

SAFEHOUSE USER TIPS FROM THE CHIEF OF SECURITY

USER ID: _____ (10-digit primary telephone number)

USER PASSWORD: _____ (4-5 digit numerical PIN)

Access Control is an important part of security in The Dominion. Your security team will make every effort not to call you for guests you have either called in or entered directly into SafeHouse. Please remember, however, that in order to provide the best security, your team will call if unsure about a guest. Expect your security team to err on the side of caution.

Addressing the items below will help your team reduce call backs:

- Enter *first name* first and *last name* last for guests. Don't enter names last name first, or use titles (Dr., Fr, Hr., Mr., Mrs., etc.), nicknames, or middle names.
- Enter only one name per entry. Do not use multiple names per line such as John and Mary Smith. Enter John Smith as one entry, and Mary Smith as another.
- “One-Time” vs. “Repeat” Guests
 - If you are only expecting a guest to enter ONCE and not return after their visit/business is concluded then you may enter them as a one-time entry. Their names will drop off the list after they are admitted. If they have to leave and return for any reason you will need to call them in again because their name will no longer be on your list.
 - If you add a repeat guest, you are granting them access throughout the day until midnight. Their names will no longer be on the list at 12:01 AM.
 - If your security team calls you to clear a guest not on your list, and you grant permission to enter, then the system automatically adds that guest to your list as a temporary guest (the rest of the day until midnight).
- If you call in or input a guest with an access “Duration” of 2 weeks, and they need to be here longer then please extend the duration in SafeHouse. If not, when they show up 2 weeks and 1 day you will receive a call for clearance.
- If you call in a guest and they are already in line waiting, be prepared for a call. The system may not be updated by the time they arrive at the gate. Please give as much notice as possible, at least 30 minutes would be appreciated.
- If you own multiple properties please ensure your guests and vendors know THE ADDRESS WHERE YOU WANT THEM to go and make sure to enter them in SafeHouse under that address.