

HOA Guest Registration System User Manual





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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

Your email address or phone number must be authorized by the association in order to access <u>https://guestsvcs.com</u>. If you are not currently a registered user, contact <u>support@guestsvcs.com</u>.

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.

Verify User Profile

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.

Details	
Created	January 29, 2021
First	John
Last	Doe
Email	john.doe@email.com
Phone	+8505551234

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 **My Units** from the **|...|** menu.

If you are already associated with units in the system, they will be shown, along with the management company name, if applicable. Click **Create unit request**.

Create unit request		
PLZ 111	MBR 200	Note that you can own one unit and
Acquired Jan 01, 2022 Management	Acquired Dec 12, 2023 Owner - Resident	manage another!
? People - ? ft ² Big Rentals ^[url]	? People - ? ft ² None	

Select whether you **Own** or **Manage** the unit. Owners will need to select a **classification** (*Residence only, Rental Only, Temporary Residence and Rental, or Secondary Residence without Rental*). Input the **Building ID** and **Unit number**, as provided by the administrator. Then enter the **Acquisition date** (*purchase date or management start date*). Click **Create unit request**.

	Туре				
	Own If you own the unit and/or listed on the deed.		Manage If you or your manageme company manage the un	• ent it.	
(Select classificat	ion	•		
	Unit				
	Building ID ABC	Unit number 1000			
	Acquisition date (mm/dd/yyyy	mm/dd/yyyy)			
		Cancel	Create unit request		

You will receive an email notification when the system administrator has approved your account. *Response times vary; please allow up to 24 hours before contacting support for a status update.*

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 invite 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 **Invite user**.

Invite us	ser		
🕈 John	Doe	johndoe@email.com	+18501234567

Input a valid email address and click Invite user.

User				
			Ð	Generic email addresses such as 'info@' are not acceptable and may cause account suspension.
	Cancel	Invite user		

The user will receive an email invitation with a link to Create account.



When they click the link, they will get a screen to fill out their information, which will be used for system login as well. When they click **Create user**, they will be an active user in the system.

First	Generic email addresses such as 'info@' are not acceptable and may cause account suspension.
Email	Enter the users mobile phone number. It is used to sign-in and must be able to recipion toxt
Phone (1234567890) -	messages.

Guest<mark>SVCS</mark>

New users are listed at the bottom of the account screen. A star indicates the primary user.

🛊 John	Doe	johndoe@email.com	+18501234567
Jane	Doe	ianedoe@email.com	+18501234576

Click on a user to make changes, delete a user, or set a new user as primary.



After successful request and approval of adding a unit to your user profile, 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 before arriving on property.

* 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.

Guest Services	Help	Registrations	My Garage	Account	$I_{\rm eff} I$	Sign out
Sart •	Newly-created f Oldest first Arriving first Departing first Only active	first				
Search	'by name) withii	n results				
Reset	Submit					-

Click the Create vehicle request button.

Guest Services	Help	Registrations	My Garage		Sign out	Î
Cre	ate vehicle request	2				
		<i>ti:</i>				l
#7	83 A2B3C	Jul 25, 20	22			
Fi 20	orida, US 1 8 Jeep Orange					•

Select the **type**^{*} of vehicle owner. If anything other than Owner is selected, fields will display to enter the name and contact details for the person who owns the vehicle. **Please note that HOAs may limit the vehicle registration types allowable in My Garage.*

Туре		
Owner • Yourself.	Occupational • A visitor working repeatedly as a cleaner or other occupation.	Friends •
Family A family member in your household.	Extended Family Relatives oustide of your household.	
Person		
First		 Input the contact details for your friends, family, and others. This information is used to
Last Email		contact the individual in an emergency.
Phone (1234567890) 		

Enter vehicle information (all fields are required). Select the property name(s) under **Other***. If you have units at multiple properties, you may select more than one property for your request. Click the **Create vehicle request** button.

