

WELCOME

TO THE FUTURE OF
COMMUNITY ENTRY



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TAP2OPEN ALLOWS YOU AND YOUR GUESTS TO ENTER YOUR COMMUNITY VIA SMARTPHONE

(Works with iPhone™, Android™, and other smart devices)

The following guide will provide you with an easy step-by-step process explaining how to set up your profile, send an invitation, and how to use Tap2Open to manage resident accounts, view community logs and more.

To get started, visit www.tap2open.com/residents then enter your username and password to login.

**Guests and residents must have GPS enabled on their phones and be within a few feet from the entrance before being able to enter using Tap2Open*

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STEP 01 LOGIN

Type in your username and password and click "Sign in".

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•••••

→

Username

Password

SIGN IN



STEP 02 CLICK PREFERENCES

At the top of the page click the "Preferences" page tab.



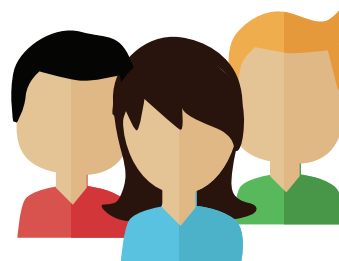
STEP 03 CONTACT DETAILS

You can add or edit your profile contact details here: name, nickname, phone, email, etc.



STEP 04 ACCOUNT SETTINGS

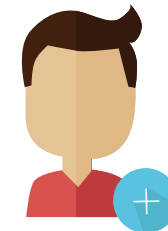
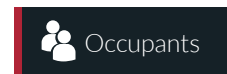
You can edit or update your username and password here for your account.



STEP 05 OCCUPANTS (Optional)

To add other users in your household click on the "Occupants" tab to add new or delete users from the property.

- Property Supervisor [can add/delete other residents]
- Resident [has access to invite guests]



STEP 06 ADD RESIDENT (Optional)

Click on the "Add Resident" button to begin entering in the new resident's information.





STEP 01

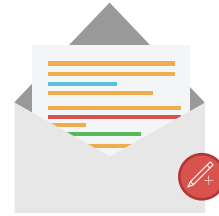
LOGIN

Insert your username and password and click "login"

Username

Password

SIGN IN



STEP 02

CREATE INVITATION

Click "Add New Invitation" on the Invitations page to start your first invite.

+ Add New Invitation



STEP 03

NAME EVENT

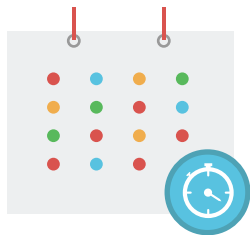
In the "purpose" field type in a name for your event and click next.

Name/Describe Your Event

Purpose

Weekly house cleaning

Next



STEP 04

DATES/TIME

Click "change" to change the default time of the invitation. Once you're finished click "next".

Dates/Times Invited

Starting

2/18/16 12:00am

Change

Actions

Delete



STEP 05

INVITE GUEST

Type the name of your guest and click the "add" button. Repeat for multiple guests.

Invite a guest

Name

Brittney Smith

Add

STEP 06

CONTACT GUESTS

Choose the "send invitation" button to send your invite by email and/or by text message if you're on your phone. You can also copy/paste the invite to guests.

Contact your guests

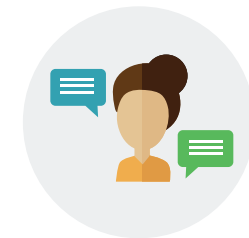
Starting

Guest Name

Actions

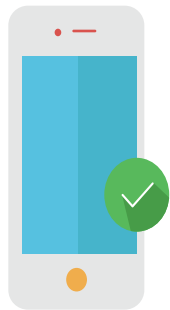
Send Invitation

Done



RESIDENT ACCESS

The *Resident Access* app allows you to open entrances in your community with your smartphone. Depending on your community, you may be able to open the main entrance, amenities and more using Tap2Open.



STEP 01

ACCESS ON MOBILE

Visit www.tap2open.com/access on your smartphone.



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STEP 02

LOGIN

Type in your username and password and click "Login".

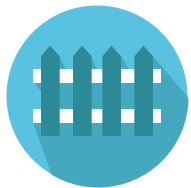
Resident Login

Username

Password

Login

Stay logged in



STEP 03

RESIDENT ACCESS

When the blue button turns green you are in range of that entrance. Press the green button when you are ready to enter.



You can add the Tap2Open Resident Access app to your smartphone Home Screen for quick and easy access.

