

# CHECKPOINT MOBILE

## USER MANUAL

### Getting Started

#### Installation

You can install the Checkpoint Mobile App by searching “**Checkpoint Resident**” in the Android and Apple app stores.



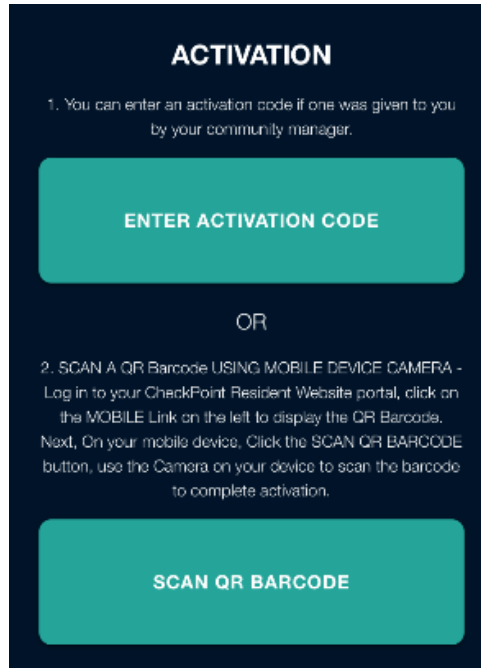
#### Activation

When opening the app for the first time you will need to register the app so it can communicate with your community's Checkpoint server.

Both the Activation code and the QR code can be found by logging into the resident website as seen in the image above. You can also obtain your Activation code and login credentials by requesting an Enrollment Email from your property manager.

## Registration Code / QR Barcode

Tap the method of activation you would like to use and follow the directions in the app.



**ACTIVATION**

1. You can enter an activation code if one was given to you by your community manager.

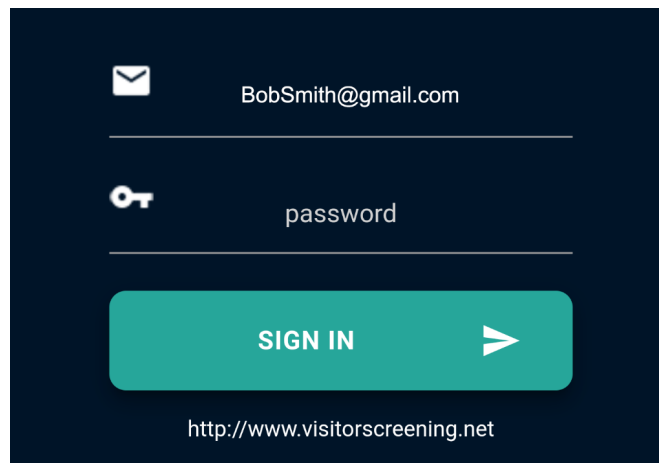
**ENTER ACTIVATION CODE**


OR


2. SCAN A QR Barcode USING MOBILE DEVICE CAMERA - Log in to your CheckPoint Resident Website portal, click on the MOBILE Link on the left to display the QR Barcode. Next, On your mobile device, Click the SCAN QR BARCODE button, use the Camera on your device to scan the barcode to complete activation.

**SCAN QR BARCODE**

Upon successful activation the login form will be shown, and your username will be automatically populated.



 BobSmith@gmail.com

 password

**SIGN IN** ➤

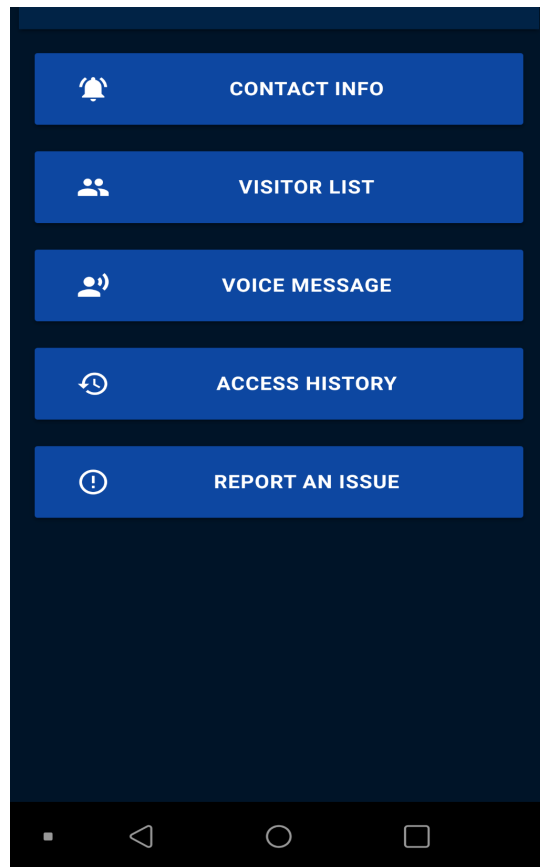
<http://www.visitorscreening.net>

The app is now ready for you to log in. Just enter your password and tap **“SIGN IN”**.

\* Feature availability is based on Checkpoint package options and community/HOA policy.

