https://community.dwellingLIVE.com/fordscolony.aspx

Visitor Management System
Residents Website Instructions

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Ford's Colony Security will email each resident login instructions in order to access the dwellingLIVE® website.

On the Login page, [https://community.dwellingLIVE.com/fordscolony.aspx](https://community.dwellingLIVE.com/fordscolony.aspx) enter your email and the temporary password contained in the email.

This logs you into the dwellingLIVE® “My Community” home page. Once online, you can change your password to a permanent password. This process is explained in Part Two on page-9 in the “User Details” section.
PART ONE
“My Community – Guest List”

The top part of the “My Community” home page (above) is the “Guest List” section that starts with a “Verbal Confirmation Code”, “Call Restrictions” and Call Priority”.

“Verbal Confirmation Code” is a word, number or combination that is set up by the resident in the event they call Security for any reason. Security will ask the caller for their “Verbal Confirmation Code” in order for Security to confirm the caller is you. If you chose NOT to use this feature, leave it blank.

“Call Restrictions” is a feature that Security will use when guests, vendors or contractors want to visit your home. If you enter “Call” in the box, Security will call you if an unexpected guest arrives. If you DO NOT want to receive these calls enter “No Call” in the box. Security will allow the visitors to enter Ford’s Colony after presenting proper identification but will not call you in advance.

“Call Priority”: In the event you want to receive telephone calls from Security when a visitor arrives and you enter “Call” in the Call Restrictions box, you need to enter telephone numbers in the “Call Priority” section. Contact Number 1 could be your home telephone number; Contact Number 2 could be your cell phone number, and Contact Number 3 could be your work number, etc. Security will attempt to reach you using Contact Number 1 first. If they fail to reach you on Contact Number 1, they will attempt to reach you on Contact Number 2 and so on. Enter your contact phone information in any order you chose.

Remember: Always click Save Preferences in order to keep the information that was entered stored on the system.
The next section down the page is GUESTS. In this section, you can add a guest (a temporary guest or a permanent guest), add a party of guests in the event you have a party at your residence, restrict a guest that you do not want to gain entrance to Ford’s Colony and view your guest history.

Add a Temporary Guest:

At the “Guest List” line on the page is the “Add Guest” tab (see above). Click on “Add Guest” and the following window opens. Fill in the appropriate fields.
**Note:** When you hit “Save” the information will be added to your “Guest List”. When you hit “Save & Send ePass”, an ePass will be emailed to the guest and you will receive an electronic notification (See Page 11 / Arrow 4). If you hit cancel, no information is retained.

**Add a Permanent Guest:**

A permanent guest is added the same way as a temporary guest but with some minor differences.

As you can see above, there are two “Pass Types” that can be selected but when setting up a “Permanent Guest”, please use “Guest” type, only. You can also select which days of the week you will allow the permanent guest to visit. When selecting the “Temporary Guest” option, you are asked to enter Start and End dates, instead.

Now, what happens when you click on “Save & Send ePass”? 

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**Add Guest**

Please Confirm the Following

- **Guest Name:** John Smith
- **Email Pass To:** janith@aol.com
- **ePass Valid From:** Oct 20, 2016
- **ePass Valid Through:** Oct 23, 2016

**Send**

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When you click “Save & Send ePass”, the above message will appear asking you to confirm the information was entered correctly. When you hit Send an ePass will be emailed to your Guest and that printed email or smartphone email will be used when they visit the Ford’s Colony Guard House to register for entry.

_In another section of the website, you will be shown how to set up the system to send you an email or text message when an ePass is generated or when a visitor is cleared to enter the property using their guest pass._

**Restrict a Guest:**

You can set up the system to “Restrict” anyone from entering Ford’s Colony. Click on the “Restrict Guest” tab next to the “Add Guest” and “Add Party” tabs and follow the same process. Always “Save” your entries.

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**Add a Party:**

Click on the “Add Party” tab next to the “Add Guest” tab. Fill in the required fields as seen below. When to click “Save” the party attendees will appear on your “Guest List”.

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Recap:
After all of the guests have been entered and saved, they will all appear on your "Guest List" and they will be color-coded based on category type: 🟠 Temporary, 🔴 Permanent, 💥 Party, 🔴 Restricted.
**Guest History:** At any time, you can review your guest history by going to the “Guest History” tab located next to the “Restrict Guest” tab.

Finally, at the bottom of the “My Community” home page, you will see the John Pott Guard House and Manchester Guard House listed. Below each one there is a tab “Directions for Guests”. These are default directions that will appear on guest passes. The default directions will instruct guests how to get to your street from either John Pott or the Manchester Guard House.

If you wish to change the directions, you can do so by clicking on the respective tab “Directions for Guests” and make the changes in the window that opens. Keep in mind; *there is a maximum of 200 characters only that can be used in the directions box.*
PART TWO
“My Account”

PART TWO will cover the “My Account” section of the dwellingLIVE® website. Under “My Account” you will find personal data about you and any other members of your household including names, telephone numbers, email addresses, passwords, vehicles and pets. To access “My Account” go to the top right of the screen and click on the “My Account” tab (see below).

