



Frequently Asked Questions

1. Is there a call in voicemail option to add guests?

Yes, the Guest Registration line is 888.994.4117 and must be called from any one of the telephone numbers listed on your Dwelling Live profile.

2. What is a verbal confirmation code?

The **Verbal Confirmation Code** can be a word, a number or a series of numbers that identifies you as a resident. This will be utilized by the gate staff when you enter the park without your credentialed access device(s) (such as with a rental/loaner, by Uber or Lyft, by limo or taxi, etc.). This will also be utilized when you call the gatehouse after hours or when contacting the property management team for any access control authorizations.

3. What is the difference between temporary and permanent guests?

In Dwelling Live, there are options to put in a start date and an end date. If there is an end date, the guest would be considered temporary. If there is no end date entered, the guest would be considered permanent.

If guests are entered as permanent guests, there is no end date option included. You can designate the days of the week that the permanent guest would be allowed in, however (for example, Monday to Friday only).

If guests are designated as temporary, a start and end date would be entered. Designate the pass type as Guest so there are no hourly restrictions.

Permanent guests may be given a multi-day pass up to seven days. Temporary guests may be given a pass for the duration authorized, not to exceed seven days.

4. Permanent guests may be issued a multi-day pass, up to seven days. What happens when their pass expires?

To get a new pass on day eight, the guest will register again at the gatehouse when they return to University Park. The gate staff will then issue a new multi-day pass for the permanent guest. Nothing changes from the previous practice, except that every time the guest enters the property, the barcode on the pass will be scanned. The difference is that there will now be a record of who is entering on that pass and residents will be able to check their profile to confirm those entries.

5. What about Vendors?

The Vendor tab is used for contracted vendors who regularly service your home (for example pool service, lawn care, pest control, etc.). Community Management Systems has uploaded the resident-recommended vendor list that has been previously approved. Any vendors not on that list will need to be approved by the property management team, as these vendors are visible to all homeowners within University Park.

Note: If you need to add a vendor for same day, next day or temporary access, do not add them to your profile under the vendor tab but, rather, add them to your guest list with the appropriate vendor pass.

To check if your vendor is on the current approved list, please check the vendor database by clicking “Add”, and search for the available vendors; if the vendor is listed, that means it has already been entered and approved, and you can then assign that vendor to your property.

Tip: When searching for your vendor, enter the first three characters of the company name. For instance, if searching for “Unique Air & Plumbing Services”, you would type “UNI”, and then click the “Go” button.

Utilizing the vendor tab is optional, as you do not need to list your vendors under the vendor tab. You may enter your vendors as temporary or permanent guests. We suggest using the temporary guest tab for the “one off” vendors or for vendors who you only want to have access for a limited period of time and use the "Temporary Vendor" Pass Type.

Note: Permanent Vendors only receive a one day pass at the gatehouse. A vendor that needs a multi-day pass should be added as a temporary vendor under the guest list.

6. Is there an application for mobile devices, such as iPhone, iPad or Android phones?

Yes. On the website, it suggests downloading the mobile application. For the instructions on how to download the app, please visit the Access Control webpage at <https://www.upcai-fl.com/access-control-info>.

Note: You are only able to use the mobile “app” to add or delete guests/vendors to your authorized list. All other changes must be made using your online web browser.

7. What does Call Priority mean?

It means that if the gate attendant needs to reach out to you, they will call the telephone numbers in the order you have designated.

8. Can residents get emails or texts when guests arrive?

Yes, if the resident selects that option, and chooses email, text or both. (The default option is “No” for both). Any text messages sent to phones are subject to your phone provider’s terms and conditions on billing.