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PIN / Telephone Visitor Access System – Instruction Sheet



The HROA Main and North Gates have been equipped with an updated DoorKing PIN and Telephone Access System that will provide communication for your guest from the Visitor lane entrance to your home. If you have any questions regarding the use or operation of this system, please call the HROA Member Services office for additional assistance.

PIN Access Code Feature

Our system is equipped with a unique 4-digit PIN access code feature (at your request) that will allow your guest to open the Main Gate or the North Gate by entering this code on the system keypad. The HROA Member Services office will advise you of your home's unique access code when requested via the opt-in process.

For your guest to use your unique 4-digit access code, they will first press the # key, and then enter the 4-digit code. This PIN code will work 24/7 at the Main Gate and the North Gate Visitor lanes, so please be selective with whom you share your home's unique PIN access code.

Guest Communication – Telephone Feature

If selected, your last name and telephone number will be programmed into the telephone entry system feature under your DIRECTORY CODE. This DIRECTORY CODE is 4-digits. When a guest comes to visit you, they will scroll and look for your name in the directory. Your DIRECTORY CODE will be shown to the right of your name. Your guest will enter this code on the system keypad that will cause the system to place a call to your home (If your guest already knows your directory code, they can simply enter the code on the keypad without having to look up your name). When your name is displayed on the directory, the guest can press the CALL button to establish communication with your phone.

Granting or Denying Access – Telephone Feature

Once you have answered the telephone call from the Main Gate or North Gate and you have identified your guest, you have the choice to either grant access or deny access to your guest.

To grant access to your guest, press 5 on your touch-tone telephone. The telephone entry system will respond with a confirmation tone indicating that the gate is opening and will automatically disconnect itself. Some newer telephones emit a very short duration tone when the number is pressed. If your telephone does this, you may have to press the 5 number twice in rapid succession to open the gate. **To deny access to your guest, press the # key.**

Call Waiting – Telephone Feature

If you are on the telephone when a guest tries to contact you from the telephone entry system, they will hear a busy signal and will have to wait for you to end your call before they can contact you. To eliminate this problem, you can order call waiting from your local telephone company.

Privacy

If you do not want your name listed in the electronic directory in any way at the Main Gate or the North Gate, please do not opt-in to the telephone option for the new Visitor access system. The unique 4-digit PIN access code assignment does not involve the electronic directory.

**Heritage Ranch Owners Association
Frequently Asked Questions (FAQs)
New Main Gate / North Gate Visitor Access System**

Q: Does this new PIN code Visitor access system replace our electronic Member cards?

A: No. The current electronic Member card process will remain in place, and Member entry through the Member lane at both the Main Gate and the North Gate will remain the same. This PIN code process is simply another HROA Gate entry option for homeowners to provide to their regular Visitors and family members for easier 24/7 entrance into the Heritage Ranch Main Gate and the North Gate.

Q: Does this new PIN code Visitor access system replace having to call-in Visitors to the Main Gate?

A: No, the requirement to register Visitors at the Main Gate via phone and/or email will remain in place as per the Rules & Regulations in the Membership Handbook. It is for everyone's safety and security benefit for the Main Gate to know exactly who is on Heritage Ranch property at all times. This PIN code access system is simply another Main Gate and North Gate entry option for homeowners to provide to their regular Visitors and family members for faster and easier 24/7 entrance into the Heritage Ranch Main Gate and the North Gate.

Q: Does this new PIN code Visitor access system replace the current after-hours code that has been changed daily at the Main Gate?

A: Yes, it does. Now that the Association is going to be able to assign permanent, unique PIN codes per HROA address, there is no need to have the separate after-hours code changed daily by the Main Gate staff.

Q: Why do HROA homeowners or Tenants have to "opt-in" to obtain a unique PIN code?

A: Each unique, 4-digit PIN code issued for the Visitor access system is tied to an individual HROA address, so every PIN code is fully trackable. Between this unique 4-digit PIN code for each address, and our License Plate Reader (LPR) cameras at each gate, all Visitor vehicles will be fully trackable and if any incidents occur, can be easily tracked back to the HROA address for which they are/were visiting. For these reasons, it is important that every Member who wants to use this PIN code system to provide to their Visitors information and understands that they will be responsible for all who use their unique PIN code and that it should be used securely.

Q: Can a temporary 4-digit PIN code be assigned for an HROA address?

A: No. All unique 4-digit PIN codes issued are permanently assigned to that HROA address, and the PIN code should only be changed through the Member Services office if it has been compromised.

Q: If a registered Tenant currently lives in a HROA home, is the registered Tenant issued the unique 4-digit PIN code for that home address?

A: Yes. It would then be the Tenant's responsibility to provide this assigned PIN code to the homeowner on title.

Q: If an HROA home is Tenant occupied, does the Tenant's last name and telephone number go into the access system for the telephone number feature?

A: Yes, whoever is physically living in the HROA home will have their last name and telephone information input into the telephone number feature within the Visitor access system, if they opt-in for

this feature. Only the last name and first initial will be visible on the screen if this telephone feature is selected. **Please note that the telephone number feature is NOT required to be used**, and due to spotty cell service here at Heritage Ranch, we suspect that not many Members or Tenants will choose to utilize this feature.

Q: Can designated “Residents” or “Permanent Guests” request a PIN code or sign-up for the telephone number feature for an HROA address?

A: No. Only homeowners on title or registered Tenants for that individual address are authorized to request a unique PIN code for an HROA address or request to use the telephone number feature.

Q: What happens when a PIN code is compromised? Can a new PIN code be issued?

A: Yes, a new PIN code can indeed be issued to an address when a homeowner on title or registered Tenant reports to the Association that their current PIN code has been compromised and needs to be deactivated. The compromised PIN code is immediately deactivated in our access system at the Gate, and then a new, randomly generated 4-digit PIN code is assigned for that address. Another request form through the Association will also need to be completed and signed by the homeowner or Tenant.

Q: When new homeowners or registered Tenants move into an HROA home, is the previous PIN code for that address deactivated and removed from the system?

A: Yes. Whenever occupancy for an individual HROA address changes, the previously issued 4-digit PIN code will be deactivated, and a new PIN code issued for the new Members or Tenants (if they choose to opt in). The Gate Access System Options request form will become part of the HROA New Owner package of documents that new Tenants also complete when they move into our community.

Q: Are parties and family gatherings handled any differently with the new Visitor access system?

A: No, all Visitors coming to Heritage Ranch for a party or gathering at an individual home will still need to be called in at the Main Gate. Please DO NOT provide your unique 4-digit PIN to party or special event guests, as this is very high risk for your PIN being compromised.