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AlphaEntry™ 4.0

PC Client / Premium Package User Manual

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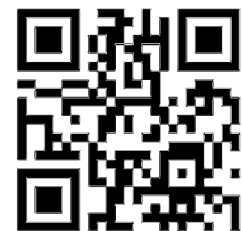
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Chapter 1 - Overview: AlphaEntry™ Premium

❖ Introduction

AlphaEntry's Premium Package includes a variety of features which allow the residents and management of a building to communicate more easily and effectively in addition to many convenience/luxury features available to residents. These features will be discussed in more detail and include:

1. A Photo-Log of your Visitors
2. Notifications of Goods / Packages awaiting pickup
3. Resident-to-Resident & Resident-to-Management Instant Messaging
4. Instant Local Weather
5. Personal Settings Dashboard
   a. Phone Numbers
   b. Access Codes
   c. Email/Text Notification Methods
   d. Personal/Family Photos
   e. Account Password
   f. Account Notes
   g. Door Monitoring Settings

Please Note: **Some features described in this manual may require additional hardware amd/or software components to function properly. In addition, many of the features discussed in this manual are subject to being disabled by the building management at their discretion.**

For Example: **If Visitor Photo-Logs are enabled but there is no camera at the entry-station, the logs will still be present and viewable, but no picture will be displayed. If Management disables this Visitor Photo-Log, there will be no viewable data there.**

❖ Creating Your AlphaEntry™ Account

In order to have an AlphaEntry™ account, all you need is an email address. Provide your building's management staff with your email address and tell them you would like this added to AlphaEntry™ as your primary email address. Once your email address is added to your record, an email will be sent to the address that was entered with full instructions on how to login to AlphaEntry™, as well as your account password/credentials. If you do not receive the email, please verify that the correct email address was provided, and make sure to check your email program's SPAM/JUNK folder. If you have still not received the email, please delete and re-enter the email address to re-send the account verification email.

❖ AlphaEntry™ Resident Portals

In order to log into your AlphaEntry™ account, you must log into one of the 3 available Resident Portals.

1. The AlphaEntry™ Web Portal™ - http://login.AlphaEntry.com/
2. The AlphaEntry™ Client Software for Windows™
3. The AlphaEntry™ Client Software for iPhone™ **(COMING SOON)**

	Web Portal	Windows Client	iPhone Client
Immediate Package/Message Popup Notifications (in addition to text/email notifications)		Y	Y
Live Streaming Visitor Video		Y	Y
Available on Windows	Y	Y	
Available on Mac/Linux	Y		
Available on iPhone	Y		Y
Available on iPad	Y		
Visitor Photo-Log	Y	Y	Y
Package Log with Pick-Up Photo	Y	Y	Y
Personal Settings Dashboard	Y	Y	Partial

Chapter 2 - The AlphaEntry™ Web Portal

❖ Logging **In:**

1. Visit http://www.alphaentry.com
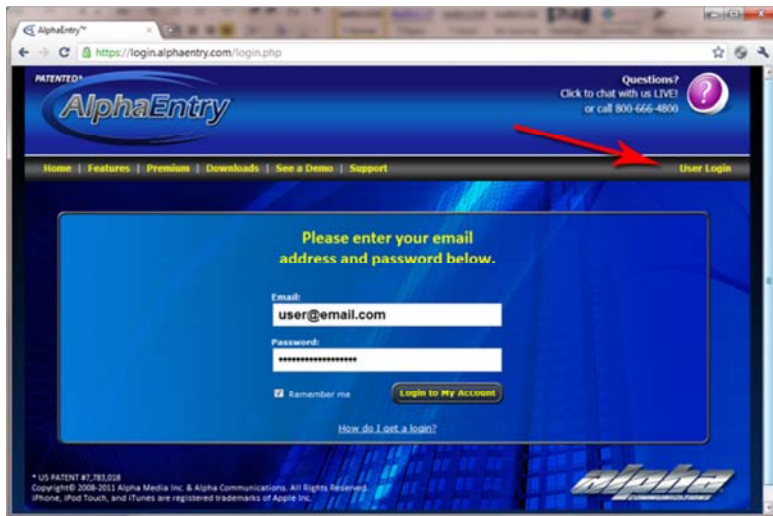
2. Locate and Click the **User Login** link in the page header.

