

dwellingLIVE™ User Guide

INTRODUCTION

This guide is designed to provide residents step-by-step instructions on how to navigate the dwellingLIVE website and maximize the features offered.

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INSTRUCTIONS TO LOG IN

dwellingLIVE®

HOME CONTACT **LOGIN**

Login

Get in the driver's seat.

Login:

Email:

Password:

Keep me logged in

[Forgot Password](#) **LOGIN**

By clicking Login, you agree to the [Terms of Use](#) and [Privacy Policy](#).

Register Account

dwellingLIVE is a service provided by your community association.
To register an account, we need to pair you with an existing property created by your community manager.

Select your registration process:

I have a one-time use Registration Code

I have a Temporary Email & Password

Don't have any of the above information?
Please contact your community manager for assistance.

Download on the **App Store** **ANDROID APP ON Google play**

Use of this website constitutes acceptance of dwellingLIVE's [Terms of Use](#) and [Privacy Policy](#). dwellingLIVE


1. Go to the website: <https://community.dwellinglive.com>.
2. Enter in your temporary password: (not yet created)
3. Click the “LOGIN” button.

INSTRUCTIONS TO ADD A GUEST



1. Click the “Add Guest” button.

Welcome TEST ACCOUNT
Canyon Lake POA

Home My Account Tech Support Log Out



My Community

Guest List  

[Add Guest](#) [Add Party](#) [Restrict Guest](#) [Guest History](#)

Verbal Confirmation Code: Resident/Owner:

Call Restrictions:

Call Priority:

1: 3:

2: 4:

[Save Preferences](#)

Guests [T](#) Temporary [P](#) Permanent [P](#) Party [R](#) Restricted

No guests found.

2. A new page will appear.

Add Guest [Back to Guest List](#)

Temporary Guest Permanent Guest Party Attendee


First Name


Last Name

Company

Email

Notes for Attendant

Start Date 

End Date 

[Save](#) [Cancel](#)

3. Complete the fields boxed in red:



First Name

Last Name

Company

Email

Notes for Attendant

Start Date  End Date 

COMPANY NAME GUIDELINES

1. If you do not know the name of the driver, place an asterisk * (shift + 8) in the First Name and Last Name fields.

2. Type in the company name without spaces (e.g. salvationarmy)

3. Type out any numbers in the company name (e.g. 24 Hour Air = twentyfourhourair)

Please follow these guidelines to ensure expedited service at the gates.

4. Click the  button.

INSTRUCTIONS TO ADD A SPECIAL EVENT / PARTY LIST



1. Click the “Add Party” button.

Welcome TEST ACCOUNT
Canyon Lake POA

Home My Account Tech Support Log Out

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My Community

Guest List  

[Add Guest](#) **[Add Party](#)** [Restrict Guest](#) [Guest History](#)

Verbal Confirmation Code: Resident/Owner:

Call Restrictions:

Call Priority

1: 3:

2: 4:

[Save Preferences](#)



Guests [T](#) Temporary [P](#) Permanent [P](#) Party [R](#) Restricted

No guests found.

2. A new page will appear.

Add Party [Back to Guest List](#)

Party Title

Start Date  End Date 

Party Guests



New Party List Import List from File Use Previous Party List

First Name Last Name [Add](#)

[Save](#) [Cancel](#)

3. Complete the fields boxed in red:

Party Title

Start Date  End Date 

Party Guests

New Party List Import List from File Use Previous Party List

First Name Last Name

To add another guest, click the




button.

4. Click the  button.

INSTRUCTIONS TO RESTRICT GUEST ACCESS ON YOUR ACCOUNT



1. Click the “Restrict Guest” button.

[Home](#) [My Account](#) [Tech Support](#) [Log Out](#)

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My Community

Guest List



[Add Guest](#) [Add Party](#) Restrict Guest [Guest History](#)

Verbal Confirmation Code

Resident/Owner:

Call Restrictions

Call Priority

1: 3:

2: 4:

[Save Preferences](#)

Guests

T TemporaryP PermanentP PartyR Restricted

No guests found.

2. A new page will appear.

Restrict Guest[Back to Guest List](#)

License Plate Number

First Name

Last Name

Company

Email

Notes for Attendant

[Save](#) [Cancel](#)

3. Complete the fields boxed in red:

First Name

Last Name

Company

Email

Notes for Attendant

IMPORTANT REMINDERS

Restricting a guest will prevent him / her from obtaining a pass under your property not the entire community.

When adding a company name, please follow the guidelines outlined on page 3 under COMPANY NAME GUIDELINES.

4. Click the  button.

INSTRUCTIONS TO EDIT YOUR ACCOUNT SETTINGS

1. Once logged in, click the **My Account** button.
2. Click the edit button next to your name.

My Account: 1111 Test Road HOA Account#: 1000-001

Users L Logged in as

Photo	First	Last	Contact #'s	Email/Login	
	TEST	ACCOUNT		wgorham@canyonlakepoa.com	L Edit

Alternate Address

Check here to receive mail at alternate address

Address

City State Zip

Phone Name

Phone Number

Notes to display to management

Telephone Entry System Settings

Display Name

Phone Number

Directory Display Status Show Hide

← Please DO NOT use this section. To update your mailing address visit the Association offices.

