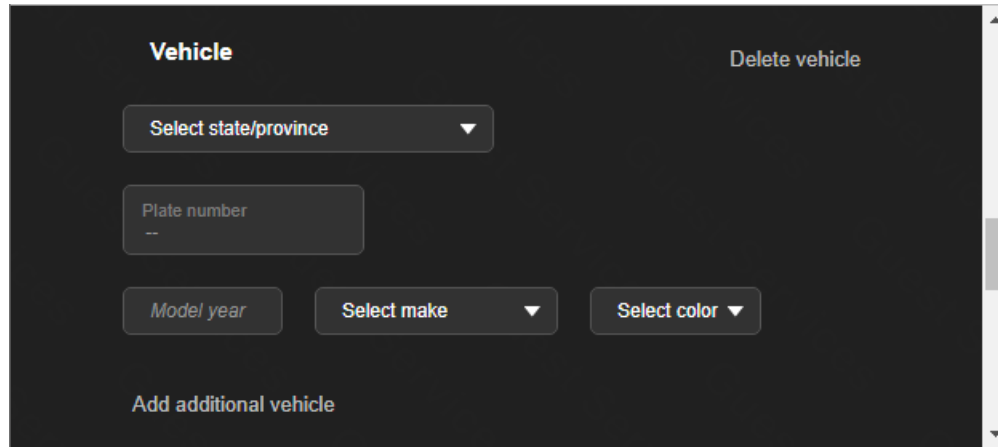
The screenshot shows a web application interface with a dark theme. At the top, there is a navigation bar with links: "Guest Services", "Help", "Registrations", "My Garage", "Account", "...", and "Sign out". Below the navigation bar, the section is titled "Person". There are four input fields: "First" (with "--" below it), "Last" (with "--" below it), "Email" (with "--" below it), and "Phone" (with "(1234567890)" and "--" below it).

Select the applicable **Unit** number and input or select the **Dates** of stay (max. 30) using the calendar tool. Scroll or Page Down to continue.



The screenshot shows a web application interface with a dark theme. At the top, there is a navigation bar with links: "Guest Services", "Help", "Registrations", "My Garage", "Account", "...", and "Sign out". Below the navigation bar, the section is titled "Location". There is a "Select unit" dropdown menu. Below that, the section is titled "Date". There is an "Arrival" field with the value "08/20/2022" and a calendar icon. A calendar popup is open, showing "August 2022" with the date "20" selected. The calendar has a grid with days of the week (Su, Mo, Tu, We, Th, Fr, Sa) and dates from 1 to 31. There are "Clear" and "Today" buttons at the bottom of the calendar.

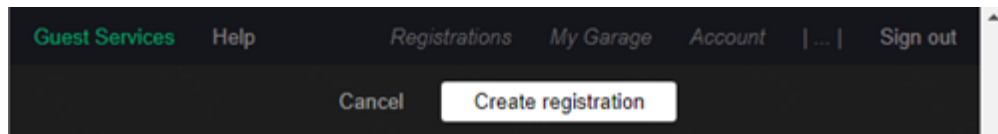
Enter vehicle information (all fields are required). Click **Add additional vehicle** if more than one vehicle will be on property. Scroll or Page Down to continue.



The screenshot shows a dark-themed form titled "Vehicle" with a "Delete vehicle" link in the top right. The form contains the following fields and controls:

- A dropdown menu labeled "Select state/province".
- A text input field labeled "Plate number" with a placeholder "--".
- A text input field labeled "Model year".
- A dropdown menu labeled "Select make".
- A dropdown menu labeled "Select color".
- An "Add additional vehicle" button at the bottom left.

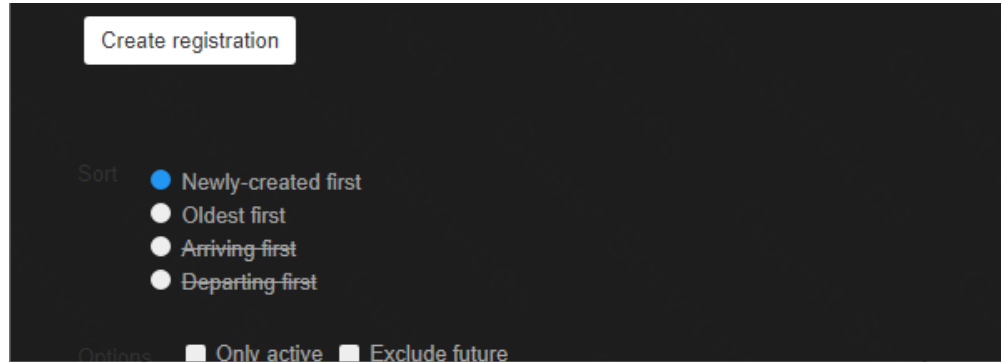
Click the **Create registration** button. The screen will refresh to present a summary of the visitor registration. The process is complete.



The screenshot shows a dark-themed navigation bar with the following elements:

- Navigation links: "Guest Services", "Help", "Registrations", "My Garage", "Account", "| ... |", and "Sign out".
- Buttons: "Cancel" and "Create registration".

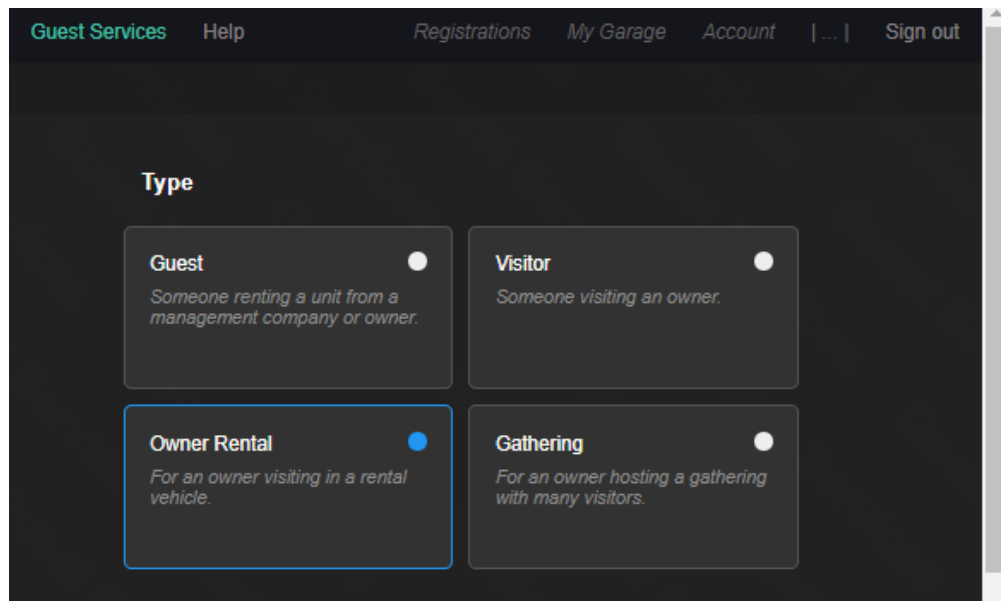
When you, as an owner, will be visiting the property in a rental vehicle, it does not need to be registered in My Garage. To maintain integrity in the system, this type of registration cannot be edited after completion. Once logged in, a list of your registrations will be displayed. Click the **Create Registration** button to begin creating a new registration.



