openitem
ACCESS CONTROL

ACCESS CONTROL APP

# User Guide

## iPhone

How to download OpenItem, sign in, and use it every day: visitors, your bookings, deliveries, group bookings, messages from your estate, support tickets, SOS and your settings.

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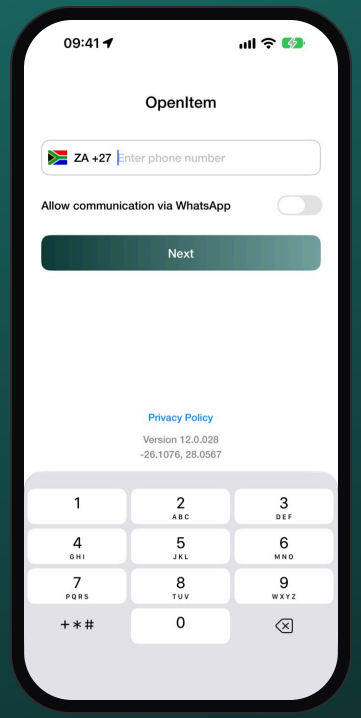
# Download the app

Open the App Store on your iPhone, search for OpenItem and tap Get.

Sign in with the cellphone number your estate has for you. If the app doesn't know your number, ask your estate's office to add it.

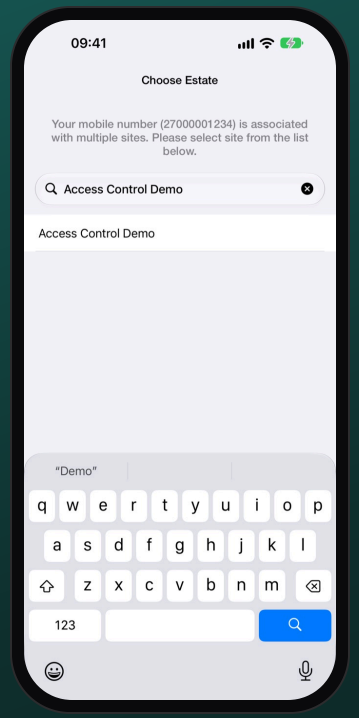
# Sign in with your cellphone number

OpenItem signs you in with a one-time PIN (OTP). You do this once on each phone.



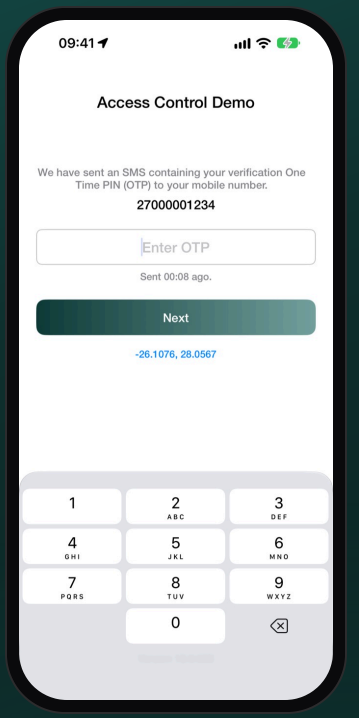

1

Enter your cellphone number and tap Next. Turn on WhatsApp to get the OTP there instead of by SMS.



