



TrueCloud Portal

Guide



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Web Portal Navigation

Log into the Web Portal at user.zapopen.com with your email address and password.



Navigation Bar

The navigation bar displays at the top of the portal. The options on the navigation bar are defined below:

1. The **Dashboard** icon returns you to the Dashboard. The Dashboard is the first page you see when you enter the portal.
2. The **Manage Callgroups** icon lets you view and import callgroups.
3. The **Users** icon allows you to edit their information and permissions and to add and delete users as needed.
4. The **Groups** icon opens your groups. CellGate has created groups to meet most common needs. From this screen you can create additional groups, change group schedules and permissions, and update members in the group.
5. The **Templates** icon lets you create Schedule Templates and User Group Restriction Templates. You can use templates to create and save schedules that you often use. You can also use templates to create schedules for unusual times, when you need to ignore any programmed schedule.
6. The **Logs** icon shows the recent activity on each of your gates. You can export this information to manage it in Excel.
7. The **My Account** icon allows you to edit your account information, including your account contact information. You can add and remove contacts, and update address and timezone information.
8. The **Billing** icon allows you to view your billing information, including your billing contact. You can see the amount billed to you each pay period and view recent invoices.

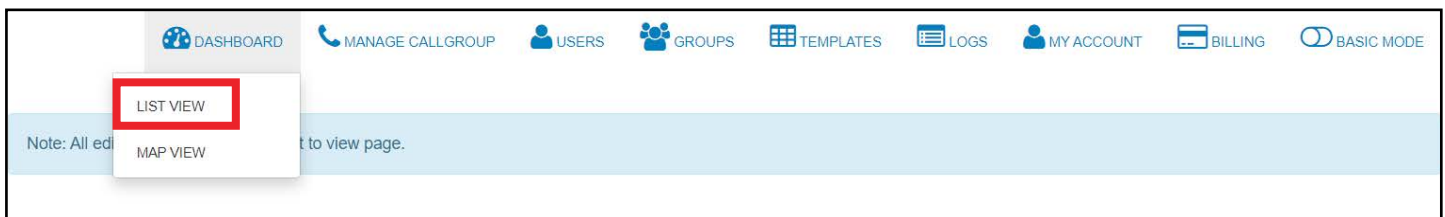
Dashboard

The Dashboard is the first screen you see when you log into the Web Portal at user.zapopen.com with your email address and password. In the Dashboard, you can view all of the property locations on your account, and each device at the location.

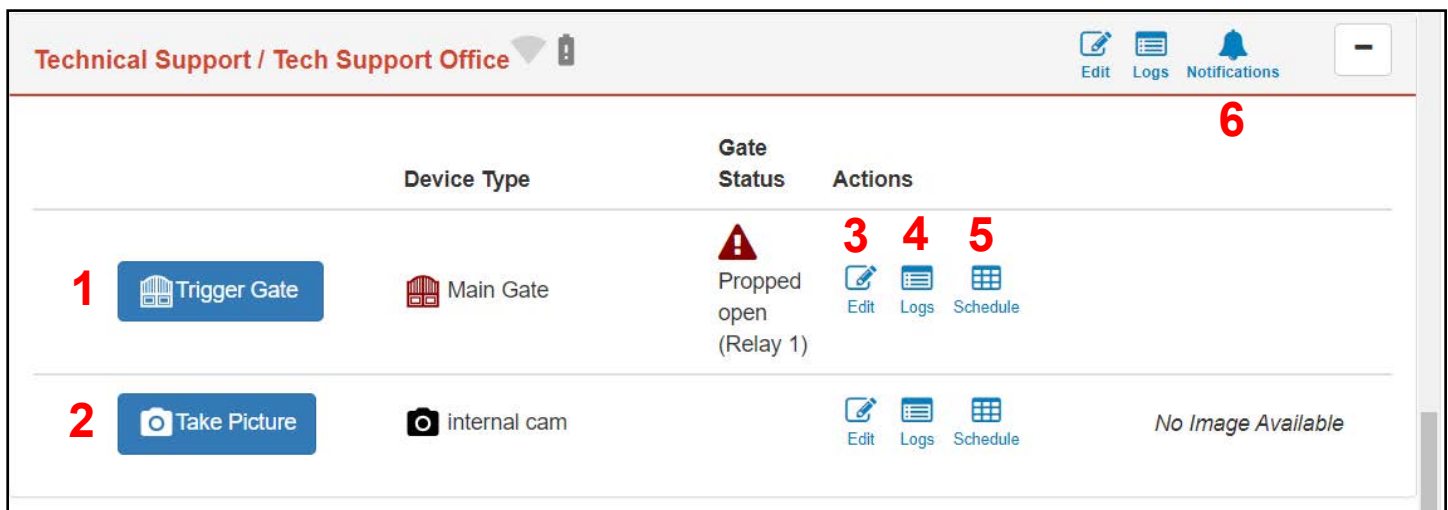
List View







You can access the List View feature via the Dashboard menu. Click **Dashboard > List View**.

In the List View, you can view and filter all the installed CellGate devices and their activity logs.



The options on the *List View* sections are defined below:



1. Click  to trigger the gate.
2. Click  to take a photo from the gate's camera.
3. Click  to edit the name of this gate.
4. Click  to view recent logs from the device.
5. Click  to set a schedule for this gate.
6. Click the  to set up text and email notifications.

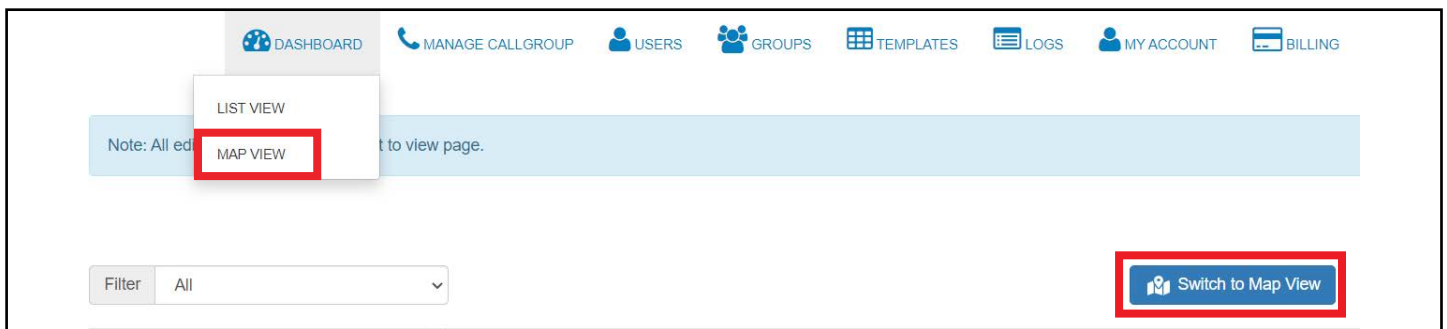
Map View

The Map View feature uses Google Maps as a background layer and provides an aerial view of the property and the devices on the property. This feature is an add-on to provide additional safety and security to your property.

Switch To Map View

You can access the Map View feature via the Dashboard menu or the Dashboard screen.

1. Click **Dashboard > Map View** or **Switch to Map View** button on the Dashboard screen.



The *Map View* screen opens in a new tab.

Note: Click **Switch to List View** button to access the list view screen. The *List View* screen appears on the Dashboard screen.

The *Map view* screen shows your property location. It lists all the properties, zones, and floor levels added via Cellgate's Admin Portal. It is not mandatory to have zones or levels. The hierarchy is Property > Zones > Level.

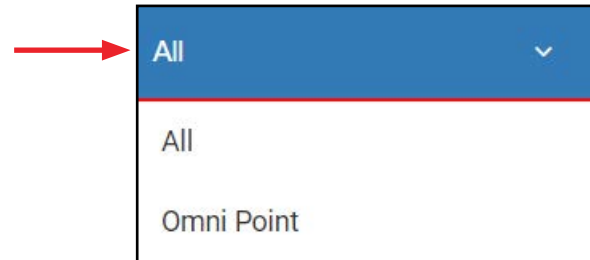
Note: The application asks for Country and Zip Code details if the property location does not have an address set up. In that case, select the Country, add Zip Code, and click the **View Map** button.

A screenshot of a form titled 'Choose Country & Zipcode'. Below the title is a horizontal line. The text 'Property Location don't have zip code. Please enter zip code to fetch the location' is displayed. There are two input fields: 'Country' with a dropdown menu showing 'United States' and a downward arrow, and 'Zip' with a text input field. At the bottom right, there are two buttons: 'View Map' (blue) and 'Cancel' (white with a grey border).

Map View Screen Overview

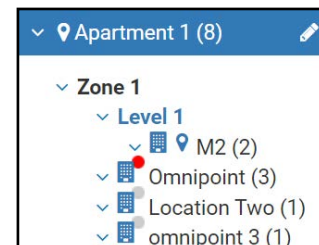


Dropdown menu allows selecting All or a particular install location. The default option is “All”.



Main Property: This level identifies the property type, such as commercial, residential, single family.

Zones and Levels: The zones and levels are used to organize the devices on the property.

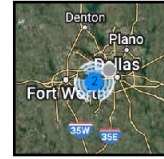


Filter By filters according to the kit’s status: All, Closed, Unknown, Open and Propped Open. A Kit is a device installed on the property.



- A. **All** displays all the devices.
- B. **Closed** displays devices with closed gates.
- C. **Open** displays devices with one or more open gates.
- D. **Unknown** displays devices that have not communicated with the system in X hours.
- E. **Propped Open** displays manually opened devices that have not closed after 3 minutes.

Clustered Markers: When the map zooms out, the nearby devices are grouped into clusters to make viewing the map easier. When you click on the marker, the map zooms out and displays the location of all devices in that cluster.



The map can be zoomed in or out using the zoom controls or the Ctrl+scroll wheel.



Apartment 2 ▼ Edit

Find Device

▼ Apartment 2 (4)

▼ Zone 1

▼ Level 1

▼ Block 2 (1)

Signal Internal External

Trigger Gate Take Picture

▼ Block 3 (0)

No kits available

▼ Level 2

▼ Block 1 (3)

Signal Internal

Trigger Gate Take Picture

The **Edit** button enables the edit mode.

Find Device is a search option that allows you to find the device by name.

The number in parentheses next to the property name indicates the number of devices tied to the property.

The number in parentheses next to the zone/level indicates the total devices in each zone or level on the property.

No kits available indicates that the property/zone/level has no devices installed.

Click the dropdown arrow to see options for **Trigger Gate** and **Take Picture**.

Trigger Gate triggers the gate; the application comes with three trigger options such as **Momentary**, **Hold Open** and **Close Gate**.

- Momentary opens the gate momentarily.
- Hold Open keeps the gate open for a certain time.
- Close Gate ends a Hold Open or a scheduled open gate.

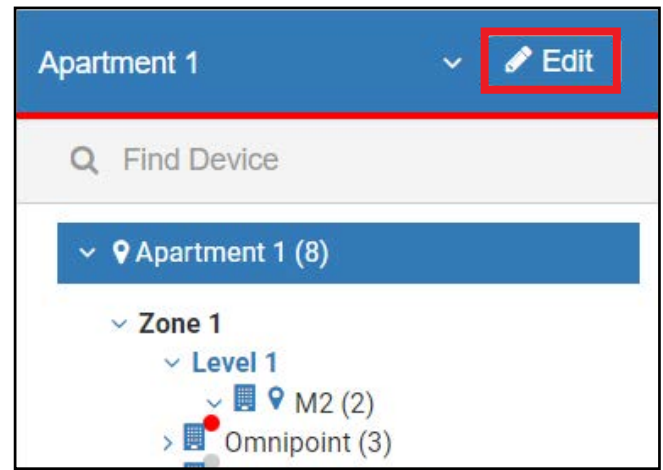
The location symbol indicates the device's position on the map.

Take Picture triggers the internal camera to take a picture.

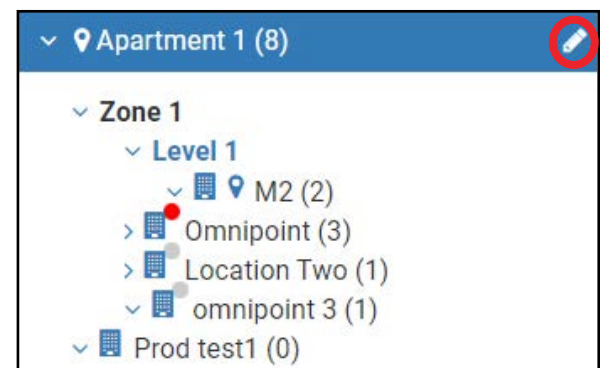
Note: The **Take Picture** option does not appear for devices that do not have a camera feature.

Switching to Edit Mode



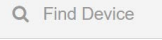








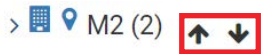
1. Select the install location from the dropdown and click the **Edit** button.



2. Alternatively, click the **Edit** button provided next to the Property name.



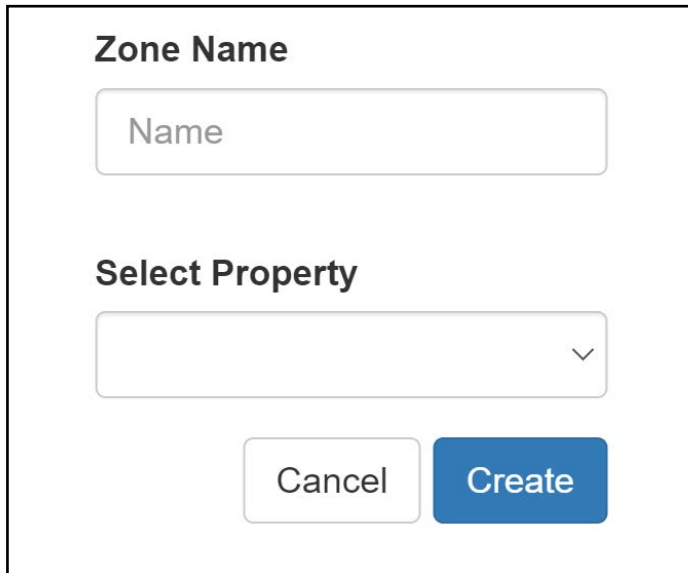
In Edit mode, you can do the following tasks:

	The Zone button allows you to add a zone.
	The Level button allows you to add a level.
	Find Device allows you to find the device by name.
	The property/zone/level with a location symbol  indicates the device is on the map. A device without a location symbol  will not appear on the map. You can always change the device's location.
	Displays the map's current zoom level. Note: Zone, Properties and Devices are draggable when the zoom level is more than 15.
	Once enabled, it triggers a message to close all entrances. Note: Gates that are propped open may not close, so confirm by looking at the device status.
	The map can be zoomed in or out using the zoom controls or the Ctrl+scroll wheel.
	The Delete button allows you to delete the zone or level. Note: Deleting a level does not remove the devices.
	The Edit button allows you to edit the name of the zone or level.
	The arrows allow you to adjust the hierarchy.

