



# **NEW VISITOR MANAGEMENT**

**Niguel Shores is excited to announce we have made the switch to a new visitor management and community platform that is much easier to use: GoAccess. Follow this manual to learn how to:**

- **Create Your Account**
- **Add Visitors**
- **Share Virtual Passes**
- **Manage Your Household**
- **View Community**
- **Features**



# DOWNLOAD THE APP

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**Apple App Store Download**

**[bit.ly/GoAccessApple](https://bit.ly/GoAccessApple)**

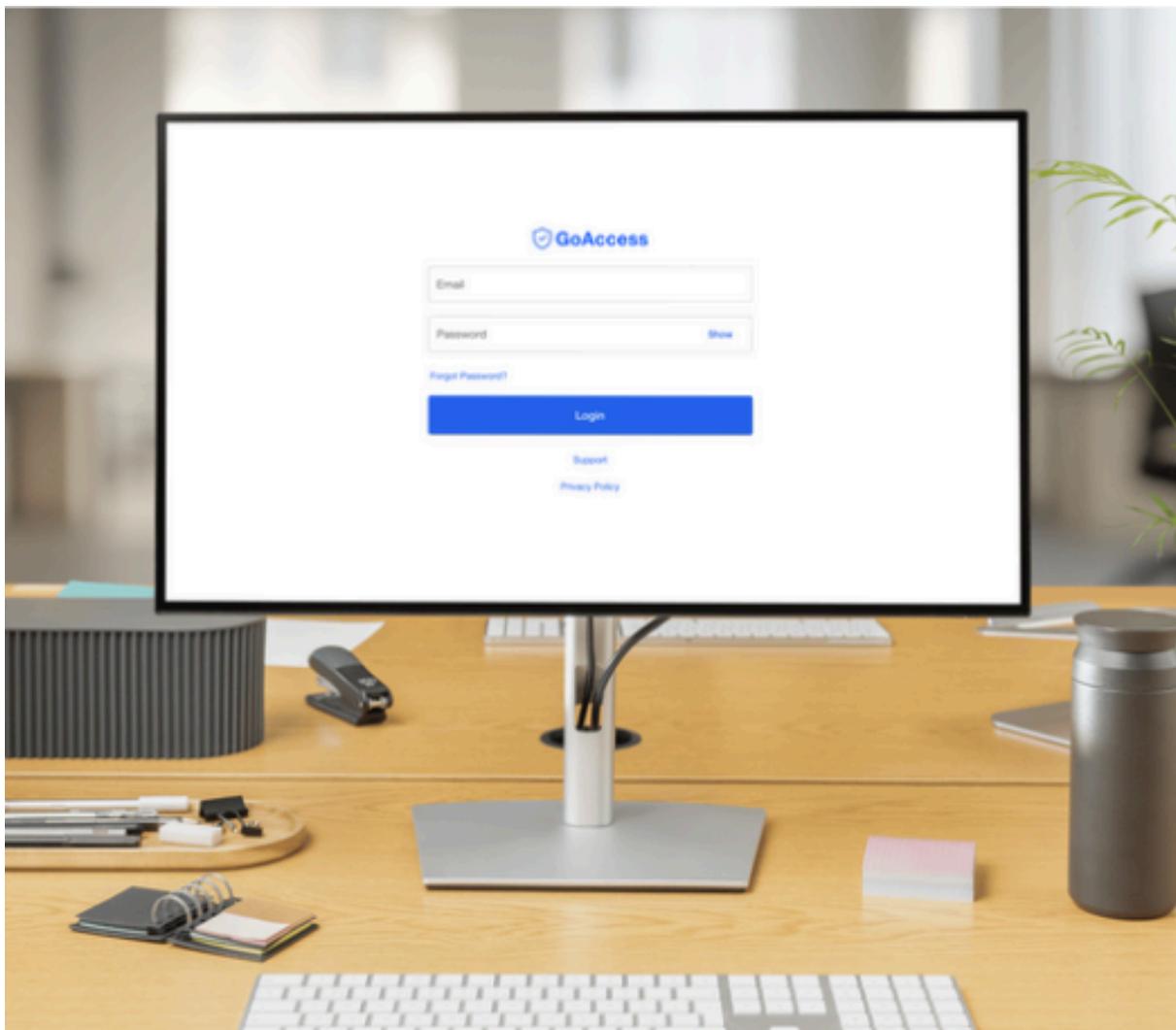


**Google Play Store Download**

**[bit.ly/GoAccessAndroid](https://bit.ly/GoAccessAndroid)**

# OR LOGIN ON THE WEB AT:

[WWW.GOACCESSRESIDENT.COM](http://WWW.GOACCESSRESIDENT.COM)