For Android:

- + Visit www.tap2open.com/access
- + Press the or menu icon usually found the upper right corner of the browser
- + Click "Add to Home screen"

For iPhone:

- + Visit www.tap2open.com/access
- + Press the icon or the "Share" button
- + Click "Add to Home Screen"



STEP 01

LOGIN

Type in your username and password and click "Sign in".

•••••

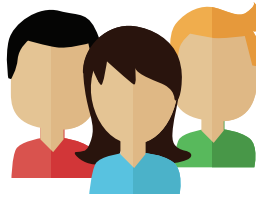
•••••

➔

Username

Password

SIGN IN



STEP 02

MANAGE PROPERTIES

Click on the "Community" tab then click on "View Details" for the property you'd like to manage.



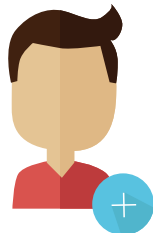
STEP 03

PROPERTY ACTIONS

You can disable access for all residents & guests of a property, move out residents or view arrival logs for the property.

Property Actions

- Disable Login
- Manage Auto Moveout
- View Arrival Logs
- View Arrival Logs



STEP 04

ADD RESIDENT

Click "Add Resident" to create a new resident and enter in their details and roles.

- **Community Manager** [can add/delete/move out residents for the entire community]
- **Property Supervisor** [can add/delete other residents in property]
- **Resident** [has access to invite guests]

Current Residents



STEP 05

MANAGE PASSWORD

You can set new passwords directly or send a password reset email with the "Password Mgmt" option. The resident must have an email address in the system in order to receive a password reset email.



STEP 06

RESIDENT ARRIVALS

You can view each resident arrival for each event. This shows the time, date and gate when they arrived.



Resident Arrivals



STEP 07

EDIT RESIDENT

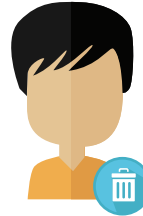
When you click the “Edit Resident” button you have the opportunity to change the resident’s details (role, name, address, phone, email)

Actions

Edit Resident



Residents can change this information when they are setting up their profile



STEP 08

DELETE RESIDENT

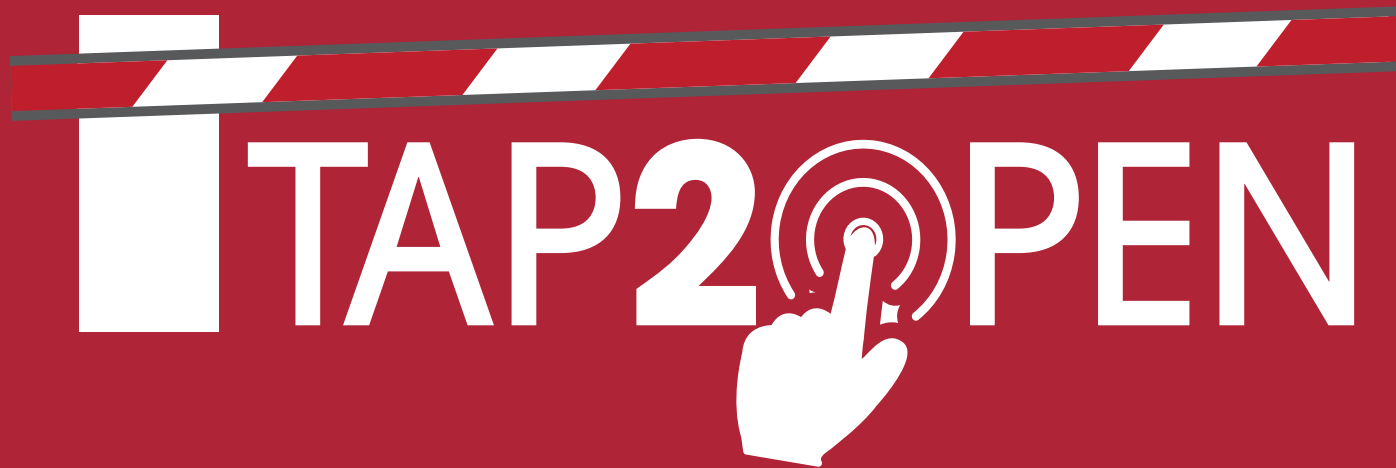
By deleting a resident you remove all of their access to Tap2Open. This action will also remove all existing invitations that the resident has created.

Actions

Delete Resident



Logs will be available regardless of a resident being deleted



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Have Questions?

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