3. Click **Save Changes** to save the changes or click **Cancel** to exit.



Adding Zones



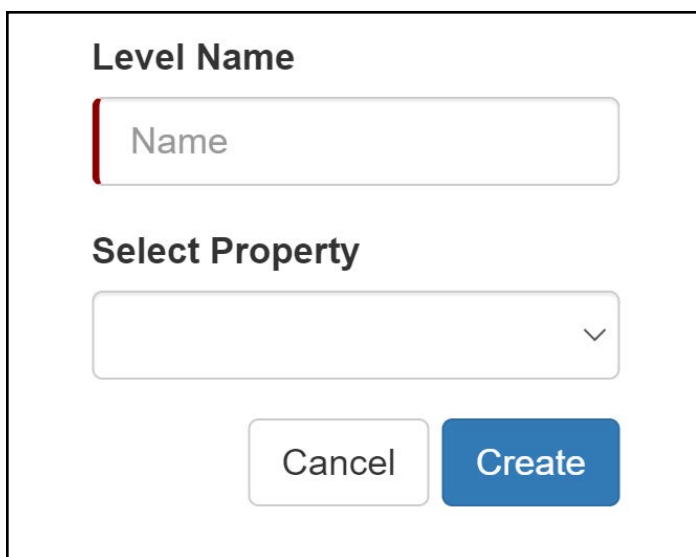
Zone Name

Select Property

Cancel **Create**

1. Click the **+ Zone** button.
2. Enter the Zone Name.
3. Select the Property from the dropdown options.
4. Click **Create** or click **Cancel** to exit.

Adding Levels



Level Name

Select Property

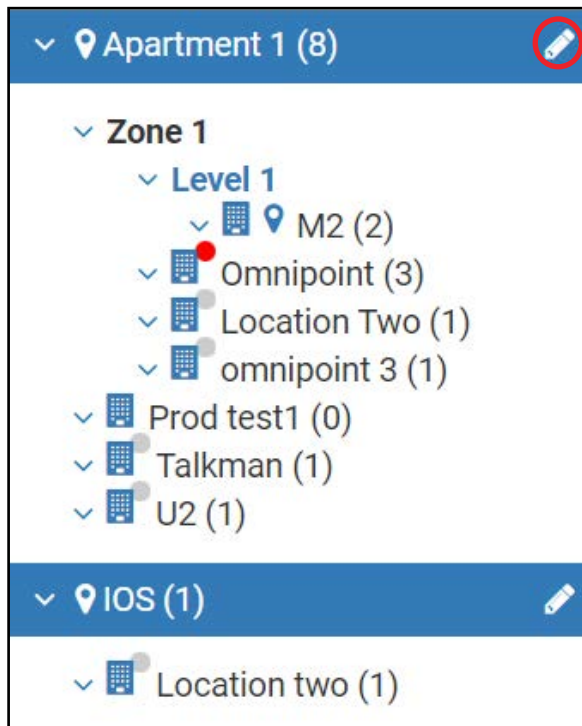
Cancel **Create**

1. Click the **+Level** button.
2. Enter the Level Name.
3. Select the Property from the dropdown options.
4. Click **Create** or click **Cancel** to exit.

Placing Devices on the Map

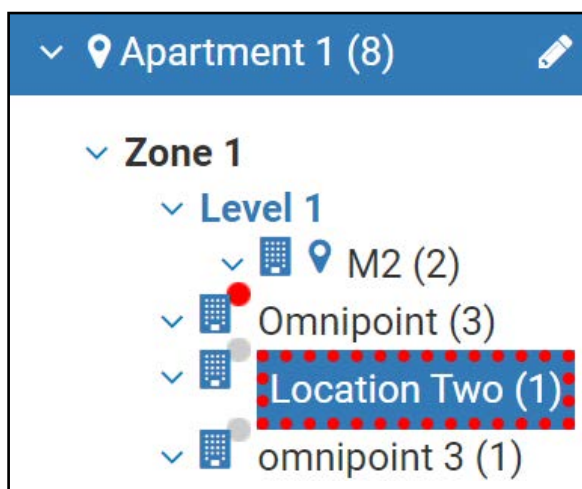
Ensure Edit Mode is enabled to place a new device or to move the existing devices on the map.

1. Click the **Edit** button provided next to the Property name. In case of multiple devices, select each location from the dropdown and click the **Edit** button.



The zone, properties and devices are draggable only when the zoom level is more than 15.

2. Select the install location that has a device. The selection is highlighted.



3. Drag and drop the location onto the map. The pop-up prompts confirmation.
4. Select the entry type in the popup message. The two options are **Gate** and **Door**.
5. Click on **Agree and Proceed**, and the device marker displays on the map.

×

Do you want to save Omnipoint at this location?

Entry Type ☒ Gate ☐ Door

Agree and Proceed

Cancel

To update a device location, in Edit Mode, drag and drop the device marker on the map.

Viewing the Device's Status

The devices are tracked by four statuses.

To view the status of the devices:

FILTER BY

All

Closed

Unknown

Open

Propped Open

1. Select the install location to highlight all the devices on the map.

Apartment 1

Edit

FILTER BY All Closed Unknown Open Propped Open

Find Device

Apartment 1 (8)

Zone 1

Level 1

M2 (2)

Omnipoint (3)

Location Two (1)

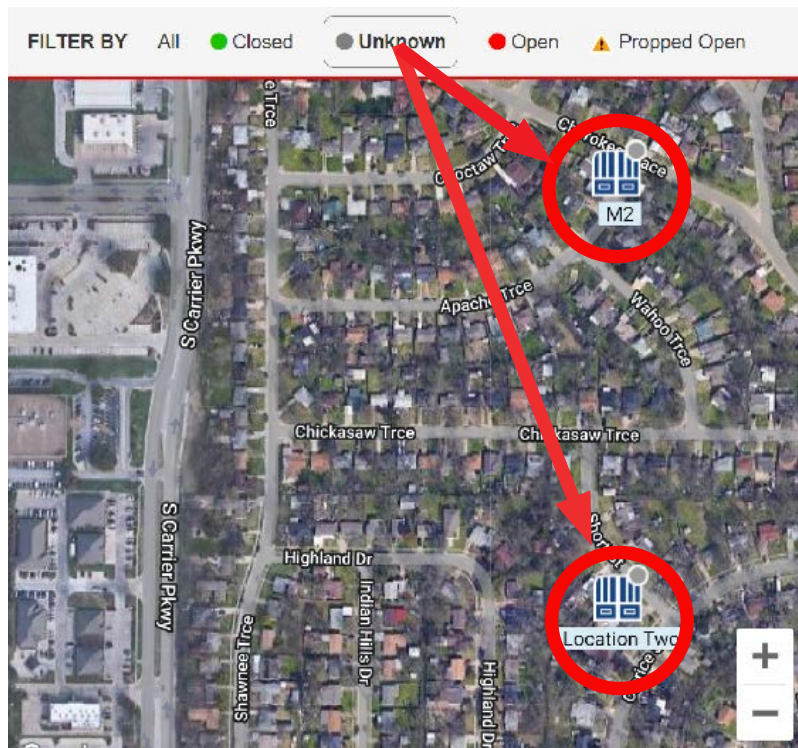
omnipoint 3 (1)

Prod test1 (0)

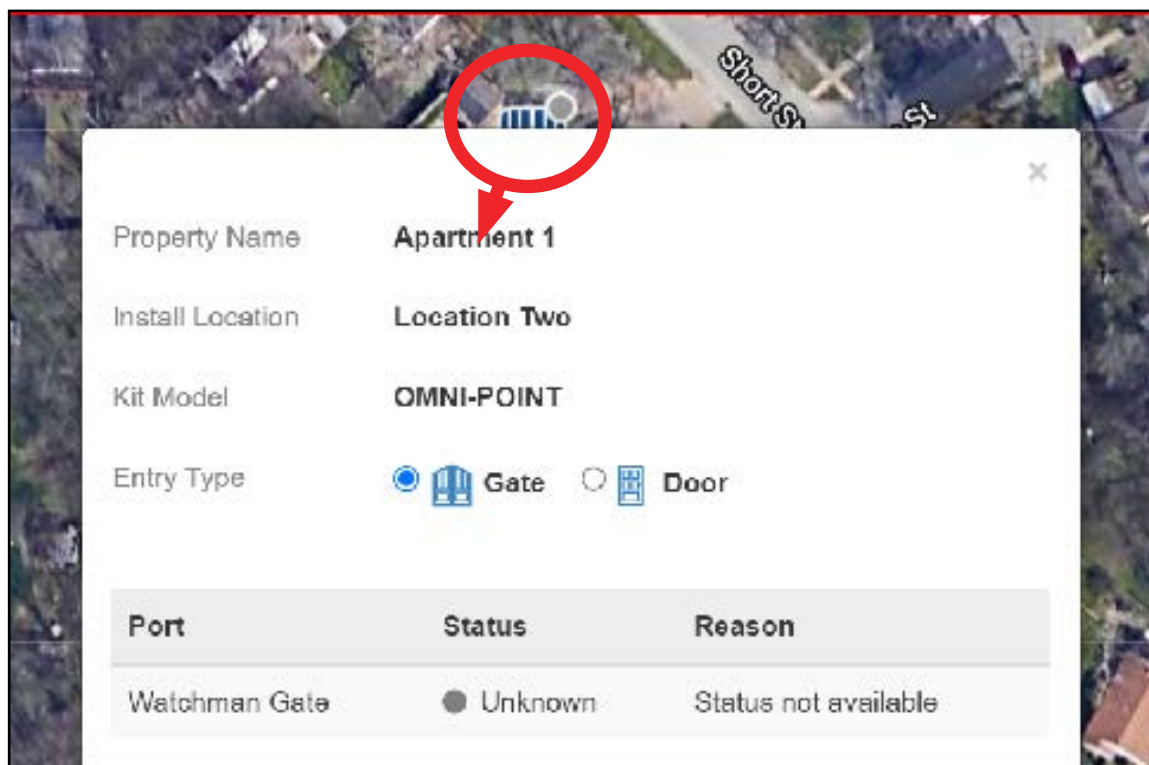
Talkman (1)

U2 (1)

2. Use **Filter By** to view devices according to their statuses.



3. Click the device icon to see the status and the reason for the status.



Trigger Gate

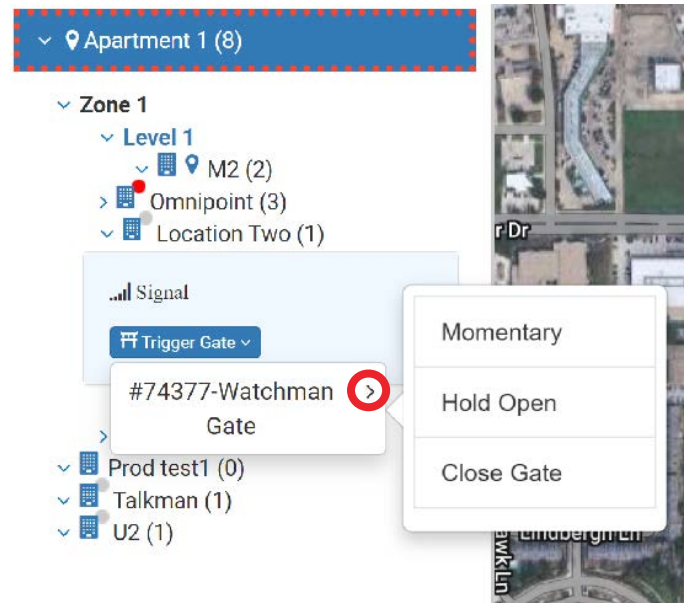
The Trigger Gate triggers the gate from the web application.

1. Expand the arrow next to the install location.

Trigger Gate and **Take Picture** buttons display.

Note: Only the devices with the camera feature will show the **Take Picture** button.

2. Click the arrow next to the **Trigger Gate** button to view the list of devices.
3. Select the device to trigger.
4. Click the arrow to view the trigger options.
The application includes three trigger options: Momentary, Hold Open and Close Gate.



- Momentary opens the gate momentarily.
- Hold Open keeps the gate open for a certain time. Users have the flexibility to set their desired time for holding the gate open.
- Close Gate ends a Hold Open or a scheduled open gate.

Note: If the gate is propped open, **Close Gate** will not work.

5. Alternately, to trigger the gate, click the device icon on the map. A pop-up appears to trigger the gate.

Property Name **Apartment 1**

Install Location **M2**

Kit Model **WTM-EVO**

Entry Type ☒ Gate ☐ Door

Port	Status	Reason
lock	● Unknown	Status not available

✖ Remove ✓ Trigger Gate >

#lock

- Momentary
- Hold Open
- Close Gate

Map data ©2023 Imagery ©2023, Maxar Technologies, U.S. Geological Survey

Take Picture

The **Take Picture** triggers the camera on the device to take the picture.

1. To trigger the camera, expand the arrow next to the Install Location.

Note: Only the devices with the camera feature show the **Take Picture** button.

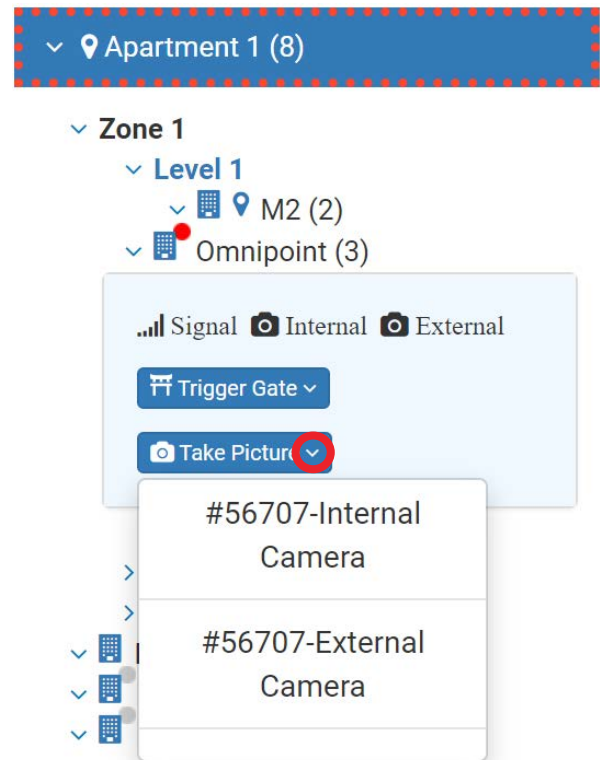
2. Click the arrow next to the **Take Picture**

button to view your cameras.