Vehicle		
Select state/province		If the Buildings list is empty, go back to My Units to request unit access. It must be approved before you can
Model year Select make	▼ Select color ▼	add a vehicle in My Garage.
Other		
Select building(s) Majestic [MBR]		Select the building(s) to request.
·		Each HOA must approve the vehicle request for it to be active at that location.
	Cancel Create vehicle re	quest

*Please note that iPhones and other devices may display some fields differently. For example, iPhones display "0 Items" under Other, which you must tap on to select the property name(s).



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 activity log records these actions for each vehicle in My Garage.



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

Guest Ser	vices Help		[]	Sign out
	Create vehicle request			
	#783 1A2B3C Florida, US 2018 Jeep Orange	Jul 25, 2022		
	#789 H3R478H Alaska, US 2018 Ford Blue	Jul 25, 2022		
	#3591 OCCTEST Florida, US 2022 Ferrari Red	Aug 20, 2022		

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.

Delete vehicle		
8/20/2022 - Vehicle re 8/20/2022 - Vehicle ap	quested at Sunrise proved at Sunrise	
Type Full name State Plate number	Occupational Occupational Name Florida, US OCCTEST	

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.

Guest S	ervices	Help	Registratio	ns My G	Garage Ac	count	Sign o	out
. E	Delete ve	hicle						
	10/4/202 3/20/202	22 - Vehicle r 23 - Vehicle (requested at Sunr denied at Sunrise	ise				
		Type Full name State Plate numbe	 Occupational Occupational V Florida, US OCCTEST 	Vorker				
91 ja 👘								
	⊕ Belo enter 'Save	w is the curre r the updated e changes'.	ently defined data. information in the	To modify, e field and o	Discard Click S	ave chanç	jes	
	Vehi	cle						
	2017		Chevrolet		White 🔻			

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.

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.

Туре				
Guest Someone renting a management comp	unit from a any or owner.	Visitor Someone visiting	● an owner.	
Owner Rental (Strict) For an owner rental vehicle.	r visiting in e	Gathering (Strict) For an own gathering with ma	ner hosting a ny visitors	

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.

Guest Services Help	Registrations		Sign out
Person			
First 			
Last 			
Email 			
Phone (1234567890)			

* 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.



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

Guest Sei	rvices	Help	Regis	trations	My Garag	ie Acco	Sign out	F .
	Oth	er						
	Unique R123	Reference ID 45						
	Comm							
								8
			Cancel	Create	registratio	n		

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.

Guest Services Help			My Garage		Sign out
Notify via email					1.1
Notity via email					
1/13/2024 - URL	sent via email to person				
Details					U
ID	34047				
Туре	Guest				
Reference ID					
URL	https://guestsvcs.com/page	s/ext-gue	est-registration	/e	
Created At	2023-10-28				
Length of Stay	155 day(s)				

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."

Notify via email	Notily via text message	
No events 📩)	

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.

Go back into the registration at any time to see whether the guest has completed and paid for registration, which is noted in the activity log as "Confirmation email sent to guest."

1/13/2024 - URL sent via email to person 12/28/2023 - Confirmation email sent to guest

GuestSVCS

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.

Guest Services	Help	Registrations	My Garage		Sign out	*
Sort • r • c • f	Vewly-created firs Didest first Arriving first Departing first	ť			-	
Options	Only active	Exclude future				
Search (by name) within n	esults				
Reset	Submit					•

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

Boost Submit	
Reset: Submit	
#25311 John Doe Guest	Dec 28, 2022
D01224 Dec 20 2022 Dec 21 2022	SBR2510
R01234 Dec 29, 2022 - Dec 31, 2022	
#25077 Courtney Doe Visitor	Dec 09, 2022
#25077 Courtney Doe Visitor Dec 08, 2022 - Dec 08, 2022	Dec 09, 2022 SBR2510
#25077 Courtney Doe Visitor Dec 08, 2022 - Dec 08, 2022 #7395 Suzie Doe Guest	Dec 09, 2022 SBR2510 Mar 21, 2021

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.