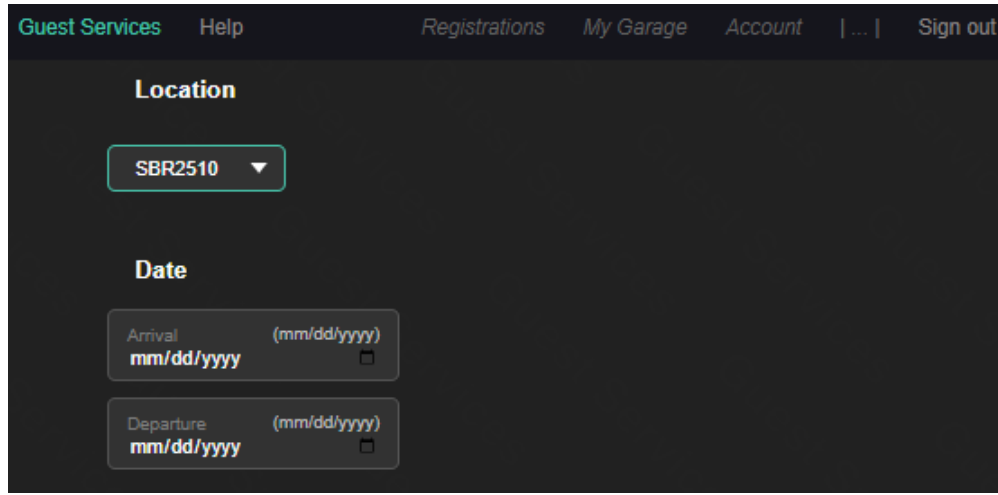
Select the **Owner Rental*** option for Type. The circle indicator will change colors to show which option you have chosen.

** Use of this registration for paying guests constitutes a violation of the Terms and Conditions of GuestSVCS and may result in actions being taken by GuestSVCS and/or the HOA.*

Scroll or Page Down to continue.

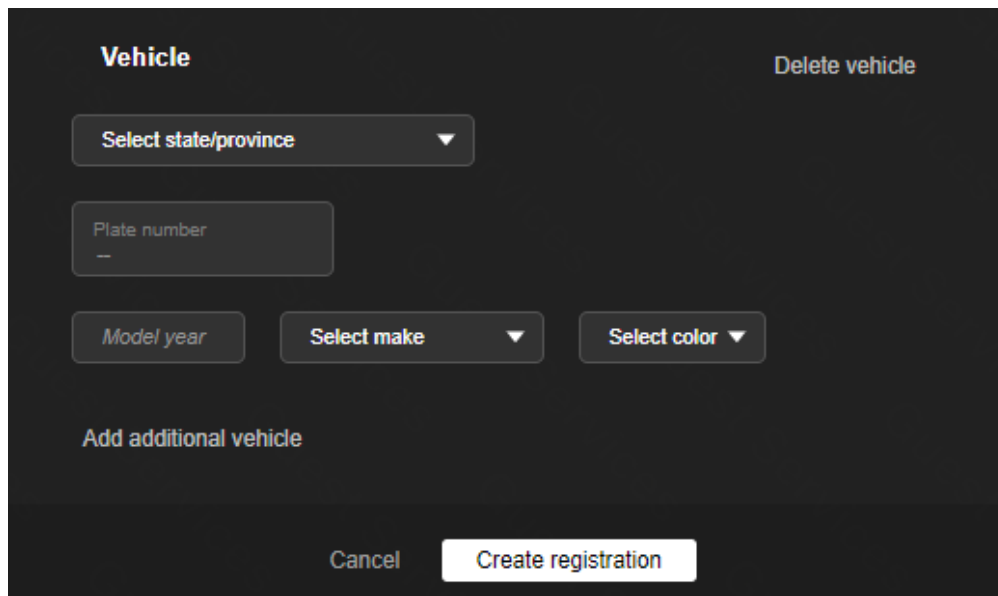


Select the applicable **Unit** number and input or select the **Dates** of stay (max. 90) using the calendar tool. Scroll or Page Down to continue.



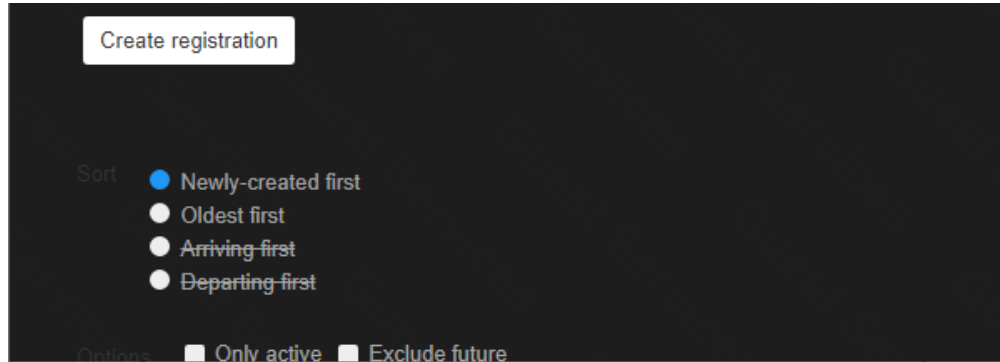
The screenshot shows a dark-themed web interface for creating a registration. At the top, there is a navigation bar with links for "Guest Services", "Help", "Registrations", "My Garage", "Account", and "Sign out". Below the navigation, the "Location" section features a dropdown menu with "SBR2510" selected. The "Date" section contains two date input fields: "Arrival (mm/dd/yyyy)" and "Departure (mm/dd/yyyy)", both with placeholder text "mm/dd/yyyy" and a calendar icon to the right of each field.

Enter vehicle information (all fields are required). No more than one vehicle can be entered with this registration type. Click **Create registration** to complete.



The screenshot displays the "Vehicle" information section of the registration form. It includes a "Delete vehicle" link in the top right corner. The form contains several input fields: a dropdown menu for "Select state/province", a text input for "Plate number" with a dash placeholder, a text input for "Model year", a dropdown menu for "Select make", and another dropdown menu for "Select color". Below these fields is a link that says "Add additional vehicle". At the bottom of the form, there are two buttons: "Cancel" and "Create registration".

