Resident QuickStart Guide

Welcome to QuickPass!

QuickPass Visitor Management is the premier community management system and offers residents many tools to manage your visitors, personal vehicles, contact information and more. This Quick Start Guide will show you the basics of accessing your personal account and how to use the important tools QuickPass has for you

*Please make sure you have been given your login and password from your community before you begin

1 Getting Started

▶▶ Login at www.quickpass.us to activate your personal QuickPass Account

▶▶ Login information can be provided by your HOA

▶▶ Passwords are case sensitive, should be at least 7 characters, including one capital letter and one number
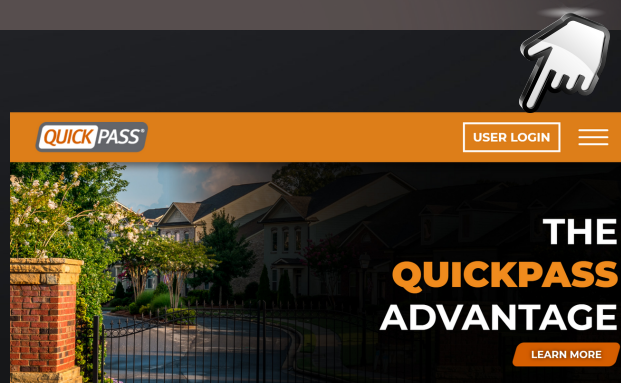
2 How to use My Account

▶▶ Account Logins: Manage account logins and passwords

▶▶ Residents: Update/View any additional residents, minors, or owners

▶▶ Email Addresses: Add your email and subscribe for updates from your community

▶▶ Phone Numbers: Add phone numbers in the order you wish to be called for community contact

▶▶ Codeword: Customize optional codeword for extra security when discussing your account over the phone (If unavailable, it's not required by your community)

▶▶ Alternate Address: Add an additional address

Account Logins

Residents

Email Addresses

Phone Numbers

Alternate Address

Global Notifications

Edit   Delete   Expand

3 Activating Text to QUICK (78425)

▶ This feature allows you to quickly add last minute visitors through text message

▶ Once you are logged into your QuickPass account, on the top of the screen go to Menu. Then you will select My Account 👤

▶ In the Phone Numbers section, select the orange plus ➕ to drop-down to view

▶ If your phone number has already been added select, the orange pencil ✏️ to edit. If your phone number needs to be added, select Add Phone Numbers

Confirm your phone number information is correct, check the Text to QUICK box

▶ You will now see your phone number listed with Text to QUICK(78425) activated. On your mobile device, text your visitor's name to QUICK (If QUICK fails, use the #78425). Your visitor will then be added for the day, you can then respond to the automated message to add additional days

Phone Numbers

Note: Please enter phone numbers in the order that you wish to be called.

Phone Number:
888 - 444 - 6343   Ext:

Description:
Test Number

Type:
Owner

Text to Quick:
☑

Save   Cancel

Check off

Phone Numbers

Add Phone Numbers

Note: Please enter phone numbers in the order that you wish to be called.

		Number	Ext	Description	Type	Text to Quick
✏️ 🗑️	↑↓	888-444-6343		Test Number	Owner	☑

3 Activating Global Notifications

▶ This feature provides you with notifications on all visitors that enter the gate

▶ Under My Account 👤, drop down the Global Notifications section

▶ Fill in your contact information to be notified via text &/or email

▶ Under All Visitors 📇, select the Global Notify box

You **MUST** complete **BOTH** steps to start receiving Global Notifications

Global Notifications   ✖

Mobile Phone 1:
888 - 444 - 6343

Mobile Phone 2:
888 - 444 - 6343

Email Addresses (; separated):
test@quickpass.us

Save

🟧 **Global Notify**

✏️ Edit   🗑️ Delete   ➕ Expand

▶ Under All Visitors 📇, select **ADD VISITOR**

▶ Fill in the visitor/vendor name, select Access Type(One Time Entry, Temporary, Duration, Permanent)

▶ *Allow **EXTRA TIME** for early visitor arrivals when selecting a time

▶ If Global Notifications is not activated, Toggle the Notify Upon Entry button on to be notified for that particular visitor/vendor

▶ Fill in your preferred notification method, Mobile Phone Number and/or Email Address

▶ Select **SAVE**

▶ *If your visitor is saved properly you will see it on your ongoing visitor list (scroll to the bottom of the page to view)

Visitors

Name:

Access:
○ One Time Entry   ○ Temporary   ○ Duration   ● Permanent

Visitor Type:

Notify Upon Entry:
⬤

Note: Notification on entry is by email or text message ONLY. Please be sure your email address or phone number for this visitor is listed below. Global notification settings are managed on the 'My Account' tab.

Mobile Phone 1:   Mobile Phone 2:
☐ - ☐ ☐   ☐ - ☐ ☐

Email Addresses:

Send Your Visitor a QUICK Pass

Note: Sending a Quick Pass to your visitor is optional and designed so your visitor can have the information they need for entry to the community ready for the officer.
Please have your visitor present their Quick Pass to the officer at the gate.

Visitor Phone: Visitor Email Address:
☐ - ☐ - ☐

[Save]   [Cancel]

✏️ Edit   🗑️ Delete   ➕ Expand

Download the Mobile App:
Quickpass Visitor
Management

QUICK*PASS*   Available on the App Store   ANDROID APP ON Google Play