

Stratford Hall Gate Gate Information for Residents

Completed in 2023, Stratford Hall HOA installed a new gate access system. Following is key information for new residents on the use and capability of this system. Residents are welcome to stop at the gate box to see the layout and test various features.

The gate is controlled by the gate box and its sensors. The gate box is on your left as you enter Stratford Hall and appears like a large iPad screen. The home screen will display three options:

1. A directory for visitors to call residents for access,
2. Gate code numeric entry for our vendors and selected temporary codes, and
3. QR codes that can be issued by residents through the smartphone app (see below).

The system has both internal and external cameras that monitor activity and all entries are logged in the system for both troubleshooting and security.

Resident Access

Typically, resident access is either by a “remote,” a radio frequency device similar to a garage door remote, or by an RFID “tag” installed on the residents’ vehicle. Both can be purchased through the Board with contacts published in the Directory. The remotes are currently \$50 and the tags are \$25. Remotes are typically transferred from old to new residents. Tags are one time use and must be replaced if removed from the current vehicle. The advantage to tags is they are read automatically upon approaching the gate with no action from the resident. Please note that the receivers for both remotes and tags are either in the gate box or on the post just before the gate box. Residents should drive slowly and present to these sensors to allow activation. Quickly pulling up to the actual gate is not effective as the gates are triggered by sensors well in advance of the physical gates. Instructions for tag installation is provided with the tags and assistance is available from the Board.

Visitor Access

Each residence has a “Call group ID” which is your last name followed by your house number. Visitors can scroll to your ID on the touchscreen Directory just like a smartphone contacts list. Pressing your ID will activate a call to up to three numbers simultaneously. These are typically the numbers provided by you during the welcome visit, but they can be changed as needed. Homeowners should add **972-231-1999** to their phone contacts to recognize the incoming call and help ensure they do not miss a visitor calling from the gate.

Upon receiving a voice call from the gate, homeowners should:

- Answer the call as normal,
- Press 1 to connect and talk with the visitor, and upon confirming identity,
- Press 9 to open the gate remotely, or hang up if you do not wish to allow entry.

Voice prompts from the system will help guide you through this process. The first person to answer one of the three numbers will take control of access and the calls have a maximum of 30 seconds – if one phone goes to voicemail, all calls are ended.

You can either test this system or use it as an alternative entry method if you do not have a remote or tag available, by calling yourself with your smartphone at the gate.

Smartphone App

A valuable feature of our system is an optional Smartphone App, available to any full-time resident, upon request. The app requires a unique email address for each user and a link to download the app and an initial password will be provided in an email to the requesting resident.

The app provides three notable features for residents:

1. Visitor calls to your call group ID will link to the app on your phone and enable video calls where you can see as well as talk to the visitor at the gate. Additionally, the speed and ease of response is much better on the app than a normal phone line. It is important to keep the app open on your phone if you are expecting a call, and/or to enable touch ID or face ID, to avoid having a delay while you log into the app.
2. The app contains an “Open Momentarily” command which is equivalent to pressing a remote and will open the gate from your home or wherever you are. This can be used as a personal remote if, for example you have a temporary rental car, or can be used to allow a visitor that you know is at the gate to enter.
3. You can use the app to create QR codes, called “virtual keys”, to allow visitor access with no further action required for you. There are two types of digital keys available for use:
 - TEMPORARY EVENT KEY to allow access for multiple individuals during a set time frame for an event such as a party or perhaps for a maintenance contractor who will be performing work on your home. You must establish a time frame for the code to be active which is a maximum of seven days. You can send the key to multiple people like attendees at a party, or the recipient can share with others (i.e. a contractor can share with his crew members). The access expires at the end of the time period.
 - INDIVIDUAL KEY for continuing access by a single individual such as a care giver, housekeeper, temporary guest, etc. The individual key has a variety of restrictions including number of uses, day of week, time of day, but has an unlimited time frame. The individual key is controlled in the software for the single individual it is issued to and cannot be shared with anyone else.

The QR codes provide a tremendous capability for issuing individual or group access without need for your response or remote purchase. For your security and the security of all residents, codes should be issued for the minimum time frame required and should be deleted when they are no longer needed.

Below are the specific instructions.

1. In your Cellgate app, go to the menu in the upper left corner. You may need to press a back arrow once to get to the menu.
2. In the menu, select "Virtual Key."
3. Create a new invite and select the type of key.
4. Enter a name for the invite (this name and your Callgroup ID will show up on the system logs when the code is used) and enter the required time frame and other restrictions, as desired.
5. Save the invite and share it with your visitor by text message, or by email although it may appear on the visitors phone as a text message.
6. Your visitor(s) will then receive a message with a contained web link. When they arrive at the gate, pressing the link will open a full screen QR code on their phone. They press the QR button on the gate box and hold their phone screen up to the camera, as directed. The system will respond "access granted" and the gate will open.

Pedestrian Gate

In addition to the vehicle entry gates, the west (toward Lascassas) pedestrian gate is automated with the system. Any mechanism that opens the vehicle gates also simultaneously unlocks the west pedestrian gate for 30 seconds. Thus, if walking with a remote or your phone app, you can unlock the pedestrian gate to enter or exit. The gate closes and locks automatically.