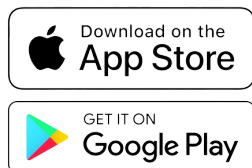




## WEBGUEST

WebGuest allows residents to add guests to their lists within the app without the need of contacting a gate access officer, which not only provides control and privacy for our residents but higher guest processing times for your guard gate.




Access Control plays a vital role in of the security of The Dominion. Your gate access team will make every effort not to call you for guests you have entered directly into SafeHouse. However, in order to provide the best security, your team will call if unsure about a guest.



Download WebGuest to get started

WebGuest can also be accessed from a Desktop.

<https://thedominion.webguest.us>

-  Quickly add a Guest, Service, or Delivery
-  Get notified by SMS or Email when your guest/vendor arrives
-  Manage & view your current guest list

**WEBGUEST User ID:** \_\_\_\_\_

**WEBGUEST User Password:** \_\_\_\_\_



Please see back of page for WebGuest tips from our Chief of Security




# WEBGUEST TIPS

- Enter first and last name for guests. Don't use nicknames, middle names or titles such as Dr., Mr., Mrs., etc.
- Enter only one name per guest entry. Do not use multiple names per entry. See example below.

## INNCORRECT

-  John & Mary Smith
-  Dr. Smith

## CORRECT

-  Mary Smith
-  John Smith

- When adding a service or delivery, simply select "Vendor." Once selected, you will then be able to enter the business/vendor name. You DO NOT have to enter the name of individual coming in under that vendor as that often changes.

## "ONE TIME" VS. " REPEAT" GUESTS

- If your guest will only enter ONCE and not return after they have completed their visit/service, simply select "One-time" and the date they will need entry access.
- If your guest/vendor will be entering the community more than once, simply select "Repeat Access." This will allow you to select a **date range** to grant entry access . (days, weeks, months, etc.)
- "Repeat Access" will also give you the option to grant a vendor/guest **permanent access**.

## ADDITONAL TIPS & INFO

- It is recommended to add/call in any vendors/guests AT LEAST 24 HOURS in advance.
- During high traffic times, Guards are not required to call you to grant your guest/vendor access.
- All vendor/commercial traffic must enter through the North Gate (off Aue Rd) or the South Gate (near TMI)

Dominion Security: (210) 698-2997

In the event of an emergency, please remember to dial \*911