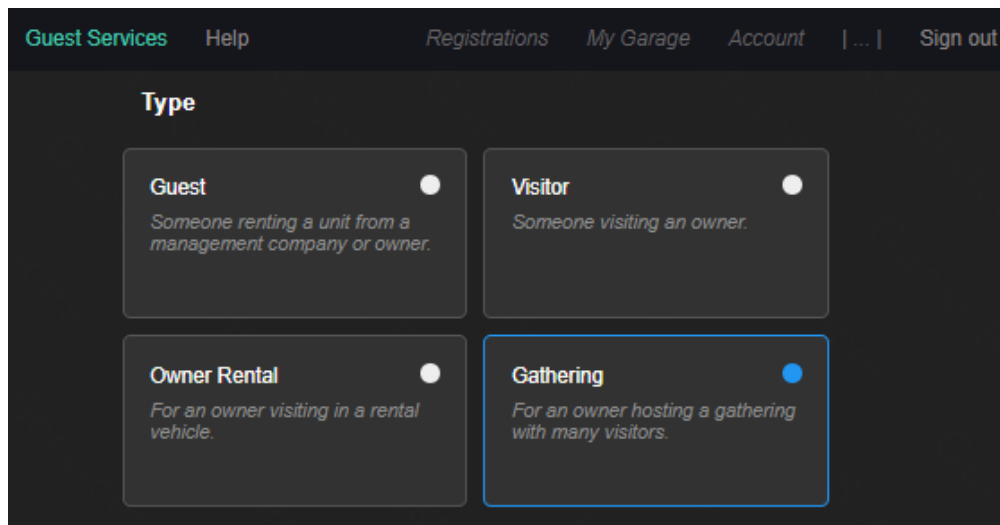
When you, as an owner, are hosting a group of visitors while you are on property, you can create a gathering pass*. To maintain integrity in the system, this type of registration cannot be edited after completion. Once logged in, a list of your registrations will be displayed. Click the **Create Registration** button to begin creating a new registration.



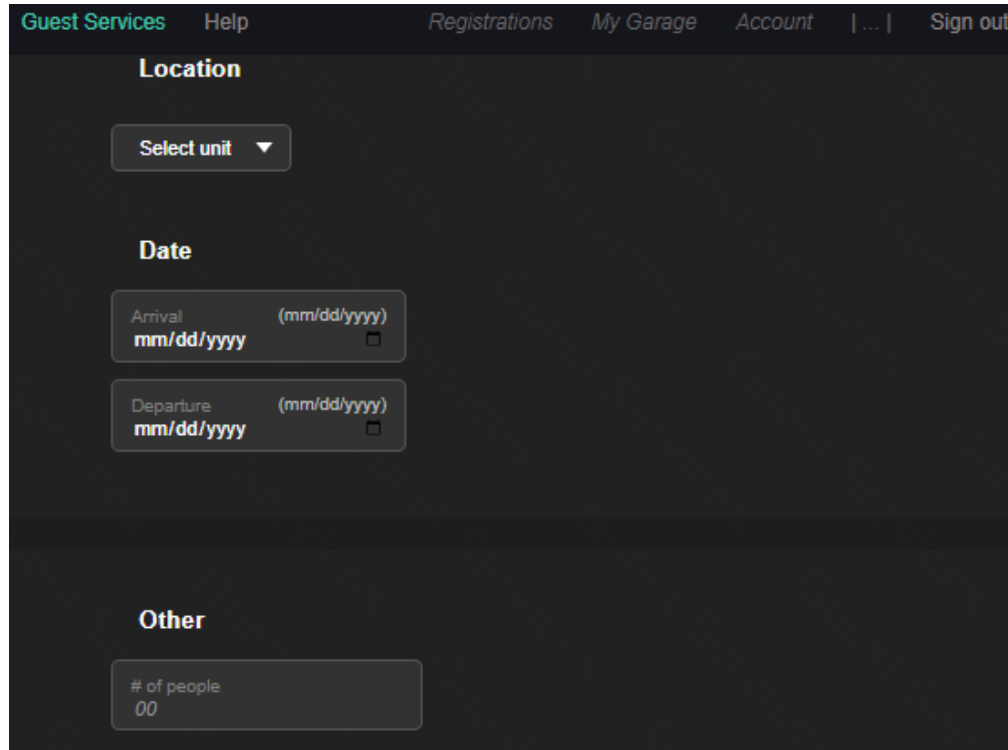
Select the **Gathering*** option for Type. The circle indicator will change colors to show which option you have chosen.

** Use of this registration for paying guests constitutes a violation of the Terms and Conditions of GuestSVCS and may result in actions being taken by GuestSVCS and/or the HOA.*

Scroll or Page Down to continue.



Select the applicable **Unit** number, input or select the **Dates** of stay (max. 7) using the calendar tool, and input the number of people you will be hosting. Scroll or Page Down to continue.

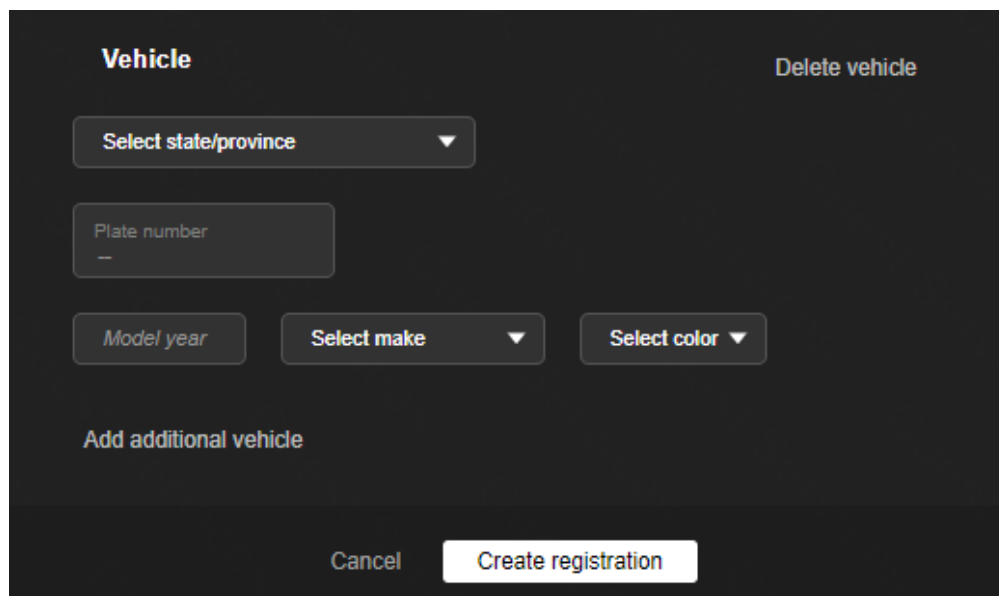


The screenshot shows a web interface for creating a gathering registration. At the top, there are navigation links: "Guest Services", "Help", "Registrations", "My Garage", "Account", and "Sign out". The main form is divided into three sections: "Location", "Date", and "Other".

