



KIAWAH ISLAND

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COMMUNITY  
ASSOCIATION

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# Manage Gate Access for Your Kiawah Guests Online

Dear KICA Member,

The Kiawah Island Community Association (KICA) is pleased to announce a **new online service portal to quickly and easily manage gate access for your guests**. This service is available online at [kica.us/login](https://kica.us/login) or through the ABDI GateAccess app. Within the portal, you can enter your Kiawah Island guest gate access requests, view and manage submitted requests and email your guest a voucher that will expedite their arrival experience.

This is just another convenient option for submitting your gate access requests, but you are still welcome to call or email Security (843-768-5566 or [security@kica.us](mailto:security@kica.us)) with your access requests.

To enhance island security, KICA is also initiating a **verbal code** for gate pass requests by phone, which will be required beginning in May. Your verbal code is listed with your account information and you are encouraged to change it when you activate your account.

**Provided is your online account information and verbal code.** Please carefully read and follow the four-step process to activate and set up your online account. If you have already received this info via email and have activated your account, you may wish to keep the following instructions as a reference.

Sincerely,

Kiawah Island Community Association



# Account Instructions

## YOUR ACCOUNT INFORMATION

Member:

Email Address:

Invitation Code:

Verbal Code:

Complete Steps 1-4 and fill in the following:

Password: \_\_\_\_\_

New Verbal Code: \_\_\_\_\_

## STEP 1: ACTIVATE YOUR ACCOUNT

Visit [register.gateaccess.net](https://register.gateaccess.net). (This link is for activation only.) Enter your **email address** and your **Invitation Code** (both noted above). You will be prompted to input your desired **password** upon activation.

## STEP 2: CONFIRM YOUR ACCOUNT

Once you submit your information, **you will receive an email from GateAccess.net** asking you to confirm your account. **Click the link within the email** to complete the activation process. Then exit the activation page and navigate to [kica.us/gate](https://kica.us/gate).

## STEP 3: VIEW YOUR ACCOUNT AT KICA.US/GATE

Visit: [kica.us/login](https://kica.us/login)

Click: **Gate Access**

Community Code: **KICA** (Select KICA from the drop-down menu)

Email Address: **\*\*\*\*\***

Password: You created your password upon activation. You can edit your password in Account Settings after you log in. If you forget your password, click the "Forgot your password?" button.

## STEP 4: CHANGE YOUR VERBAL CODE

To increase island security, KICA is implementing a verbal code to be used when calling in gate access requests to Security staff. Your verbal code, listed above, will be required beginning in May 2020.

Once you have logged in, go to your **Account Settings** to change your assigned **Security Verification Word** (Verbal Code) by selecting a word of your preference.



# Entering a Guest Access Request

Once you are logged into your account (see Step 3), click the heading **Guest List**.

Click the button **Add a New Guest/FastAccess Pass**.

Enter the **Last Name** of your guest.

Enter the **First Name** of your guest.

Enter the **Start Date** of their visit.

Enter the **End Date** of their visit.

Enter **Notes** for KICA Security, if needed. Typically this can be left blank, unless there is a special circumstance that would be helpful for Security to be aware of.

Click **Update**.

Your request has now been successfully submitted. Your guest will appear in your **Guest List**.

## EMAIL YOUR GUEST A VOUCHER FOR AN EXPEDITED CHECK-IN AT THE GATE

Providing your guest with an emailed voucher (not a gate pass) will reduce your guest's arrival time checking in at the main gate. If widely implemented by members, vouchers will significantly improve traffic flow at the gate, especially important during high volume traffic times.

To the right of your guest's name in the **Guest List**, click the **View/Send Voucher** button. The voucher will appear. At the top of the voucher, there is a small **Email to:** box. Click **the box** and enter your guest's **email address**. Click **Send Now**. You are finished!

Your guest will receive an emailed voucher from [GateAccess.net](http://GateAccess.net) that they can print or show on their smartphone to the Security staff member at the gate. The voucher displays a QR code that will be scanned, which prompts the gate pass to print immediately, eliminating search time and providing more efficient service.



# Website vs. App

In addition to managing your guest passes online through the KICA website, an app is available to quickly enter and edit your access requests on your smartphone or tablet.

## DOWNLOAD THE APP

Visit the App Store on your smartphone or tablet. In the Apple App Store, search for and download the ABDI GateAccess app. In the Google Play Store, search for and download the GateAccess app. Once the download is complete, open the app and enter your login information.

## Features

Enter a Guest Gate Access Request	<a href="#">Website &amp; App</a>
View a List of Your Submitted Guests	<a href="#">Website &amp; App</a>
Edit Your Submitted Guest Access Requests	<a href="#">Website &amp; App</a>
View an Entry Log of Recent Guests	<a href="#">Website &amp; App</a>
Email Your Guest a Voucher for an Expedited Arrival	<a href="#">Website</a>
View and Edit Your Verbal Code	<a href="#">Website</a>
Enter Multiple Guests for an Event	<a href="#">Website</a>
Text Your Guest a Voucher for an Expedited Arrival	<a href="#">App</a>

## NEED ASSISTANCE?

For help activating your account, or for any questions, contact the community association.

**KICA Member Services:** 843-768-9194 or [memberservices@kica.us](mailto:memberservices@kica.us)

— Monday-Friday 9 a.m.-4 p.m.

**KICA Security:** 843-768-5566 or [security@kica.us](mailto:security@kica.us)

— Nights and Weekends