



Log into Gate Key:

1. Go to the Gate Key Resident Login website. <https://gatekey.us/login> or use the Gate Key Login link at the top of the River North Macon website under the Gate Key menu.
2. Once you are at the website, enter your username (e-mail address) or phone number and password. Then click the 'Login' button. You can switch between using your email address and your phone number as your username by clicking on the blue sentence 'Click here to login using phone number' above the Username space.

Resident Login

Resident Login

If you are not sure if your log-in is a phone number or an email address, please contact the office. GateKey is not permitted to provide log-in or password info

[Click here to login using E-mail address](#)

Please enter Phone number in the box below

Login Phone Number *

Password *

[Login](#)

3. You will be taken to the home screen once you have been logged on.

[Home](#)
[My Info](#)
[Additional Residents](#)
[Contacts](#)
[Settings](#)
[Information](#)
[Guests](#)
[Vehicles](#)
[Authorized Users](#)
[History](#)
[Community Directory](#)
[Logout](#)

Home

Welcome to your community's online visitor management system.

Please take 4 minutes to review the online video tutorial: [Tutorial](#)

Please click on "My Info" to change your password.

Next click on "Contacts" to list your contact information, Call Restrictions, and Call In Code.

Then click "Settings" to setup your notification and privacy settings.

Next click "Guests" to add your Temporary Guests. Temporary Guests have date limits that will expire based upon what you specify.

To add Vehicles, please contact the River North Main Office.

To add Health, Pet, and Emergency Contact click "Information".

To download the complete resident manual in PDF format, click: [Manual](#)

You can return to this screen anytime by clicking on the "Home" tab.

****Be sure to click on "Settings" and add your Blast E-Mail and Blast SMS to receive emergency notifications.****

Creating Temporary Guests in Gate Key:

1. Once you have logged in, you will see several blue words across the top of the Home screen, these are the different screens you can access in Gate Key. Click on the blue word 'Guests'. You will see the Guests screen. You will always be taken to the Temporary Guests screen first.

Home My Info Additional Residents Contacts Settings Information **Guests** Vehicles Authorized Users History Community Directory Logout

Temporary Guests Permanent Guests Denied Guests Party Guests

Temporary Guests

Test User - 293 River North Blvd 3

[+ Add New Temporary Guest](#)

No Temporary Guests found

2. Click on the blue line 'Add New Temporary Guest' and you will be taken to the following screen.

Temporary Guests

Test User - 293 River North Blvd 3

Previous Guests: --

Guest/Pass Type: Guest

Company/First Name *

Last Name

Start Date *: 05/07/2020

End Date *: 05/07/2020

Start Time *: 12 00 AM

End Time *: 11 59 PM

Visit Days *: Mon Tue Wed Thu Fri Sat Sun

License Plate

Driver License Number

Notes

One time entry

[Save](#) [Cancel](#)

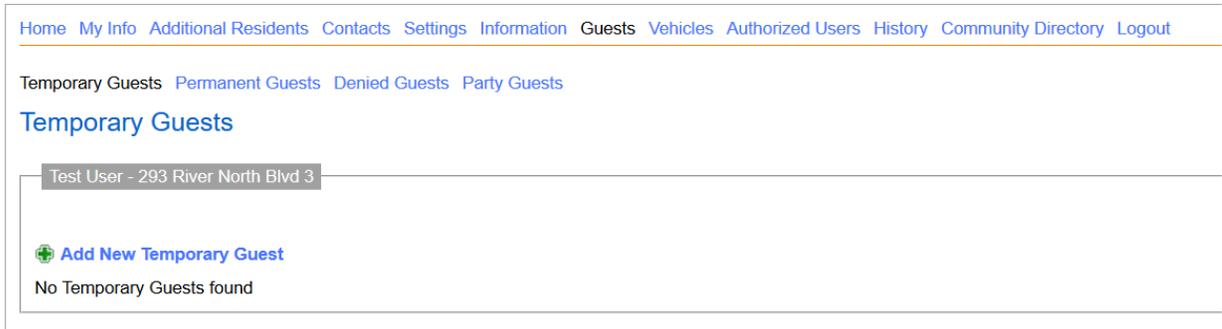
[+ Add New Temporary Guest](#)

