

QuickPass Resident Feature Guide

Your Quick Guide to QuickPass

QuickPass is your community's modern solution for secure and convenient resident access management. Whether you're adding visitors, updating your information, or managing vehicles, QuickPass makes it simple to stay connected and in control. This guide will walk you through the essentials of using your account so you can get the most out of the tools designed to keep your community safe and running smoothly.

✓ Accessing Your QuickPass Account



NEW RESIDENT NOTE: You will be sent a system generated **Welcome Email** as soon as your Community Manager enters your household into the QuickPass system. Use the [“click here”](#) link to set up your permanent password.

For your protection, passwords are case-sensitive and must meet the following requirements:

- Minimum of 8 characters
- At least 1 uppercase letter
- At least 1 number
- At least 1 special character (e.g., !, @, #, \$)

Future Logins



Access your QuickPass account anytime at:



<https://www.quickpass.us/sign-in>



Tip: Bookmark this page in your browser for quick and easy access.

QUICK PASS

Welcome to **COMMUNITY NAME** and QuickPass! Your community uses QuickPass®, a secure and easy-to-use system for managing guest access at the gate.

With QuickPass®, you can add visitors, deliveries, and service providers anytime—from your phone or computer. Whether you’re expecting guests for a dinner party or a package delivery, QuickPass® puts you in control.

With your QuickPass® account, you can:

- > Manage household contact info
- > Create access for events
- > An easy to use resident dashboard
- > Fast guest entry with Mobile QUICK Pass access
- > Customized visitor settings
- > Manage your vehicles
- > Send visitor name(s) via Text to QUICK

Website: www.quickpass.us
Your login ID (User Name) is: support@quickpass.us
Your temporary password is: M3xzo&hL
To set up your new password [click here](#)

QUICK PASS Please download our mobile app, QuickPass® Visitor Management, from Google Play and App Store!

QUICK PASS [USER LOGIN](#) ☰

Sign In

A new password is required.

New Password Confirm Password

[Set Password](#)

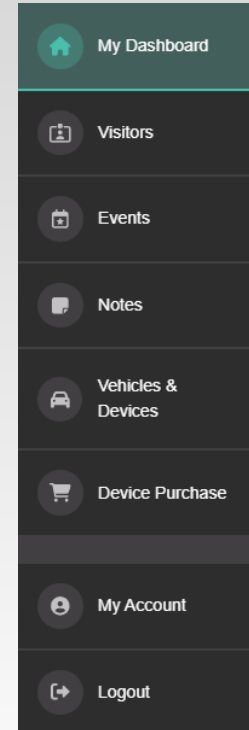
Password must be eight characters long and contain a lowercase, uppercase, numeric, and symbol character.

Resident Portal Overview



The Resident Portal provides all the tools you need to easily manage your property and stay connected within your community.


- **My Dashboard:** *View an overview of Community Information, your visitors, events, vehicles, and visitor history.*
- **Visitors:** *Add or edit visitors and vendors, send a Quick Pass, turn on/off Global Notifications, manage visitor status, and schedule their access.*
- **Events:** *Create and update events, including dates and entry details.*
- **Notes:** *Store important resident or property-related notes for quick reference.*
- **Vehicles & Devices:** *Register and update vehicles and devices for HOA records (if applicable in your community).*
- **Device Purchases:** *Purchase entry devices directly through the portal (if available in your community).*
- **My Account:** *Update your info, change password, update your phone numbers, turn on Text-to-QUICK (not available in all communities), add an alternate address, create an account code, turn Global Notifications on/off and add property directions*
- **Logout:** *Sign out of your QuickPass account*



My Account*



Please ensure that all members of your household, including minors, are listed under CONTACTS.