- Location:** A dropdown menu labeled "Select unit" with a downward arrow.
- Date:** Two date input fields. The first is labeled "Arrival" with a placeholder "(mm/dd/yyyy)" and a calendar icon. The second is labeled "Departure" with a placeholder "(mm/dd/yyyy)" and a calendar icon.
- Other:** A text input field labeled "# of people" with the value "00".

Enter vehicle information (all fields are required) for each group member (min. 2). Click **Add additional vehicle** to input more than two. Click **Create registration** to complete.

NOTE: Modifications cannot be made after registration is completed so be sure to have information for all vehicles before creating the registration.

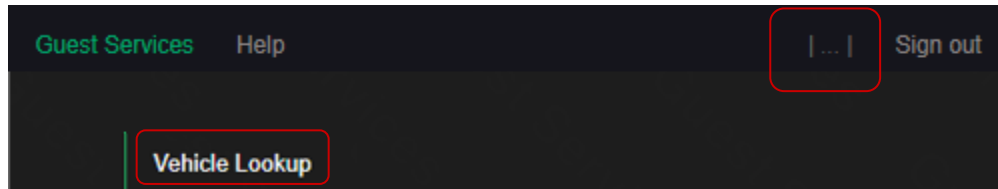


The screenshot shows a "Vehicle" form with a "Delete vehicle" link in the top right corner. The form contains several input fields:

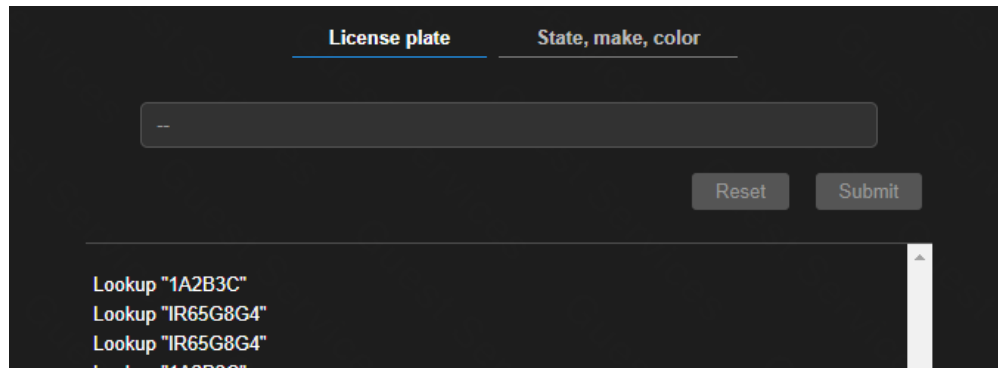
- A dropdown menu labeled "Select state/province" with a downward arrow.
- A text input field labeled "Plate number" with a placeholder "-".
- A text input field labeled "Model year".
- A dropdown menu labeled "Select make" with a downward arrow.
- A dropdown menu labeled "Select color" with a downward arrow.

At the bottom of the form, there is a link "Add additional vehicle" and two buttons: "Cancel" and "Create registration".

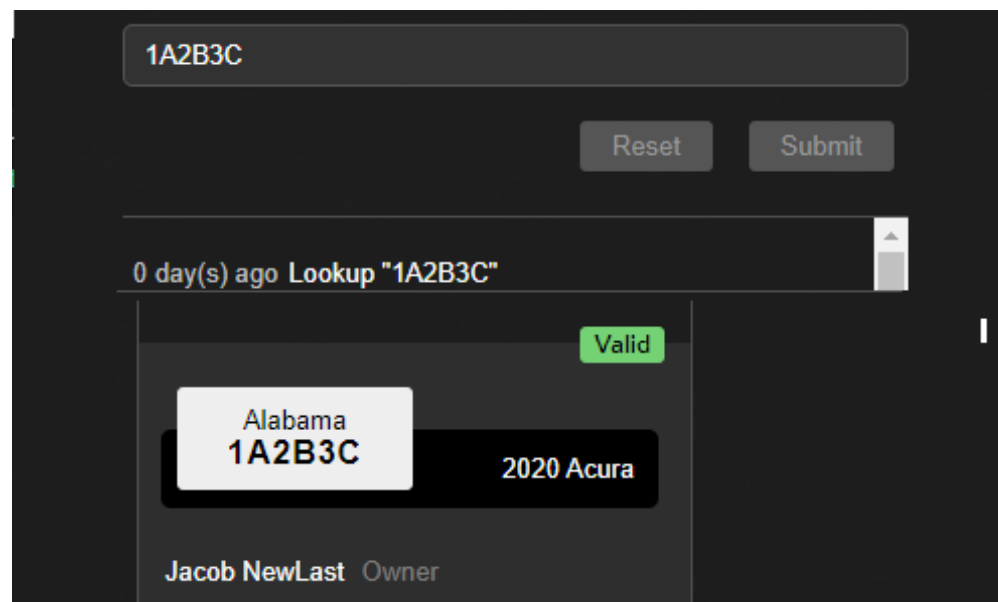
When a security user logs in to validate vehicles, click the [...] symbol at the top of the screen to open the menu. Click **Vehicle Lookup**.



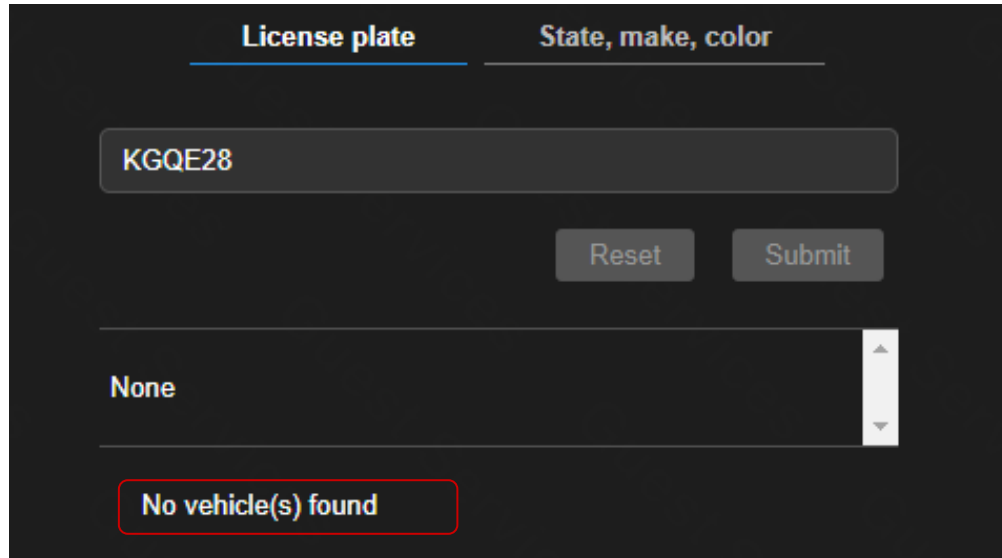
The Vehicle Validation screen will be displayed, along with a list of the last 150 license plates that were looked up in the system.



