

2. **Change Resident Tab**-Update resident information

The screenshot shows the 'MyENVERA Envera Community Portal' interface. At the top, there is a 'Welcome:' message and a 'Sign Out' button. Below this is a navigation menu with buttons for 'Search Community', 'Change Resident' (highlighted), 'Add/Change Visitor', 'Add/Change Household', 'Change My Profile', and 'Change Contacts'. A secondary row of buttons includes 'Help', 'Residents Report', 'Visitors Report', and 'Comm Event Report'.

The main content area is divided into three sections:

- Jean Cabillot Profile:** A form with fields for First Name (Jean), Middle Name, Last Name (Smith), email, PIN (9935), Status (ACTIVE), Club Member (<none>), Tenant (Yes/No), Restricted (Yes/No), Lease Start (02 / 18 / 2014), and Lease End (02 / 18 / 2014). There is a 'Change Password' button.
- Jean Smith Phone Numbers:** A table with columns for Phone Number, Extension, and Phone Type. It lists two numbers: (954) 385-0000 (PRIMARY) and (954) 263-0000 (CELL). Below the table are 'Add', 'Change', and 'Remove' buttons.
- Jean Smith Vehicles:** A table with columns for License Plate, State, Color, Make, Model, Year, and Decal. It lists one vehicle with license plate 806XPU and state FL. Below the table are 'Add', 'Change', and 'Remove' buttons.

- a. **Profile**-Update the following information
 - i. First, Middle and Last Name
 - ii. Email
 - iii. PIN-This is the PIN # that Envera asks for when the resident is at the gate kiosk or calls Envera’s contact center.
 - iv. Status-Current Resident Status
 - v. Club Member-Select a club if desired
 - vi. Tenant-Click on the box to assign lease Start and End dates
 - vii. Restricted-To assign a resident a restricted status, click on the box.
 1. If a resident is restricted they CANNOT add visitors (through MyEnvera or calling Envera) and will be directed to the Community Manager to update this status.
 - viii. Change Password-Change website password.
- b. **Phone Numbers**-Enter any contact numbers that Envera will use if there is an unregistered guest at the gate kiosk.
- c. **Vehicles**-Add vehicle information in these fields. As noted above this information can be edited or deleted.
- d. Click “Save” to update.

3. Add/Change Visitor Tab

The screenshot shows the MyENVERA Envera Community Portal interface. At the top, there is a navigation bar with the logo and the text "Envera Community Portal". To the right, it says "Welcome:" followed by a grey box and a "Sign Out" button. Below the navigation bar is a menu with several options: "Search Community", "Change Resident", "Add/Change Visitor" (highlighted in blue), "Add/Change Household", "Change My Profile", and "Change Contacts". Below this menu is another row of options: "Help", "Residents Report", "Visitors Report", and "Comm Event Report".

The main content area is titled "Smith Visitors" and contains a table with the following data:

Last Name	First Name	Company	Type	Created	Expires	Status
Aronovitz	Janice Ross		PERMANENT	11/30/12		
Biel	Susan, Michael		PERMANENT	11/30/12		
Cabillot	Audrey, Robert		PERMANENT	11/30/12		
Cabillot	Ray		PERMANENT	11/30/12		
Darrell/Lawn	.		PERMANENT	6/11/13		
Enriquez	Kelly, Steven		PERMANENT	11/30/12		
food deliveries			PERMANENT	1/13/13		
Hassan	Ann Cathrin, Shariq		PERMANENT	11/30/12		

Below the table are three buttons: "Add", "Change", and "Remove".

The "Vehicles" section below contains a table with the following data:

License Plate	State	Color	Make	Model	Year	Decal
806XPA						

Below the table are three buttons: "Add", "Change", and "Remove".

At the bottom of the page are two buttons: "Save" and "Cancel".

- a. **Add-**To add a visitor, click on the "Add" button. The Add/Change Visitor dialog box will pop up.

The screenshot shows the "Add/Change Visitor" dialog box. It has a title bar with the text "Add/Change Visitor" and a close button. Below the title bar is a message: "i Either first name, last name, or company required." The dialog box contains several input fields and a checkbox:

- First Name: Johnny
- Last Name: Johnny
- Visitor Type: Temporary (dropdown menu)
- Company: (empty text box)
- Email: (empty text box)
- Expiration Date: 02 / 16 / 2014 (dropdown menu)
- Deny Entry: Yes

At the bottom of the dialog box are two buttons: "Ok" and "Cancel".

- Type in the First and Last name of the visitor.
- Select the Visitor Type from the drop down.
- Enter a company name, if applicable.
- Select the Expiration Date
- Deny Entry-Check this box ONLY if this visitor should not be allowed entry.
- Click "OK" to save changes.

