



Resident Portal

Table of Contents

Introduction.....4

Support.....4

Getting Started.....4

Resident Portal.....5

 Logging In.....5

 The Home Screen.....5

 Using the App.....6

 Change you Avatar.....6

 Change Your Password.....7

 Change Pin.....7

 Vehicles.....8

 Create a New Guest or Vendor.....8

 Guest.....8

 Vendor.....9

 Creating Guest or Vendor Invitation.....9

 Sending an Invitation.....10

 Receiving an Invitation.....10

 Adding an Event.....11

 Personalizing your Profile.....11

 Logout.....11

Introduction

International Security Networks (ISN) introduces the next generation of our cloud based **Resident Portal**.

The ISN Resident Portal lets you completely control the access and information you need to manage your properties. Convenient remote access and push notices on our Resident App for mobile keep you on top of what's going on with your property from wherever you happen be, precisely when it's happening.

Manage deliveries, service vendors, visitors, employees, renters, even time shares in real-time with just a tap or swipe on your smart device. Our new features even let you send QR code "passes" to visitors, allowing them to wait for you indoors or to begin the work they're there to do. Enjoy the power and convenience of controlling everything.

Support

We've spent a lot of time creating this software suite. We hope that it will make your life easier and more efficient. We welcome suggestions on how we can make this product even better.

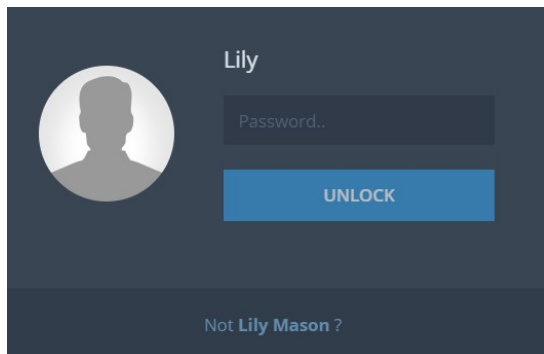
Please email us at: **support@isnsecurity.com** with all your questions, comments and suggestions.

Getting Started

This manual provides all you need to get started with the Resident Portal.