## Main Menu

All \*available Checkpoint features are accessible through the main menu.



\* Feature availability is based on Checkpoint package options and community/HOA policy.

## CONTACT INFO & NOTIFICATIONS

Update your contact information and notification settings.

Do Not Disturb  
Off ☒ On

Primary Phone  
239-351-6021

Secondary Phone

Email Address...  
vin@visitorscreening.net

Login Password  
.....

### NOTIFICATIONS

Select Notification Destination  
Primary Phone

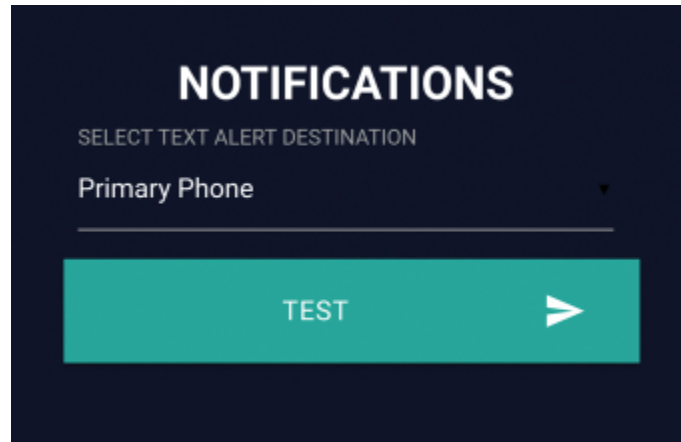
Select your cellular provider  
Verizon Mobile

TEST ➤

\* Feature availability is based on Checkpoint package options and community/HOA policy.

## PREMIUM MESSAGING SERVICES

With Premium Messaging Services included, selection of a cellular provider is no longer necessary! Just set your phone number and that's it!


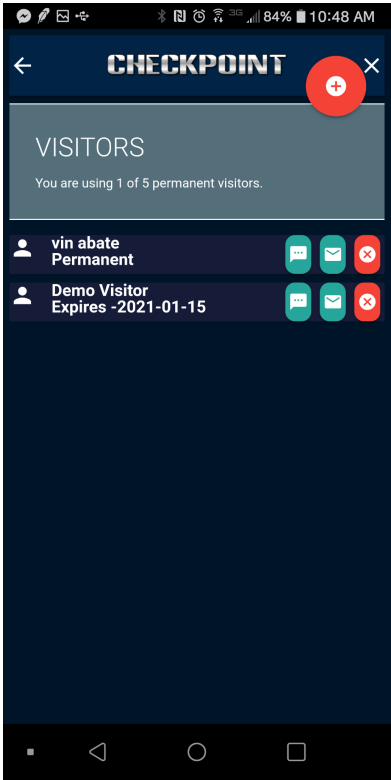





Also included with Premium Messaging Services, Express Passes can be sent via text message.



## MANAGE VISITORS AND SEND EXPRESS PASSES

\* Feature availability is based on Checkpoint package options and community/HOA policy.

	<a href="#">Add Visitor</a>	
	<a href="#">Send an Express Pass via Text Message</a> *Requires Premium Messaging Services	
	<a href="#">Send an Express Pass via Email</a>	
	<a href="#">Delete a Visitor</a>	

### Are you sure?

Deleting this visitor will forever revoke access for the visitor's QR barcode pass and access code assigned to this visitor.  
Continue?

YES

NO

### DELETING A VISITOR

Tap the delete button and you will be asked to confirm your decision. Select yes to permanently delete the visitor from your list.

\* Feature availability is based on Checkpoint package options and community/HOA policy.

## ADDING VISITORS

1. When adding a new visitor, you can choose one of your contacts and the app will set the visitor's name.

Visitors require at least a last name, so if the visitor's last name remains empty, you must type it in.

2. If allowed by community policy, you may select permanent visitor and will not need to enter start or expiration dates.