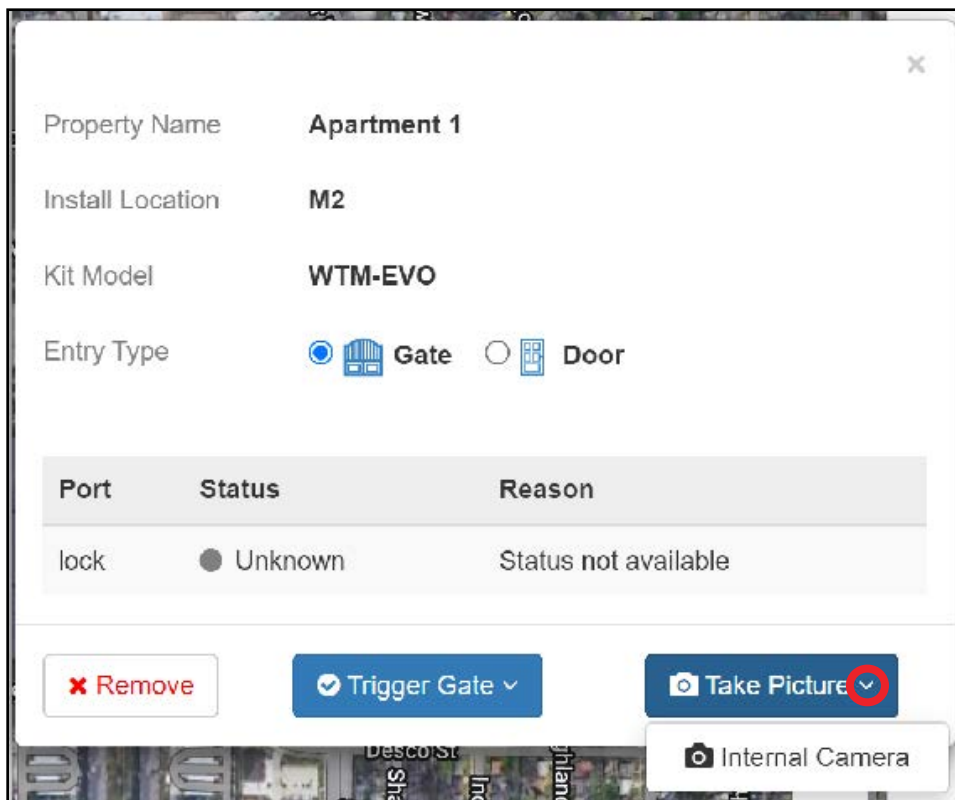
3. Select the camera you would like to trigger.
4. A message will display indicating that the camera is triggered.

The picture will appear on the screen.

5. To retake the picture, click the **Take Picture** button.



6. Alternately, to trigger the camera, click the device icon on the map. A popup displays where you can select the camera and take the picture.



A screenshot of a web application popup window. The popup has a close button (X) in the top right corner. It displays the following information:

- Property Name: Apartment 1
- Install Location: M2
- Kit Model: WTM-EVO
- Entry Type: ☒ Gate ☐ Door

Below this information is a table with the following data:

Port	Status	Reason
lock	● Unknown	Status not available

At the bottom of the popup are three buttons: "Remove" (with a red X icon), "Trigger Gate" (with a checkmark icon and a dropdown arrow), and "Take Picture" (with a camera icon and a dropdown arrow). A red circle highlights the "Take Picture" button. A dropdown menu is open below the "Take Picture" button, showing the option "Internal Camera".

Callgroups

Manage Callgroup



With **Manage Callgroups**, you can filter your callgroups and update your callgroup information.

Filter

1

Display Name

Address

Phone Number

Select Device

User Login Created

☐ Active
☐ In Active

Video Callgroup Active

☐ Active
☐ In Active

Filter

Clear

2

3

4

5

6

Video Callgroups

Copy All

Resend Notifications



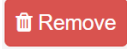



Copy to Devices

Remove

+ Add

Export

<input type="checkbox"/>	Display Name	Address	User Login Created	Callgroup Active	Device	Actions
<input type="checkbox"/>	01test90		●	●	1 Device	<div>7</div> <div>Edit Callgroup</div>

- You can filter your Callgroups by Display Name, Address, Phone Number, or by the Device itself. To use this feature, type the information you would like to filter for, and then click the “Filter” button. You can choose to see whether the user has already created a login (Login Active) and whether the callgroup is active (View CallGroup Active). Remember, click Filter when you’ve entered your specifications!
- Click  to resend an invitation for someone to set up their callgroup.
- Click  to copy the callgroup to your device.
- Click  to remove the callgroup.
- Click  to add a callgroup.
- Click  to export your callgroup to a spreadsheet.
- Click  to edit the callgroup information.

NOTE

Guests choose the display name at the gate. The resident presses 9 or * to open the gate.

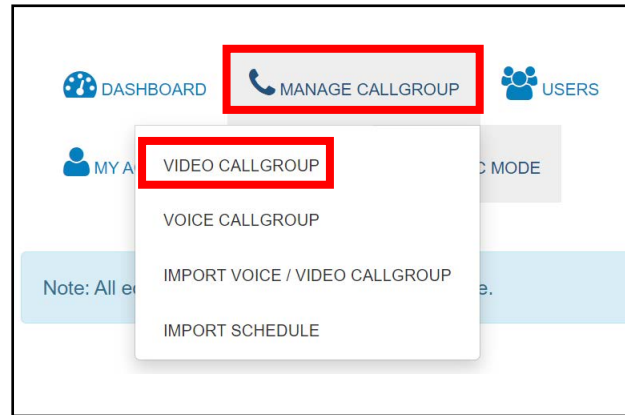


Add a Video Callgroup

To add a Video Callgroup,

1. Click **Manage Callgroup**; click **Video Callgroup**.

2. Click 



Video Callgroup

A Display Name:

B Address:

Devices:

[Assign To Device](#)

Cellgate App Calls - all users simultaneously called for 30 seconds

C

Select...

First Called

Select...

Select...

Cellgate App Calls - all users simultaneously called for 30 seconds - (Optional Skipped if empty)

D

Select...

Second Called

Select...

Select...

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds

E

() - -

Third Called

() - -


() - -

F

Cancel

✓ Save All

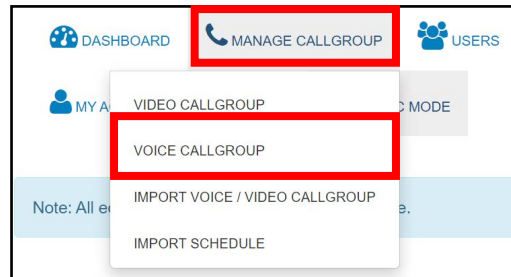
3. Enter the following:

- A. The **Display Name** is the name that displays for the callgroup.
- B. The **Address** is optional.
- C. Enter the *First Called* users. These are the first app users who are called.
- D. Enter the *Second Called* users. This is the second set of app users called.
- E. Enter the *Third Called* phone numbers. This tier is voice only.
- F. Click  to save the callgroup information.

Add a Voice Callgroup

To add a Voice Callgroup,

1. Click **Manage Callgroup**; click **Voice Callgroup**.



2. Click 



Video Callgroup

A Display Name:

B Address:

Devices: [Assign To Device](#)

Cellgate App Calls - all users simultaneously called for 30 seconds

C

First Called

Cellgate App Calls - all users simultaneously called for 30 seconds - (Optional Skipped if empty)

D

Second Called

Telephone Entry Calls - All numbers are called simultaneously for 30 seconds


Telephone entry calls will ring last in sequence. Calls will come from 972-231-1999. Press * to allow visitors to enter

E

Third Called

F

3. Enter the following

- A. The **Group Name** which is the voice callgroup name.
- B. The **Description** is optional.
- C. Enter the *First Called* phone numbers. These are the first phone numbers called.
- D. Enter the *Second Called* phone numbers. These are the second set of numbers called.
- E. Enter the *Third Called*, which is the final group.
- F. Click  to save the callgroup information.

User Invite

Create Password

The user receives an invite to the portal via email. Callgroup Users and Callgroup Managers set up their password and add the CellGate app. Callgroup Users cannot reset their password.

After creating login information, Callgroup Managers set up their callgroups.

1. Click the link in the email.

Please take two easy steps to register your account so you can use the access control system:

- **STEP 1**: Create a password by clicking on the link below.
- Create Password: [Create Password](#)
- Please refer to the user guide for details. [User Guide](#)

2. Create a login password.
You'll use this password to login to the portal.

Create Master User Password

Email

Password

Password should have minimum 8 and maximum 15 characters with 1 digit.
Password must have at least 1 lowercase letter.

Repeat Password



Create Password

NOTE Passwords must contain 8-15 characters, with at least 1 number and 1 lowercase letter.

3. Click the link to download the app for the appropriate device (iOS or Android).

Password Reset


Password has been reset. Please log into the Cellgate mobile app with your new password


- Click here for iOS → 
- Click here for Android → 





Set up Callgroup

If you are a CallGroup Manager, you can then set up your callgroup. Callgroup Users cannot set up a callgroup. After creating a password and logging in, the Callgroup Manager see the page to invite users to the callgroup.

1. Click  next to the user at the tier level you want to invite.

Cellgate App Calls - all users simultaneously called for 30 seconds		
First Called	Admin user one	
	Dealer 1	
	Select...	

2. Enter the following:
 - A. Notification Type (Email, Text, or Both) .
 - B. Name.
 - C. Email.
 - D. Phone (optional).
 - E. Click  .

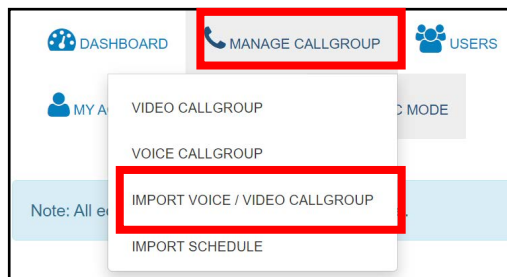
Invite User	
A	Notification Type <input type="text" value="Email"/>
B	Name <input type="text"/>
C	Email <input type="text" value="Email"/>
D	Phone <input type="text" value="() -"/>
E  <input type="button" value="Cancel"/>	

Import

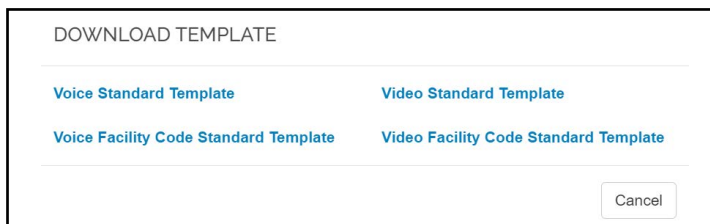
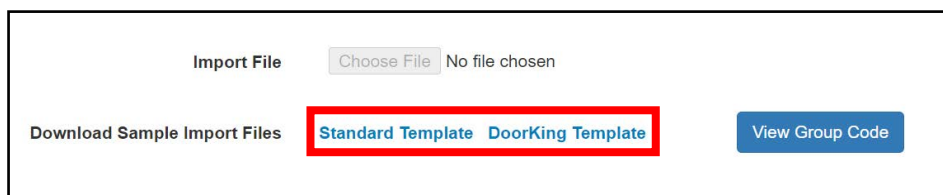
Import Users to a Callgroup

You must use the CellGate Excel spreadsheet, available on the portal, to import new information.

1. Click **Manage Callgroup**. Click **Import Voice/Video Callgroup**.



2. Download the appropriate template. Select *Standard Template* or *DoorKing Template*. With *Standard Template*, a popup opens with more specific options. Select the template that meets your needs; the template opens in Excel.

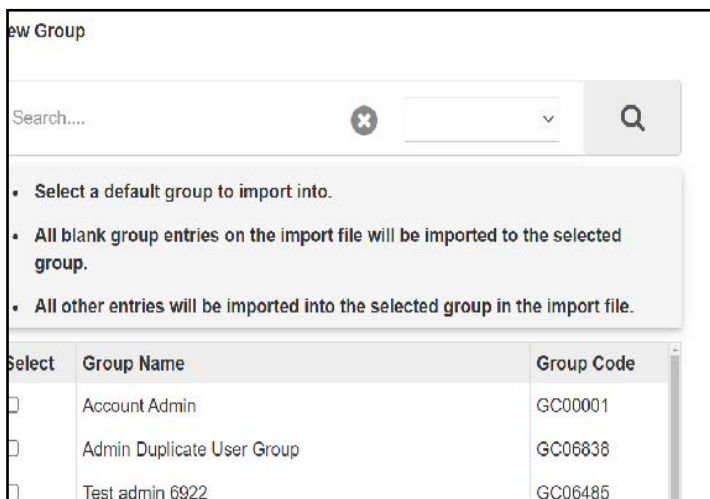
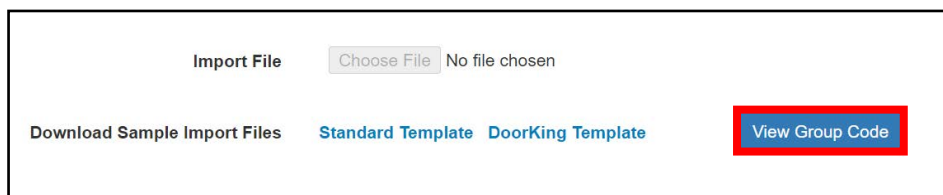


3. While filling out the Excel spreadsheet, click **View Group Code** in the portal.

Group codes are used to identify specific groups. The code identifies users in this group and assigns permissions accordingly. Use these codes to fill out the spreadsheet.

4. Click **OK**

For more information about groups, see the Groups section.



5. To import your file, click

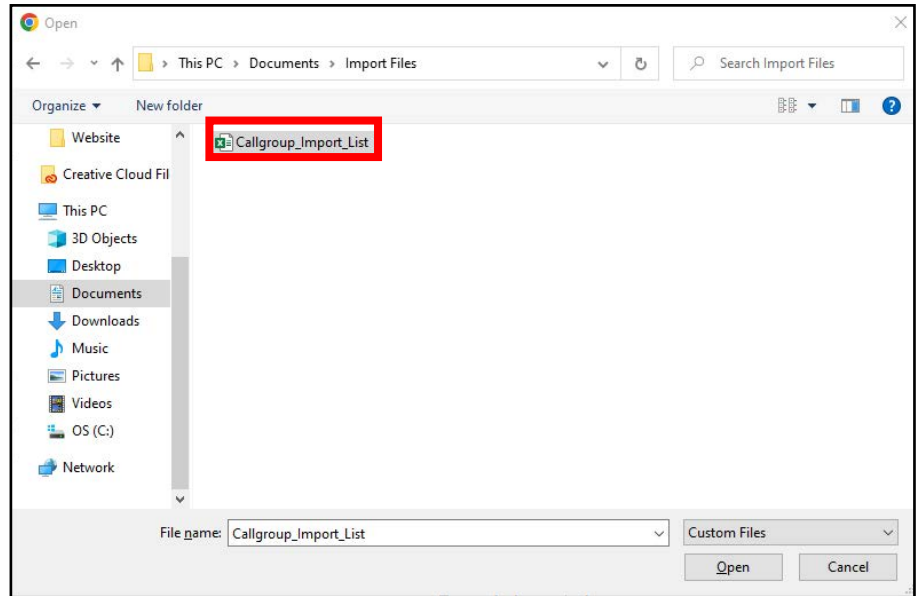
Choose File

Upload Callgroup File

Import File **Choose File** No file chosen

Download Sample Import Files [Standard Template](#) [DoorKing Template](#)

6. Select your updated file with your current information.



7. Click

Start Import

[View Group Code](#)

Start Import Clear

8. Select a Group Code.
Any user without a group code will be imported to the group selected on the screen.
Click

OK

View Group

Search....

- Select a default group to import into.
- All blank group entries on the import file will be imported to the selected group.
- All other entries will be imported into the selected group in the import file.

Select	Group Name	Group Code
<input type="checkbox"/>	Account Admin	GC00001
<input type="checkbox"/>	Admin Duplicate User Group	GC06838
<input type="checkbox"/>	Test admin 6922	GC06485

9. A pop-up informs you that all error free data will be imported. Click

OK

INFORMATION

All line items with no validation errors will be imported in the system.

Line items with problems will be output into file with the problem explanation.

You can download this file, make corrections, and import it again.

