

CHECKPOINT MOBILE

USER MANUAL

Getting Started

Installation

You can install the Checkpoint Mobile App by searching “**Checkpoint Resident**” in the Android and Apple app stores.



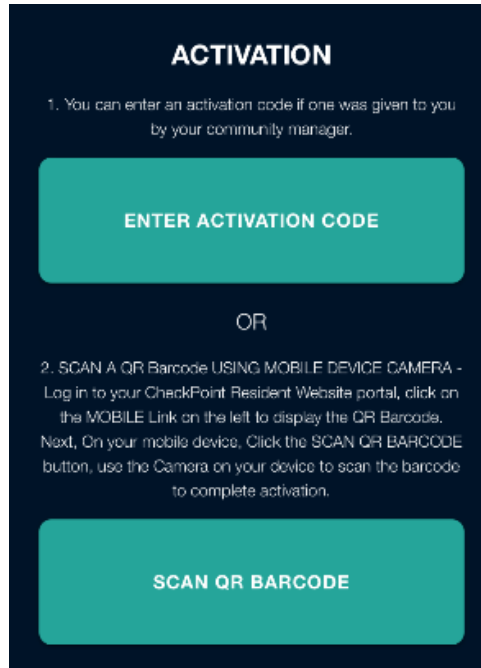
Activation

When opening the app for the first time you will need to register the app so it can communicate with your community's Checkpoint server.

Both the Activation code and the QR code can be found by logging into the resident website as seen in the image above. You can also obtain your Activation code and login credentials by requesting an Enrollment Email from your property manager.

Registration Code / QR Barcode

Tap the method of activation you would like to use and follow the directions in the app.



ACTIVATION

1. You can enter an activation code if one was given to you by your community manager.

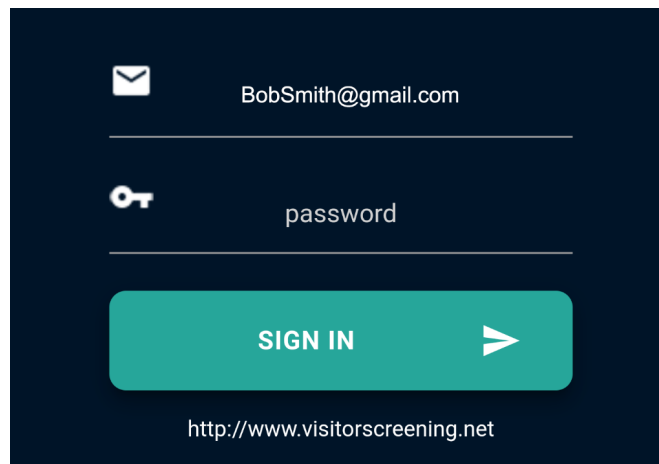
ENTER ACTIVATION CODE

OR

2. SCAN A QR Barcode USING MOBILE DEVICE CAMERA - Log in to your CheckPoint Resident Website portal, click on the MOBILE Link on the left to display the QR Barcode. Next, On your mobile device, Click the SCAN QR BARCODE button, use the Camera on your device to scan the barcode to complete activation.

SCAN QR BARCODE

Upon successful activation the login form will be shown, and your username will be automatically populated.