Change Call Priority
Drag the  dots to change the Gatehouse call priority for Visitor Approvals

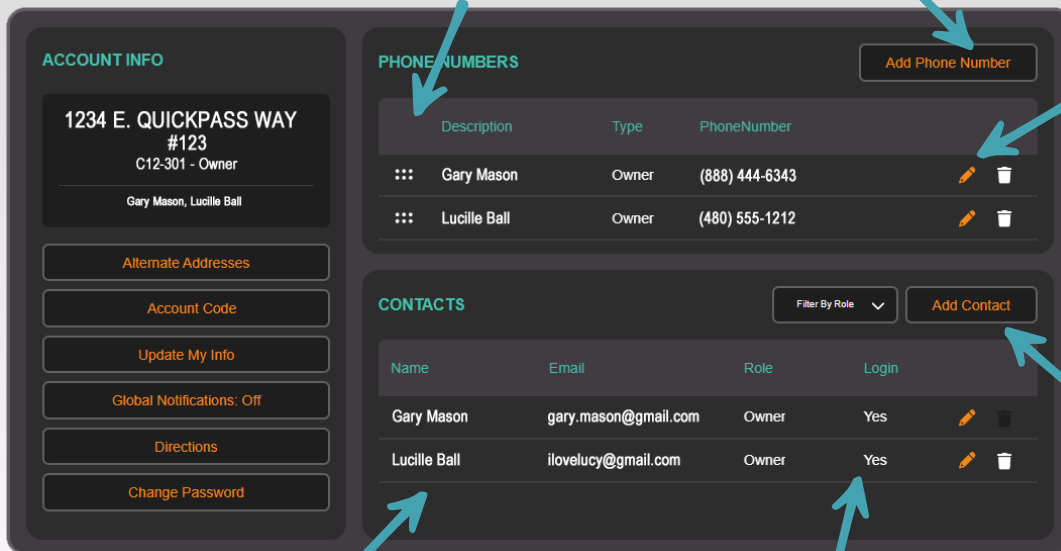
Phone Number Missing?
Click to add additional phone numbers.

Edit your number / Turn on Text-to-Quick* (78425)

ADD CONTACT
Add ALL additional Owners, Residents, Emergency Contacts & Minors here.

CONTACTS
All members of your household should be listed here.

Resident Log In
Residents with a "YES" under Login will be able to have their own QuickPass Visitor Management Account



ACCOUNT INFO

1234 E. QUICKPASS WAY
#123
C12-301 - Owner
Gary Mason, Lucille Ball

Alternate Addresses

Account Code

Update My Info





Global Notifications: Off

Directions

Change Password





PHONE NUMBERS

Add Phone Number

Description	Type	PhoneNumber		
☰ Gary Mason	Owner	(888) 444-6343		
☰ Lucille Ball	Owner	(480) 555-1212		

CONTACTS

Filter By Role Add Contact

Name	Email	Role	Login		
Gary Mason	gary.mason@gmail.com	Owner	Yes		
Lucille Ball	ilovelucy@gmail.com	Owner	Yes		



Text-to-QUICK (78425)*

Allows you to add visitors by texting **ADD** to **78425 (QUICK)**. This adds the visitor to the your access list without logging into your QuickPass app.



ACCOUNT → ADD PHONE NUMBER

Add Phone Number

PHONE NUMBER INFORMATION

Description ^{*}

Shirley Temple

Phone Number ^{*}

(480) 555-1212

Phone Number Type ^{*}

Resident

Text-to-Quick

Cancel Add Phone Number



Check the box to enable
Text-to-QUICK

Text-to-QUICK (78425)

78425

ADD

Who would you like to add?
Reply with FIRST and LAST name of
your visitor, or a company name.

BILL ROBINSON

How many day?

2

Access had been updated for Bill
Robinson to 2 days. To add a new
visitor reply with 'Add'!

ADD ↑

Go to your phone's messaging
app. Send 'ADD' to 78425 and
follow the prompts

Add Contact

Allows other members of your household to manager visitor access.



ACCOUNT → ADD CONTACT

Add Contact

CONTACT INFORMATION

First Name Last Name

Primary Email Address Secondary Email Address

Subscribed to mailing list Subscribed to mailing list

ACCOUNT INFORMATION

Role Owner Additional Resident Emergency Minor

USER ACCESS

This contact can log in using Primary Email Address



Check the box to enable
Household User Login

Click ADD CONTACT to
SAVE & Exit



Gatehouse Verification Code*



Your 'CODE' allows the Gatehouse to confirm your identification when they phone you.

ACCOUNT → ADD CODE

Account Code ✕

Type	Code	Usage	
Code Word	Pickles	This code is used for resident identification when talking to support.	

Close

Click to EDIT your CODE

Enter your NEW 'CODE'

We suggest you pick a word that is not easily guessed by others that may know you.