3. Tap the “ADD” button. Your visitor has now been added and may be sent express passes!

## SENDING EXPRESS PASSES

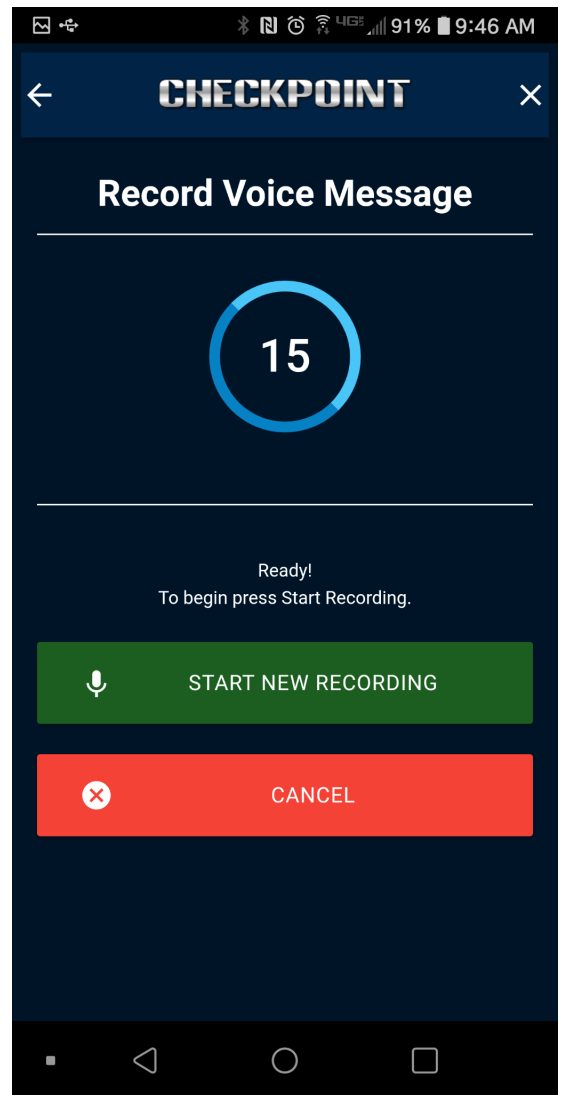
**Via Text Message:** If you choose you can select a mobile number from the contact in your contact list. Otherwise you will need to type the mobile number.

**Via Email:** If you choose you can select an email from the contact in your contact list. Otherwise you will need to type the email address.

## RECORDING VOICE MESSAGES FOR GATE STAFF

\* Feature availability is based on Checkpoint package options and community/HOA policy.

1. Tap start new recording.
2. Record your message. You have 15 seconds of record time.
3. Tap stop when you are done recording if shorter than 15 seconds.
4. The message you recorded will be sent to the gate staff.

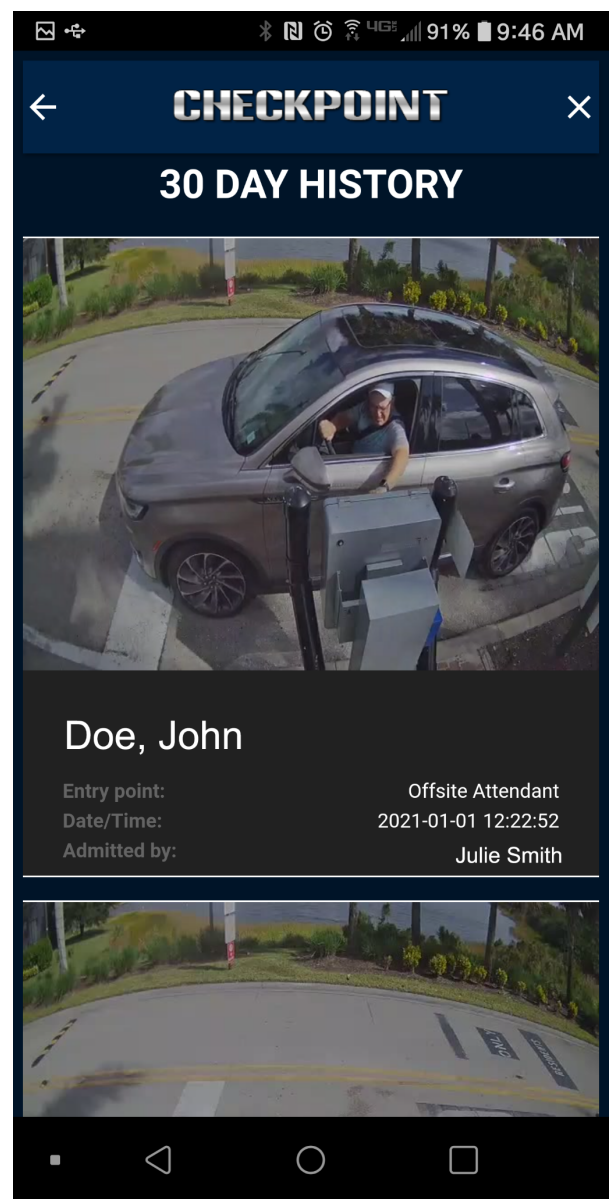


## ACCESS HISTORY

\* Feature availability is based on Checkpoint package options and community/HOA policy.



View 30 days of access history with images and time stamps.



## ISSUE REPORTS

\* Feature availability is based on Checkpoint package options and community/HOA policy.

If the need for technical support with the Checkpoint Resident app arises, you can submit an issue report directly to technical support and a technician will contact you to provide support.

The screenshot shows the 'Report An Issue' interface of the Checkpoint Resident app. At the top, the status bar displays various icons and '91% 9:47 AM'. The app header is dark blue with a back arrow, the 'CHECKPOINT' logo, and a close 'X' icon. Below the header, the title 'Report An Issue' is centered. A form section titled 'What did you have an issue with?' contains a dropdown menu currently showing 'Adding/Deleting Visitors'. Below this is a text input field with the placeholder 'Please describe the issue.' and the user-entered text 'having trouble adding new visitors'. A green 'REPORT' button is positioned at the bottom right of the form area. The bottom of the screen shows the standard Android navigation bar.

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