No Temporary Guests found

3. In the appropriate fields, you will enter your temporary guest's Company/First Name, Last Name, and the date and time the temporary guest authorization starts and ends as well as the days they have authorization. In addition, you should enter their License Plate and Driver's License number. Also, enter any notes that may pertain to the guest's authorization to enter River North. You can also specify

Creating Permanent Guests in Gate Key:

1. Once you have logged in, you will see several blue words across the top of the Home screen, these are the different screens you can access in Gate Key. Click on the blue word 'Guests'. You will see the Guests screen. You will always be taken to the Temporary Guests screen first.



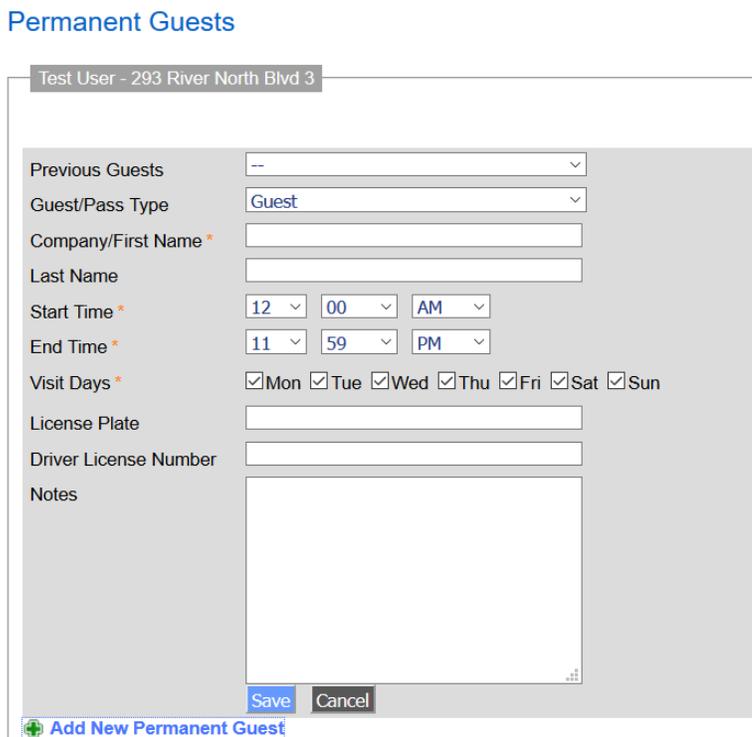
The screenshot shows the 'Temporary Guests' screen. At the top, there is a navigation bar with links: Home, My Info, Additional Residents, Contacts, Settings, Information, Guests, Vehicles, Authorized Users, History, Community Directory, and Logout. Below this, there are sub-links: Temporary Guests, Permanent Guests, Denied Guests, and Party Guests. The main heading is 'Temporary Guests'. Below the heading, there is a user identifier: 'Test User - 293 River North Blvd 3'. There is a blue link with a plus icon: 'Add New Temporary Guest'. Below that, it says 'No Temporary Guests found'.

2. Click on the blue words 'Permanent Guests' just below the blue words across the top of the Temporary Guests screen. You will be taken to the Permanent Guests screen.



The screenshot shows the 'Permanent Guests' screen. It has the same navigation bar as the previous screen. Below the navigation bar, there are sub-links: Temporary Guests, Permanent Guests, Denied Guests, and Party Guests. The main heading is 'Permanent Guests'. Below the heading, there is a user identifier: 'Test User - 293 River North Blvd 3'. There is a blue link with a plus icon: 'Add New Permanent Guest'. Below that, it says 'No Permanent Guests found'.

