

## Gate Code & Clicker Management

All gate users have their own personal entry code which has their name and a telephone number assigned.

All clickers are coded with a name and telephone number assigned. New build homes are given vendor/temp codes that must be reassigned upon moving in.

Magnolia Glen HOA (MGHOA) will assist you in performing any of the following tasks related to the management for gate access

- Add user – create code and assign

- Delete user – removes codes & assignments

- Purchase clicker – coded & assigned

- Re-assign clicker – changes name and/or phone number

- Lost or stolen clicker or code compromised

- Change user information – code, name and/or phone number

Detailed information on how to update your vendor/temporary code is included in the section below labeled *New Resident Gate Code Reassignment*.

All requests must include a detailed description of the task requested. This includes your address, full name, telephone number, email address and any additional details you can provide. Your request will be forwarded to Johnson Communications (JC) for processing.

The MGHOA does not have any gate remotes (clickers) available for purchase. If you would like to purchase, please contact the MGHOA at [Magnolia.Glen.HOA.gate@gmail.com](mailto:Magnolia.Glen.HOA.gate@gmail.com). The MGHOA will forward your request to JC. JC will then reach out to you individually to complete your transaction.

## ***New Resident Gate Code Reassignment***

For new residents, please send an email with the following information to Dean Dukes (President, MGHOA) at [Magnolia.Glen.HOA.Gate@gmail.com](mailto:Magnolia.Glen.HOA.Gate@gmail.com).

*(Copy and paste the following content, then edit the highlighted information)*

*Subject: Magnolia Glen HOA – Gate ID Reassignment*

- *Street Address: Enter your Address*
- *Reassign my temporary (Vendor) user's name only. No entry code change.*

*\*\*\*\*xxxx represents your house address number\*\*\*\**

- *DRxxxx\_1 to Last name, First name, phone number: (111) 222-3456, and email address: abcdefg@domain.com. No entry code change.*
- *DRxxxx\_2 to Last name, First name, phone number: (111) 222-3456, and email address: abcdefg@domain.com. No entry code change.*

*\*\*\*\*Repeat as necessary for each additional driver. New ID & code will be generated. Use the following format\*\*\*\**

- *Last name, First name, phone number: (111) 222-3456, and email address: abcdefg@domain.com . A new entry code will be generated.*

All responses will be sent to the emails associated with the user IDs listed above.

Names and phone numbers are needed to allow the residents to fully utilize the voice capable call entry box. The email provided will be added to the HOA email distribution list. This information is not shared with anyone outside of the MGHOA and the security company. Your email address will not be visible to others. It will only show that the email comes from a distribution list.