• 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.

Guest Services	Help	Registrations	My Garage	Account	Sign out
Notify via emai	Notify via text message	ie -			
8/20/2022	- URL sent via email to perso	n			
Details					
	ID 23119				
ļ	Type Guest				
Reference	e ID None				
	URL https://guestsvcs.com/p	ages/ext-guest-re	egisti		
Create	ed 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.

	Majestic Beach Resort - Guest registration 🕨 🔤 🖾
•	Guest Services <no-response@guestsvcs.com> 5:12 PM (55 minutes ago) ☆ ☺ ∽ ⋮ to me ◄</no-response@guestsvcs.com>
	Hi Sarah, this email is being sent by Guest Services on behalf of Majestic Beach Resorts. Majestic Beach wants to welcome you on your upcoming visit to the property and we hope your stay with us is a wonderful experience. As part of preparing for your visit, please use the following link to review the rules and regulations while on property and to register your vehicle(s). If you have any questions regarding the validity of this process, please contact your rental agent. Go to 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 above link in the email, they are presented with the following screen. They must review the Rules and Regulations for the property.



GuestSVCS

Guests must check the **I Agree** box signifying consent to the rules. 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.

IAgree	^
No smoking/vaping on property including balconies. Designated areas only.	
Pool wrist bands must be worn on pool deck by everyone 11 years and older	

Enter vehicle information (all fields required). 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 vehicle** if more than one vehicle will be on property. Click **Remove vehicle** to delete one.

		Remove vehicle
Indiana, US	•	
Plate number 525KLR		
2018 Hyundai	▼ Purple	•
Add vehicle		

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



Input credit card information* – **Card number**, expiration (**MM/YY**), and **CVV** (three-digit code on the back of the card) – for billing. Payment details are shown and will automatically be updated as vehicles are added or removed. Click **Submit** to pay and complete the registration.

Card number	MM/YY	CVV	
HOA Registration Fee	\$40		
Additional Vehicle	1 @ \$40 \$40		
Transaction Fee (Nonrefundable)	\$2.7		
Payment Total	\$82.7		

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

GuestSV<u>CS</u>

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The guest and owner/property manager will both receive a payment confirmation email from no-response@guestsvcs.com.

If the HOA has turned on the option to print vehicle passes, the guest may see the **Print pass** link after payment is complete.

Vehicle			Delete veh	icle Print pass
Georgia, US		•		
Plate number 1A2B3D				
1977	MG		Red	7

This will bring up the computer's print dialogue to print out a copy of the system's vehicle pass.

103122, 3.54 PM Guest Registration - Guest Services	Print	1 sheet of paper
91.9591 1000.0202 SDAS9 Harita SDA (12000) Harita SDA (12000)	Destination	🖶 EPSON7BF2FE (ET-455 🔻
C2D1310 OCt 28' S023 - Nov 1' S023 41039-21W	Pages	All 👻
This side towards rear of vehicle	Copies	
	Layout	Portrait 👻
	Color	Black and white 🔹
Notivotion: Brain and the state of the state	More settings	· ·
https://guestavcs.com/pages/exs-guest-registration/set-guest-registration.html?value=5b4251782cts2ad20desc5oed974eac68125700b7418eea 1/1		Print Cancel

The guest can update their registration by clicking the unique registration link included in the original email. This can be used to:

- > update vehicle details that may have been entered wrong during registration;
- replace a vehicle that was registered with a different one;
- add additional vehicles; or
- cancel a registration.

To update a vehicle:

- 1. Make necessary changes to the vehicle fields.
- 2. Click Submit.
- 3. No additional charges will be incurred.

To replace a vehicle:

- 1. Click Remove vehicle.
- 2. Click Add vehicle.
- 3. Enter details (all fields required).
- 4. Click Submit.
- 5. No additional charges will be incurred.