3. Click on the blue line 'Add New Permanent Guest' and you will be taken to the following screen.



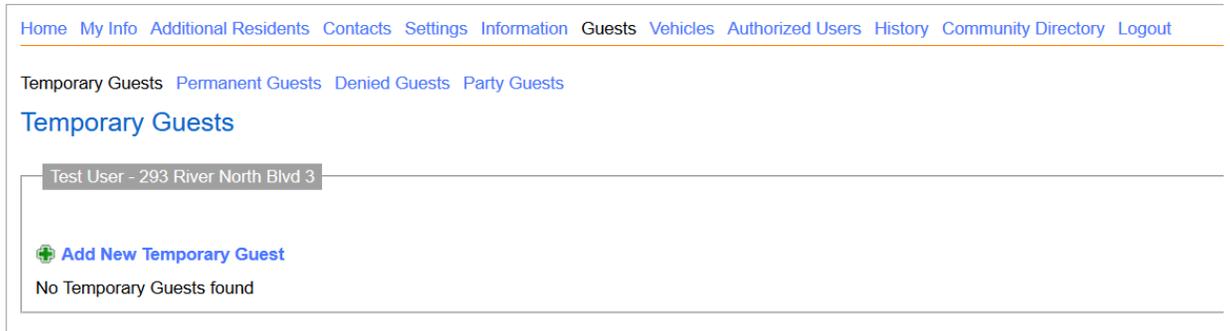
The screenshot shows the 'Add New Permanent Guest' form. At the top, there is a user identifier: 'Test User - 293 River North Blvd 3'. Below this, there is a form with the following fields and options:

- Previous Guests: -- (dropdown)
- Guest/Pass Type: Guest (dropdown)
- Company/First Name *: (text input)
- Last Name: (text input)
- Start Time *: 12 (hour), 00 (minute), AM (period) (dropdowns)
- End Time *: 11 (hour), 59 (minute), PM (period) (dropdowns)
- Visit Days *: Mon Tue Wed Thu Fri Sat Sun
- License Plate: (text input)
- Driver License Number: (text input)
- Notes: (text area)

At the bottom of the form, there are 'Save' and 'Cancel' buttons. Below the form, there is a blue link with a plus icon: 'Add New Permanent Guest'.

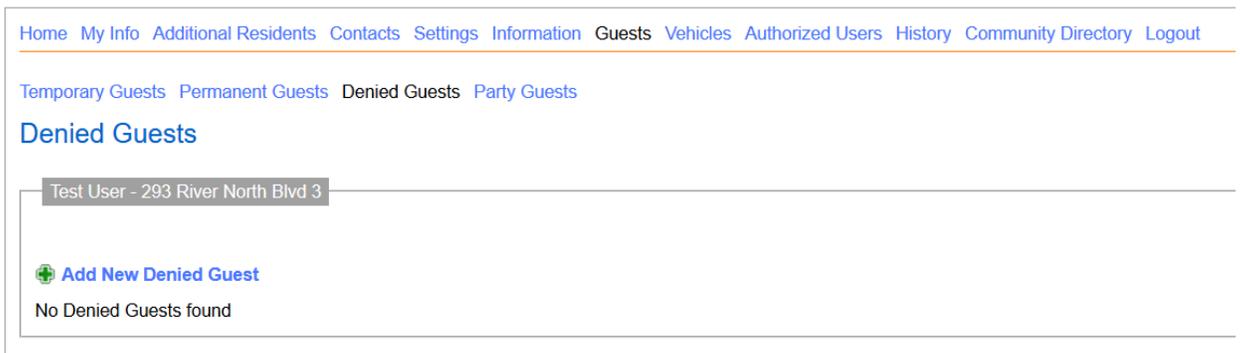
Creating Denied Guests in Gate Key:

1. Once you have logged in, you will see several blue words across the top of the Home screen, these are the different screens you can access in Gate Key. Click on the blue word 'Guests'. You will see the Guests screen. You will always be taken to the Temporary Guests screen first.