Cancel

OK

10. Enter your Property Manager's information. the Property Manager will be notified by email and text that you've uploaded the file. Click

Import Now

The Property Manager will receive a notification email or text at the contact information you provide.

Import Review

Property administrator email:



Example of email callgroup manager will be receiving:

Cellgate

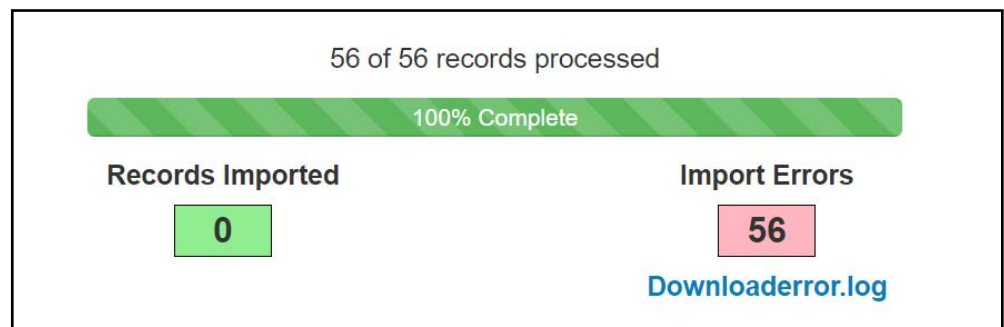
WATCHMAN®

Dear XX, you are receiving this email because XX is installing a Watchman telephone entry system. Take these [2 Easy Steps](#) to set up and activate your callgroups:

IMPORTANT - to receive calls and video from the gate, callgroups **MUST** be set up.

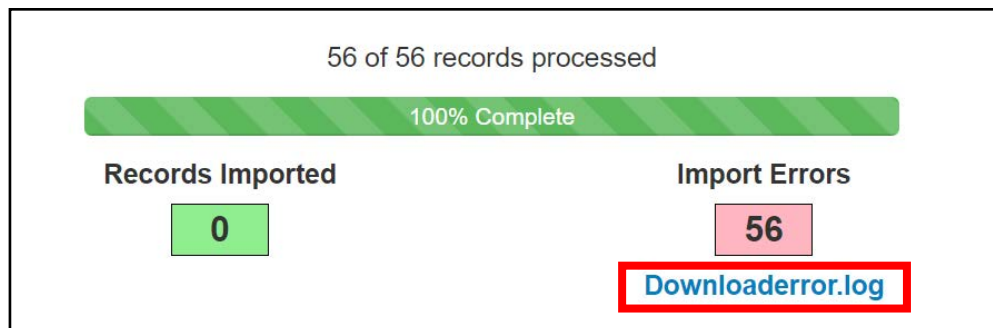
- **STEP 1:** download the CellGate App.
 - Click here for iOS → 
 - Click here for Android → 
- **STEP 2:** Create a password by clicking on the link below.
 - Username: {{masterUserName}}
 - Password: #

You can view the upload progress in the progress bar under *Import Status*. All entries with errors are separated.



11. Click [Downloaderror.log](#) to view the information you need to correct in Excel.

Errors are identified in the left column.



12. Correct the error or errors in each row. Save your spreadsheet.

	A	B	C
1	Error	Group_Code	Display_Name
2	Group does not have Property access	GC00008	Maniglia
3	Group does not have Property access	GC00008	Kastner
4	Group does not have Property access	GC00008	Springfield
5	Group does not have Property access	GC00008	Smith, R
6	Group does not have Property access	GC00008	Martinez
7	Group does not have Property access	GC00008	Tamo
8	Group does not have Property access	GC00008	Schmidt
9	Group does not have Property access	GC00008	Botelho

13. Return to the portal and click

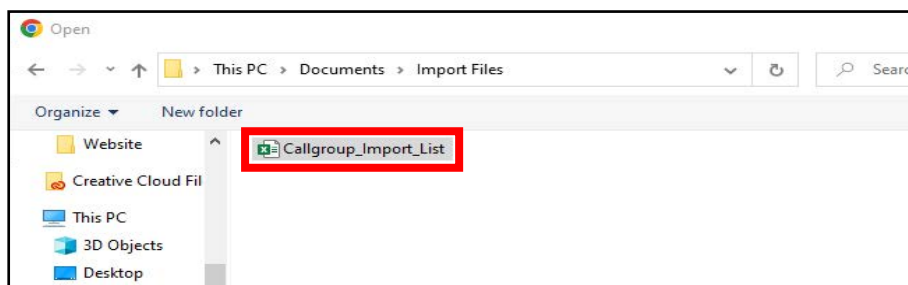
Choose File

Upload Callgroup File

Import File [Choose File](#) No file chosen

[Download Sample Import Files](#) [Standard Template](#) [DoorKing Template](#)

14. Select the file that includes your corrections.



15. Click [Start Import](#)

[View Group Code](#)

[Start Import](#) [Clear](#)

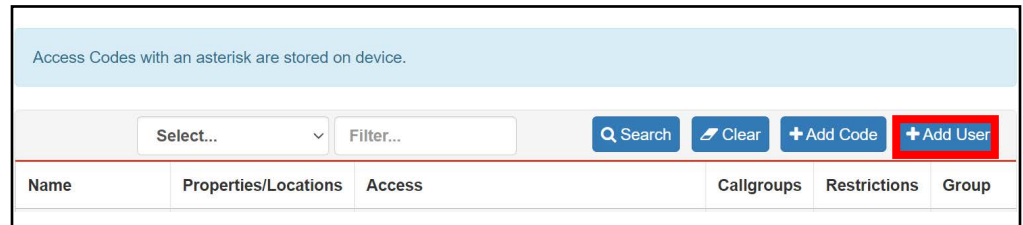
Users

Create Users

1. Click the User tab, and click **Manage Users**.

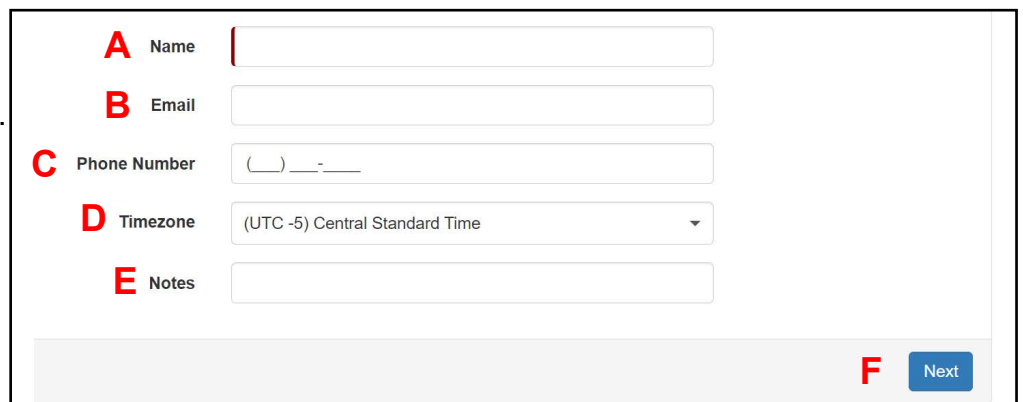


2. Click **+ Add User**



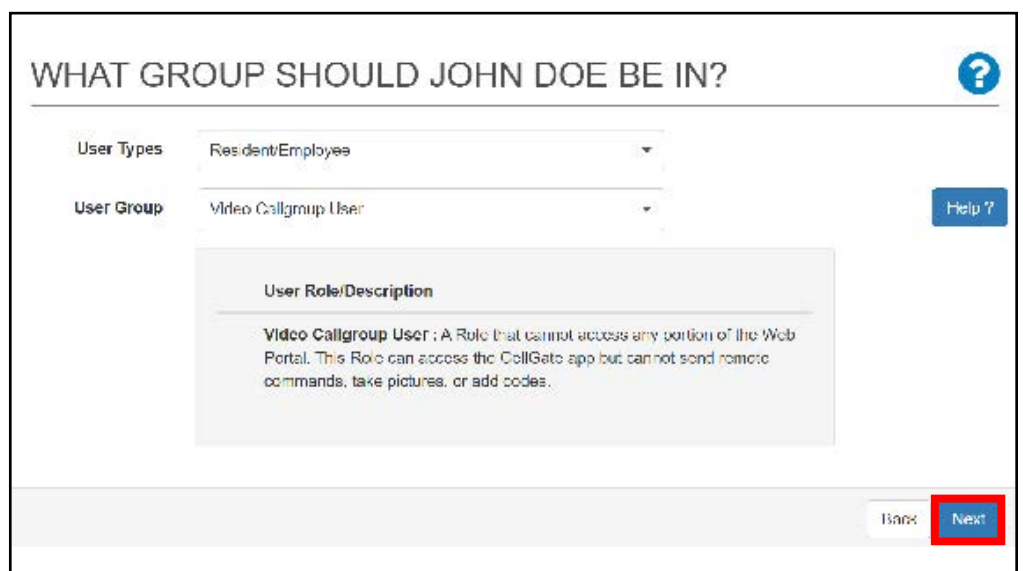
3. Enter the following:

- A. User Name (First Name and Last Name).
- B. Email.
- C. Phone Number.
- D. Timezone.
- E. Notes.
- F. Click **Next**



4. From the dropdowns, select the User Type and User Group. If you are creating a Callgroup Manager, specify the Voice or Video Call Group as determined by your account tier.

Click **Next**



5. Create restrictions as needed, and click **Add to Schedule** to preview the schedule.

Click **Save**

Click **Next**

Remember, the users assigned to the group receive the restrictions associated with that group.

You will be prompted to name the preset. Enter the name and click

Save

NOTE

Restrictions added in the User edit screen only apply to this individual user, creating an individual restriction.

6. Enter the information for the access method for the user to access the property. Click [Next](#)

The user can access the system using a Gate Code, RFID/Card/Clicker or Web/Smartphone Login. Alternatively, you can migrate all access methods from another

ADD USER

USER DETAILS USER PROFILE ACCESS LOCATIONS & RESTRICTIONS ACCESS METHODS

Add New User

HOW SHOULD JOHN DOE ACCESS THE SYSTEM?

Enter a Gate Code With a RFID/Card/Clicker Invite Callgroup User

Access Code

Access Code

Restricted codes will not save to device

Add Access Method

Back Next

7. If you created a Voice or Video Callgroup Manager, you will need to create a Callgroup, and invite the user to join the callgroup.

8. If you want to create a new Callgroup, click [Add New Callgroup](#)

ADD USER

USER DETAILS USER PROFILE ACCESS LOCATIONS & RESTRICTIONS ACCESS METHODS

Add New User

HOW SHOULD JOHN DOE ACCESS THE SYSTEM?

Enter a Gate Code With a RFID/Card/Clicker Invite Callgroup User

Invite Voice Callgroup User

Email user@gmail.com

Phone

Voice Call Group: Test display1

Add New Callgroup

Note: If an existing callgroup is selected, you will be redirected to how screen to choose this user's position

Back Next

9. Enter the Callgroup name and Directory PIN. Click

Save

Note: Directory PIN must be unique number consisting of 1 to 5 digits, with a valid range from 1 to 99999.

Add New Callgroup

Display Name :

Directory PIN :

Save Cancel

Email

Phone

Video Call Group:

Add New Callgroup

Note: If an existing callgroup is selected, you will be redirected to new screen to choose this users position

10. Enter the user's contact information and click

+ Invite User

Cellgate App Calls - all users simultaneously called for 30 seconds

Test user1

+ Edit User

First Called John Doe

+ Invite User

Select...

+ Invite User

11. Click

Next

HOW SHOULD JOHN DOE ACCESS THE SYSTEM?

Enter a Gate Code With a RFID/Card/Clicker

Invite Callgroup User

Invite Video Callgroup User

Email

Phone

Video Call Group:

Add New Callgroup

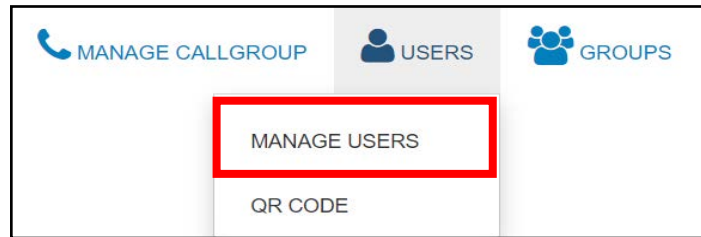
Note: If an existing callgroup is selected, you will be redirected to new screen to choose this Users position

Back Next



How to Edit a User

1. Click the **User** tab and click **Manage Users**.



2. Click the user you want to edit.

Name	Properties/Locations	Access	Callgroups	Restrictions	Group
14343 vcgmgr	All devices on this account		Video cgmgr • 0714 Furosh •		Video Callgroup Manager
14343 vcgu	All devices on this account		0804 sprint cg , Video cgmgr		Video Callgroup User

The Edit User screen has 3 sections:

1. User Information
2. Access Methods, User Group and User Role
3. Restrictions

1

2

3

1. User Information

In this section you can update the following:

- A. Name (First Name and Last Name)
- B. Email
- C. Reset Password
- D. Alternate Email
- E. Phone Number
- F. Timezone
- G. Login expiration
- H. Notes
- I. When you're done, click **Save**

The screenshot shows the 'User Details' form. Annotations are as follows: A points to the 'Name' field; B points to the 'Username' field; C points to the 'Reset Password' button; D points to the 'Alternate Email' field; E points to the 'Phone Number' field; F points to the 'Timezone' dropdown; G points to the 'Web/Smartphone Login Expiration' section; H points to the 'Notes' text area; and I points to the 'Save' button at the bottom right.

2. Access, User Group, User Role

You can:

- A. Migrate all methods
- B. Add access method
- C. Change User Types
- D. Change User Group
- E. When you're done, click **Apply**

The screenshot shows two forms. The top form, 'Access Methods', has annotation A pointing to the 'Migrate All Methods' button. The bottom form, 'User Group and User Role', has annotations: B pointing to the 'Add' button in the 'Access Methods' section; C pointing to the 'User Types' dropdown; D pointing to the 'User Group' dropdown; and E pointing to the 'Apply' button at the bottom right. The 'Video Call Group' dropdown is also visible, showing 'Video cgmgr'.

NOTE

If you add a user as Voice or Video Call Group Manager, you need to create a new call group.



To create a new call group:

1. Click **Add New Video Call Group**
2. Enter the Call group name and Directory PIN. Click **Save**

Note: Directory PIN must be unique number consisting of 1 to 5 digits, with a valid range from 1 to 99999.

User Types: Resident/Employee

User Group: Video Callgroup Manager with Remote Access

Video Call Group: **1** **Add New Video Call Group**

User Role/Description: Video Callgroup Manager with Remote Access : A Role that can

Add New Callgroup

Display Name :

Directory PIN : ✓

2 **Save** Cancel

3. Edit the Restrictions

You change the individual user's restrictions, including

- Properties and locations restrictions apply to
- Apply a preset
- Date range for restrictions
- Days to allow access
- Timeframe during which access is allowed
- Number of times access is permitted
- When you have completed all edits to restrictions, click

Save

Access to All Properties / Install Locations? Yes No Add Restrictions Yes No

Individual Restrictions

Search...