To add an additional vehicle:

- 1. Click Add vehicle.
- 2. Enter details (all fields required).
- 3. Enter credit card information for billing of additional vehicle registration.
- 4. Click Submit.

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

- 1. Click Remove vehicle for all vehicles.
- 2. Click Submit.
- 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.

Guest Services Help Type	Registrations	My Garage			Sign out
Guest Someone renting a management compa	unit from a iny or owner.	Visitor Someone visiting	an owner.		
Owner Rental (Strict) For an owner rental vehicle.	• visiting in a	Gathering (Strict) For an own gathering with ma	ner hosting a ny visitors	•	

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.

Guest Se	ervices Help	Registrations	My Garage		Sign out	•
	Person				d.	
	First 					200
	Last 				i i i i i i i i i i i i i i i i i i i	
	Email 					
	Phone (1234567890) 					•

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.

Guest Services	Hel	p			Reg	gistrations	My Garage	Account	Sign out
Loc	ation	1							
Selec	t unit:	•							
Date									
Arrival	/2022	9	mm/d	d/yyy	0				
Aug	ust 20)22 -			\uparrow	\downarrow			1.1
Su	Мо	Ти	We	Th	Fr	Sa			
31	1	2	3	4	5	6			
7	8	9	10	11	12	13			
14	15	16	17	18	19	20			
21	22	23	24	25	26	27			
28	29	30	31	1	2	3			
4	5	6	7	8	9	10			7
c	lear				То	day 🔒			

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.

Vehicle			Delete vehicle	
Select state/prov	ince 🔻			
Model year	Select make	•	Select color 🔻	ľ
Add additional ve	hicle			

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

Guest Services	Help	Regi		My Garage		Sign out	^
		Cancel	Create	e registration	j		

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.

Guest Servi	ices Help	Registratio	ns My Garage	Account	Sign out
	Туре				
	Guest Someone renting a uni management company	t from a S	isitor omeone visiting an i	owner.	
	Owner Rental For an owner visiting in vehicle.	n a rental	athering or an owner hosting ith many visitors.	• a gathering	

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.

Guest Services Help	Registrations	My Garage	Account	Sign out
Location				
SBR2510 V				
Date				
Arrival (mm/dd/yy mm/dd/yyyy	(w			
Departure (mm/dd/yy mm/dd/yyyy	(100			

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

Vehicle				Delete vehicle
Select state/provi	nce			
Plate number				
Model year	Select make	▼.	Select color 🔻	
Add additional vel	licle			
	Cancel	Create re	gistration	

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.

Guest Servi	ces Help	Regis	trations	My Garage	Account	Sign out
	Туре					
	Guest Someone renting a unit fi management company o	rom a r owner.	Visitor Some	r one visiting an o	• wner	
	Owner Rental For an owner visiting in a vehicle.	rental	Gathe For an with m	r ing I owner hosting a Pany visitors.	o gathering	

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.

Guest Services Help	Registrations	My Garage	Account	la=1	Sign out
Location					
Select unit 🔻					
Date					
Arrival (mm/d mm/dd/yyyy	(diyyyy)				
Departure (mm/d mm/dd/yyyy	ld/yyyy)				
Other					
# of people 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.

Select state/prov	ince 🔻			
Plate number				
Model year	Select make	▼]	Select color 🔻	
Add additional ve	hicle			

Depending on the setup for your property, guests may be allowed to self-register. This functionality must be requested for each unit by emailing your CAM. If this feature is activated for your property and unit(s), Owners and Property Managers can send a unit-specific link to guests which will allow them to create their own registration for that unit.

Log in and click the **[...]** symbol at the top of the screen to open the menu. Click **My Units**.

Click on the unit for which you want the guest to be allowed to self-register.