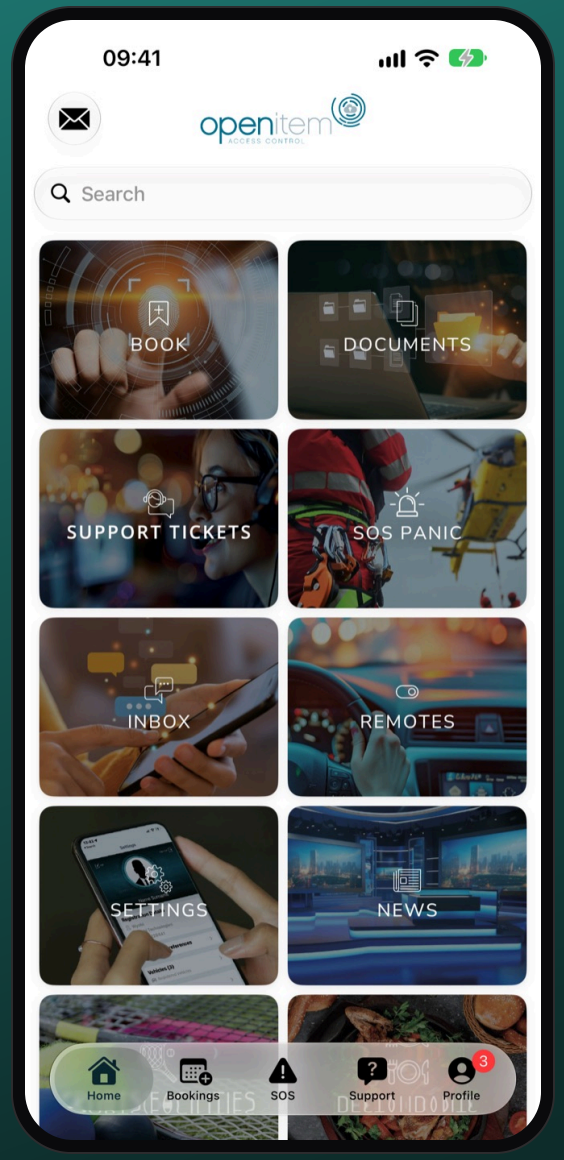

2

If your number belongs to more than one estate, search for yours and choose it.




3

Enter the OTP from the SMS or WhatsApp message and tap Next.

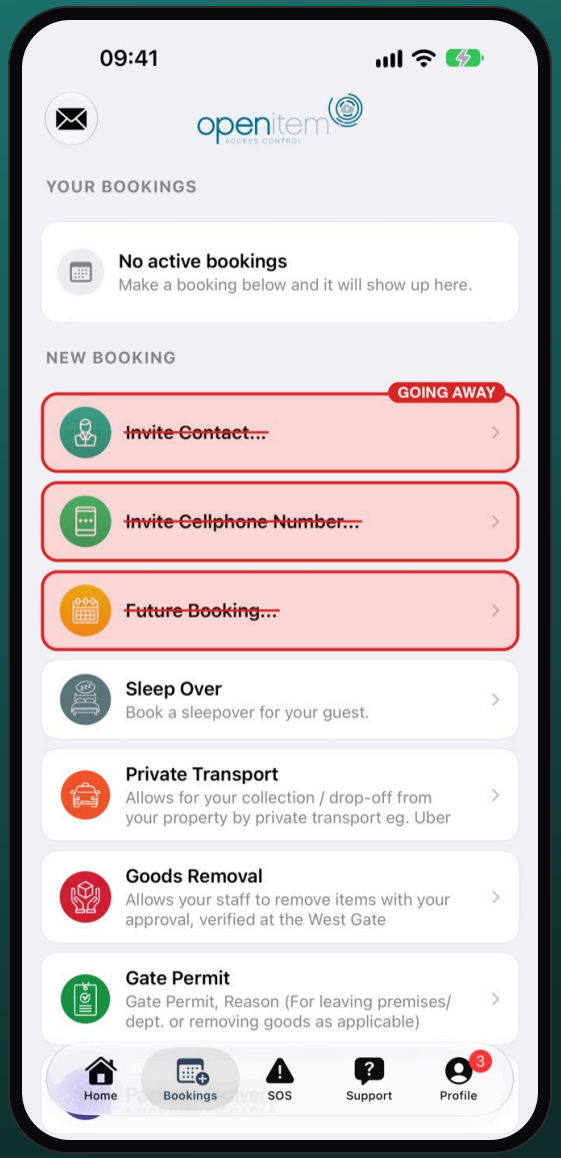



# Home and the tab bar

Home shows your estate's tiles: tap one to open it.