A **Add Restriction**

Apartment 1

OmniPoint

#56707 TALKMAN **Add Restriction**

Entry Keypad **Add Restriction**

Keypad **Add Restriction**

#68116 OMNI-POINT

Location Two

M2

#68121 WTM-S2

#68119 WTM-M2 **Add Restriction**

omniPoint 3

Prod test1

Talkman

U2

address

add

test

test

Android

Location one

#56604 WTM-M2

#60390 WTM-M2 **Add Restriction**

IOS

test

test1223

test add

test cancel

test56

test

Test Property with no Contact

B **Select Preset (Optional)**

C **What date range?** Specific Any

From... 12 : 00 To... 11 : 59

D **What days?** Specific Any

Select Day Mon Tue Wed Thu Fri Sat Sun

E **What timeframe?** Specific Any

From 12 : 00 AM To 11 : 59 PM

F **How many times?** Specific Any

12

Add to Schedule **Clear Schedules**

Start Date End Date How many times?

No records found No records found

TIME	AM												PM											
DAY	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
MONDAY																								
TUESDAY																								
WEDNESDAY																								
THURSDAY																								
FRIDAY																								
SATURDAY																								
SUNDAY																								

G **Save** Cancel



QR Codes

NOTE

QR codes can only be used on devices with a touch screen.

What is a QR Code?

A QR code is a barcode that can be shared via cellphone. Scanning the QR code allows visitors to access the property.

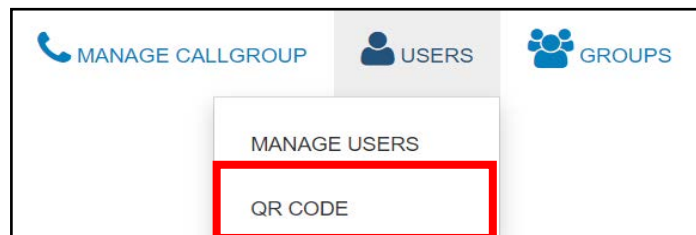
Visitors receive a QR code on their cellphones via text when the invite is sent. At the time of an event, a visitor can scan the QR code and enter the property. A QR code only works during the day and times for which it was created.

Administrators can assign QR code permission to a group and create QR code rules.

Access QR Codes

To access the main page for QR codes, on the portal, click the **Users** tab and click **QR Code**.

A page displays showing all of your current QR codes. From here, you can add, edit, or inactivate QR codes.



Administrator QR Creation

To allow group members to create QR codes, follow these steps:


1. Click **Groups**.
2. Expand the groups headings and click the checkbox for the group or groups for which you want to allow QR Code privileges. Click **Edit Settings**.
3. Click **Yes** to allow members to invite guests with QR codes. The pop-up expands to allow you to select the options for this group.

<input type="checkbox"/>	Group Name	Roles/Description	Members	QR Code	Actions
<input type="checkbox"/>	Video Callgroup Manager with Remote Access	Video Callgroup Manager with Remote Access : A Role that can makes changes to their assigned Callgroup. Cannot access any other area of the Web Portal. This Role can access the CellGate app to send Momentary Open commands but cannot add codes or take pictures.	9		Duplicate Delete
<input type="checkbox"/>	Video Callgroup Manager	Video Callgroup Manager : A Role that can makes changes to their assigned Callgroup. Cannot access any other area of the Web Portal. This Role can access the CellGate app but cannot add codes or take pictures.	12		Duplicate Delete

Group QR Code Settings (Video Callgroup Manager with Remote Access)

Allow group members to invite guests with a temporary QR code access key? ☒ Yes ☐ No

Save Cancel

- Click the checkbox for the gate or gates where you would like visitors with the QR codes to have access to.
Click 

- Click 

The invitation is added to the *Temporary Invites* screen.

Devices

Please select the devices to associate with the Invite.

Device

☒ 57920 - WTM-M2 - Main gate

☐ 58604 - WTM-M2 - Location one

Select

Cancel

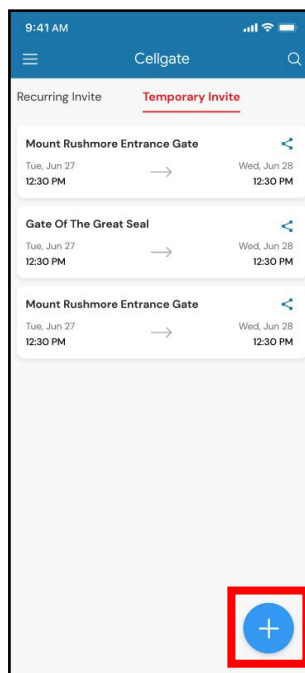
User QR Codes

Users with QR code access can create their own QR codes in the **CellGate** app.

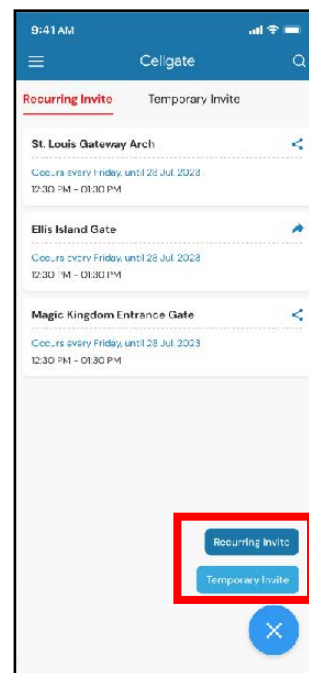
- Tap 

- Tap **Recurring Invite** or **Temporary Invite**.

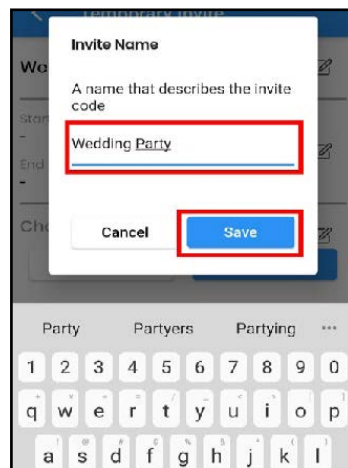
1



2



3. Enter the invite name. Click **Save**.



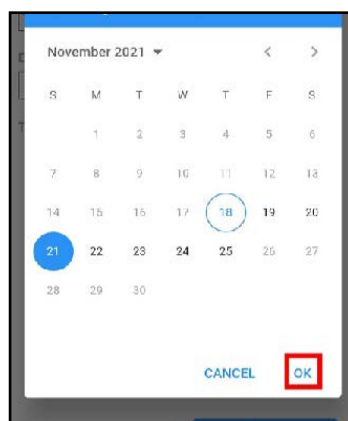
Invite Name

A name that describes the invite code

Wedding Party

Cancel Save

4. Choose the day of the event. This is the day the QR code will be valid. Click **OK**.



November 2021

CANCEL OK

5. On the clock, tap the time you want the event to start. Click **OK**.

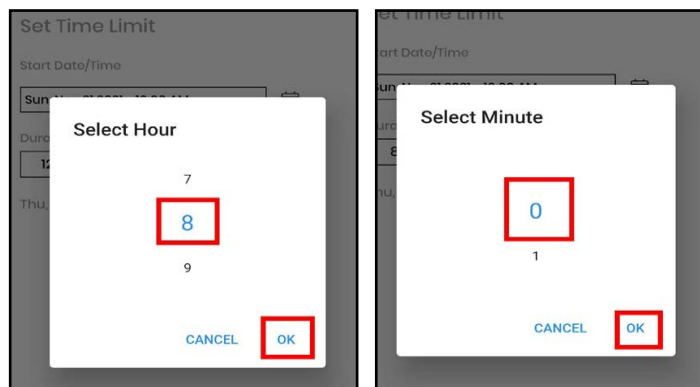


SELECT TIME

10 : 00 AM

CANCEL OK

6. Choose the number of hours you want the event to last. Click **OK**.
7. Choose the number of minutes you want the event to last. Click **OK**.



Set Time Limit

Start Date/Time

Select Hour

7

8

9

CANCEL OK

Select Minute

0

1

CANCEL OK



8. Tap **Save**.

Sun, Nov 21 2021 - 10:00 AM

Duration

8 hrs 0 mins

Thu, Nov 18 2021 - 12:09 PM

Cancel Save

9. Tap **Choose gates**.

< Temporary Invite

Wedding Party

Start
Sun, Nov 21 2021 - 10:00 AM

End
Sun, Nov 21 2021 - 00:00 PM

Choose gates

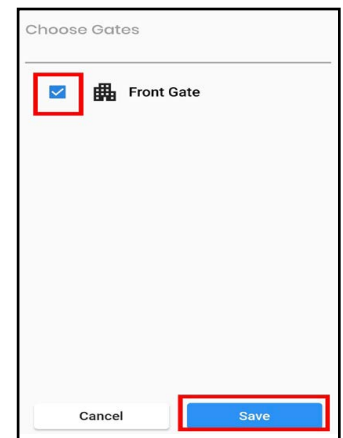
Cancel Save

NOTE

If only one QR access point is available, it is automatically selected for you.

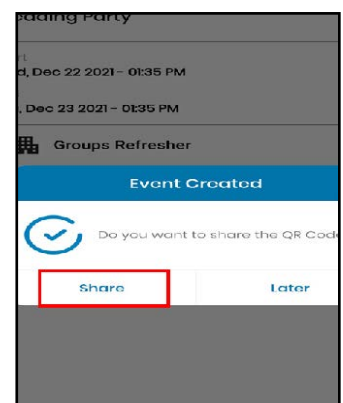


10. Select the gates you want visitors with the QR code to use. Tap **Save**.



11. A popup asks if you want to share the QR code. Tap **Share**.

NOTE QR codes can only be used on devices with a touch screen.



12. Tap **Share Invite**. Your contacts will open. Select the people you want to share the QR code with.



Invite Received

Once the QR invite is sent, the guests will receive this message on their phones.

Press Guest QR code On the entry unit when you arrive at the property.
Press the invite link below, and present the QR code to the entry unit.
<http://www.linkforQR.com>

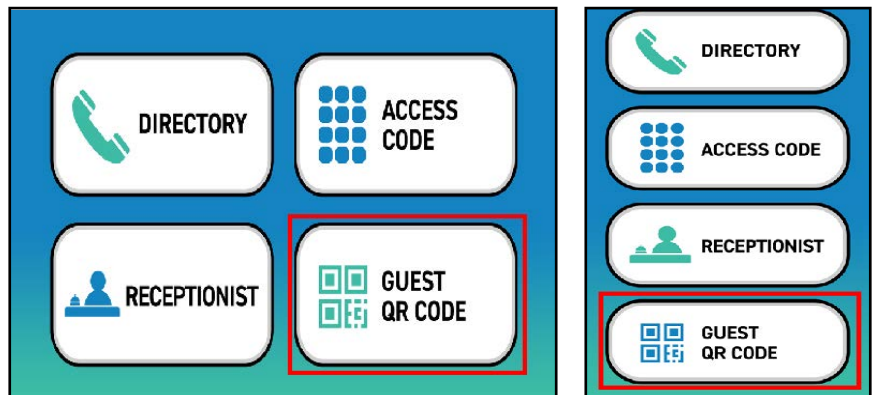
Use QR Code with CellGate Hardware

After the guest has received a QR code from a CellGate user, they're ready for the event. Guests should travel to the property at the time of the event and follow these steps to enter the property.

1. Open the QR code on your phone so that it is visible in the center of your phone screen.

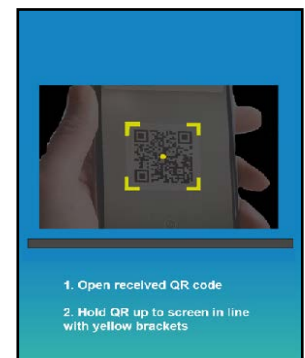
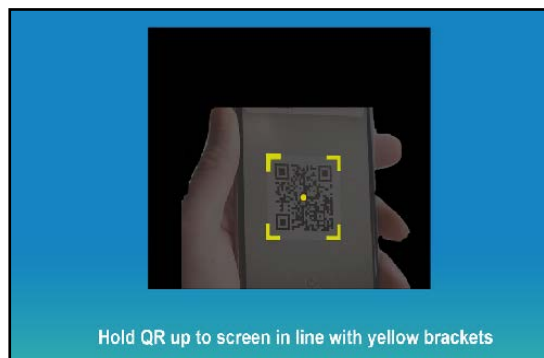


2. On the Cellgate device, WXL or 480, press the QR code button.



3. Hold your phone screen to the device.

The system reads the QR code and opens the gate or door.



Groups

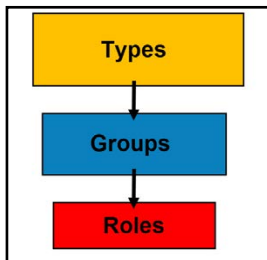
Overview

Groups allow you to create users with the same permissions and restrictions. With groups, you can edit user information quickly.

We provide preset groups that contain common restrictions. You can also create new groups based on your needs. Groups include web and app access and restrictions for property access.



Hierarchy Breakdown

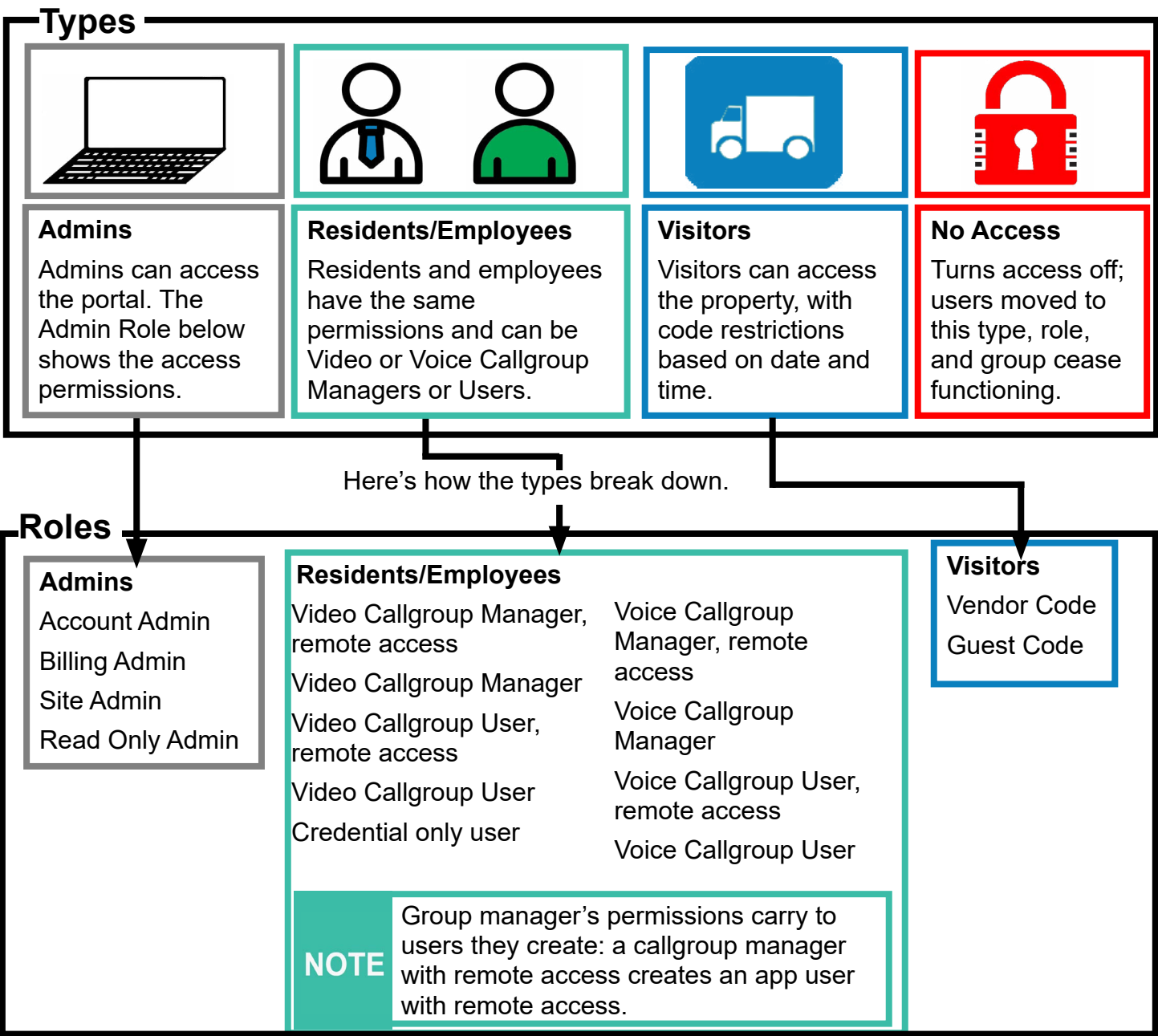


Types are categories of users with similar permissions and restrictions based on intended use.