SBR 2000B	SBR 2000A
Acquired Apr 19, 2024	Acquired Apr 01, 2024
Own - Rental	Manage
5 People - ? ft ²	? People - ? ft ²
None	Big Rent

Highlight the URL and copy it to paste into your own communication to the guest.

	ul, fal	_		
) Je	Hide menu 🔹 🕨	
Details			More actions	
ID Number	1 2000B	•	Ask Copilot	
Square Ft		D	Сору	
Acquisition Date Role Type	2024-04-19 Own	۹	Search	
URL	https://guestsvcs.com/page	s/ext-g	guest-registration/e	

Highlight the **URL** and copy it to paste into your own communication to the guest. Remember that this URL is unique to the specific building/unit chosen. When the guest clicks the link, it will take them to a single page where they will do all of the following to create the registration for that unit only:

- acknowledge the rules and regulations
- input their name and contact information
- select the dates of stay
- enter vehicle information
- pay the registration fee

Depending on the setup for your property, guests may be allowed to self-register. When a guest creates their own registration, the owner or property manager is notified.

Log in and click the **|...|** symbol at the top of the screen to open the menu. Click **Request Manager**.

This displays a list of pending requests for the unit. Click the box to "Include resolved" and click Submit to see a complete listing of the last 150 requests. Click on each **Pending** request to view details and Approve or Deny the registration.

Guest Services Help	Registrations	My Garage	Account	Sign out
Options 🔲 Include resolve	ed			
Reset Submit				
#14 Sally Doe	Long-Term Pass		Pending	May 02, 2024

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.

	Create citation
1A2B3C	⊕ Search by
	By selecting the field group the required fields will be highlighted.
Select state/province	To search by a different type click on the respective field group.
Select make Select color	
Select unit # 🔻	

A search can be done on License Plate Number -or- State, Make, and Color -or- Unit Number. Input the desired search details and click Submit.

When searching by License Plate Number, do not enter any spaces, dashes, or special characters. The State, Make, and Color search is useful as a secondary search to mitigate failures due to typos or incorrectly entered data in the License Plate search.

If the search is successful, the vehicle registration displays with a green indicator showing it is Valid, along with an activity log of previous searches for that vehicle. If the license information entered is not tied to a registration, you will receive a message stating, "*No results*."

17 day(s) ago Looku	p "BJR1249"	
Jonathan Q Doe Gu Jan 01, 2024 - Mar 01	est MBR1-1706 , 2024	
• BJR1249	2019 Black Toyota	Illinois. US

If there is an issue with the vehicle that requires owner contact, click the entry to see the registration details and click the **Get Phone** or **Get Email** button to contact the vehicle owner.

A **Unit Number** search will return current Guest registrations along with vehicles, plus Owner and Occupational Visitor registrations tied to that unit.

1A2B3C	Φ	Search conditions
		Search by license plate number will return all results found
Select state/province	•	invalid. Search by state, make and color will only return valid
Select make	Select color 🔻	results. Search by unit number will return all registrations and only valid long-term owner passes
MBR100		for the specified unit.
MERTICO		
Docot Cubmit		
Reset Submit	E	
Reset Submit John Doe G Jan 01, 2024 - Jan 2	uest MBR100 0, 2024	
Reset Submit John Doe G Jan 01, 2024 - Jan 2 O 13R1R	uest MBR100 0, 2024 1999 Brown Audi	California, US
Reset Submit	uest MBR100 0, 2024 1999 Brown Audi 1999 Brown Aston Mart	California, US in California, US
Reset Submit	uest MBR100 0, 2024 1999 Brown Audi 1999 Brown Aston Mart	California, US in California, US
Reset Submit John Doe G Jan 01, 2024 - Jan 2 13R1R 14321 Jack Smith O	uest MBR100 0, 2024 MBR100 1999 Brown Audi 1999 Brown Aston Mart wner MBR100	California, US in California, US

A Guest registration without any vehicles is considered an "Incomplete Registration." Security personnel can click on the entry to open the registration details.

