dwellingLIVE

Dear Spanish Wells Residents:

It has been brought to our attention that residents are calling the gates to obtain passes and entrance for visitors and vendors. This is not the preferred method for providing a pass as the gates are often busy and the guards are unable to answer the phones and messages are not always received in a timely fashion.

The correct way to obtain a pass for a guest is through Dwelling Live and there are several means to do so. This email includes the complete instructions for using the Dwelling Live system. There is an 888 number that you can call to provide access to a guest as well as an app you can download.

Effective immediately, guards will no longer accept resident calls for passes.

Should you need to reach our main gate in case of an emergency such as a parking issue, broken sprinkler on the course, etc. please call 239-444-0911

CALL 911 FOR ALL EMERGENCY ISSUES REQUIRING EMERGENCY PERSONNEL PRESENCE SUCH AS THE SHERIFF, FIRE, OR EMERGENCY MEDICAL PERSONEL.

Do not call the gate as this will only prolong an emergency response. PLEASE USE THE FOLLOWING INFORMATION FOR COMPLETE INSTRUCTIONS TO USE DWELLING LIVE.

Thank you for your cooperation.

Spanish Wells Public Safety Committee

DwellingLive Can Be Accessed In Several Ways

The preferred method is by using the app on your smart device. DwellingLive has a free app for anyone with a smart phone.

On your Apple device, go to the App Store to download. On your Android device, go to Google Play to download. These are the preferred methods for guest entry.

Any questions or issues, please call Spanish Wells management office at (239) 319-1288 or email our property manager, Jay Malamphy, at

jmalamphy@spanishwellsca.com

Open the App and click on "Manage Guests"

Click on "Invite a Guest" and then click on "Create a Guest", Select Temporary Guest" or "Permanent Guest"

Add the "Name" and or "Company Name" you can add a Phone number or Email address

Select "Pass Type"

Enter the "Start Date" and "End Date" for the visit and click on "Save".

If you have the "Text option" turned on in your DwellingLive profile, you will receive a text that you have entered the pass in the system. When your guest or vendor is checked in at any of the gate entrances, you will receive a text that they have arrived.

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The Spanish Wells website is www.swca.biz and the gate system is called Dwelling Live. Your login information will be the email address SWCA has on file for you with your password or request a temporary password from Indigo Management.

See below for some steps once you have logged in.

www.swca.biz

Username: Email address

Password: The password you have already chosen or request a temporary if you don't have one or have forgotten your existing password by calling the management office at 239-319-1288.

*Click on "My Community" (top left) under the DwellingLive logo

*Click on "Guest List" in the Drop down. Then "Add Guest" located right side of page under the DwellingLive logo

These guests or vendors can be made temporary or permanent. Select pass type.

Type First name and Last name. If adding a vendor put the company name in the company field.

Add an email for a guest or vendor if you would like for them to receive an email on their phone Click the email button. Click the text button and add a 10-digit phone number to text the pass to the resident/vendor

Add any Attendant information if needed

Add a start date and end date for the duration of the visit

Click "Save" bottom right

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Another option is to call the Guest Registration Center at 888-994-4117. This option can delay entry based on timing constraints within DwellingLive. Please

make note: when calling a guest or vendor in, call the day before or at a minimum an hour prior to the guest/vendor's arrival at the property.

 If the guest or vendor does not show up within this time frame, the system will automatically delete the message. If you need to call more than one day in advance, call the office during business hours at 239-319-1288

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