The default search is License plate. Enter a *license Plate Number* and click **Submit** to begin the vehicle search. Do not enter any spaces, dashes, or special characters. If the search is successful, the vehicle registration will be displayed with a green indicator showing it is Valid, along with an activity log of previous searches for that vehicle. A red indicator showing Invalid will display if the registration is not current.

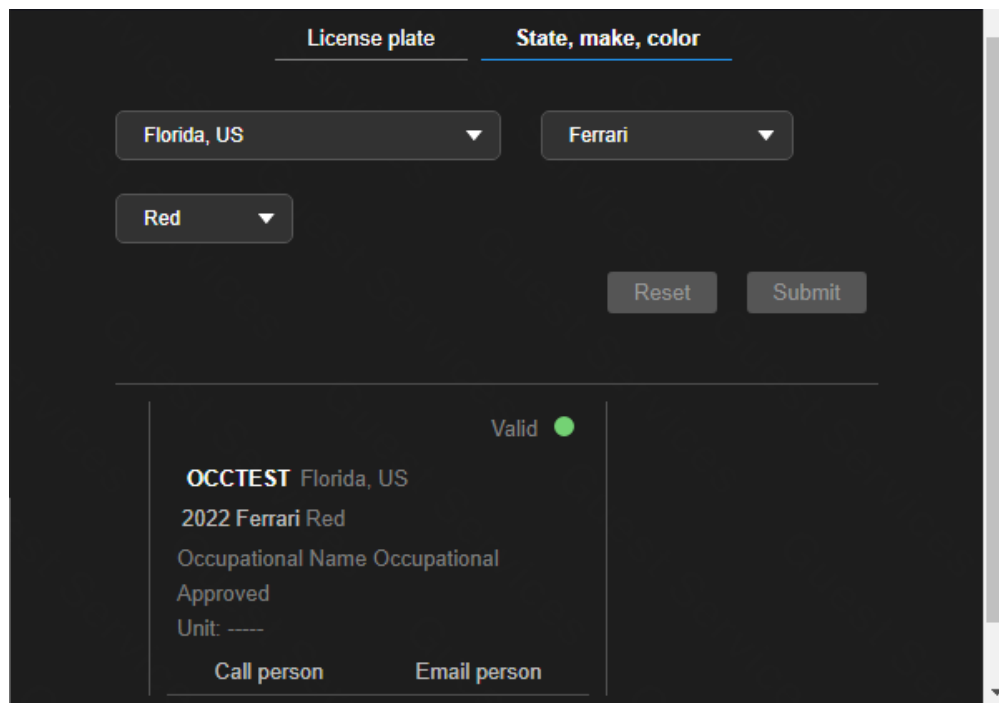


If the license information entered is not tied to a registration, you will receive a message stating “No vehicle(s) found”.



The screenshot shows a dark-themed web interface for vehicle validation. At the top, there are two tabs: "License plate" (which is selected) and "State, make, color". Below the "License plate" tab, there is a text input field containing "KGQE28". To the right of the input field are two buttons: "Reset" and "Submit". Below the input field is a dropdown menu currently showing "None". At the bottom of the interface, a red-bordered box contains the text "No vehicle(s) found".

When a License plate search fails, we highly recommend clicking on the **State, make, color** tab to perform a secondary search. This should mitigate failures due to typos or incorrectly entered data. Select the **State, Make,** and **Color** for the vehicle and click **Submit**. If the search is successful, the vehicle registration will be displayed with a green indicator showing it is Valid.



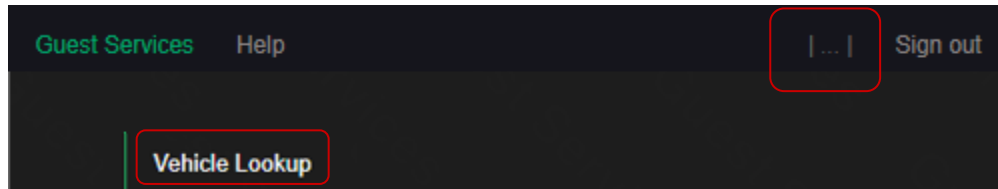
The screenshot shows the same dark-themed web interface, but now the "State, make, color" tab is selected. There are three dropdown menus: "Florida, US" for the state, "Ferrari" for the make, and "Red" for the color. The "Reset" and "Submit" buttons are still present. Below the dropdowns, a green dot next to the word "Valid" indicates a successful search. The search results are displayed in a list format:

- OCCTEST Florida, US
- 2022 Ferrari Red
- Occupational Name Occupational
- Approved
- Unit: ----

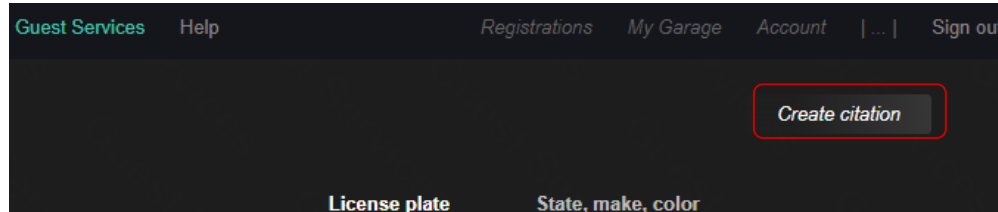
At the bottom of the results, there are two links: "Call person" and "Email person".

Only if there is an issue with the vehicle that requires owner contact, click the **Call Person** or **Email person** link.