Suzy Q Doe Dec 20, 2023 -	Guest Jan 19, 2024	MBR200	
No vehi	cle(s)		

Once inside the registration details, click the **Notify via email** button to send the guest the link that they need in order to complete and pay for their registration.



Guest<mark>SVCS</mark>



When a security user writes a citation on a vehicle or unit, they can log it in GuestSVCS by logging in and clicking the **[...]** symbol at the top of the screen to open the menu. Click **Citations**.

Click the **Create citation** button.

Guest Services Help	Registrations	My Garage		Sign out
Create citation				
#768 86DLPP flagged	I as Other Jan 17,	2024		
#760 Unit 2-9999 flag	ged as Smoking Jan 10,	2024		

Select the **Type** of citation.

When **Vehicle** is selected, fields will display to enter **License Plate number**, **Violation type**, and **Location** (parking garage floor or parking area).

Туре		
Vehicle	Unit	
Unregistered vehicle, parked in a restricted area, exceeded stay, etc.	Towels on balcony rails, smoking, safety hazard, etc.	
Information		
Select violation Select locat	ion 🔻	

When **Unit** is selected, fields will display to enter **Unit number** and **Violation type**.

Туре	
Vehicle	Unit
Unregistered vehicle, parked in a restricted area, exceeded stay, etc.	Towels on balcony rails, smoking, safety hazard, etc.
Information	
Select unit	

Scroll down to optionally enter a **Unique Reference ID** and **Comments** and then click the **Create Citation** button.

Other
Unique Reference ID *Optional R12345
Comments *Optional
Cancel Create citation

The details of a citation can be viewed by clicking on it from the Citations screen.

No events	
Details	
ID	772
Created At	2024-01-20
Reporter	Suzy Security
Туре	Glass
Reference ID	
Comments my next rounds.	Guest was warned about glass container on pool deck, but still had it on

Vehicle citations can also be entered when doing a Vehicle Lookup by clicking the **Create Citation** link in the upper right. Citations will show in the history when doing a vehicle lookup on that vehicle.

	Create citation
1A2B3C	⊕ Search conditions
-ór	Search by license plate number will return all results found
Select state/province	invalid. Search by state, make and color will only return valid
Select make Select color	results. Search by unit number will return all registrations and
	only valid long-term owner passes for the specified unit.
Select unit # 🔻	
Reset Submit	
38 day(s) ago Lookup "1A2B3C" 47 day(s) ago Unregistered citation for "1A2	B3C"
47 day(s) ago Lookup "1A2B3C"	

Security users may need to help guests arriving on property to find and complete their registrations. Log in and click the **|...|** symbol at the top of the screen to open the menu. Click **Security Console**.

This displays QR codes that the security user can provide to the guest to allow them to self-service.



The **Find Registration** link directs the guest to a search screen where they can lookup their registration by email address or phone number. They can attempt multiple searches if they are unsure of the contact information that was used to create the registration.

Depending on the setup for your property, guests may be allowed to self-register. If this feature is acticated for your property, and the security user and guest are both unable to find a valid registration, they can use the **Create Guest Registration** link to self-register. The guest will complete and pay for registration in order to gain access to the property. A notification will be sent to the unit owner or property manager and they must approve the registration within 48 hours to keep it from becoming invalid.

Occasionally, an administrator may need to create a registration or long-term parking pass for an owner or management company. When an administrator user logs in, click the **|...|** symbol at the top of the screen to open the menu. Click **Building Options**.

Details	
Name	Sunrise Beach Resort
Building Code	SBR
# of Units	7
Time Zone	-5
Created At	2023-12-01
# of Spaces	316
Street Line 1	14825 Front Beach Rd
Street Line 2	
City	Panama City Beach
State	FL
Postal Code	32413

The top portion of the screen displays information about the property.

Next, you will see contact information for the building administrators.