 BobSmith@gmail.com

 password

SIGN IN ➤

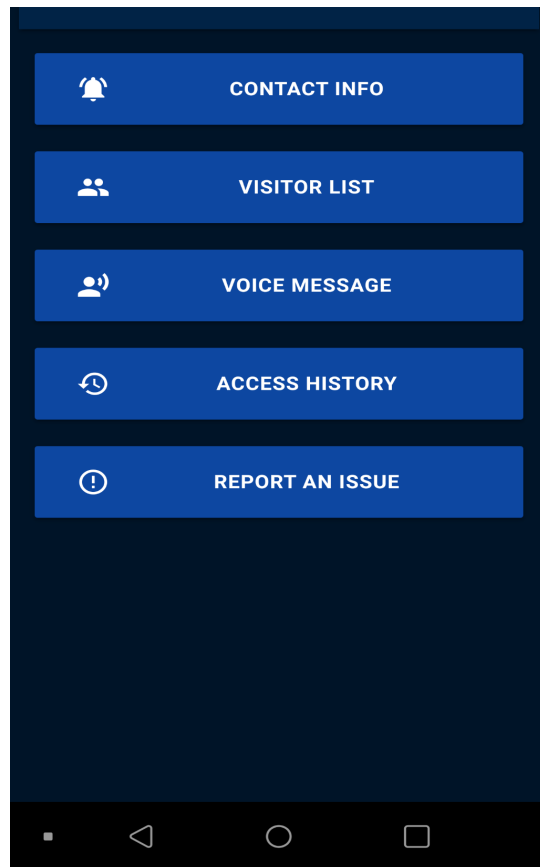
<http://www.visitorscreening.net>

The app is now ready for you to log in. Just enter your password and tap **“SIGN IN”**.

* Feature availability is based on Checkpoint package options and community/HOA policy.

Main Menu

All *available Checkpoint features are accessible through the main menu.



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CONTACT INFO & NOTIFICATIONS

Update your contact information and notification settings.

The screenshot shows a mobile app interface with a dark blue background. At the top, there's a status bar with icons for Bluetooth, NFC, alarm, Wi-Fi, 4G LTE signal, 91% battery, and the time 9:45 AM. Below the status bar is a 'Do Not Disturb' toggle switch, currently turned 'On'. The main section is divided into two parts. The first part, 'CONTACT INFO', contains four rows: 'Primary Phone' with the number '239-351-6021', 'Secondary Phone', 'Email Address...' with 'vin@visitorscreening.net', and 'Login Password' with masked characters '.....'. Each row has a teal save button with a white floppy disk icon. The second part, 'NOTIFICATIONS', has a title 'NOTIFICATIONS' in bold. It includes a dropdown for 'Select Notification Destination' currently set to 'Primary Phone', and another dropdown for 'Select your cellular provider' currently set to 'Verizon Mobile'. At the bottom of this section is a large teal button with the text 'TEST' and a white right-pointing arrow. The bottom of the screen shows the standard Android navigation bar with back, home, and recents icons.

Do Not Disturb
Off ☒ On

Primary Phone
239-351-6021

Secondary Phone

Email Address...
vin@visitorscreening.net

Login Password
.....

NOTIFICATIONS

Select Notification Destination
Primary Phone

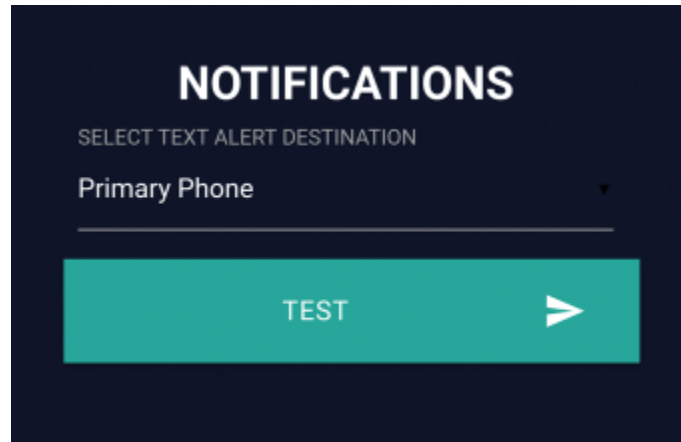
Select your cellular provider
Verizon Mobile

TEST ➤

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PREMIUM MESSAGING SERVICES

With Premium Messaging Services included, selection of a cellular provider is no longer necessary! Just set your phone number and that's it!