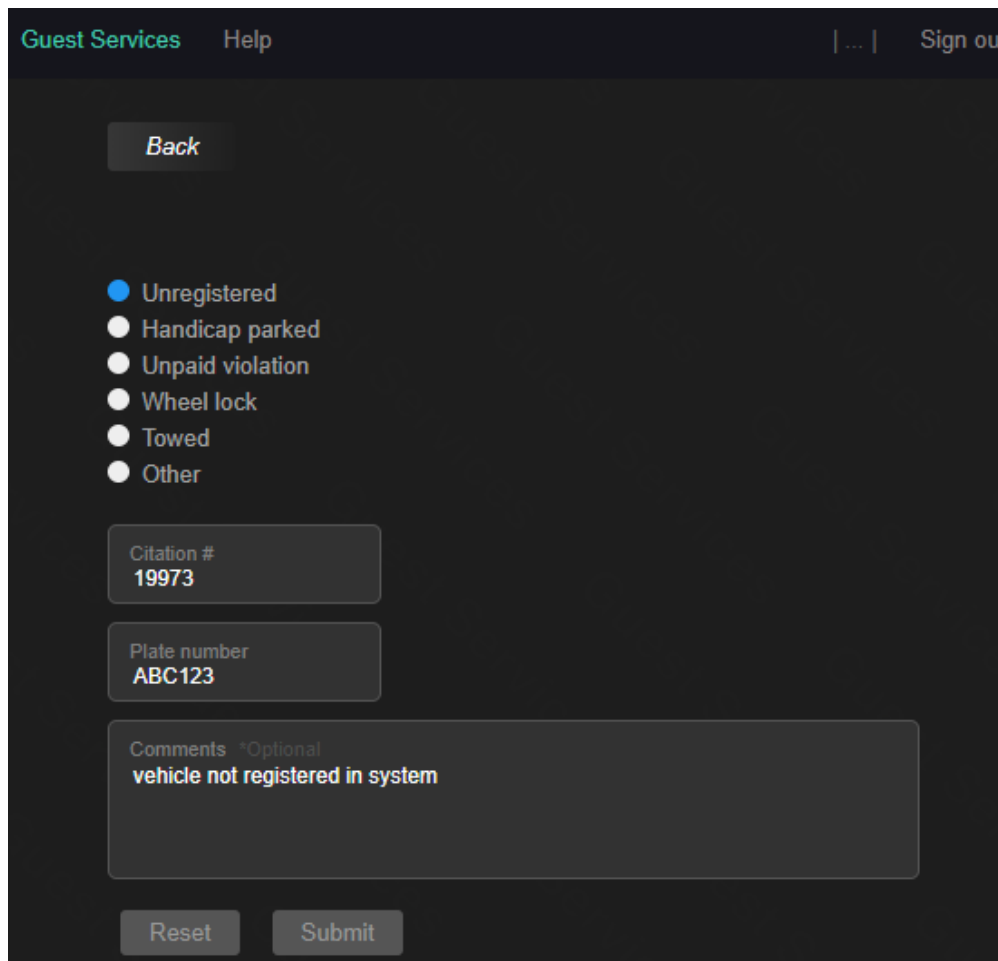
When a security user writes a citation on a vehicle, they can log that in GuestSVCS by logging in and clicking the |...| symbol at the top of the screen to open the menu. Click **Vehicle Lookup**.



The Vehicle Validation screen will be displayed. Click **Create citation**.



Select the **reason** and enter **Citation #**, **Plate number**, and optional **Comments**. Click **Submit**.

A screenshot of the citation creation form. The top navigation bar includes 'Guest Services', 'Help', a menu icon '|...|', and 'Sign out'. A 'Back' button is at the top left. Below it is a list of reasons with radio buttons: 'Unregistered' (selected), 'Handicap parked', 'Unpaid violation', 'Wheel lock', 'Towed', and 'Other'. There are two input fields: 'Citation #' with the value '19973' and 'Plate number' with the value 'ABC123'. A larger text area for 'Comments *Optional' contains the text 'vehicle not registered in system'. At the bottom are 'Reset' and 'Submit' buttons.

The next time that vehicle is searched in the system, the activity log will show the citation.

License plate State, make, color

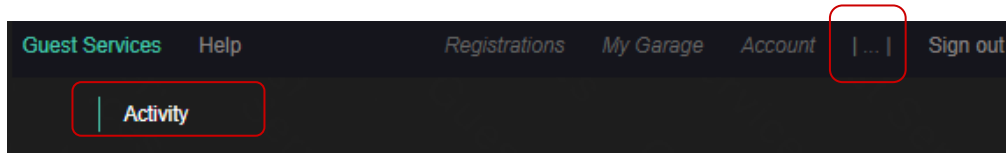
ABC123

Reset Submit

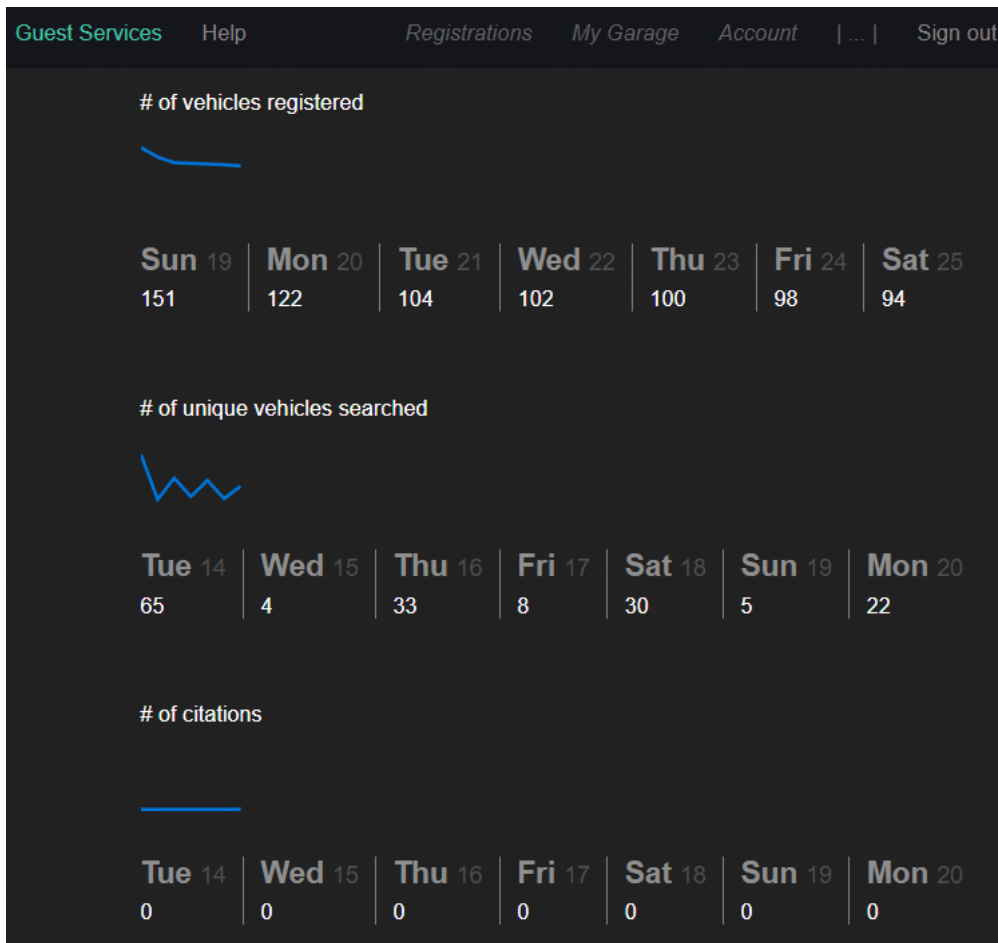
0 day(s) ago Citation #19973 Unregistered vehicle for "ABC123"
0 day(s) ago Lookup "ABC123"
0 day(s) ago Lookup "ABC123"

No vehicle(s) found

When an administrator user logs in, click the |...| symbol at the top of the screen to open the menu. Click **Activity**. This displays oversight data for the on-site property administrator.



