

Proper Use of the MyQ App and Gate Access Codes

Community Notice: Creating and Managing MyQ Access Codes

Please see proper use of the MyQ App and the importance of creating and managing access codes effectively. Ensuring that residents, guests, and vendors use personalized access codes helps enhance safety, reduce unauthorized entry, and prevent congestion at the main gate.

PLEASE MAKE SURE YOU CREATE ACCESS CODES FOR ALL CONTRACTORS, VENDORS, AND DELIVERIES (INCLUDING AMAZON).

While going through management transition, if you need help, please contact William Behrens, CAM 239-262-1396

Creating and Managing Access Codes in MyQ

1. Download and Open the MyQ App

After receiving your invitation from the Property Manager:

- Download the **Community by MyQ** App from the App Store or Google Play (links/icons included in the invitation).
- Open the app and log in to your MyQ account.

At the bottom of the home screen, you will see the following options:

Access | History | Guest Pass | Community

2. Creating Access Codes

1. Select **Guest Pass**.
2. Select **New** or **Create Guest Pass**.
3. Under *Choose Pass*, select **Recurring Pass** (recommended—allows up to one year of access).
4. Name the Pass (you may create multiple passes as needed).
5. Under **Access Period**:
 - Tap all circles representing **Sunday–Saturday** so they are bolded. Any un-bolded day will not allow access.
 - Enable **All Days Access** by tapping the circle to the right.
 - Tap the **End Date** and use the calendar to select a date approximately **one year out**.
6. **Verify the start/end dates, daily access selections, and All Day Access settings.** Tap **Next**.
7. Under **Entrances**, select **Access Guest/Vendor Management** and tap **Next**.
8. Review all information and select **Create Recurring Pass**.
9. The next screen will display the Pass Name and the **5-digit Entry Code** in bold.
This is the code you provide to your guest or vendor.

Note: Once a code expires, follow these same steps to create a new one.

3. Sharing Codes with Guests and Vendors

- Provide the code in advance of their arrival.
 - Remind them to use the keypad and enter the code to avoid delays.
 - Refer them to the instructions below titled **Instructions for Using the MyQ Gate Access Code**.
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4. Monitor and Update Codes

- Regularly review and deactivate codes you no longer need.
- This ensures only authorized individuals can access the community.

PLEASE ENSURE ALL CONTRACTORS, VENDORS, AND DELIVERY SERVICES HAVE THEIR OWN CODE.

Importance of Proper Code Usage

Using personalized access codes helps prevent:

- Unauthorized tailgating into the community
- Vehicles blocking or backing up at the gate
- Safety hazards caused by entry attempts without an active code

Guests and vendors should:

- Use the provided access code rather than following other vehicles through the gate.
 - Contact the resident if they experience issues using the code.
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Your Role in Community Safety

Thank you for your cooperation in keeping our community secure. Proper use of the MyQ access system improves traffic flow and reduces gate-related incidents.

If you have questions or need assistance, please contact: Susan Palmer spalmer@maymgt.com>

Sincerely,
MHOA Board of Directors

Instructions for Using the MyQ Gate Access Code

1. Arrive at the Gate

Approach slowly and locate the keypad.

2. Locate the Keypad

The keypad is mounted near the entrance gate and is accessible from your vehicle.

3. Enter the Code

- a. Select **Entry Code**
- b. Enter the MyQ Gate Access Code provided by the resident
- c. Press **Enter**

4. Wait for Access

- If the code is valid, the gate will open automatically.
- If incorrect, an error message may appear. Reenter the code carefully.

5. Proceed Through the Gate

Once the gate is fully open, drive through safely.

Important Notes

- **Code Validity:** Codes only work within their assigned time period and on the selected days.
- **Multiple Entries:** Guests and vendors should repeat the same steps each time they enter.
- **If the Code Does Not Work:** Guests/vendors must contact the resident to verify or update the code.

For Residents

- Share codes **privately** and **securely**.
- Do not post codes publicly or distribute them widely.