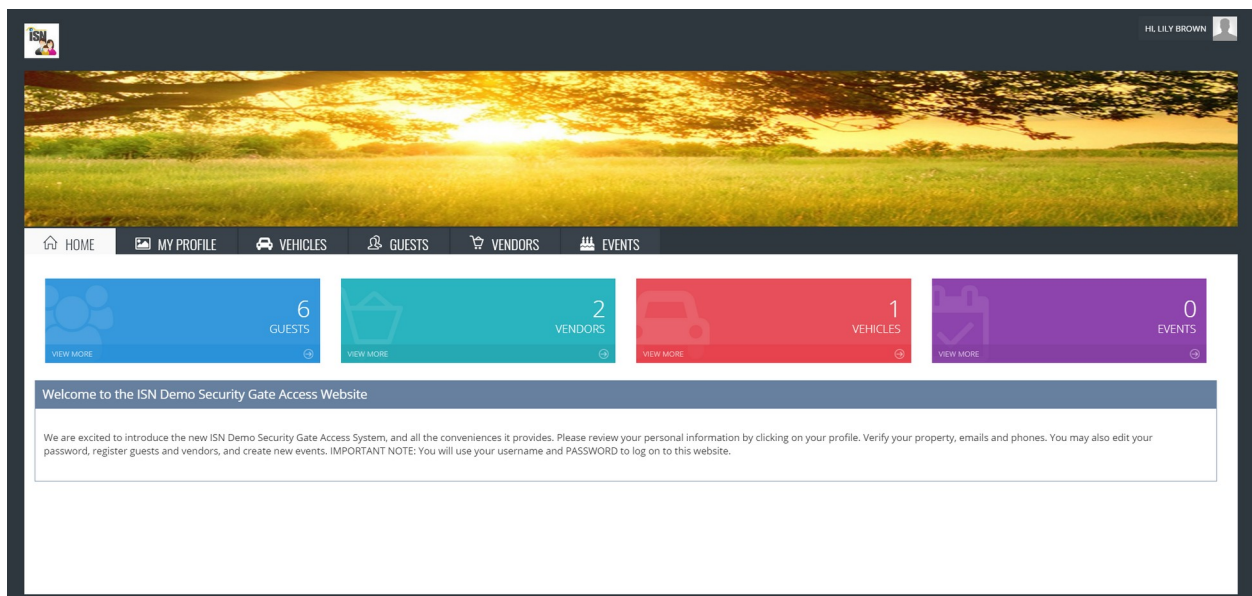
Resident Portal

Logging In



A login form with a dark blue background. On the left is a circular placeholder for a profile picture. To its right, the name "Lily" is displayed. Below the name is a text input field containing "Password..". Underneath the password field is a blue button labeled "UNLOCK". At the bottom of the form, there is a link that says "Not Lily Mason ?".

1. Use your **Username** and **Password** to log on to the website.



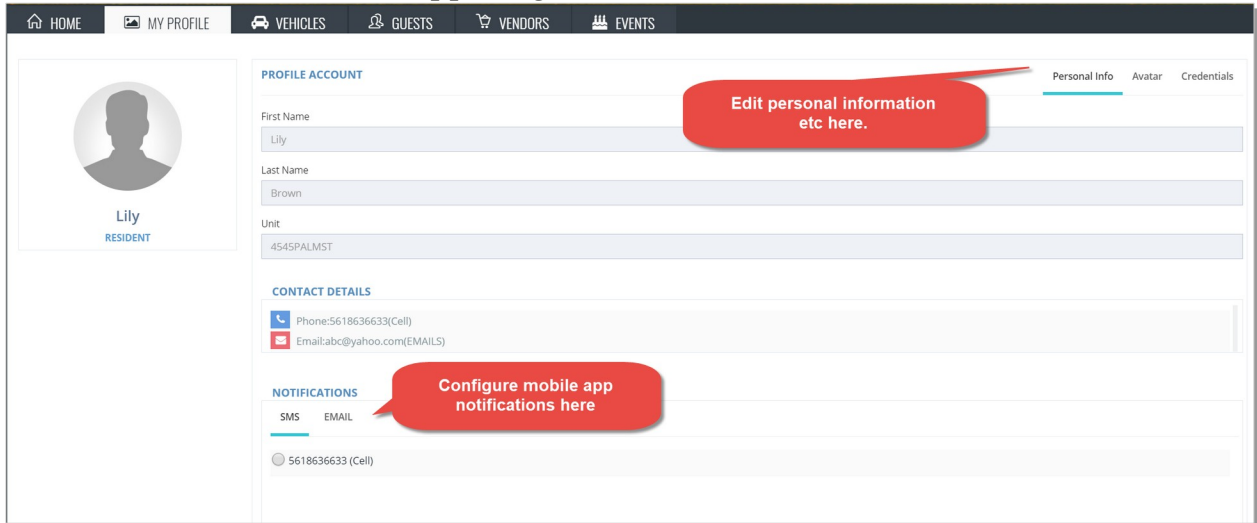
The home screen features a dark header with the "isn" logo on the left and the user name "HL LILY BROWN" with a profile icon on the right. Below the header is a large banner image of a sunset over a field. A navigation bar contains icons and labels for "HOME", "MY PROFILE", "VEHICLES", "GUESTS", "VENDORS", and "EVENTS". Below the navigation bar are four colored tiles: a blue tile for "6 GUESTS", a teal tile for "2 VENDORS", a red tile for "1 VEHICLES", and a purple tile for "0 EVENTS". Each tile has a "VIEW MORE" link and a refresh icon. Below the tiles is a blue banner with the text "Welcome to the ISN Demo Security Gate Access Website". Underneath this banner is a white box containing a welcome message and an important note: "We are excited to introduce the new ISN Demo Security Gate Access System, and all the conveniences it provides. Please review your personal information by clicking on your profile. Verify your property, emails and phones. You may also edit your password, register guests and vendors, and create new events. IMPORTANT NOTE: You will use your username and PASSWORD to log on to this website."