First, there is a weekly breakdown of the *number of vehicles registered*, the *number of security searches* performed each day, and the *number of citations* issued each day. Each of these sections includes a visual to quickly spot trending patterns.



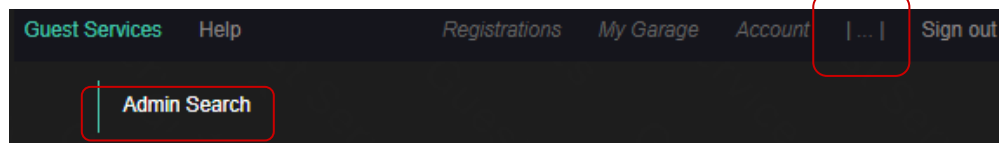
Next, you will see the number of incomplete registrations, which occur when an owner or property manager creates a registration and the guest does not follow through with completing that registration. Only registrations in the current date range will show. Click to see the unit list to take appropriate action.

The screenshot shows a dark-themed interface. On the left, a card displays the number '7' and the text 'incomplete registrations' with a link 'Click for unit list'. A red arrow points from this card to a panel on the right titled 'Units with incomplete guest registrations'. This panel contains the instruction 'Click to mark as notified.' and a list of unit numbers: 907, 1405, 703, 1007, and 1401. The unit number 907 is highlighted in grey, and a 'Mark as notified' button is visible next to it.

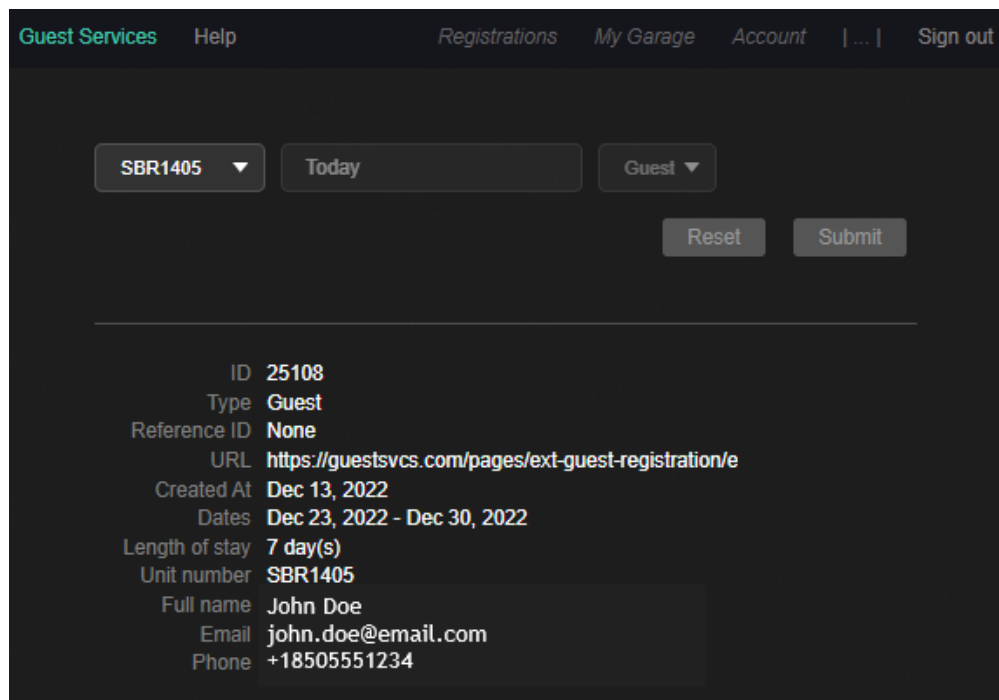
Finally, there is the *Activity by unit* section which provides a breakdown of registrations created for each unit on property. This allows the administrator to monitor for misuse of the system which constitutes a violation of the Terms and Conditions of GuestSVCS and may result in actions being taken by GuestSVCS and/or the HOA.

Activity by unit					
Unit number	Unit status	Guest reg.	Visitor reg.	Owner rental reg.	Gathering reg.
501	Unknown	57	11	1	2
502	Unknown	15	0	0	0
510	Unknown	2	3	0	0

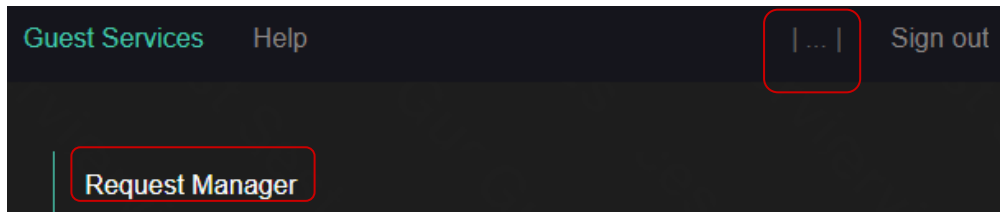
When an administrator user logs in, click the |...| symbol at the top of the screen to open the menu. Click **Admin Search**.



Select the **unit** number from the drop-list and click **Submit**. This displays all of the current guest registration information for that unit. If the guest is missing their link to complete registration, the administrator can verify their contact details and copy the **URL** to email to directly to them.



When an owner or management company makes a request for unit access or to add a vehicle under My Garage, those requests must be approved by an administrator. Log in and click the |...| symbol at the top of the screen to open the menu. Click **Request Manager**.



This displays a list of all requests for the property. Click on each **Pending** request to view details.