**PLEASE NOTE ALL THE FOLLOWING INSTRUCTIONS ARE IDENTICAL FOR THE PHONE APPLICATION AND THE WEBSITE. BOTH SOFTWARES ARE IDENTICAL.**

# CREATE ACCOUNT

You should have received an email with your account login information that looks like the below image on the left. Please be sure to check your spam. If you cannot find the email, then enter your email address on file and press **Forgot Password**.



## Exciting news!

Your community has upgraded to a new visitor management system: GoAccess! This app is much easier to use with bigger text and icons. Your account information has been carried over from your previous provider. Please download the GoAccess app and login to ensure all information is correct.

**Login Email:** lfavolli@me.com

**Temporary Password:**

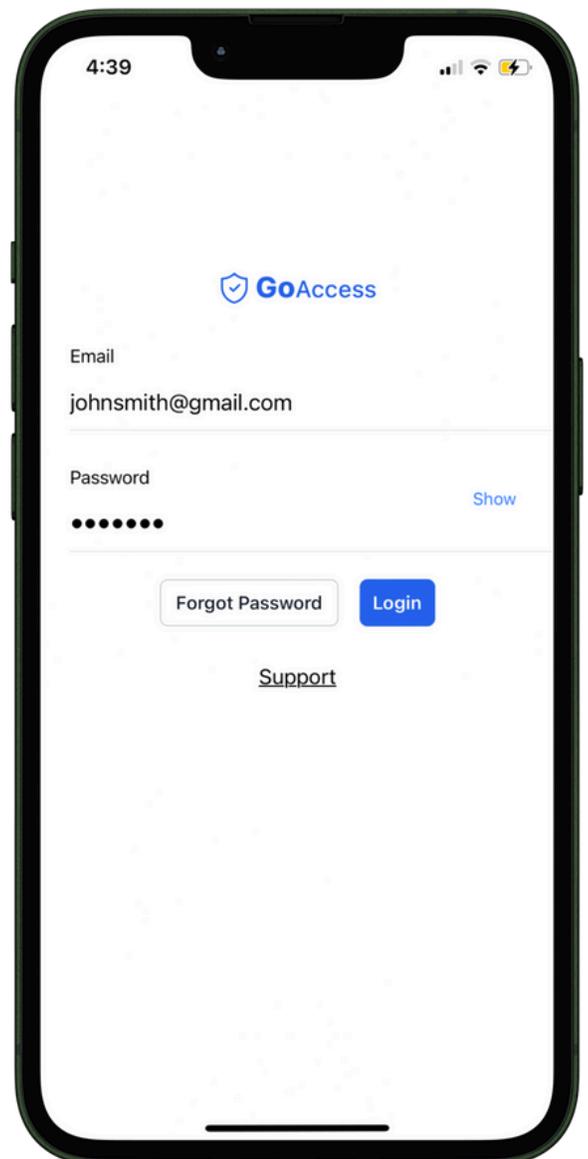
**fdepga**

Download the [iOS App](#) or the [Android App](#) to get started.