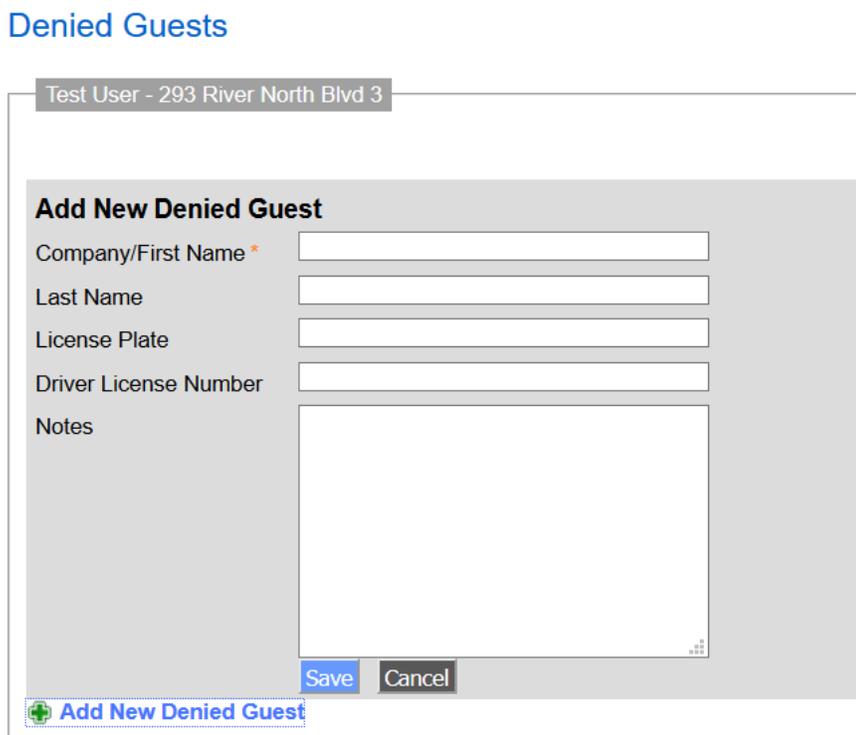
The screenshot shows the 'Temporary Guests' page. At the top, there is a navigation menu with links: Home, My Info, Additional Residents, Contacts, Settings, Information, Guests, Vehicles, Authorized Users, History, Community Directory, and Logout. Below the menu, there are sub-links: Temporary Guests, Permanent Guests, Denied Guests, and Party Guests. The main heading is 'Temporary Guests'. A search bar contains the text 'Test User - 293 River North Blvd 3'. Below the search bar, there is a blue link with a plus icon: '+ Add New Temporary Guest'. At the bottom, it says 'No Temporary Guests found'.

2. Click on the blue words 'Denied Guests' just below the blue words across the top of the Temporary Guests screen. You will be taken to the Denied Guests screen.



The screenshot shows the 'Denied Guests' page. It has the same navigation menu as the previous screen. The sub-links are: Temporary Guests, Permanent Guests, Denied Guests, and Party Guests. The main heading is 'Denied Guests'. A search bar contains the text 'Test User - 293 River North Blvd 3'. Below the search bar, there is a blue link with a plus icon: '+ Add New Denied Guest'. At the bottom, it says 'No Denied Guests found'.

3. Click on the blue line 'Add New Denied Guest' and you will be taken to the following screen.



The screenshot shows the 'Add New Denied Guest' form. The heading is 'Denied Guests'. A search bar contains the text 'Test User - 293 River North Blvd 3'. The form has the following fields:

- Company/First Name *
- Last Name
- License Plate
- Driver License Number
- Notes

At the bottom of the form, there are two buttons: 'Save' and 'Cancel'. Below the form, there is a blue link with a plus icon: '+ Add New Denied Guest'.

- In the appropriate fields, you will enter your denied guest's Company/First Name, Last Name, License Plate and Driver's License number. Also, enter any notes that may pertain to the guest's denial to enter River North.
- When you are finished entering the information, click the 'Save' button.

Denied Guests

Test User - 293 River North Blvd 3

Add New Denied Guest

Company/First Name *

Last Name

License Plate

Driver License Number

Notes

[+ Add New Denied Guest](#)

- You will be taken back to the Denied Guests screen. You will see your new denied guest listed. You can Delete or View your denied guest(s) from this screen in the future. You also click on the blue line 'Add New Denied Guest' to add additional denied guests.

Denied Guests

Test User - 293 River North Blvd 3

[+ Add New Denied Guest](#)

	Company/First Name	Last Name	Details
Delete	Sue	Smith	View