The following section shows recent registrations created by administrators. Click the appropriate button to **Create registration** or **Create long-term parking pass**.



The bottom portion of the screen shows examples of the email communications that are set up for the building

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 visual weekly breakdown of the *number of vehicles registered*, the *number of security searches* performed each day, and the *number of citations* issued each day.

Latest refresh	Low	v Medium High
<u>A.</u>		
 New guest vehicles registered Citations created 	Unique vehicles searche	ed

Next, you will see the *Incomplete registrations by unit*, 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.

Incomplete registrations by unit
300
2000B

Finally, there is the *Registrations 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.

Registrations		Acquisition - Present		
Unit Number	Classification	Guest	Visitor	Owner Rental
100		2	0	0
200		0	0	0
300		1	0	0
20000	Dentel	2	٥	0

Administrators can access the Remittance Statements for the property by logging in and clicking the **[...]** symbol at the top of the screen to open the menu. Click **Documents**. Click the month to download the document.

Remittance Statement	
	2023 October

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 **Building Requests**.

This displays a list of pending requests for the property. Click the box to "Include resolved" and click Submit to see a complete listing of the last 150 requests. Click on each **Pending** request to view details.

Guest Services	Help	Registrations	My Garage	Account		Sign out
Options	Include resolved					-
Reset	Submit					
#14 Sally	Doe	Long-Term Pass		Pending	Ma	y 02, 2024

Before approving or denying, review the details of the request and scroll to the bottom of the screen to see previous requests made.



A unit access request will show the Owners and Management Company, if applicable, for the unit.

Un Cia Acquis	it Number 2-405 Role Owner Institution Own/Rent Intion Date 2006-06-01			
Pending G	Approved Denied	Deleted Onresolved		4
an 23	Apr 23	Jul 23	Oct 23	1 Jan 24
an 23 O Jane D	Apr 23	Jul 23 Owner	Oct 23	1 Jan 24 Dec 30, 2023

A long-term pass request will show all other vehicles that have been requested through My Garage.

Pending Approved Denied Deleted Unresolved					
an 23	Apr 23 J	ul 23	Oct 23	o Jan 24	
• GNN615	2022 Grey Jeep	Alabama, US	Friends		
• RUP0541	2018 Grey Ford	Georgia, US	Family		
⊙ 354LD	2019 Green Dodge	Florida, US	Family		
⊙ 534LK	2018 Grey Hyundai	Florida, US	Family		
• HNGR99	2017 Red Nissan	Florida, US	Owner	Dec 30, 2023	

After reviewing, use buttons at the top of the screen to **Approve** or **Deny** the request. Status will be updated on screen and an email will automatically be sent to the owner or management company to notify them.

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 Registry**.

This displays a list of all the units at the administrator's property along with the owners' names and the property manager.

Guest Services H	elp	Registrations	My Garage	Account	Sign out
#1-914	Scott Smith, Sally Smith	Souther	n Rentals & Re	al Estate	
#1-915	John Doe, Jane Doe, Joe Pa	artner Vacasa			
#1-9999	Jack Black	Big Ren			

Click on a unit entry to view details for the unit and contact information for the owner(s).

Details		
Unit Number	1-602	
Mgmt Company	Emerald Coast Destinations	
Unit Size	? ft ²	
Max Occupancy	? People	
Classification	Own/Rent	

Scroll down to view the current registrations for the unit. The table shows today (red line) along with the previous two days and the next two days.



If the guest is missing their link to complete registration, the administrator can click on their name, verify their contact details, and copy the **URL** to email the link directly to them.

No events	
Details	
ID	34876
Reference ID	RES-43586
URL	https://guestsvcs.com/pages/ext-guest-registration/e
Created At	2023-12-29
Dates	Dec 30, 2023 - Feb 28, 2024
Length of stay	60 day(s)
Full name	Richard Renter
Email	rrenter@email.com
Phone	+18505554321