The bar at the bottom takes you to the main parts of the app. Your estate chooses which ones you see. When the bar is full, Inbox and Support are icons at the top of the screen.

- Bookings (called Access on some estates): visitors, deliveries and regulars
- Inbox: messages from your estate
- SOS: the panic button
- Remotes: open your gates
- Profile: your details and documents, and the app's settings



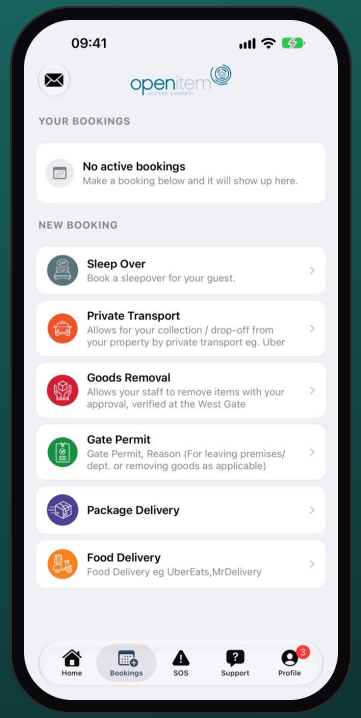

# What's new in Bookings

Invite Contact, Invite Cellphone Number and Future Booking are going away. Every booking now starts from what the visit is for, and its form does what those three did:

- Instead of Invite Contact: choose what the visit is for, then Contact Via, Address Book, to pick your visitor from your contacts.
- Instead of Invite Cellphone Number: choose what the visit is for, then Contact Via, Enter Number, to type their cellphone number.
- Instead of Future Booking: set the date on the form, or the first and last day for a longer visit.

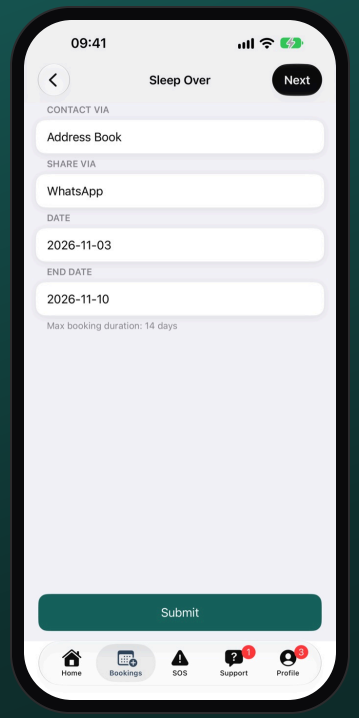
# Give a visitor access

A booking gives your visitor a PIN for the gate. The guard sees who is coming, and you are told when they arrive and leave.




1

Open Bookings and choose what the visit is for. Your estate sets the options, and each says what it covers.

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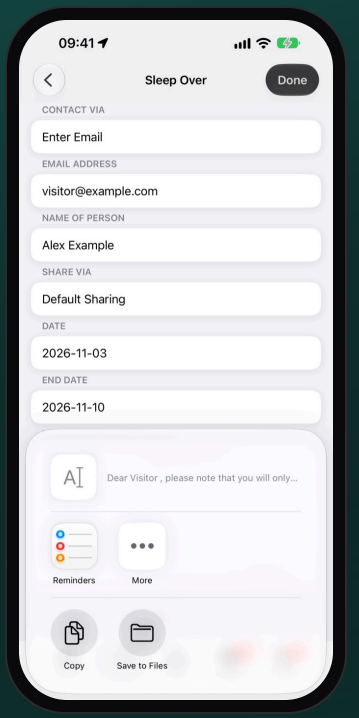
Fill in the form: who is coming, and the day, or the first and last day, of the visit. Then tap Submit.