The screenshot shows a table of requests with the following data:

ID	Name	Type	Status	Date
#6564	John Doe	Long-Term Pass	Pending	Oct 08, 2023
#6563	Sally Smith	Long-Term Pass	Approved	Oct 08, 2023
#6519	Suzy Queue	Unit Access	Approved	Sep 18, 2023
#6518	John Jones	Long-Term Pass	Approved	Sep 18, 2023
#6517	Jane Smith	Long-Term Pass	Unresolved	Sep 18, 2023

Use buttons to **Approve** or **Deny** request. Status will be updated on screen and an email will automatically be sent to the owner or management company to notify them.

The screenshot shows the details page for a request. At the top, there are 'Approve' and 'Deny' buttons (both highlighted with a red box). Below them is a warning message: '⚠ User already has 5 personal vehicle(s) approved at Sunrise.' The page is divided into two sections: 'Details' and 'Other'.

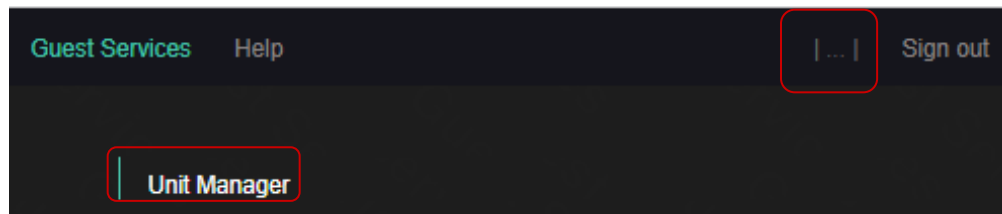
Details

- Status: Pending
- Type: Long-Term Pass
- Requested By: John Doe
- Created At: 2023-10-08
- Resolved At: --

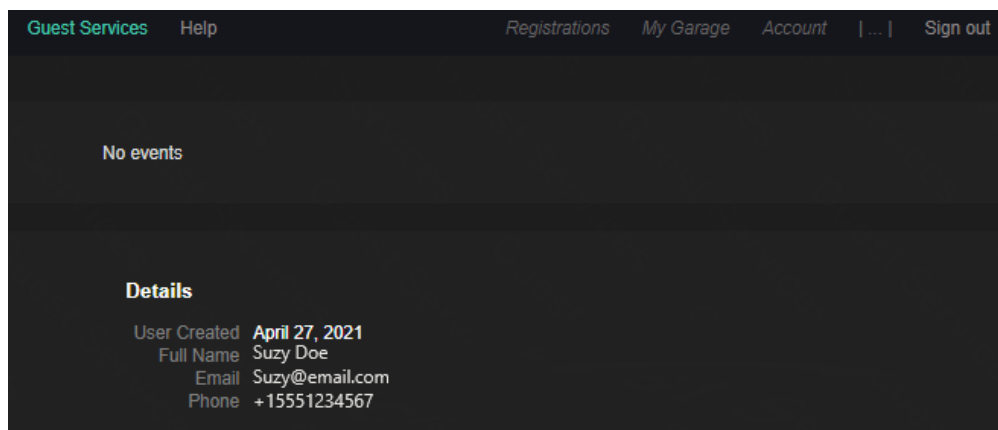
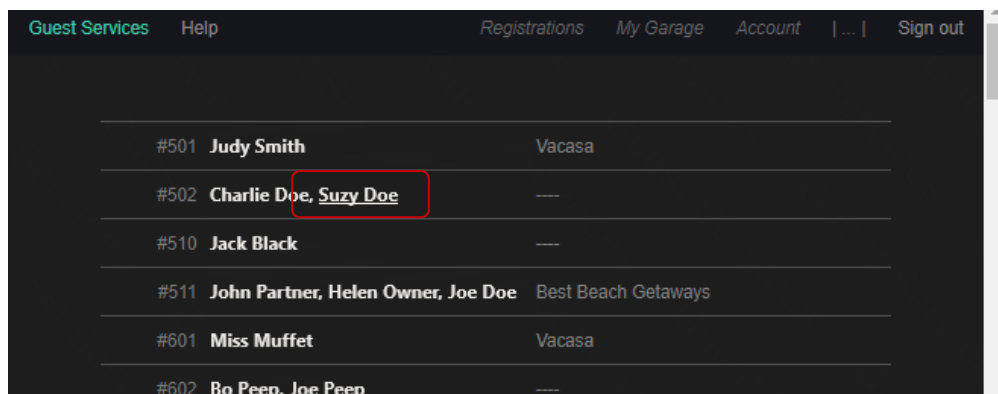
Other

- Person Type: Friends
- Full Name: Jake Drake
- Plate Number: ABC123
- Plate State: Florida, US
- Make: Kia
- Color: Black
- Model year: 2014

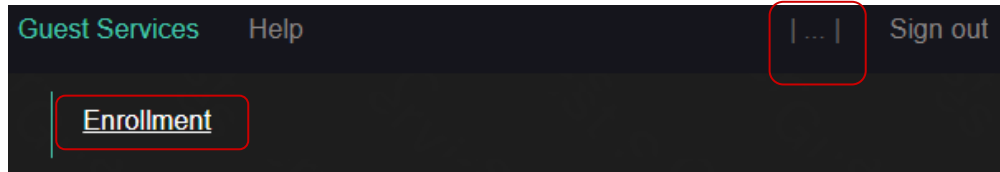
Occasionally, an administrator may need to look up the owner(s) or property manager for a particular unit. Log in and click the [...] symbol at the top of the screen to open the menu. Click **Unit Manager**.



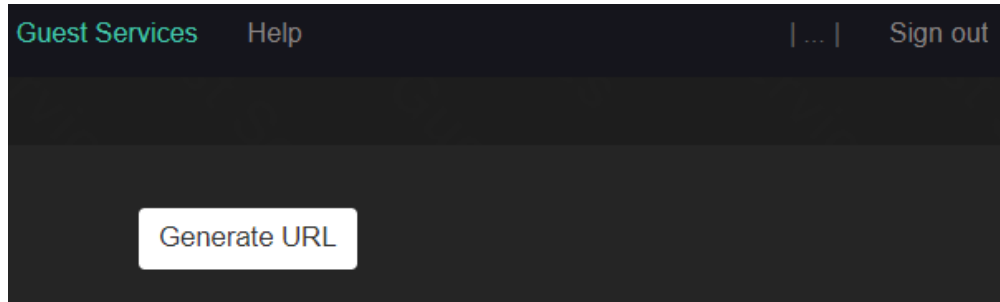
This displays a list of all the units at the administrator's property along with the owners' names and the property manager. When you hover over an owner name, it will become underlined and you can click that name to open contact information for that owner.



Administrative users may add new owners or management companies to the system. Log in and click the |...| symbol at the top of the screen to open the menu. Click **Enrollment**.



Click the **Generate URL** button.



This creates a unique URL that can be copied and pasted into an email to send to the new user, along with the proper **Building ID** and **Unit number** that they will need for setting up their account.

