Call Authorization Instructions
(System is available 24 hours a day, 7 days a week)

• Dial **561-333-0728**. If not calling from a phone number registered on GateAccess you will be prompted to enter your personal security code and press the *#* sign. Once the system identifies your code, it will open your resident file.

• Please wait for the beep and then **clearly state the name of your guest** (or the name of your first guest, in the event of more than one guest being cleared at this time).

• Next, you will be asked you to **PRESS 1# if you expect your guest today, PRESS 2# if you expect your guest tomorrow, or PRESS 3# if you wish to clear your guest for both today AND tomorrow.** For any other date, **PRESS 4.**

• If you pressed 1, 2 or 3, the system will announce that the guest has been added to your list. You may hang up the phone, or press 1 and the *#* sign to add another guest.

• If you pressed 4 for another date, the system will ask you to enter the month and the *#* sign. For example, enter 8# for August. Next, you will be asked to enter the day of arrival followed by the *#* sign. For example, press 16# for the 16th of the month. Finally, you will enter the year followed by the *#* sign. For example, you may either enter 2024# or 24# for the year 2024. Once verified as a valid date, the system will prompt you for the number of days you wish to clear your guest, followed by the *#* sign. For example 7# will clear the guest for 7 days starting 8/16/2024. When complete, the system will read back the date and number of days, which you may accept by pressing 1 and the *#* sign, or reject and try again by pressing 2 and the *#* sign. **PLEASE DO NOT HANG UP THE PHONE UNTIL THE SYSTEM PROMPTS YOU TO DO SO.**

• Your visitor will now be authorized to enter. The message will now be stored in the system for the number of days you have cleared him/her. Upon expiration, this guest will no longer appear on your guest list.

NOTES:
• **The system can only recognize a touch-tone phone.**
• **No one will be admitted into the community without prior authorization.**
• **Wait for the computer to tell you to hang up, otherwise the name will NOT be recorded in the system.**

• In the event the system is not functioning properly, please report it to **561-333-5393**.