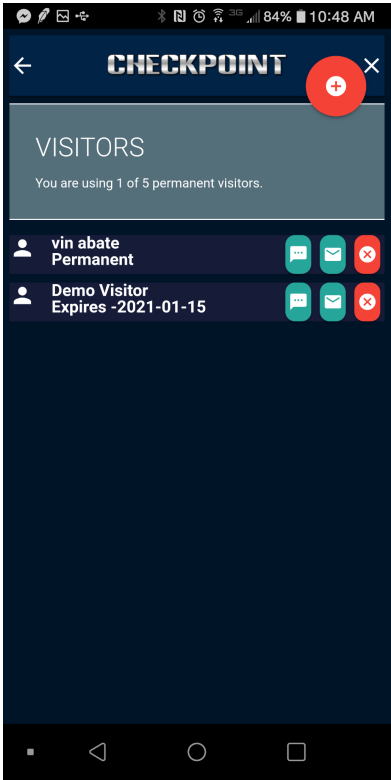


Also included with Premium Messaging Services, Express Passes can be sent via text message.



MANAGE VISITORS AND SEND EXPRESS PASSES

* Feature availability is based on Checkpoint package options and community/HOA policy.

	Add Visitor	
	Send an Express Pass via Text Message *Requires Premium Messaging Services	
	Send an Express Pass via Email	
	Delete a Visitor	

Are you sure?

Deleting this visitor will forever revoke access for the visitor's QR barcode pass and access code assigned to this visitor.
Continue?

YES

NO

DELETING A VISITOR

Tap the delete button and you will be asked to confirm your decision. Select yes to permanently delete the visitor from your list.

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ADDING VISITORS

1. When adding a new visitor, you can choose one of your contacts and the app will set the visitor's name.

Visitors require at least a last name, so if the visitor's last name remains empty, you must type it in.

2. If allowed by community policy, you may select permanent visitor and will not need to enter start or expiration dates.

3. Tap the “ADD” button. Your visitor has now been added and may be sent express passes!

SENDING EXPRESS PASSES

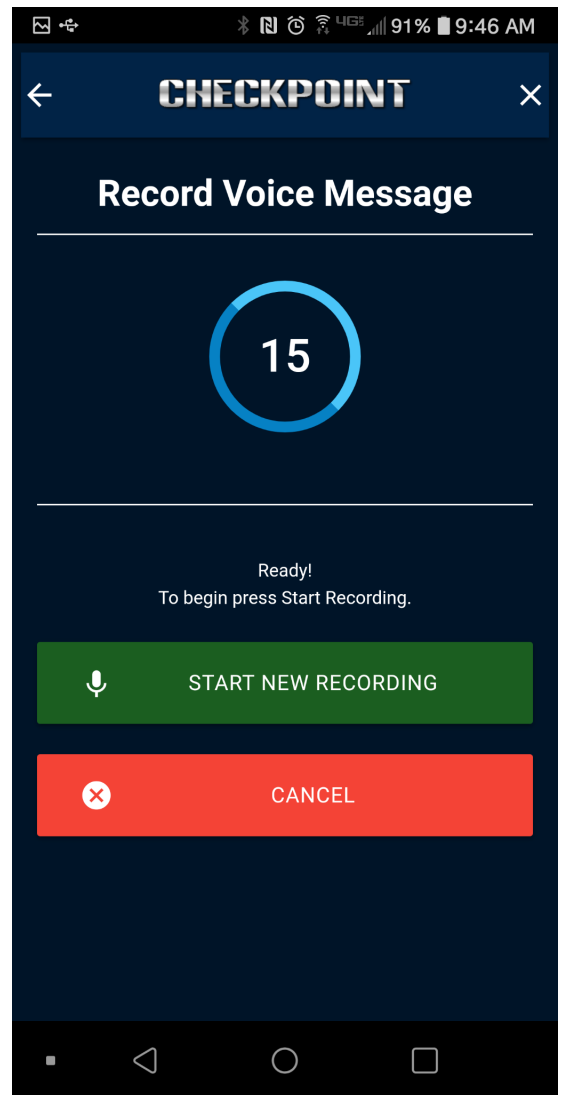
Via Text Message: If you choose you can select a mobile number from the contact in your contact list. Otherwise you will need to type the mobile number.

