

# Important Resident Instructions for the GATEKEEPER Visitor Screening System

Burnt Store Marina has installed the GATEKEEPER Visitor Screening System to improve the way your gate attendants authorize your visitors into the property. When a visitor arrives at the gatehouse and gives your name to the attendant, the gate attendant will bring up your “Resident Page” on a touch-screen computer monitor.

If the visitor has not been “pre-cleared”, the attendant will touch a command that will dial the resident to get permission to admit your guest. You must provide a **local** phone number that you use when here. A cell number is okay.

The GATEKEEPER Visitor Screening System offers the resident two methods to “pre-clear” an expected guest.

## 1. **PERMANENT VISITOR LIST:**

This list of names appears on the “Resident Page” at the gatehouse. A visitor whose name is on this list will be given a pass and granted entry immediately, and the resident will not be called for authorization. This list should include close friends and relatives that visit often. Regular service providers such as cleaning personnel should also be listed

Some restrictions can be placed on the names on the PERMANENT VISITOR LIST, such as:

*Expiration Date:* Your permanent visitor’s names will disappear from the list on a specified date.

*Time/Day Restriction:* A note will appear with the visitor’s name defining specific days, and/or times, then access will be authorized. If the visitor arrives outside the specified days/times, the resident would be called to authorize entry.

The PERMANENT VISITOR LIST will be maintained by the system administrator. To add or delete names, please fill out a new questionnaire and leave it at the front gate, fax it to (941) 639-0333, or email it to [BSMsecurity@Gmail.com](mailto:BSMsecurity@Gmail.com).

## 2. **VOICE MESSAGING SYSTEM:**

This feature would be used to pre-clear a single visit by someone you are expecting. A resident can call (941) 639-0334, and when prompted, give your name and the name of the expected guest and expected date of arrival. When the guest arrives, the gate attendant will be alerted to the message on your “Resident Page”, he/she will hear your voice message and grant entry to your guest. The resident will not be called for authorization.

A) If calling from home, the system recognizes the phone number making the call, and puts the voice message on the correct “Resident Page”.

**The resident needs only to say their name, the name of the expected guest and the date of arrival.**

B) If not calling from the home phone, the resident will be prompted to enter the 7 digit home phone number. After entering the listed number the system will prompt as above.

The VOICE MESSAGING SYSTEM is very beneficial for the residents. Once you have called and left a voice message, pre-clearing an expected guest, you no longer have to stay near your phone. You can go check the mail, or walk outside without worrying about not hearing the phone ring and missing your visitor. Plus, it will reduce the time your visitor spends being cleared at the gatehouse. The VOICE MESSAGE phone number is: (941) 639-0334.

**FLAG MESSAGE:** is an optional feature available to each resident. This is a bold red alert message (50 characters max) that appears on the “Resident Page” in the gatehouse. It is used to alert the attendant to any special security or convenience instructions, such as: “John Doe no longer authorized to enter property” or, “weekday deliveries accepted by Mrs. Smith, Unit #111”. The FLAG MESSAGE is also maintained by the system administrator. Residents must contact the system administrator to add or change the message.

**BURNT STORE MARINA  
GATEKEEPER VISITOR SCREENING SYSTEM  
RESIDENT QUESTIONNAIRE**

Please fill out and leave it at the front gate, fax it to (941) 639-0333, or email it to [BSMsecurity@Gmail.com](mailto:BSMsecurity@Gmail.com).

**UNIT INFORMATION:**

**PIN NUMBER:** \_\_\_\_\_

OWNER'S NAME/S: \_\_\_\_\_

Are you fulltime resident/s? Yes No

Please list the names of all owners for the unit.

UNIT ADDRESS: \_\_\_\_\_

*All info below is for: (Circle one)      OWNERS      TENANTS*

UNIT PHONE #: \_\_\_\_\_

CELL #: \_\_\_\_\_

OTHER PHONE#: \_\_\_\_\_

CELL #: \_\_\_\_\_

EMERGENCY CONTACT: \_\_\_\_\_

PHONE #: \_\_\_\_\_

**PERMANENT VISITOR LIST:** Those visitors whom you want to have access for only specific dates please add the dates.  
If there is no date listed there will be no expiration date in the gate.

NAME: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

NAME: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

NAME: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

NAME: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

NAME: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

NAME: \_\_\_\_\_

RELATIONSHIP: \_\_\_\_\_

BURNT STORE MARINA  
GATE KEEPER VISITOR ACCESS NOW OPERATIONAL  
HELP SPEED YOUR VISITORS AND GUESTS THROUGH THE GATES

The computer automated guest control access system is now in place and operational. This system is designed to allow guests and visitors that you have designated on a pre-cleared list to be granted quick and easy access through the Front Gate or the Commercial Gate.

Additionally the system can authorize entrance to single entry or infrequent guests or service personnel by the resident calling the Gate Keeper automated system at 639-0334 and providing the name of the guest or the service company and the expected time of the visit. This one time clearance is cancelled after the designated visit or date.

The Gate Keeper permanent guest list and resident information is printed on the back side of this information sheet. If you have not completed this information or if it needs to be updated then fill out the information and send it to the security company. All permanent guests and additions to the permanent guests list must be made in writing to the security company.

If you expect single visit guests or service personnel, a call to the Gate Keeper automated number, 639-0334, will allow you to give the name of the guests or the service company and the expected time and date of the visit and they will be granted access.

At some time in the future as our residents begin using the Gate Keeper system the system will deny entry to anyone not on the permanent list or who have not been pre-cleared by a phone call or if a call by security to the resident finds there to be no one home to authorize entrance. This will prevent visitors to your residence that have not been authorized by the resident when you are not at home. This is for your protection to prevent unauthorized visitors when you are not at home or do not wish to authorize their visit. A call will always be made before any denied entry.

Provisions are available to identify those persons who you do not wish to allow entry to your residence. Notify the security company in writing if you wish to place restrictions on specific guests.

Now is the time to provide your guest information or additions.

Note: Accurate, current phone numbers are essential.