Groups contain users with the same permissions and restrictions, including app and portal access.

Roles are the most specific: roles give specific information about individual users.

Types and Roles



Types and Roles: Further Details

These tables describe the permissions each user type and user role provide.

Type: Admin	
Account Admin	
Sees and edits everything	
Can <ul style="list-style-type: none"> Use CellGate App Import Callgroups Momentarily Open Gate on Demand Momentarily Open Gate During Call Hold Open Gate Take Photos Manage Web Portal Manage Billing Manage Callgroups Manage Devices Manage Schedules Manage Restrictions Manage Access Codes Manage Permissions Manage Users 	Can't
Billing Admin	
Manages Billing and can only see Billing	
Can <ul style="list-style-type: none"> Manage Billing 	Can't <ul style="list-style-type: none"> View or edit Groups, Devices, Schedules, Restrictions, Access, Permissions, Users
Site Admin	
Accesses, edits all pages, but Billing	
Can <ul style="list-style-type: none"> Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call Hold Open Gate Take Photos Manage Callgroups Manage Groups Manage Devices Manage Schedules Manage Restrictions Manage Access Codes Manage Permissions Manage Users 	Can't <ul style="list-style-type: none"> Access or edit billing information

Type: Admin,continued	
Read Only Admin	
Sees content on the portal but can't edit	
<p>Can</p> <ul style="list-style-type: none"> View Callgroups View Groups View Templates View Schedules View Account Information View Users View Restrictions View Billing Information 	<p>Can't</p> <ul style="list-style-type: none"> Edit any information in the portal

Type: Resident and Employee	
Video Callgroup Manager, Remote Access	
Has portal login, app access, opens gate from app; can see and create users in their callgroup	
<p>Can</p> <ul style="list-style-type: none"> Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call Hold Open Gate Manage their Callgroup 	<p>Can't</p> <ul style="list-style-type: none"> Manage Billing Manage Schedules Manage Restrictions Manage Groups Manage Access Codes Manage Permissions Manage Users
Voice Callgroup Manager, Remote Access	
Has portal login, app access, opens gate from app; can see and create users in their callgroup	
<p>Can</p> <ul style="list-style-type: none"> Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call Hold Open Gate Manage their Voice Callgroup 	<p>Can't</p> <ul style="list-style-type: none"> Manage Billing Manage Schedules Manage Restrictions Manage Groups Manage Access Codes Manage Permissions Manage Users
Video Callgroup Manager	
Has portal login, app access, can see and create users in their callgroup	
<p>Can</p> <ul style="list-style-type: none"> Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call Manage their Callgroup in Web Portal Manage Callgroup Users in Web Portal 	<p>Can't</p> <ul style="list-style-type: none"> Import Callgroups Hold Open Gate Take Photos Manage Web Portal Manage Billing Manage Other Callgroups Manage Devices Manage Schedules Manage Restrictions Manage Access Codes Manage Permissions Manage Other Users

Type: Resident and Employee, continued	
Voice Callgroup Manager	
Has portal login, app access, can see and create users in their callgroup	
Can Use CellGate App Manage their Voice Callgroup in Web Portal	Can't Import Callgroups Hold Open Gate Take Photos Manage Web Portal Manage Billing Manage Other Callgroups Manage Devices Manage Schedules Manage Restrictions Manage Access Codes Manage Permissions Manage Other Users
Video Callgroup User, Remote Access	
Has app access; can answer calls and open gate from app	
Can Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call	Can't Access the Web Portal
Voice Callgroup User, Remote Access	
Has app access; can answer calls and open gate from app	
Can Use CellGate App Momentarily Open Gate on Demand Momentarily Open Gate During Call	Can't Access the Web Portal
Video Callgroup User	
Has app access; can answer calls from app	
Can Use CellGate App	Can't Access the Web Portal
Voice Callgroup User	
No app or portal access	
Can Use CellGate App	Can't Access the Web Portal
Credential Only User	
Must use gate code to enter property	
Can	Can't

Type: Visitor	
Guest Code	
Must use gate code to enter property	
Can Use a code to enter the property	Can't Access the Web Portal Access the CellGate App
Vendor Code	
Must use gate code to enter property	
Can Use a code to enter the property	Can't Access the Web Portal Access the CellGate App
Type: No Access	
No Access	
All access permissions removed	
Can	Can't No permissions: all permissions removed

NOTE

No one can edit or remove someone in the group above them.
For example, a Site Admin cannot edit or remove the Account Admin.

Restrictions and Groups

You can use restrictions to limit access by date, time, property location, and number of uses. Restrictions are specific to the credentials a user has. They determine when and how many times a user can access the property. Restrictions are associated with their affiliated code, clicker, ID, or remote. Note that you can add restrictions from the group side, or from the user side.

The screenshot displays the 'Restrictions and Groups' interface. It features a sidebar on the left with a list of groups, a central panel for editing a restriction, and a calendar view at the bottom. Red numbers 1 through 10 highlight specific UI elements:

- 1: Points to the 'Groups' sidebar menu.
- 2: Points to a group selection dropdown.
- 3: Points to the 'Restriction for this group' title.
- 4: Points to the 'Edit Restriction' button.
- 5: Points to the 'Restriction Name' input field.
- 6: Points to the 'Restriction Code' input field.
- 7: Points to the 'Restriction Type' dropdown menu.
- 8: Points to the 'Save Restriction' button.
- 9: Points to the calendar grid.
- 10: Points to the 'Tab' button in the bottom right corner.

How to Create Restrictions

1. For **Access to all Properties/Install Locations**, choose **Yes** or **No**.
2. For the devices the restrictions should apply to, click **+ Add Restriction**.
3. For **Select Preset**, select a template from the dropdown or build your own restrictions.
4. For **Date Range**, click **Specific**, and enter the desired dates for the restrictions.
5. For **Days**, click **Specific**, and select the days the user can access the property.
6. For **Timeframe**, click **Specific**, and add the times the user can access the property.
7. For **How many times**, click **Specific**, and enter the number of times you want the user to be allowed on the property.
8. Click **Add to Schedule** to see a preview of the schedule.

NOTE The number of times applies to all of this user's credentials.

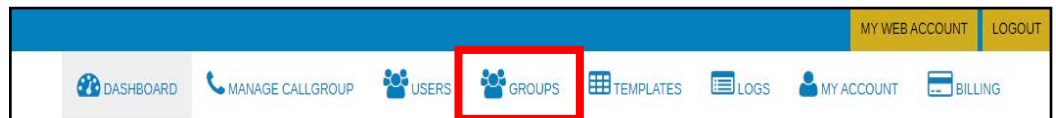
9. The preview appears in the calendar below.
10. Click **Save** to save the restrictions. You will be prompted to save and name these restrictions.

NOTE Restricted codes are saved in the cloud. Your system must have network access for this code to work.

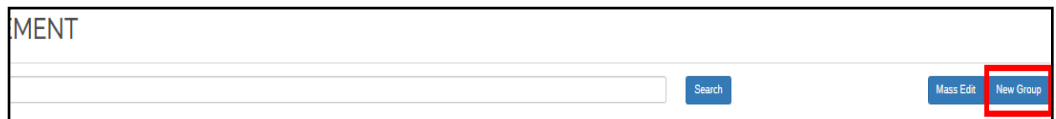


Create a Group with Manual Setup

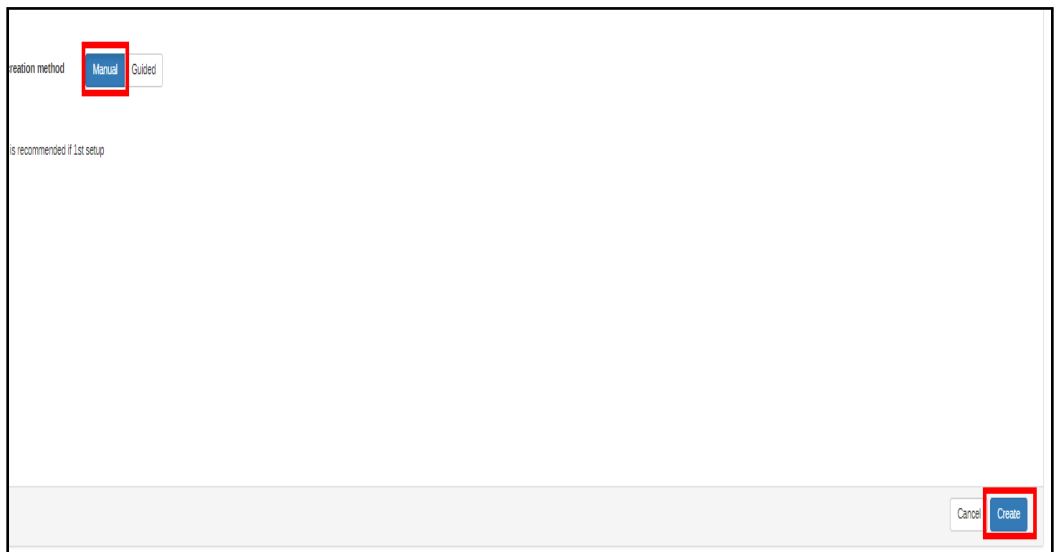
1. Click the **Groups** tab.



2. Click **New Group**.



3. Choose how to create the group. Click **Manual**, then click **Create**.



4. Enter group information:

A. User Type.

B. User Role.

C. Group Name.

D. The Group Code is automatically generated.

E. If you want, add a Description of the group; this field is not required.

F. Click **Next**.

A screenshot of the group information form. It contains several fields: 'User Types' (dropdown menu with 'Resident/Employee' selected, labeled A), 'User Role' (dropdown menu with 'Video Callgroup User' selected, labeled B), 'Group Name' (text input with 'Pool Access', labeled C), 'Group Code' (text input with 'GC00649', labeled D), and 'Group Description' (text area, labeled E). At the bottom right, there are 'Cancel' and 'Next' buttons. The 'Next' button is highlighted with a red rectangular box and labeled F.

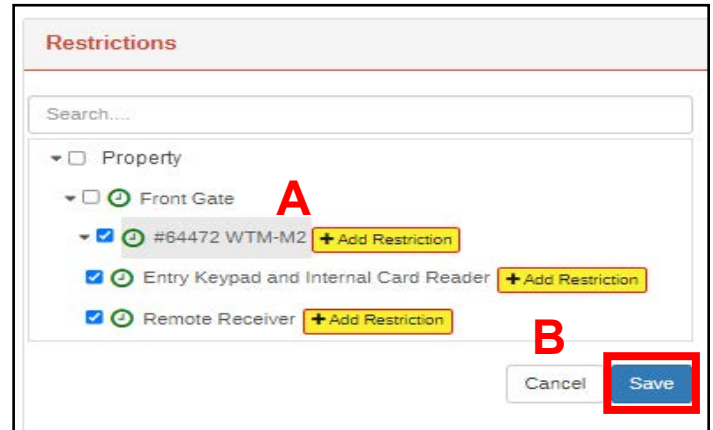
[illegible]

The Apply restrictions page has three parts.

1. Property, Location Access
2. Create Restrictions (top half of page)
3. Preview (bottom half of page)

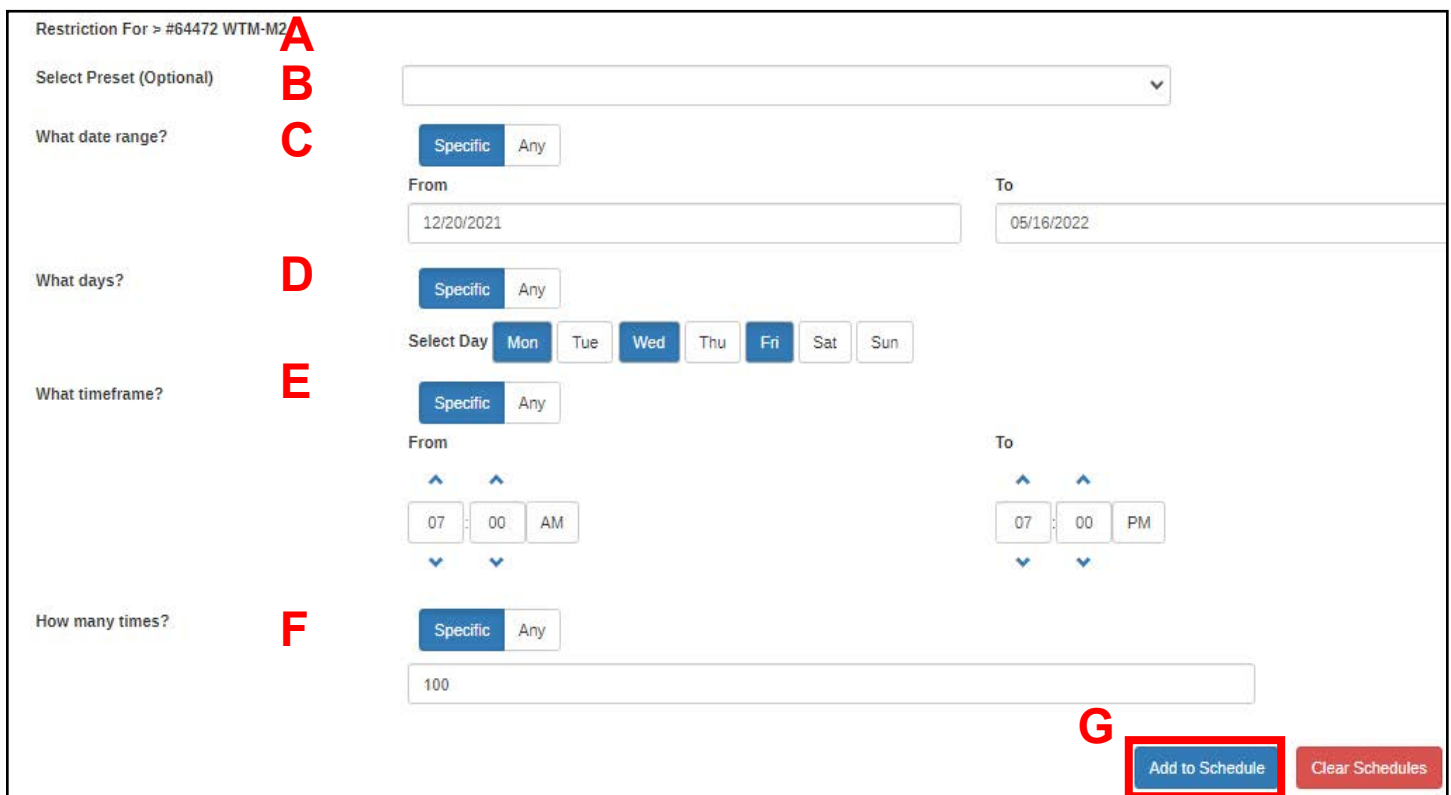
1. Property, Location Access

- A. Select checkboxes for property, devices, and gates to which you want to add restrictions; click **+ Add Restriction**.
- B. If you only want to create restrictions for the property the user can access, click **Save**.