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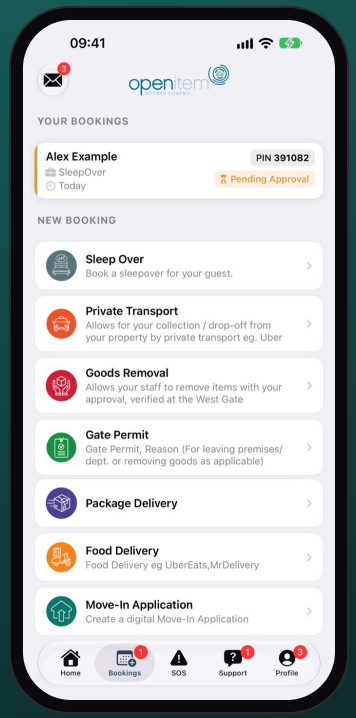
Send the PIN to your visitor by SMS, WhatsApp or any other app.

# Your bookings

Bookings for today and later show at the top of Bookings, with their PIN.

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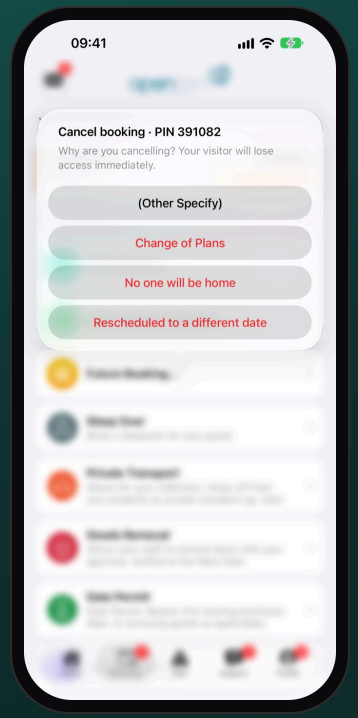
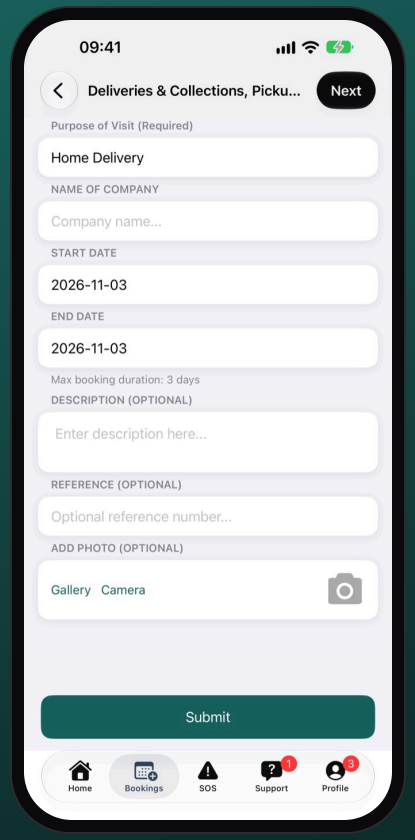
Your bookings are listed under Your Bookings. See all shows every booking, by day.




2

To cancel one, swipe it to the left and confirm (some estates ask why). Its PIN stops working at once.

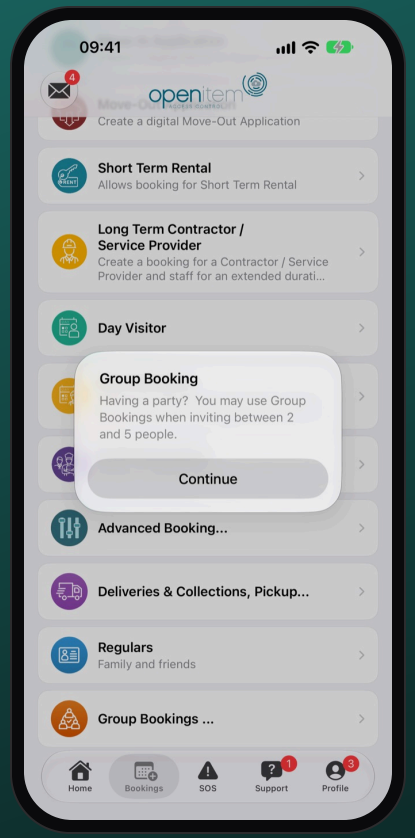
# Expecting a delivery or a collection




1

1. Open Deliveries and Collections, fill in the company and reference if you have them, and submit.
2. The guard looks up the PIN when the driver arrives and lets them in.