- b. **Change**-Click on any visitor listing then click “Change” to edit visitor information.
- c. **Remove**- Click on any visitor listing then click “Remove” to delete visitor information. The Confirm Removal dialog box will pop up to confirm you wish to remove the visitor. Click whichever button is applicable.
- d. **Vehicles**-Vehicles can be added to any visitor. This feature assists Envera in processing visitors more efficiently as our system uses tag recognition software to read the vehicles tag. If the information is in our system, it brings up the visitor and resident information allowing Envera to process guests more quickly.
 - i. **Add**-To add a vehicle, click on the visitor and then click on the “Add” button. The Add/Change Vehicle dialog box will pop up. Enter the information License Plate and State of Registration and click “OK”.
 - ii. **Change**-Click on any vehicle listing then click “Change” to edit vehicle information.
 - iii. **Remove**- Click on any vehicle listing then click “Remove” to delete vehicle information. The Confirm Removal dialog box will pop up to confirm you wish to remove the visitor. Click whichever button is applicable.
- e. Click “Save” to update.

4. Add/Change Household Tab-

The screenshot shows the 'My ENVERA Envera Community Portal' interface. The 'Add/Change Household' tab is selected in the navigation menu. Below the navigation menu, there are two tables. The first table, titled 'Jean Smith Household Members', lists household members with columns for Last Name, Middle Name, First Name, Type, Status, Phone, and Can Add Visitors. The second table, titled 'Jess Smith Phone Numbers', lists phone numbers with columns for Phone Number, Extension, and Phone Type. Both tables have 'Add', 'Change', and 'Remove' buttons below them. At the bottom of the page, there are 'Save' and 'Cancel' buttons.

Last Name	Middle Name	First Name	Type	Status	Phone	Can Add Visitors
Smith		Claire	Daughter	ACTIVE		No
Smith		Jess	Co Owner	ACTIVE		No
Smith		Eric	Son	ACTIVE		No
Smith		Glenn	Spouse	ACTIVE		No

Phone Number	Extension	Phone Type
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- a. **Add**-To add a Household Member, click on the “Add” button. The Add/Change Household Member dialog box will pop up.
 - i. Enter the First and last name of the Household member.
 - ii. Type-Select the type of member. Renters are also added in this area.
 - iii. Can Add Visitors-Check this box ONLY if this resident is allowed to approve visitors.
 - iv. Click “OK” to save changes.

Add/Change Household Members

Please enter data for the new household member

Resident: Test User

First Name*:

Middle Name:

Last Name*:

Type*: Parent

Can Add Visitors: Yes

Ok Cancel

- b. **Change**-Click on any Household Member then click “Change” to edit the information.
- c. **Remove**- Click on any Household Member then click “Remove” to delete information. The Confirm Removal dialog box will pop up to confirm you wish to remove the visitor. Click whichever button is applicable.
- d. **Phone Numbers**-Can be added to any Household Member.
 - i. **Add**-To add a phone number, click on the Household Member and then click on the “Add” button. The Add/Change Phone Number dialog box will pop up. Enter the information and click “OK”.
 - ii. **Change**-Click on the appropriate Household Member and click “Change” to edit Phone Number information.
 - iii. **Remove**- Click on the appropriate Household Member and click “Remove” to delete Phone Number information. The Confirm Removal dialog box will pop up to confirm you wish to remove the Phone Number. Click whichever button is applicable.
- e. Click “Save” to update.

5. **Change My Profile Tab**-Update personal information.

My Profile - [redacted] [42]

First Name:

Middle Name:

Last Name:

email:

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Tori Piltz Phone Numbers

Phone Number	Extension	Phone Type
(941) 556-0000		PRIMARY

- a. **Profile**-Update the following information
 - i. First, Middle and Last Name
 - ii. Email
 - iii. Change Password-Change website password.
- b. **Phone Numbers**-Enter any contact numbers.
- c. Click "Save" to update.

6. **Change Contacts Tab**-Contact Information for the community. This information is viewable by all residents when logged in to MyEnvera.

The screenshot shows the MyEnvera Envera Community Portal interface. At the top, there is a navigation bar with the MyEnvera logo and the text "Envera Community Portal". To the right, it says "Welcome:" followed by a greyed-out name and a "Sign Out" button. Below the navigation bar is a menu with several options: "Search Community", "Change Resident", "Add/Change Visitor", "Add/Change Household", "Change My Profile", and "Change Contacts" (which is highlighted in blue). Below this menu are four more options: "Help", "Residents Report", "Visitors Report", and "Comm Event Report".

The main content area is divided into two sections. The first section is titled "[42] Contacts" and contains a table with the following data:

Last Name	Middle Name	First Name	Email
Management		I	tjune@envear.com

Below the table are three buttons: "Add", "Change", and "Remove".

The second section is titled "T Management Phone Numbers" and contains a table with the following data:

Phone Number	Extension	Phone Type
(305) 255-0000		PRIMARY

Below the table are three buttons: "Add", "Change", and "Remove".

At the bottom of the interface, there are two buttons: "Save" and "Cancel".

7. Reports

- a. Residents Report-Provides resident Information
- b. Visitors Report-Provides Visitor Information by specific resident or the entire community
- c. Comm Event Report-Provides transaction processing statistics

Scheduling Visitors with Envera: 3 easy ways

1. **www.myenvera.com**
2. Live Guard (24 hours a day—7 days per week): **(877) 936-8372**
3. Automated Voicemail system: **(877) 936-8378**-Leave a message including:
 - Community Name
 - Resident Name
 - Resident PIN (password)
 - Visitor Name and length of registration

Need Help?

Email Help@enverasystems.com or call **(877) 936-8372**