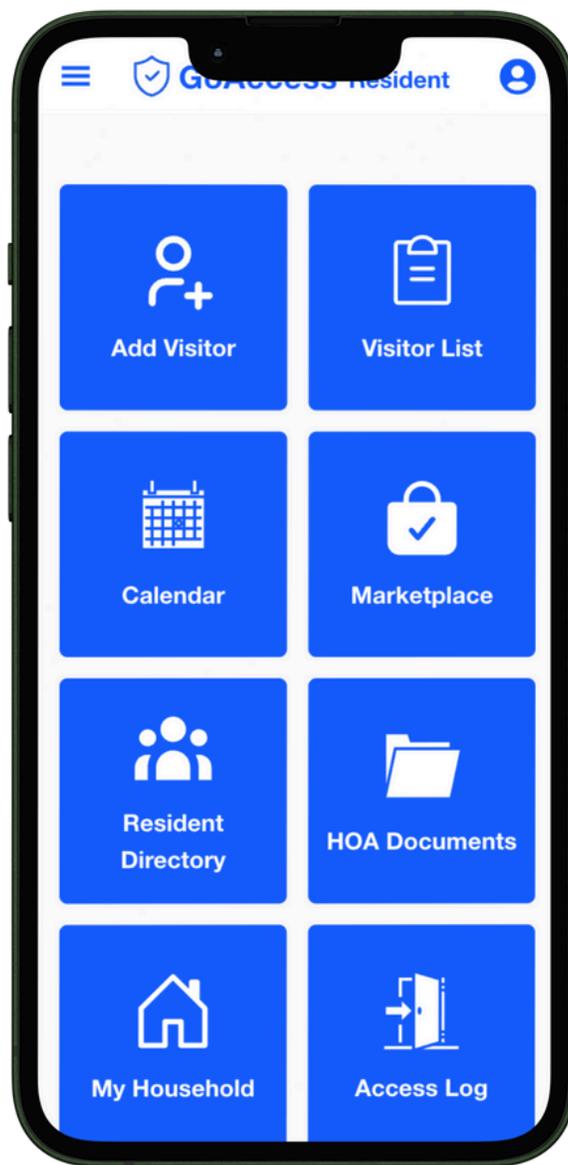
You may also login via the web at [GoAccessResident.com](https://GoAccessResident.com)

For detailed app instructions, [click here](#). If you ever need any technical support, you can email us at [support@goaccesscontrol.com](mailto:support@goaccesscontrol.com) and we'll get back to you quickly!



# HOME PAGE

This screen is your main screen where you can add visitors, view your visitor list, manage your household, view your home's access log, view the community calendar, HOA docs, and the resident directory. If you press the GoAccess logo at any point when using the app it will bring you back home.



\*IF YOU EVER NEED TECHNICAL SUPPORT, PRESS THE SUPPORT BUTTON AT THE BOTTOM OF THE HOME SCREEN. PLEASE DO NOT CONTACT MANAGEMENT FOR ANY APP CONCERNS.

# ADD VISITOR

## 1. Status:

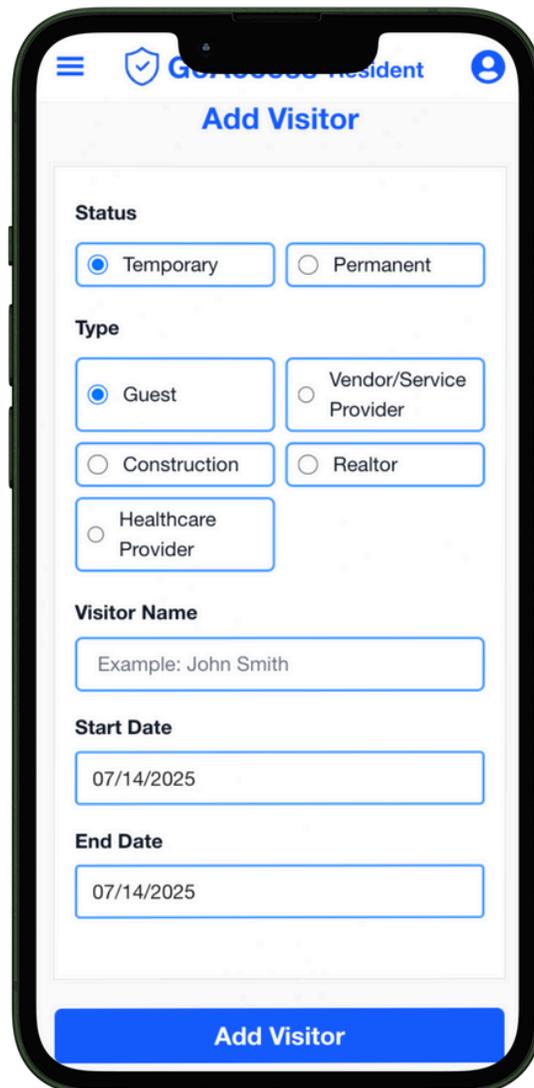
- a. **Temporary:** Permitted to enter from the start date to the end date. Calendar pop-up will allow you to easily enter dates.
- b. **Permanent:** Permitted to enter at any time