Edit Code Word ✕

Code

Pickles

Cancel Save

Click SAVE to complete



Keypad Community Codes*

Your **FAMILY CODE** is used to access Community Buildings. Your **CODE WORD** is used for resident identification when talking to support.



ACCOUNT → FAMILY KEYPAD CODE / ACCOUNT CODE

Family Keypad Code / Account Code

Type	Code	Usage
Family Code	212233	This code is used to access community buildings.
Code Word	Pickles	This code is used for resident identification when talking to support.

Close

Click to **EDIT** your **CODE**

Edit Code Word

Code

Pickles

Cancel Save

Enter your **NEW 'CODE'**
We suggest you pick a word that is not easily guessed by others that may know you.

Click **SAVE** to complete

Edit Family Code

Select Access Group

24 Hour Access

Code

212233

GENERATE CODE

Cancel Save

Enter your **NEW 'CODE'**
OR
Click **GENERATE CODE** to allow the system to create a code for you.
Click **SAVE** to complete

*FEATURES MAY VARY BY COMMUNITY

Visitors



Please ensure your guest list remains current. Up-to-date records allow gate personnel to verify visitors promptly and help maintain smooth traffic flow.

Sort by Visitor Status
Active, Inactive, Banned

Click to Add Visitor

Global Notifications: ON
Alerts you whenever any guest or vendor enters to your address.

ALL VISITORS

Active Visitors Inactive Visitors Banned Visitors

Search

Name	Vendor Name	Status	Visitor Type	Visitor Schedule	
	Amazon	Active	Temporary	12/04/2025 to end of day	
	Valley Landscape	Inactive	Recurring	Rekurs every 1 weeks on Monday from 01/01/2025 to 12/31/2026	
Taylor Swift		Active	Duration	Until 12/11/2025	
Will Smith		Active	Permanent	-	

Total Rows: 4

Click to EDIT VISITOR

Guest has been sent a Mobile Quick Pass

Entry Notification - ON

Visitor Types

Permanent Visitor – A guest / vendor authorized for ongoing entry to your residence with no defined end date. **Temporary Visitor** – A guest / vendor who needs short-term access for a specific date. **Duration Visitor** – A start & end dates that define how long a guest's / vendor's access is valid. **Recurring Visitor** – A guest / vendor who visits on a regular schedule. **One Time Visitor** – A guest / vendor authorized to enter your residence one time on a single, specific date, beginning at a designated entry start time.

NOTE: Depending on your screen resolution, some options may require scrolling to the right to view.



Visitors – One Time Visitor



A guest / vendor authorized to enter your residence one time on a single, specific date, beginning at a designated entry start time.

Add New Visitor

VISITOR NAME

Name Vendor Name Visitor Status

VISITOR TYPE *

Permanent Duration
 Temporary Recurring Schedule

VISITOR OPTIONS

Admit Start Date Admit Start Time

One time

NOTIFICATIONS

Notify upon entry

VISITOR ACCESS

Send Your Visitor a QUICK Pass

Cancel Add Visitor

Add your guest / vendor's name



Select TEMPORARY



Select ONE TIME

Select the date and earliest time your guest / vendor is permitted to enter



Click **ADD VISITOR** to save



Check the box to receive an Entry Notification for this **One Time Visitor**. Follow prompts to add preferred number.



Check the box to to send a Mobile Quick Pass to this **One Time Visitor**. Follow prompts.

*FEATURES MAY VARY BY COMMUNITY

Visitors – Key Pad Gates



Please ensure your guest list remains current. Up-to-date records allow visitors to enter promptly and helps maintain traffic flow at the gate.

Sort by Visitor Status
Active, Inactive, Banned

Click to Add Visitor

Global Notifications: ON
Alerts you whenever any approved guest enters to your address.







Click to EDIT VISITOR

Entry Notification – ON

ALL VISITORS

Active Visitors Inactive Visitors Banned Visitors

Search

Name	Vendor Name	Visitor Code	Status	Visitor Type	Visitor Schedule	
Audrey Hepburn		1265743	Active	Duration	Until 12/27/2025	  
Elizabeth Taylor		1267453	Active	Permanent	--	  

Total Rows: 2

Visitor Types

Permanent Visitor – Someone who needs ongoing access with no set end date. **Temporary Visitor** – Someone who needs short-term access for a specific date.