2. Create Restrictions

- A. This is the location the restrictions apply to.
- B. If a preset template applies, select it from the dropdown menu.
- C. To apply a date range for the restrictions, click **Specific** and choose the start and end dates for the restrictions to apply.
- D. To choose the days of the week to allow access, click **Specific**. Choose the days to allow access.
- E. To set a timeframe, click **Specific**, and select the times to allow property access, such as From 9:00 AM To 5:00 PM.
- F. To set the times to allow access, click **Specific** and enter the number of times to allow access to the property.
- G. Click **Add to Schedule**. You'll see a preview of the changes.



A
B

Start Date	End Date	
12/20/2021 07:00 AM	5/16/2022 07:00 PM	

How many times?	
100	

C

TIME	AM												PM												
	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	
MONDAY																									
TUESDAY																									
WEDNESDAY																									
THURSDAY																									
FRIDAY																									
SATURDAY																									
SUNDAY																									

D **E**

Save
Cancel

Cancel
Next

You'll see a preview of your restrictions.

- A. The Start and End Dates for the schedule display.
- B. "How many times?" is the number of entries allowed.
- C. The schedule preview displays in green.
- D. Click Save to save the restriction.
- E. Click Next.

NOTE

Restrictions added at the group level and applies to everyone in the group.

4. If you've created new restrictions, enter the **Preset Name**. Click Save.

Save Preset

Preset Name

Save
Cancel

NOTE

Once saved, you can apply the restriction to other groups and users.

NOTE

Restricted codes are saved in the cloud. Your system must have network access for this code to work.



5. To migrate existing members to the group, click **+ Select Group**.

NOTE You can skip this step and return to the group later.

6. Click the checkbox or checkboxes for the user group or groups you want to migrate and click **Add**.

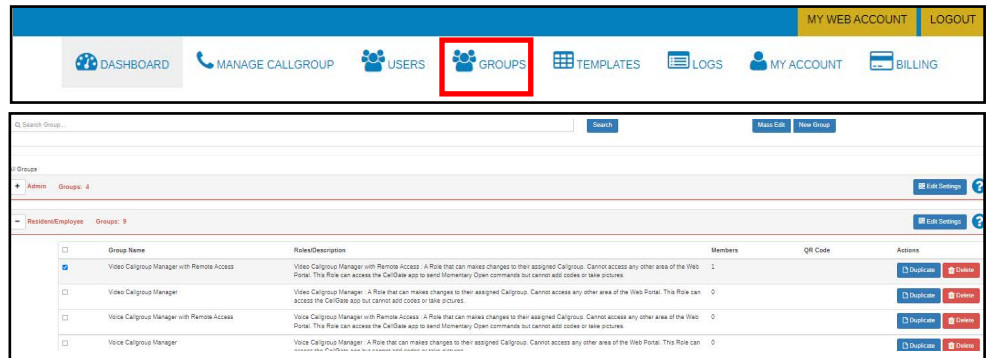
7. You'll see the users in the group. Click **Next**.


8. Review the Group Information. If you're happy with the group information, click **Create**.

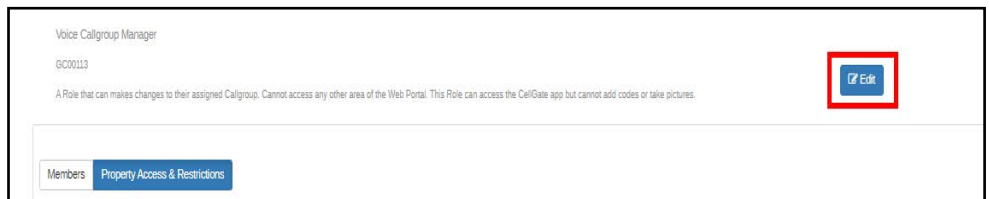
If you want to discard changes and start again, click *Cancel*.

Add or Edit Restrictions for an Existing Group

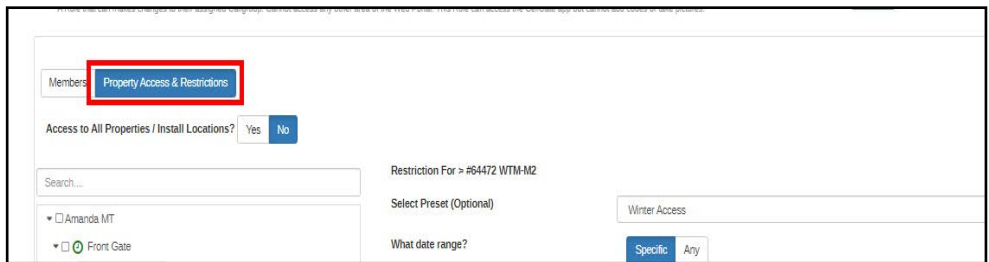
1. Click the **Groups** tab.
2. Click the checkbox for the Group which you want to add the restrictions to.

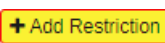
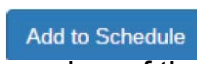



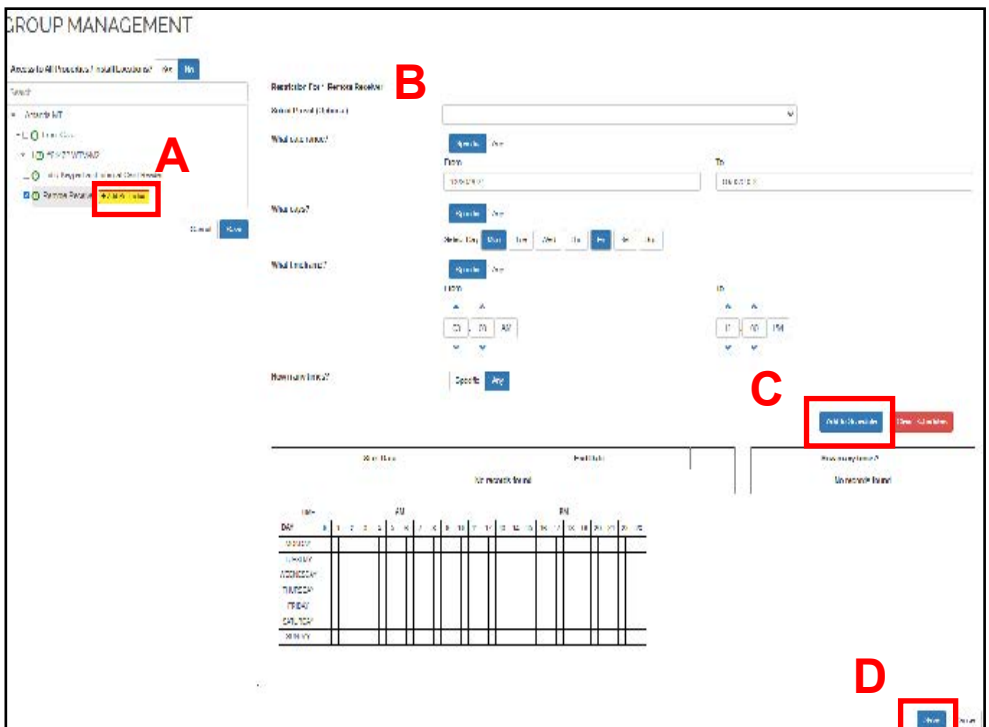
3. If needed, click  to change the group name.



4. Click **Property Access & Restrictions**.




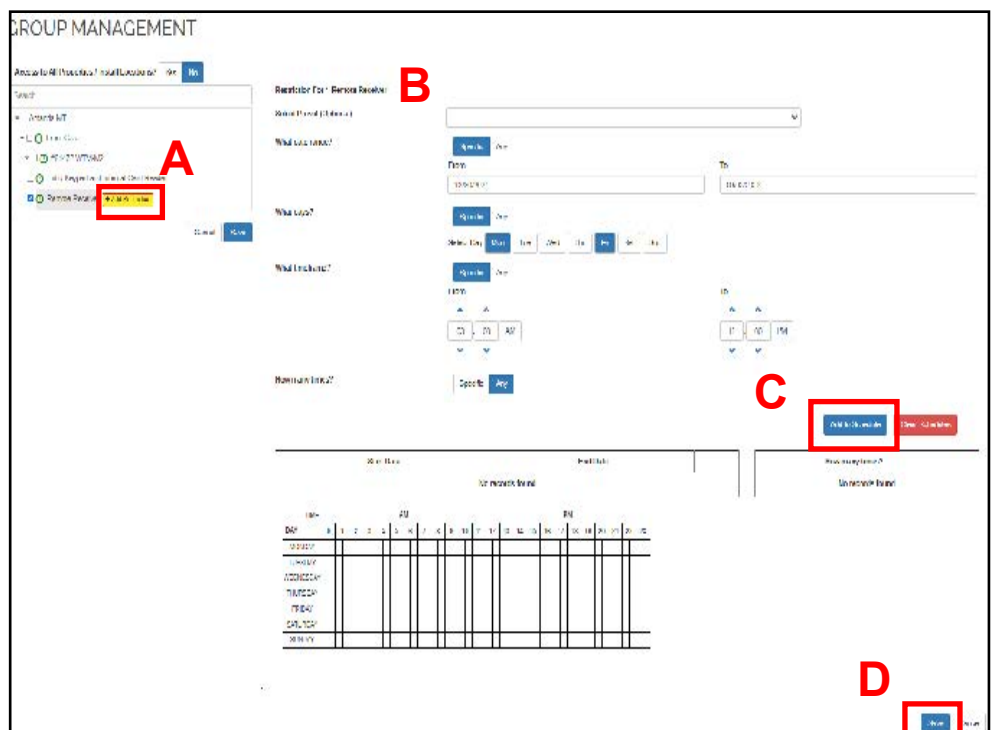
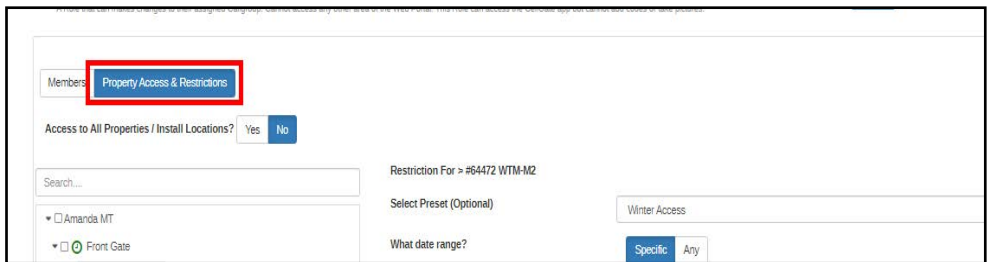
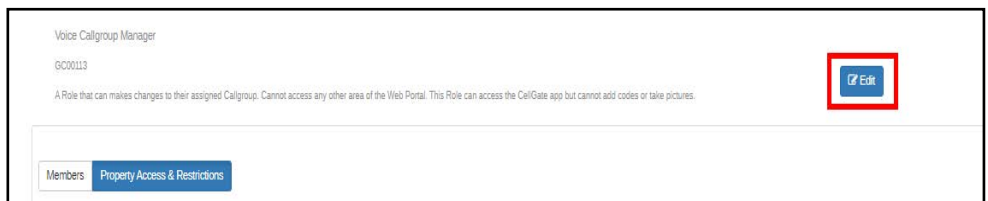
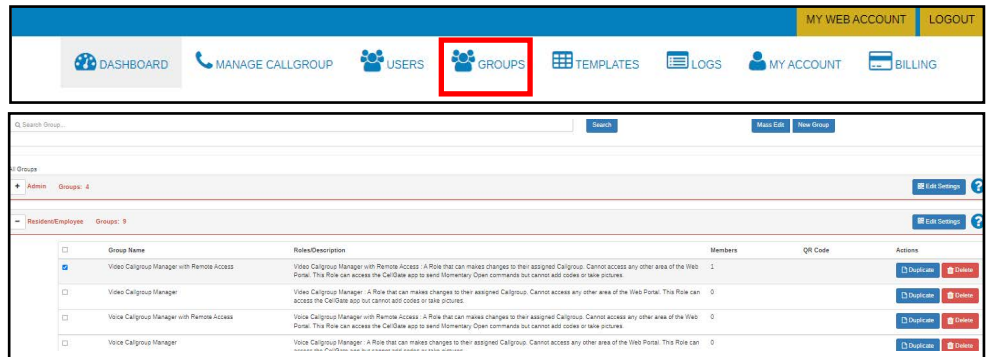
5. Complete the restrictions.
 - A. Click  to add restrictions to a specific access point.
 - B. You'll see the access point you selected next to Restriction For >.
 - C. Enter the restrictions as needed. Click  to see a preview of the schedule in green.
 - D. Click .



You will be prompted to save and name the new preset.

How to add members to a Group

1. Click the **Groups** tab.
2. Click the checkbox for the Group which you want to add the restrictions to.
3. If needed, click  to change the group name.
4. Click **Property Access & Restrictions**.
5. Complete the restrictions.
 - A. Click **+ Add Restriction** to add restrictions to a specific access point.
 - B. You'll see the access point you selected next to Restriction For >.
 - C. Enter the restrictions as needed. Click **Add to Schedule** to see a preview of the schedule in green.
 - D. Click **Save**.



You will be prompted to save and name the new preset.