# Book several people at once

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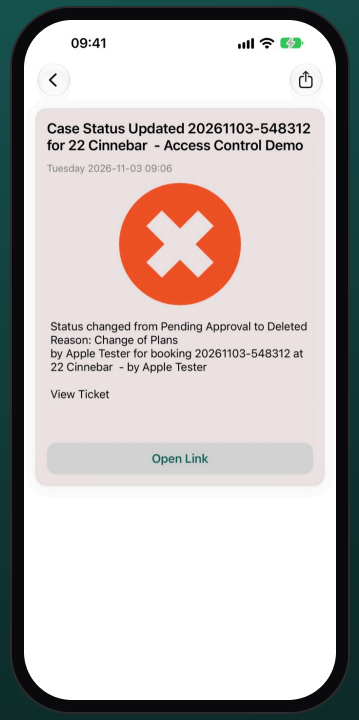
1 Open Group Booking, choose the date and the people from your contacts, and submit.

2 Each person gets their own PIN.

# Messages from your estate

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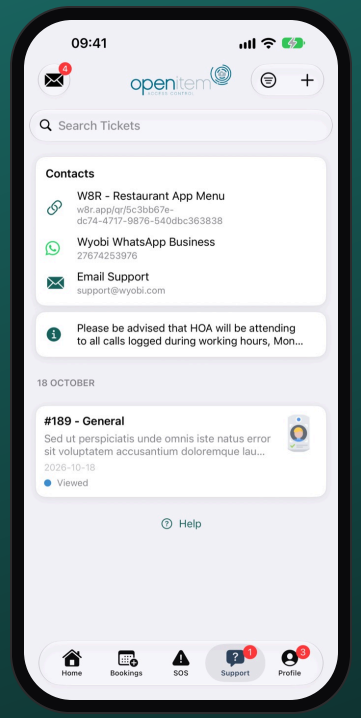
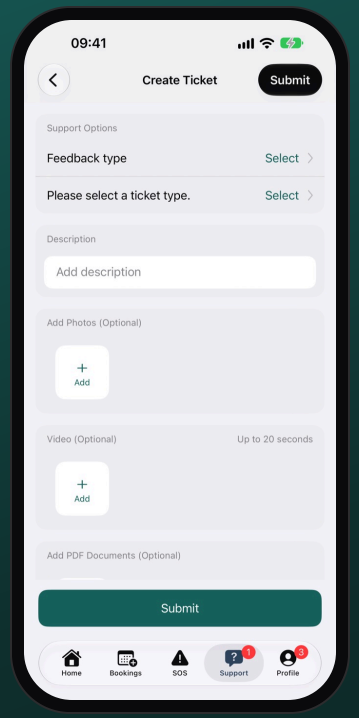
Tap a message to read it. Links and buttons in it open the page they point to.

# Report a problem to your estate



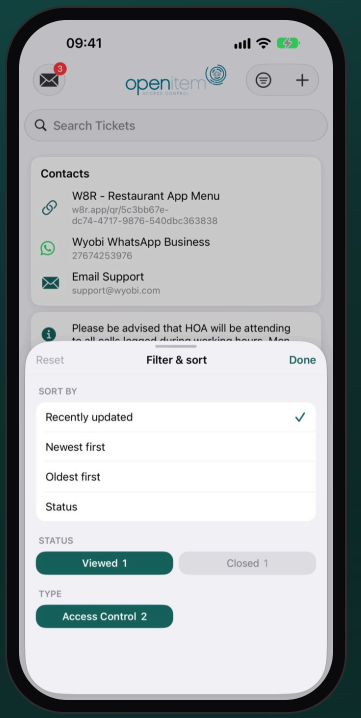

1

Support Tickets lists your tickets and their status. Swipe one to the left to close it.