## 2. Type:

- a. **Guest, Vendor/Service Provider, Construction, Realtor, and Healthcare Provider**

## 3. Name:

- a. Please be sure to enter the visitor's **FULL NAME**. If it is a vendor enter the full company name. You also have the option to add the Staff name if you know it for a vendor type visitor



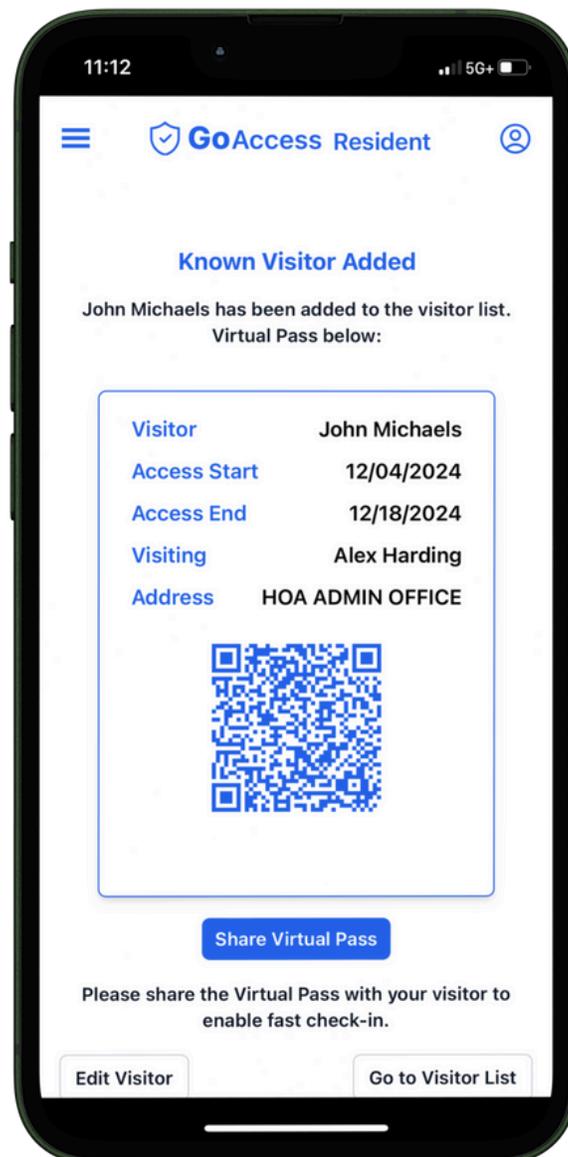
The image shows a smartphone screen displaying the 'Add Visitor' form. The form is titled 'Add Visitor' and is part of the 'GOACCESS Resident' application. It contains the following fields and options:

- Status:** Radio buttons for 'Temporary' (selected) and 'Permanent'.
- Type:** Radio buttons for 'Guest' (selected), 'Vendor/Service Provider', 'Construction', 'Realtor', and 'Healthcare Provider'.
- Visitor Name:** A text input field with the placeholder text 'Example: John Smith'.
- Start Date:** A date input field with the value '07/14/2025'.
- End Date:** A date input field with the value '07/14/2025'.

At the bottom of the form is a blue button labeled 'Add Visitor'.