[Save Account Information](#)

3. To edit your email address and / or create a new password, complete the fields boxed in red:

User Details

Photo Owner Resident Tenant

[Choose File](#) No file chosen

First Name

Last Name

Relation to Owner

Email

New Password (minimum 6 characters)

Confirm New Password

4. To add / edit your phone numbers, complete the fields boxed in red:

Phone Numbers

Phone Name	Phone #
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

5. To sign-up for email / text alerts when a guest pass is added, issued and / or denied check the appropriate boxes in red. For text messages you must select a cell phone number and the provider.


Email / Text Message Notification Settings

Notification	Email	Text Message
Guest Passes Issued & Denied	<input type="checkbox"/>	<input type="checkbox"/>
Guest Registration Confirmation	<input type="checkbox"/>	<input type="checkbox"/>

Text Message Phone:

IMPORTANT REMINDER

Alerts are available for each individual user. You will not be alerted when a guest pass is added / called-in by another user on the same property.


6. Click the  button.

INSTRUCTIONS TO GENERATE AND ASSIGN E-PASSES



1. Click the “Add Guest” button.

Welcome TEST ACCOUNT
Canyon Lake POA

Home My Account Tech Support Log Out



My Community

Guest List  

Add Guest Add Party Restrict Guest Guest History

Verbal Confirmation Code Resident/Owner:

Call Restrictions:

Call Priority

1: 3:

2: 4:

Guests T Temporary P Permanent P Party R Restricted

No guests found.

2. A new page will appear.

Add Guest [Back to Guest List](#)

Temporary Guest Permanent Guest Party Attendee

First Name

Last Name

Company

Email This Pass Email

Text This Pass Text

Notes for Attendant

Start Date

End Date

3. Fill in the boxes in Red



First Name

Last Name

Company

Email

Notes for Attendant

Start Date  End Date 

4. For email click the slider to use this feature, the slider will turn green. A box will appear below the slider, you will enter the email address of the guest you would like to send it to.
- For text you will do the same steps as for email, but you will enter the phone number of the person you will send it to. (you do not need to enter parenthesis or dashes. Example – 7066404010)

First Name



Last Name


Company

Email This Pass
 Email
Email

? Text This Pass
 Text
Phone Number


Notes for Attendant

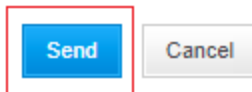
Start Date  End Date 

5. Click the  button.
6. You will then need to confirm the guest to send the email, text message, or both.

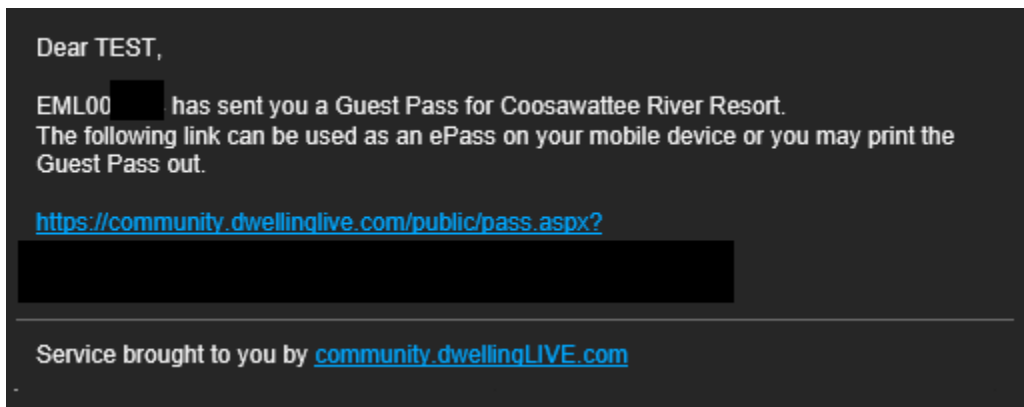
Add Guest

Please Confirm the Following

Guest Name: Coosawattee River Resort - Tes
Email Pass To: sgough@mycrra.com
Text Pass To:
ePass Valid From: Feb 25, 2021
ePass Valid Through: Feb 24, 2022
Entry Code: 



7. Make sure you click the send button to send the pass to your guests.
8. Your guests will receive the email message as shown below. The link will take them to the E-Pass that is shown in step 9, below.



9. Once the link is clicked, the guest will be taken to a webpage where they can save the image or print the image to be able to use for entry. When used at the gate, the QR code may need to be moved around or moved farther and closer to the scanner to work correctly. Once placed under the scanner the guest should see the red lines trying to scan the QR code.

For guests, even permanent guests, the pass will only last for up to 365 days or 1 year.

Permanent guests will stay on your list permanently, until deleted, but they will need to be assigned new passes for each year.

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At visitor station scan code above

Coosawattee River Resort
Guest

Valid From Jul 08, 2021	Valid Through Jul 15, 2021
Guest of IT001 View Map	Guest Name [REDACTED] - Steven