Duration Visitor – A start & end dates that define how long a visitor's access is valid. **Recurring Visitor** – Someone who visits on a regular schedule.

NOTE: Depending on your screen resolution, some options may require scrolling to the right to view.

Mobile Quick Pass



Visitors will receive a Mobile Quick Pass QR code via text and/or email, which they present at the gate for entry.

MY DASHBOARD → VISITOR → ADD VISITOR

Add New Visitor

VISITOR NAME

Name: Will Smith Vendor Name: Vendor Status: Active

VISITOR TYPE

Permanent (selected) Duration
Temporary Recurring Schedule

VISITOR OPTIONS

Category: Family and Friends

NOTIFICATIONS

Notify upon entry (checked)

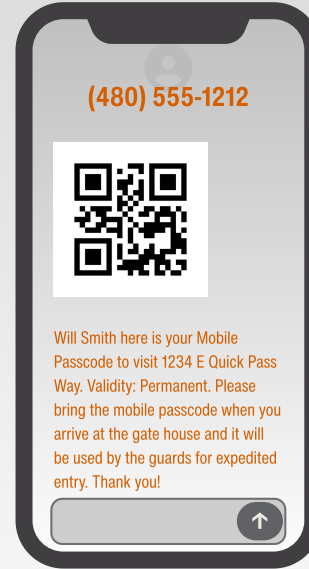
Mobile Phone 1: (888) 444-6343 Mobile Phone 2:
Email Addresses (; separated): support@quickpass.us

VISITOR ACCESS

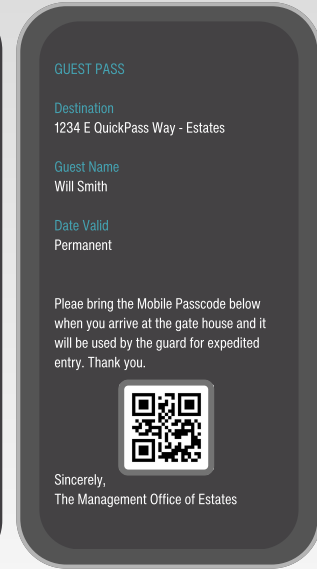
Send Your Visitor a QUICK Pass (checked)

Visitor Mobile Phone: (480) 555-1212
Visitor Email Address: will.smith@gmail.com

Cancel Add & Send



Text Message



Email

Check the box to send your guest a Mobile Quick Pass
Be sure to include their Phone Number and/or email address

Visitor Code – Key Pad Gates

Visitors will receive a Key Pad code via text and/or email, which they will use at the gate for entry.



MY DASHBOARD → VISITOR → ADD VISITOR

Add New Visitor

VISITOR NAME

Name: Elizabeth Taylor | Vendor Name: | Visitor Status: Active

VISITOR TYPE*

Permanent Duration
 Temporary Recurring Schedule

VISITOR OPTIONS

Category: Family and Friends

NOTIFICATIONS

Notify upon entry

Mobile Phone 1: (480) 555-1212 | Mobile Phone 2: | Select Access Group: 24 Hour Access

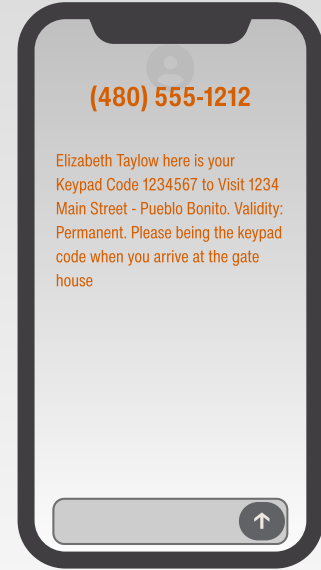
Visitor Mobile Phone: (602) 555-1212

Visitor Email Address: | Visitor Keypad Code: 1234567

GENERATE CODE

Cancel | Add & Send

KEYPAD CODE:
Manually enter a code or click GENERATE CODE to let QuickPass do the thinking



Text Message



Check the box to send your guest a Key Pad Code
Be sure to include their Phone Number and/or email address


Events – Guard Gate



If you're expecting a large number of guests, please set up your EVENT in advance to avoid gate delays.