# VIRTUAL PASS

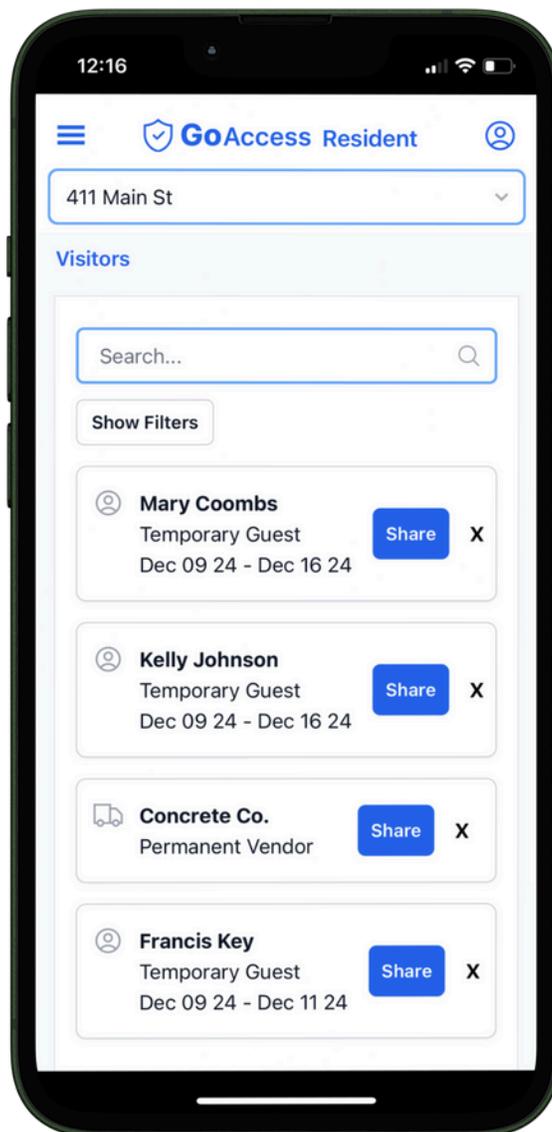
After you create a visitor you can send them a virtual pass. Press 'Share Virtual Pass' to copy the link to your clipboard or text or email it to them from your cell phone. Virtual Passes let visitors quickly check in at the gate and provides your address for easy navigation.



\*Please note that the virtual pass is not required for your visitor to enter, however it will expedite their entry and help reduce lines at the gate.

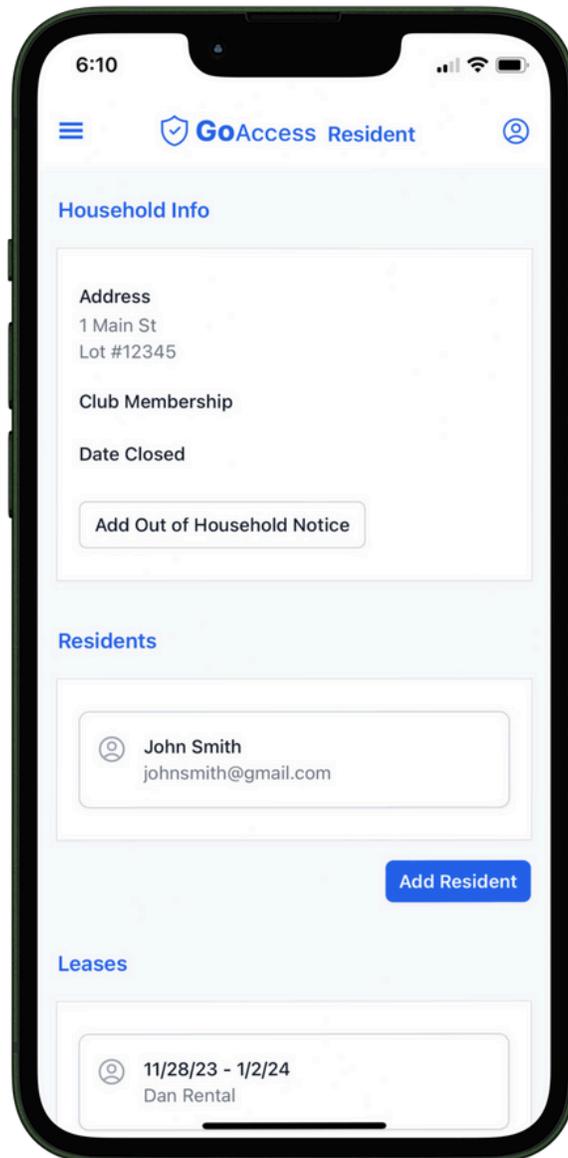
# VISITOR LIST

View your visitors from this page. You can search for a visitor using the search bar or use the Filter to sort your visitors by type. Tap 'Share' for any visitor to re-send the virtual pass to your visitor. (If you press share on Desktop it will copy the pass to your clipboard to paste wherever on the internet you'd like. Tap on a visitor to make an edit or press the X next to Share to easily delete the visitor from your list.