The first section you will see is the “Users” section and here you will see all of the registered residents that live in your household. In the example below, Reginald Ford is the registered resident. If additional people, such as a spouse, a child, a parent, etc. lived at 900 John Pott Dr., they should also be listed. If you wish to Add User, hit this tab on the “Users” page and complete the information as shown below in the “User Details” section.

**NOTE:** These fields should already be populated but check them carefully for accuracy and add any additional individuals living with you that are not listed. For the non-primary residents, email addresses and passwords can be omitted.

In order to change or delete any User information, click on the “Edit” button on the right side of the screen, as shown. The following screen will appear:
**Arrow 1** - You may want to add a personal photo from your photo library. If so, click on “Choose File” and select a photo to download. Note: After the download is complete, the photo WILL NOT appear in the box but it is retained in your “User Details” file.

**Arrow 2** – Here is your email address currently on file.

**Arrow 3** – The Security Department initially provided you with a password in order to access the dwellingLIVE® website. It is highly recommended that you change that password to a new confidential password. Enter your new password and re-enter the password in the 2 boxes shown.

**Arrow 4** – Previously in the “Add Guest” section, it was noted that you could email an ePass to your guests email address. If you would like to receive an email or text confirmation that the ePass was sent, you can set that up here. Simply click on the “Email” or “Text Message” box. Likewise, if you would like to be notified that your guest has past though Security, simply click the Email or Text Message box to the right of “Guest Registration Confirmation” (Arrow 4A).

**Arrow 5** – If you checked the “Text Message” boxes (Arrow 4) you will need to establish which cell phone will receive the text message. If your telephone numbers were previously downloaded into the dwellingLIVE® system by Security, you will see your telephone numbers listed in the “Select Phone” drop-down window. Click the appropriate phone number. If no telephone numbers appear, they can be set up in the “Phone Numbers” section below. Finally, after the phone is selected, you will need to choose a cell phone provider from the “Select Provider” drop-down window.

Always remember to click the **Save** button at the bottom of the page.
Phone Numbers:

The Phone Numbers section is at the bottom of the “User Details” page. Scroll down to find “Phone Numbers”.

If your telephone numbers were not previously downloaded or they were entered incorrectly, here is where you can add, change or delete the “Phone Name” and “Phone #”. If these Phone #’s are set up, they will also appear in the “Text Message Phone” drop-down window above.

In PART ONE on page 2, we spoke about “Call Priorities”. In order to set your phone number priorities, click on the black tab Call Priority.

From the drop-down windows, select which phone # you wish to be called first, second, third and fourth. Always click Save.
After saving your data, you will return to the “Users” page. If you scroll down the page, you will see the following section:

**Alternate Address (1):**

If you reside elsewhere during the year, you can enter the details of that property information here simply by filling in the appropriate fields.

**Verbal Confirmation Code (2):**

Previously on page 2 of the “Guest List” section, we told you about the “Verbal Confirmation Code”. Besides the “Guest List” section your “Verbal Confirmation Code” can be added here.

As you continue to scroll down the “Users” page, you will see the “Property Status” section, the “Vehicles” section and the “Pets” section. First we will explain the “Property Status” section:
Property Status:

Use this section when you will be away from home. As illustrated, simply click the “Not-Occupied” button, add any notes you feel will be helpful, enter the “Away Start” and “Away End” dates and hit Save Account Information. This information will work concurrently with “Alternate Address”. When the “Away End” date expires, the property status will automatically revert back to “Occupied”.

NOTE: If you plan on being away, complete and submit to Security a Ford’s Colony Security House Check Request Form. Completing this section alone will not automatically notify Security that you are away.

Vehicles:

Vehicle information should be previously downloaded. Check it carefully for errors or omissions.

In this section, you can either edit or delete vehicle information, especially if you sell your current vehicle and purchase a new one. If you click on “Edit” the following window will open:
At this point you can change and save the vehicle information or delete the vehicle from the “Vehicle” list. If you wish to add a vehicle, hit the Add Vehicle tab. The same window will open but the data fields will be empty. Complete all of the vehicle information. If a vehicle is added to your household, a Ford's Colony vehicle/resident decal must be affixed to that vehicle.

Pets:

The last section under “Users” is the Pet section.

All pet owners are encouraged to complete this section because it will greatly assist Security should your pet get loose or injured. To add a pet, click on the Add Pet tab.

Enter and save all appropriate information about your pet. You can upload a photo; indicate if the pet is a dog, cat or other; specify the breed and color; and enter any helpful comments. Click Save and the information will appear under the “Pets” section.
Navigating Tabs:

From the “Users” page you can get back to the “Guest Page” by clicking the “Home” tab (1). You can return to the “My Account” section by clicking on the “My Account” tab (2). Should you require technical assistance, click on the “Tech Support” tab (3).

On the “Tech Support” page, open the drop-down window (shown above) and find the question that best fits your technical problem.

CONGRATULATIONS! Your dwellingLIVE® Resident account is set up. Bookmark the dwellingLIVE® website https://community.dwellingLIVE.com/fordscolony.aspx on your computer and be sure to keep your login and password information in a safe place.

To exit dwellingLIVE®, click on the “Log Out” tab (4).

SMARTPHONE APP: You can perform these same activities on your iPhone, iPad or Android device by downloading the dwellingLIVE® App from the App Store or Google Play. Simply search “dwelling live” and follow the download instructions.