The Home Screen

2. **Home** displays everything at a glance.
3. Review your personal information on the **My Profile** tab.
4. Select the other tables: **Vehicles**, **Guests**, **Vendors** and **Events** to configure the Resident portal with your preferences and to manage your property.

Using the App

1. Select **My Profile**.
2. Select the tabs in the upper right to enter or edit **Personal Information**:



The screenshot shows the 'MY PROFILE' page with a navigation bar at the top containing 'HOME', 'MY PROFILE', 'VEHICLES', 'GUESTS', 'VENDORS', and 'EVENTS'. The main content area is titled 'PROFILE ACCOUNT' and has three tabs: 'Personal Info', 'Avatar', and 'Credentials'. The 'Personal Info' tab is active. It contains the following fields:

- First Name:** Lily
- Last Name:** Brown
- Unit:** 454SPALMST

Below these fields is the 'CONTACT DETAILS' section with the following information:

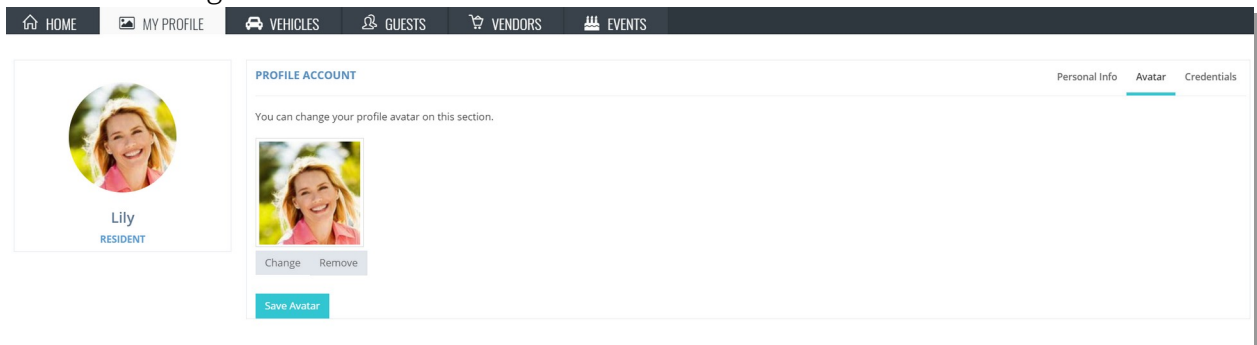
- Phone:** 5618636633(Cell)
- Email:** Email.abc@yahoo.com(EMAILS)

The 'NOTIFICATIONS' section has two tabs: 'SMS' and 'EMAIL'. The 'SMS' tab is active, showing a radio button selected for the phone number 5618636633 (Cell). Two red callout bubbles are present: one pointing to the 'Personal Info' tab with the text 'Edit personal information etc here.' and another pointing to the 'SMS' tab with the text 'Configure mobile app notifications here.'

3. Log on the **Resident Portal** configure the way you want to be notified, **SMS**, or **Email**.

Change you Avatar

1. Click **Avatar**, then **Select Image**, then go into your filing system to find an image file. Then click **Save Avatar**.



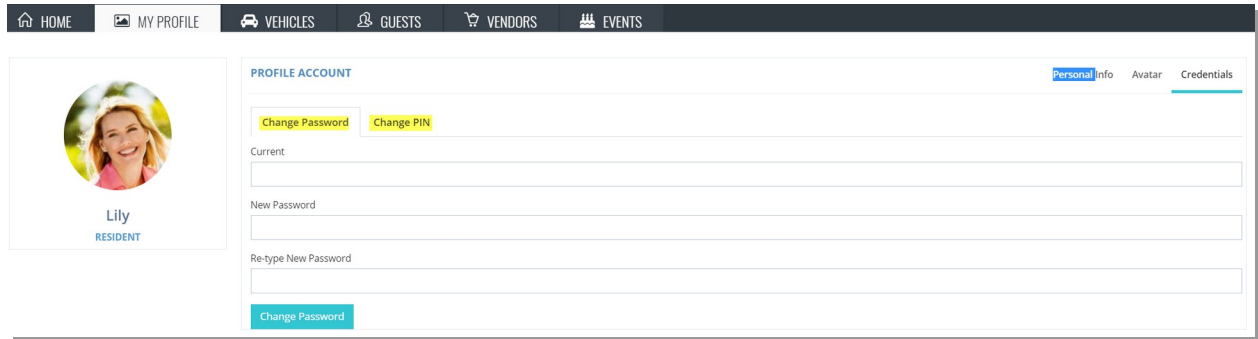
The screenshot shows the 'MY PROFILE' page with the 'Avatar' tab selected. The main content area is titled 'PROFILE ACCOUNT' and has three tabs: 'Personal Info', 'Avatar', and 'Credentials'. The 'Avatar' tab is active. It contains the following information:

- Text:** You can change your profile avatar on this section.
- Image:** A circular image of a woman with blonde hair, wearing a pink shirt, is displayed. Below the image are two buttons: 'Change' and 'Remove'.
- Buttons:** A blue button labeled 'Save Avatar' is located at the bottom of the section.

A red callout bubble points to the 'Avatar' tab with the text 'Click Avatar, then Select Image, then go into your filing system to find an image file. Then click Save Avatar.'

Change Your Password

1. Select **Credentials** (Password).

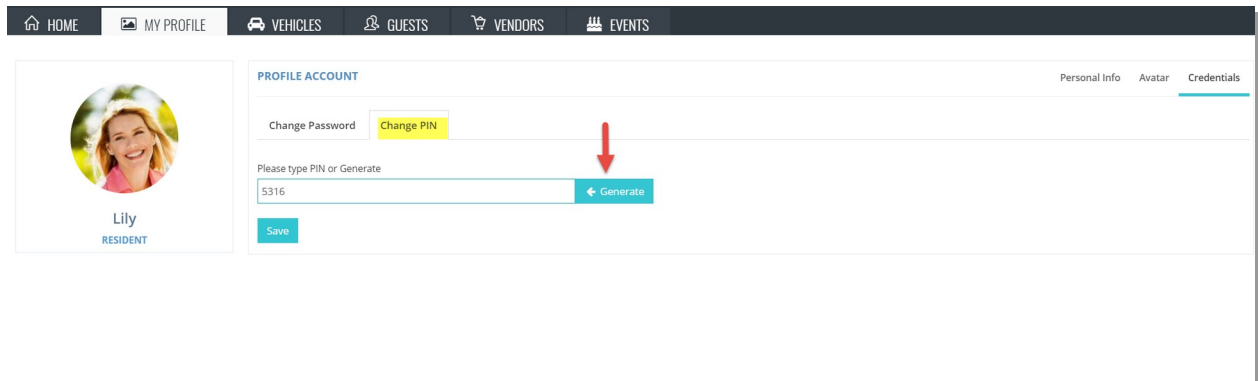


The screenshot shows the 'PROFILE ACCOUNT' page with the 'Credentials' tab selected. The 'Change Password' button is highlighted in yellow. The page includes a navigation bar with 'HOME', 'MY PROFILE', 'VEHICLES', 'GUESTS', 'VENDORS', and 'EVENTS'. On the left, there is a profile card for 'Lily RESIDENT'. The main content area has tabs for 'Personal Info', 'Avatar', and 'Credentials'. Below the tabs, there are buttons for 'Change Password' and 'Change PIN'. The 'Change Password' button is highlighted in yellow. Below these buttons are input fields for 'Current', 'New Password', and 'Re-type New Password', followed by a 'Change Password' button.

Change Pin

Set a PIN to retrieve voice mail messages.

1. Select **Credentials, Change PIN**
2. Type a PIN or click Generate.



The screenshot shows the 'PROFILE ACCOUNT' page with the 'Change PIN' button highlighted in yellow. A red arrow points to the 'Generate' button. The page includes a navigation bar with 'HOME', 'MY PROFILE', 'VEHICLES', 'GUESTS', 'VENDORS', and 'EVENTS'. On the left, there is a profile card for 'Lily RESIDENT'. The main content area has tabs for 'Personal Info', 'Avatar', and 'Credentials'. Below the tabs, there are buttons for 'Change Password' and 'Change PIN'. The 'Change PIN' button is highlighted in yellow. Below these buttons is a text input field with the value '5316' and a 'Generate' button. A red arrow points to the 'Generate' button. Below the input field is a 'Save' button.