Via Email: If you choose you can select an email from the contact in your contact list. Otherwise you will need to type the email address.

RECORDING VOICE MESSAGES FOR GATE STAFF

* Feature availability is based on Checkpoint package options and community/HOA policy.

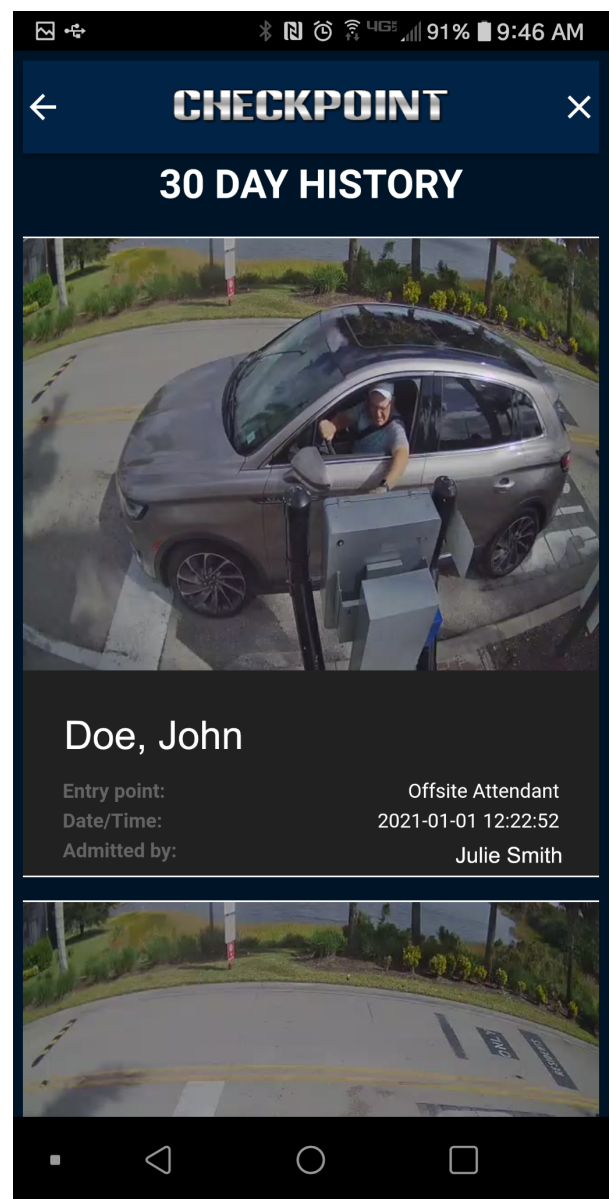
1. Tap start new recording.
2. Record your message. You have 15 seconds of record time.
3. Tap stop when you are done recording if shorter than 15 seconds.
4. The message you recorded will be sent to the gate staff.



ACCESS HISTORY

* Feature availability is based on Checkpoint package options and community/HOA policy.

View 30 days of access history with images and time stamps.



ISSUE REPORTS

* Feature availability is based on Checkpoint package options and community/HOA policy.

If the need for technical support with the Checkpoint Resident app arises, you can submit an issue report directly to technical support and a technician will contact you to provide support.

The screenshot shows the 'Report An Issue' screen in the Checkpoint Resident app. At the top, there's a status bar with various icons and the time 9:47 AM. Below that is a dark blue header with the 'CHECKPOINT' logo and a back arrow. The title 'Report An Issue' is centered. A dropdown menu is open, showing 'Adding/Deleting Visitors'. Below this, there's a text input field with the placeholder 'Please describe the issue.' and the text 'having trouble adding new visitors'. A green 'REPORT' button is located at the bottom right of the form area. The bottom of the screen shows the Android navigation bar.

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