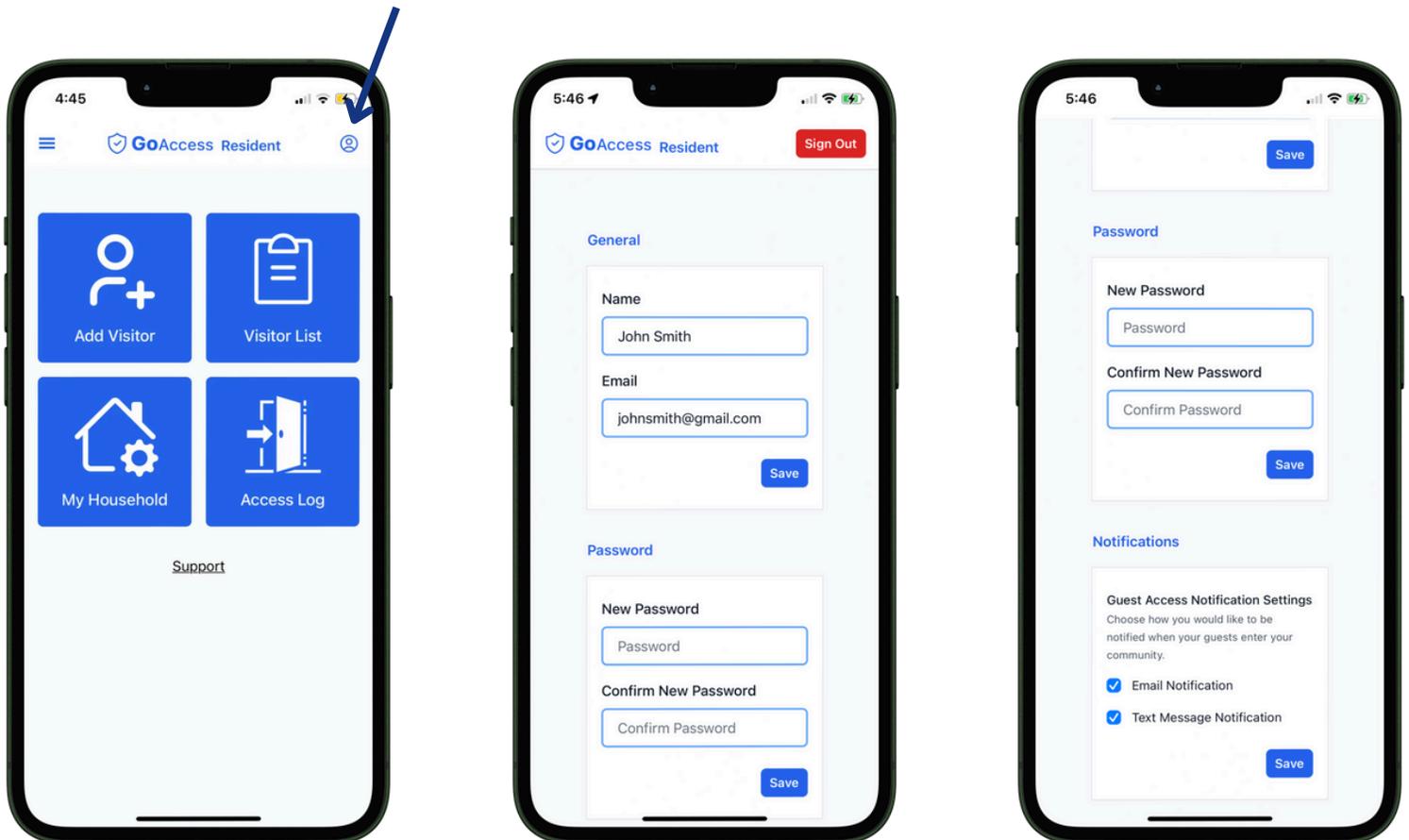
# MY HOUSEHOLD

View your resident and vehicle information, add a Household Note, add a Banned Visitor to alert security, or Create an Event to easily add multiple visitors for a one-time entry.



# ACCOUNT SETTINGS

To update your account settings, including Name, Email, Password, and Notifications, Directory Opt-In, press the profile picture in the top right corner of the home screen. If notifications are turned on you will receive a push, email, or text notification every time your visitors enter a community. Push notifications are only available for mobile users.





**[SUPPORT@GOACCESSCONTROL.COM](mailto:SUPPORT@GOACCESSCONTROL.COM)**