3. Select **Save**.

Vehicles

This tab is **Read-Only**. To add a vehicle, contact your Property Management Office.

Plate	Make	Model	Color	Access#	Expiration
GH1789	Buick	Encore	Blue	01566	2020-12-31

Create a New Guest or Vendor

The Guest and Vendor tabs are very similar.


1. Select **Search** and type a name to find a **Guest** or **Vendor** from a long list.

Guest

Full Name	Phone	Email	Next Invitation Date	Send Invitation
Francesca Kennedy	5616651380	francescakule@gmail.com	Start: Aug 28, 2018 End: Aug 28, 2018	INVITE
James Patterson	8618675309	jpatterson@novels.com	Permanent	✉
Johnny Mango	5612543564	mangofarm@gmail.com	Start: Aug 19, 2018 End: Aug 20, 2018	INVITE
Michael Corleone	5612489696	opouille@isnsecurity.com	Start: Aug 23, 2018 End: Aug 23, 2018	INVITE
Mickey Mouse	5612804745	mickeymouse@hotmail.com	None	INVITE
Sailor Jack	2503462112	sailorjack@fairwinds.com	Start: Aug 20, 2018 End: Aug 20, 2018	INVITE

Vendor

Full Name	Company	Phone	Email	Next Invitation Date	Send Invitation
Pizza Delivery	Pizza Hut	5615554141	deliverme@amazon.com	Start: Aug 19, 2018 End: Aug 19, 2018	INVITE
Tom Monaghan	Domino's Pizza	None	None	None	✖

1. Select the  (**When, Disable, Delete**) buttons manage Guests or Vendors. Selecting **When** displays a visitation schedule. Choose an option and **Save**.

Note: You may also right-click in a row to **Edit** or **Delete** a record.

Creating Guest or Vendor Invitation

Use the interface to create and send invitations via email or SMS.

1. Select the **Guests** or **Vendor** Tab.

SEARCH	SEARCH	SEARCH	SEARCH	SEARCH	SEARCH	SEARCH	SEARCH
	Johnny Mango			5612543564	mangofarm@gmail.com	Start: Sep 2, 2018 End: Sep 2, 2018	
	Michael Corleone			5612489696	opouille@isnsecurity.com	Start: Aug 23, 2018 End: Aug 23, 2018	INVITE
	Mickey Mouse			5612804745	mickeymouse@hotmail.com	None	INVITE
	Sailor Jack			2503462112	sailorjack@fairwinds.com	Start: Aug 20, 2018 End: Aug 20, 2018	INVITE
	Winnie Pooh			5612485569	opouille@isnsecurity.com	Permanent	
	Francesca Kennedy			5616651380	francescakule@gmail.com	None	INVITE

2. Select **INVITE** to set the invitation schedule.
3. Choose from **Today**, **Tomorrow**, **Permanent** or **Custom**

Note: Depending on which option you choose:

- The date will display or **Permanent**.
- The Invite icon changes to an email icon

Visit for:

Today

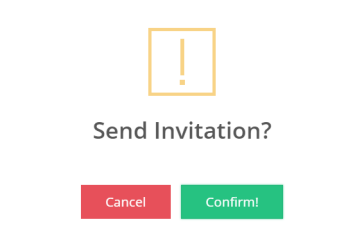
Tomorrow

Permanent

Custom

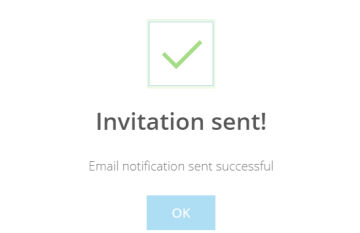
Sending an Invitation

1. Click



2. Click **Confirm**.

The Send Confirmation Displays



Receiving an Invitation

1. Select the Email in your Inbox.

isndeveloper@gmail.com Invitation to ICC - Greetings, Francesca Kennedy Francesca Kennedy I am pleased to invite you from 09/02/2018


2. The Email displays with the QR Code. Print the code or use your smartphone at a kiosk to enter,

ISN international security networks
Leader in software suite for gated communities

Greetings, Francesca Kennedy

Francesca Kennedy I am pleased to invite you from 09/02/2018 to 09/03/2018. Sincerely, Lily Brown

Keep the following QR code, it will be required when entering the community.