Hosting a weekly or monthly event? Save yourself some time by selecting "RECURRING" as the event type.


Check the box to receive Guest Entry notifications. Follow prompts to add preferred number.


Enter a full guest list or click "ADMIT ALL" to allow anyone to enter to your address for the duration of the event.

EVENT INFO

Name
Holiday Bash!

EVENT TYPE

One Time Recurring

Start Date
12/20/2025

End Date
12/20/2025

All Day Event

Start Time
06:00 PM

End Time
11:00 PM

NOTIFICATIONS

Notify upon entry

EVENT GUEST LIST

Add Guest List No Guest List - Admit All

Cancel Add Event

EVENT NAME

EVENT DATE

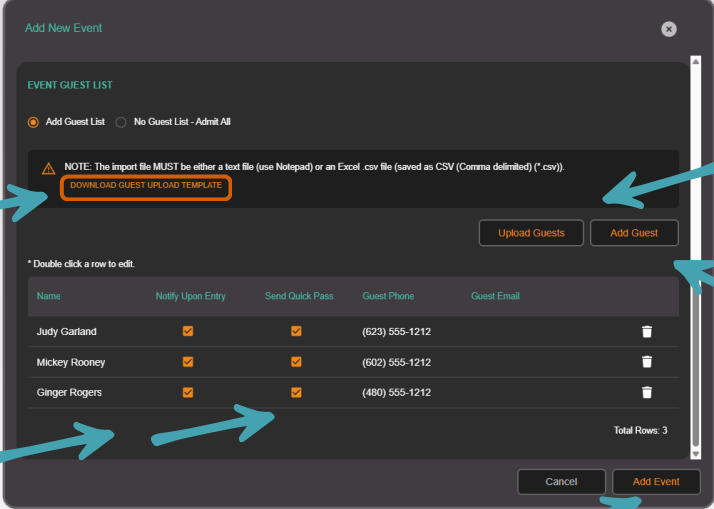
EVENT DURATION

SCROLL DOWN TO COMPLETE
EVENT DETAILS

Events Guest List – Guard Gate



If you're expecting a large number of guests, please set up your EVENT in advance to avoid gate delays.






Download our Guest Upload Template to easily add multiple quests to your event.

NOTE: The import file MUST be either a text file (use Notepad) or an Excel .csv file (saved as CSV (Comma delimited) (*.csv)).

DOWNLOAD GUEST UPLOAD TEMPLATE

Upload Guests Add Guest

* Double click a row to edit.

Name	Notify Upon Entry	Send Quick Pass	Guest Phone	Guest Email
Judy Garland	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	(623) 555-1212	
Mickey Rooney	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 555-1212	
Ginger Rogers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	(480) 555-1212	

Total Rows: 3

Cancel Add Event

After completing the template click UPLOAD GUESTS

Manually add guests

Check the box(es) to receive entry notifications and / or to send your guest a Mobile Quick Pass

Click ADD EVENT to save

Events – Key Pad Gate



If you're expecting a large number of guests, please set up your EVENT in advance to avoid gate delays.



Hosting a weekly or monthly event? Save yourself some time by selecting "RECURRING" as the event type.



Check the box to receive Guest Entry notifications. Follow prompts to add preferred number.

EVENT NAME

EVENT DATE

EVENT DURATION

SCROLL DOWN TO COMPLETE EVENT DETAILS

Events Guest List – Key Pad Gate



If you're expecting a large number of guests, please set up your EVENT in advance to avoid gate delays.

Download our Guest Upload Template to easily add multiple quests to your event.

After completing the template click **UPLOAD GUESTS**

Manually add guests

Check the box(es) to receive entry notifications and / or to send your quest a Key Pad Code