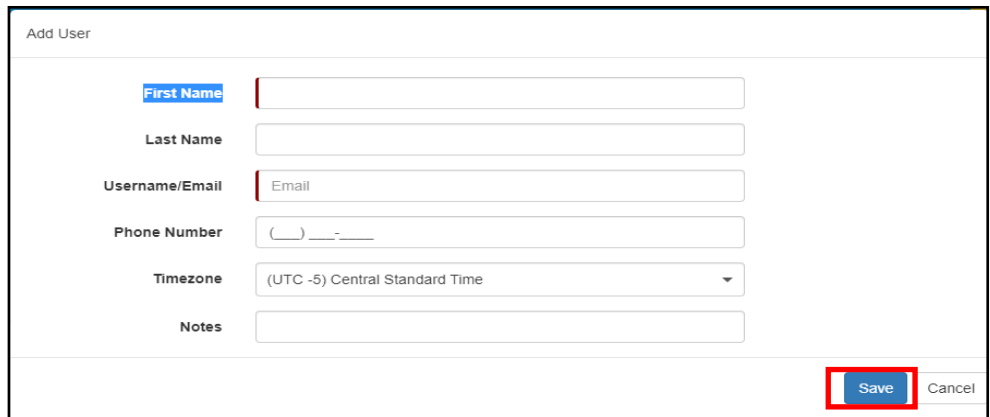


6. Click **Members** and click

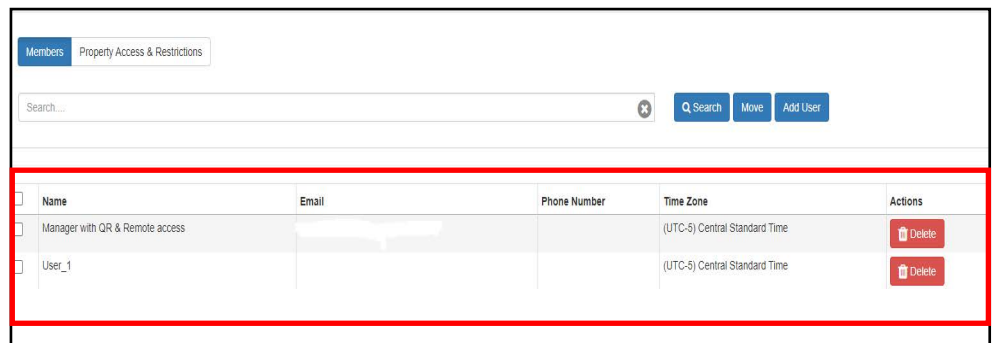
Add User



7. Complete the necessary details and Click **Save** to add the User.



Now, you can view the users added to the group.



	Name	Email	Phone Number	Time Zone	Actions
<input type="checkbox"/>	Manager with QR & Remote access			(UTC-5) Central Standard Time	
<input type="checkbox"/>	User_1			(UTC-5) Central Standard Time	

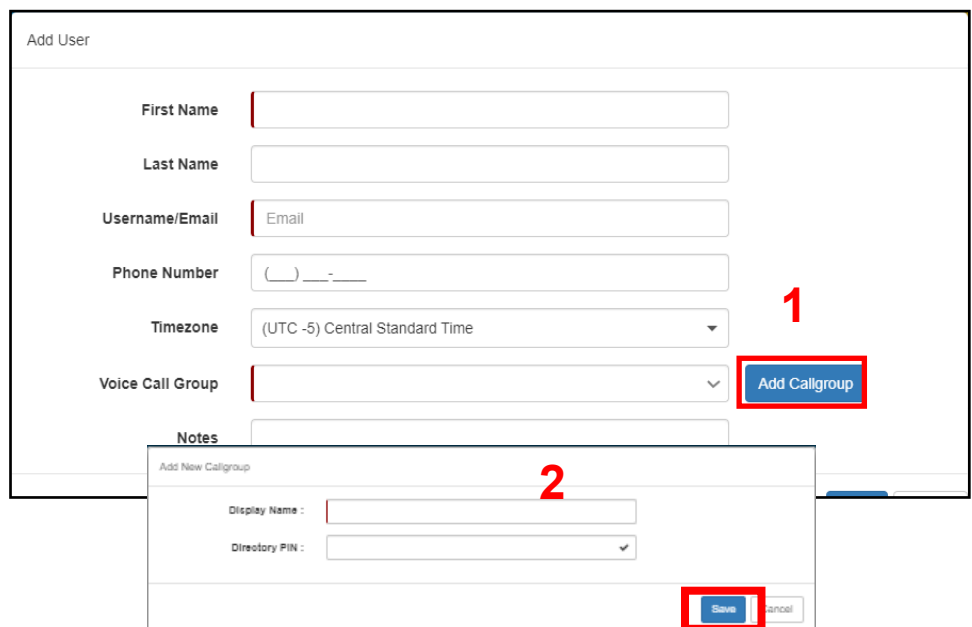
Note: If you add a user as Voice or Video Call Group Manager, you need to create a new call group.

To create a new call group:

1. Click **Add Callgroup**.

2. Enter the Call group name and Directory PIN. Click **Save**.

Note: Directory PIN must be unique number consisting of 1 to 5 digits, with a valid range from 1 to 99999.



Add User

First Name:

Last Name:

Username/Email:

Phone Number:

Timezone: (UTC -5) Central Standard Time

Voice Call Group:

Notes:

Add Callgroup (1)

Add New Callgroup (2)

Display Name:

Directory PIN:

Save



Templates

Schedule Template

A schedule template sets the device's hold open schedule. A Schedule Template can apply to weekly, recurring, alternate, or blackout schedules. You can apply the template to each access point.

The options within a schedule template are Hold Open and Momentary Device Schedules.

1. Click **Templates** and **Schedule Template**.



2. Click **+ Add** for the type of schedule template to add.



3. Enter schedule name, and click **Save**.



4. For the schedule name you just created, click **Edit Schedule**.



- Click **+Add** for a Weekly schedule or **+Add** for Alternative Schedules & Blackouts. An Alternative Schedule is a one time schedule for the gate. A Blackout Schedule overrides all other schedules on the device.

- Enter the *Start Day* and Time and *End Day* and Time. Click **Save**.

- Click **Apply to Device** to reapply the template to the device, which updates the device's stored schedules.

- Select the device to apply the template to and click **Submit**.

NOTE

Any time you change the templates, you must reapply them. Even deleted templates need to be applied to devices for the deleted schedule to be removed from the gate.

User Group Restriction Template

To access the User Group Restrictions Template, click **Templates**, then click **User Groups Restrictions Template**. You'll create a template to apply to users and groups.



USER GROUP RESTRICTION TEMPLATES

Project Template Name:

Restrictions:

Access control:

From: To:

Week & day:

Restriction type:

Restriction:

Summary view:

DATE	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
11/1/2020																															
11/2/2020																															
11/3/2020																															
11/4/2020																															
11/5/2020																															
11/6/2020																															
11/7/2020																															
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11/26/2020																															
11/27/2020																															
11/28/2020																															
11/29/2020																															
11/30/2020																															

1. Enter the **Preset Template Name**, which you'll use to identify the template, and a **Description**, if you would like to add, but a description is not required.
2. For the date range, click Specific and select the *From* and *To* dates. To allow access on all dates, click *Any*.
3. For the days, click Specific, and select days of the week you want to create access restrictions. To allow access on any day, click *Any*.
4. For the time frame, click Specific, and set the *To* and *From* times to set up restrictions. To allow access at all times, click *Any*.
5. To limit the number of times to allow access to the property click Specific. Enter the number of times you want to allow access. To allow an unlimited number of accesses, click *Any*.
6. Click Add to Schedule to see a preview of the restrictions in the calendar below.
7. Click Save to save the template.

Logs

To see the logs for your CellGate devices, click **Logs** on the navigation bar.

A screenshot of the 'Log Filter' form. It includes input fields for 'Install Location' (a dropdown), 'Code/Credential', 'Zap Open Number', 'Phone Number', and 'Callgroup Name'. To the right, there are date pickers for 'From' and 'To' dates, a 'Timezone' dropdown set to '(UTC-5) Central Standard Time', and radio buttons for 'Response' (Successful, Failed, Pending). At the bottom, there are checkboxes for 'Log Types' (Images, Devices, Alarms, Device Actions, Access) and a 'Filter By Schedule' checkbox. 'Filter' and 'Clear' buttons are on the right, and an 'Export' button is at the bottom right.

The Log Filter allows you to specify how your information displays in the portal. The Logs options are explained below.

A screenshot of the 'Log Filter' form with red numbers 1 through 6 pointing to specific fields: 1 points to 'Install Location', 2 to 'Code/Credential', 3 to 'Zap Open Number', 4 to 'Phone Number', 5 to 'Callgroup Name', and 6 to the 'Log Types' checkboxes.

1. Install location is the gate or door where the device is located.
2. Code or credentials searches for information according to the user's credentials.
3. Zap Open Number searches by the Zap Open Number. Some accounts do not have access to this feature.
4. Phone Number displays results associated with the phone number.
5. Callgroup Name allows you to see activity according to the name that displays on the Cellgate device.
6. For Log Types, select the checkbox for the type of logs you want to display, including Images, Devices, Alarms, Device Actions, Access, and QR codes.



The screenshot shows the Log Filter interface with the following elements and callouts:

- 7**: Points to the "Date" label.
- 8**: Points to the time selection fields (04, 37, PM) under the "From..." date field.
- 9**: Points to the "Timezone" dropdown menu, which is currently set to "(UTC -5) Central Standard Time".
- 10**: Points to the "Response" section, which includes radio buttons for "Successful", "Failed", and "Pending".
- 11**: Points to the "Filter By Schedule" section, which includes a checkbox labeled "Schedule".
- 12**: Points to the "Filter" button.
- 13**: Points to the "Export" button.

The Log Filter allows you to specify how your information displays in the portal. Fill out the information for the item you want to search.

7. The selection for Dates displays the dates for which you want to view logs.
8. Times specifies that you only want to see the activity between certain times, for example from 8 to 10 pm.
9. Timezone specifies the timezone of the device.
10. Responses lets you specify whether access was successful, failed, or pending. Failed indicates a transaction that was not successful.
11. Filter by schedule lets you view data by the schedule name, so you see all results for one schedule, but only for that schedule.
12. Click **Filter** to filter according to the options you've selected.
13. Click **Export** to export logs to a spreadsheet. The export function exports up to 500 transactions.

NOTE

Active records are available for two months from the current date, and log transactions will show 500 transactions at a time.

My Account

To see your account information, click **My Account** on the Navigation Bar.



MY ACCOUNT

1

Account Contacts

Account

Amanda C

Delete

Edit

Billing

Amanda C

Delete

Edit

Property Contacts

Amanda Mt

Amanda C

Email: acolemant1@mail.com

Delete

Edit

2

+ Add



Account Status

Edit

Active

Account Number: 11911

Timezone: Central Standard Time



1. Your primary account contact displays.
2. Click  to add another contact.
3. Click  to update contact information.

Billing



To view your billing information, click **Billing** on the navigation bar.

A screenshot of the 'BILLING' page. The page has a header with 'BILLING' and a help icon. Below the header, there are two main sections. The first section, 'Monthly Recurring', is highlighted with a red box and a red number '1'. It contains the text 'Monthly would bill \$0.00 + tax bill every month'. The second section, 'Payment Information', is highlighted with a red box and a red number '2'. It contains the text 'MONTHLY RECURRING' and a 'Billed by Invoice' button. To the right of these sections is an 'INVOICES' section with the text 'No Invoices Found'.

1. The screen shows your Monthly Recurring Bill.
2. Click  to update your credit card information, which opens the Edit Payment screen. You can update your contact information, including the billing address and email, where invoices and receipts are sent.
3. Click .

A screenshot of the 'EDIT PAYMENT METHOD' screen. The screen has a header with 'EDIT PAYMENT METHOD'. Below the header, there is a 'Contact Information' section. This section contains several input fields: 'Contact' (with 'Eddy' and 'Last Name' as sub-headers), 'United States' (a dropdown menu), '354 W Superior St' (a text field), 'Unit #' (a text field), 'Chicago' (a text field), 'Alabama' (a dropdown menu), and '60655' (a text field). Below these fields is an 'Email' field with the value 'primaryaccount@mailinator.com'. At the bottom right of the form, there are two buttons: 'Save' (highlighted with a red box and a red number '3') and 'Cancel'.

User Groups Illustration

Types with Greatest Access

Types with Most Limited Access

Roles with
Fewest
Restrictions

Admins



Account Admin



Billing Admin



Site Admin



Read Only Admin



Resident/Employee



Video CG Mgr, Remote Access



Voice CG Mgr, Remote Access



Video Callgroup Manager



Voice Callgroup Manager



Video CG User, remote access



Voice CG User, remote access



Video Callgroup User



Voice Callgroup User



Credential Only User



Visitor



Guest Code



Vendor Code



No access



Roles
with Most
Restrictions



Glossary: Group Terms

Admins

Account Admin: Account owner; has full Admin privileges in entire portal and app, and can create codes from the CellGate app.

Billing Admin: Can input and update Billing information, including credit card info. Has no app permissions and can't see the rest of the web portal.

Site Admin: Role that can create and edit users and perform most duties of the Account Admin, but can't access Billing information. Has full access to the app, but can't add codes.

Read Only Admin: Can view all portal tabs except Billing, but can't add or edit information. Has no CellGate app access.

Residents/Employees

Video Callgroup Manager with Remote Access: Role that can make changes to assigned callgroup. Can't access other areas of portal. Role can access app to send Momentary Open commands, but can't add codes or take pictures.

Voice Callgroup Manager with Remote Access: Role that can make changes to assigned callgroup. Can't access other areas of portal. Role can access app to send Momentary Open commands, but can't add codes or take pictures.

Video Callgroup Manager: Role that can make changes to assigned Callgroup. Can't access other areas of Web Portal. Role can access the app, but can't add codes or take pictures.

Voice Callgroup Manager: Role that can make changes to assigned Callgroup. Can't access other areas of Web Portal. Role can access the app, but can't add codes or take pictures.

Video Callgroup User with Remote Access: Role that can't access the portal. Can access app to send Momentary Open commands, but can't add codes or take pictures.

Voice Callgroup User with Remote Access: Role that can't access the portal. Can access app to send Momentary Open commands, but can't add codes or take pictures.

Video Callgroup User: Role that can't access the portal. Role can access app, but can't send remote commands, take pictures, or add codes.

Voice Callgroup User: Role that can't access the portal. Role can access app, but can't send remote commands, take pictures, or add codes.

Credential Only User: Role can't access the portal or app. You can assign a code or credential to this user, and you can add their phone number to a voice callgroup.

Visitor

Guest Code: Role with no access to portal or app. You can use this role to assign codes or credentials.

Vendor Code: Role with no access to portal or app. You can use this role to assign codes or credentials to vendors.

No Access

No Access: Role with no access to the portal or app. Any credentials a user has when moved to this Role are invalidated, so codes and credentials assigned to users under this Role will not work.



Glossary: Other Definitions

Access Point	A gate or a door.
Account [My Account]	The information about your CellGate account, including your primary contacts.
Alternative Schedule	One-time schedule. You'll only run this schedule once.
App	The Cellgate app; when downloaded on a cellphone, users can use the app to open the gate.
Blackout Schedule	A blackout schedule prevents a schedule from running.
Billing	The contact and credit card information for your CellGate account.
Callgroup [Manage Callgroup]	The group of people who are called simultaneously when a guest arrives at the gate.
Credentials	The way someone physically accesses the property. Credentials can be a code, Wiegand card, RFID tag, or clicker.
Dashboard	The first page you see when you log in to the portal; this page gives several common options in the portal.
Groups	Combinations of users who have the same permissions and access.
Hold Open Schedule	Sets times when the gate will be held open.
Logs	Records from the CellGate devices.
Momentary Open Schedule	Sets a specific time for the gate to open. The gate will only open once, and will not remain open.
Navigation Bar	The icons at the top of the screen; these are the main options to access the portal.
Schedules	Set the time when gates are opened or closed.
Templates	Hold open schedules or restrictions that you can apply to a group.
User	An individual with access to CellGate systems; this individual may have access to the app, the portal or both.
Web Portal	Online access to CellGate; This is the website you use to manage your account.