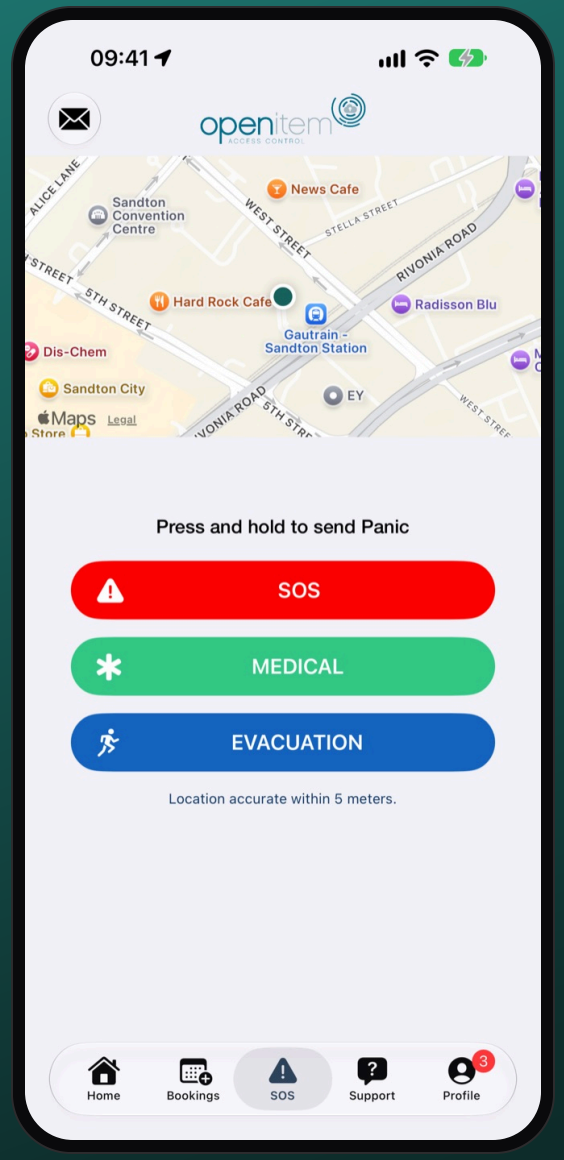

2

Tap New, choose what it is about, describe it, add a photo or a short video if it helps, and submit.




3

Filter and sort to find a ticket quickly.

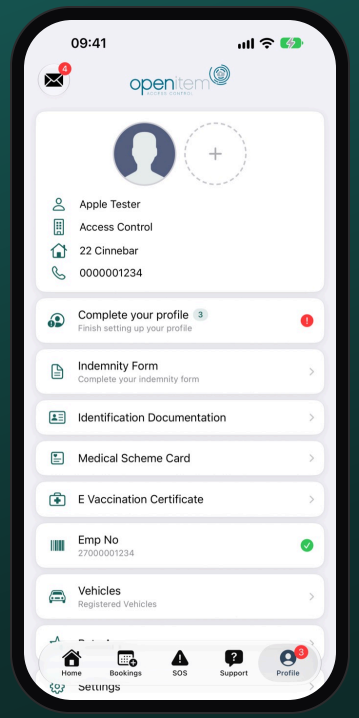



# Call for help

Press and hold the SOS button to raise a panic. Your estate's control room gets your name, address and location at once.

Some estates add other buttons here, such as Fire or Evacuation. Hold them the same way.

# Your profile and settings

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Profile shows the details your estate has for you.

# Get in touch

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