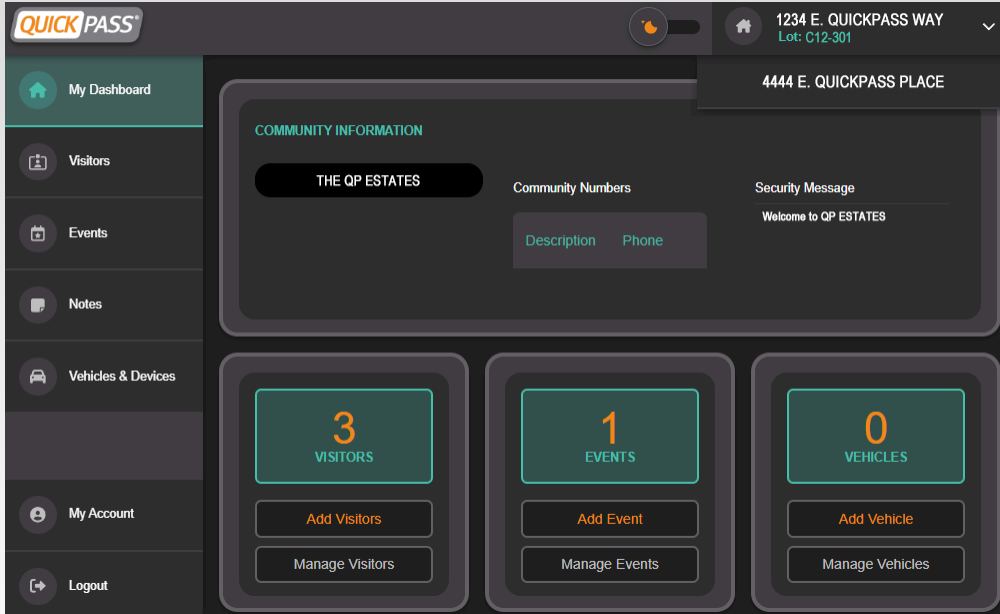
Click **ADD EVENT** to save

Name	Notify Upon Entry	Send Code	Guest Phone	Guest Email
Glynis Johns	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	(602) 555-1212	
Merv Griffin	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	(623) 555-1212	

Total Rows: 2

Account Toggle

If you own multiple homes in QuickPass Communities you are able to switch between accounts without logging out.





Click the DROP DOWN arrow to select your other home(s). Click on the desired address to manage that account.

Device Purchase*

Depending on the community, vehicle transponders and/or keyfobs may be obtained through the HOA or purchased directly through QuickPass.



DEVICE PURCHASE Selected Item(s): 0 Total Price: [Checkout](#)

Image	Description	Price	
	Headlamp Transponder	VARIES	ADD TO CART
	Half Frame Window Sticker Tag in Wiegand Format	VARIES	ADD TO CART

Total Rows: 2

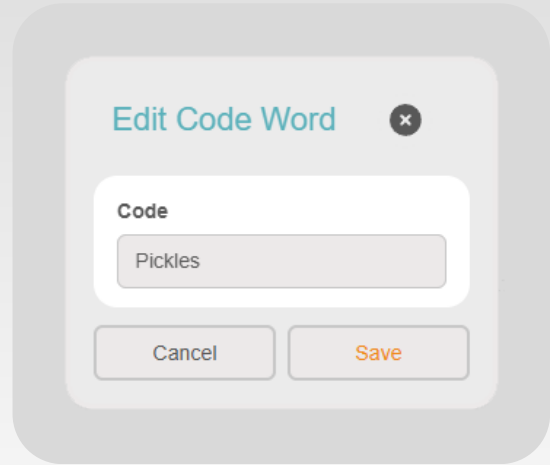
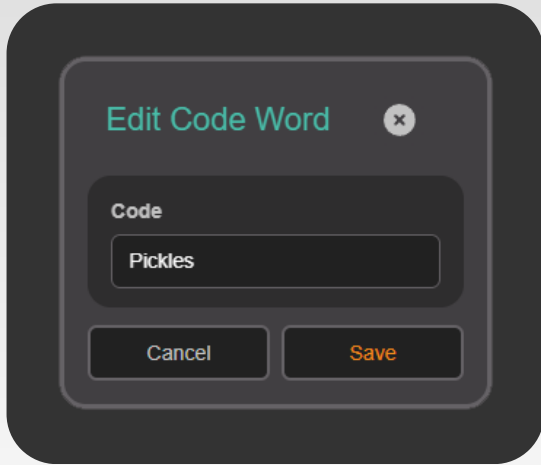
Click ADD TO CART on the type of transponder device you prefer and follow the prompts

Devices that come from QuickPass typically take 3-5 business days.

✔ What's your MODE?



You can toggle between Light and Dark Mode using the switch located in the top-right corner of your portal.



NOTE: *Depending on your screen resolution, some options may require scrolling to the right to view.*