Please confirm the invitation by inserting your driver's license number using the following button

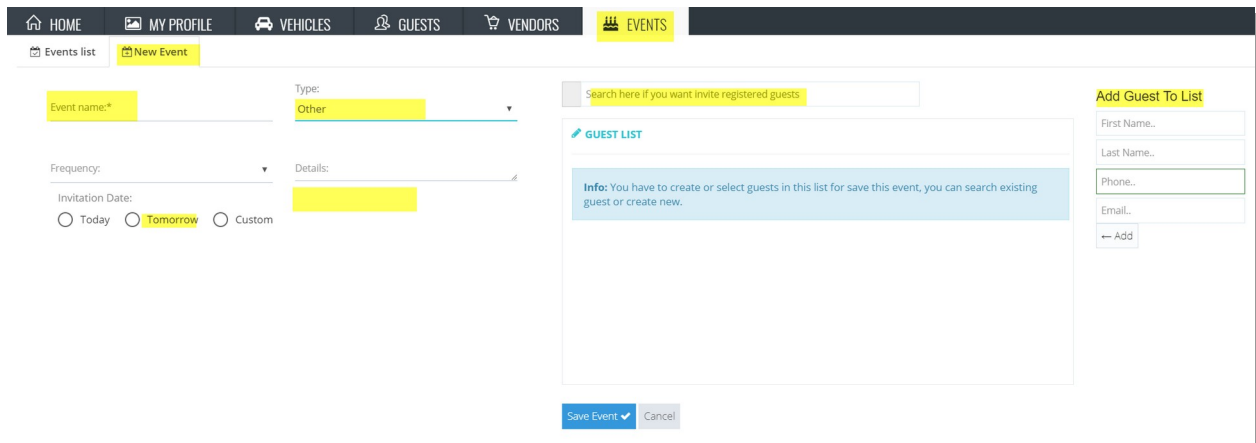
[Confirm Invitation here](#)

Contact Info:
Phone: 5618636633 (Cell)
Email: abc@yahoo.com (EMAILS)

You do not need to reply to this email.

Adding an Event

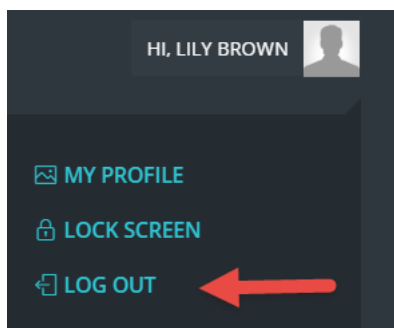
1. Select the **Event** tab.



2. Enter an **Event Name**
3. Select a **Type**.
4. Set a **Frequency** or **Custom Date**.
5. **Search** for existing guests or Add Guest to list. The list will display when you have added guests. **Note:** When you add a guest to an Event, they are added to your main guest list.
6. **Save Event**. The Event will display on the **Event List** tab.

Personalizing your Profile

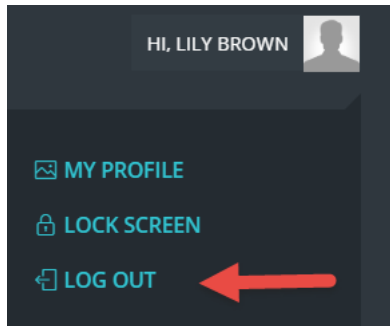
1. Click the upper right-hand corner



2. Select **My Profile**

Logout

3. Click the upper right-hand corner



4. Select **Log Out**.