3. Enter your **Email** and **Password**

5. Click **Login to My Account**

❖ Settings: Phone Numbers

If your management has not disabled this feature, you can access and change your call buttons in this page. You can modify the caption and descriptive text for each of your call buttons. If your system utilizes standard telephone dialing, you can even modify your phone number(s) from this page.

❖ Settings: Access Codes

If your AlphaEntry™ system allows for residents to use access codes to let themselves or other trusted individuals into the building, resident can manage their Access Codes here.

❖ Settings: Notifications

You can specify as many email addresses or mobile devices as you want in this section to receive notifications of received packages, or new incoming messages from other Residents or management.

❖ Settings: Photo(s)

You can upload a picture of yourself or your family here so that staff can associate your name to your image. Residents can also upload pictures of family members, frequent visitors, or service providers (cleaning ladies, dog walker, etc...)

❖ Settings: Email

This page allows you to manage your primary email address. This email address is used for login purposes only.

❖ Settings: Password

This page allows you to change your account password

❖ Settings: Notes

This page allows you to update your Public Notes as well as your Emergency Notes. **Public Notes** are used to display information about the resident that you don't mind the staff seeing on a regular basis. Such information might include the cleaning lady's name, child names, or times not to call. **Emergency Notes** are used in conjunction with some of the system's emergency-call functions. These notes are presented to staff when a resident places an emergency call (usually through a pull-cord or emergency push-button).

❖ Settings: Door Monitor

If your building has Door Monitoring enabled, you can modify your apartment arm/unarm code on this page.

❖ The My AlphaEntry™ Tab

This screen provides an overview of your Building and your AlphaEntry™ System. You will find the **Main Settings Menu**, **Recent Visitors**, **Packages Awaiting Pickup**, and **Recent Instant Messages** (or as we call them, "**PinkNotes®**").

❖ The Visitors Tab

The **Visitors Tab** provides an interface for you to view your visitors within a selectable date range. Enter the **Start Date** and the **End Date**, then press **Go.** If there is a camera at the entry station and the management has the Photo Logs enabled, you will see a photo of the Visitors as well.

❖ The Packages Tab

The **Packages Tab** gives you the option of viewing any packages you might have awaiting pickup. There is also the option to view a complete history of packages that have already been picked up as well, along with an optional photo of the person who picked it up.

❖ The PinkNotes Tab

The **PinkNotes® Tab** allows you to communicate with Management or other Residents. You can view past/new inbound messages, or create a new outbound message from this page.

❖ The Weather Tab

The **Weather Tab** provides a 5-Day forecast of local weather for your building.

Chapter 3 - The AlphaEntry™ Client for Windows™

Residents with a Windows™ PC are encouraged to download the **AlphaEntry™ Client Software.** The latest version of the AlphaEntry™ client software is always available in the **Downloads** section of the AlphaEntry™ website (http://www.alphaentry.com/).

❖ Logging In

1. Open the **AlphaEntry™ Client** by double-clicking the icon on your desktop.
2. Enter your **Email Address** and **Password**
3. Define your settings (Both are recommended)
   a. Save Password
   b. Automatically Login
4. Press **Login**

❖ Using the Client Software
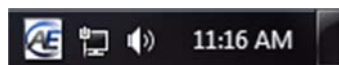
Once you are logged in, an icon will appear in your system tray. Whenever you see this icon, you know that you're connected to the AlphaEntry™ Servers. There is nothing else you need to do. The software essentially runs and waits to receive any sort of notification/alert to be sent to you in order to pop it up.

By Right-Clicking the icon, there are menu-item shortcuts that will bring you to the various Tabs/Settings pages located on the Web Portal.

❖ Live Streaming Visitor Video

While the AlphaEntry™ Client is running, any visitors that call you will instantly pop-up on your PC screen showing you live, streaming video. If enabled, you can see the visitor while speaking to them on your phone/intercom and even allow them access with the press of a button. The feature must be enabled and a camera must exist at the entrance.

❖ QwikCAMs™: Building Camera Viewing

Residents can view any number of cameras tied into the AlphaEntry™ system. This allows them to ensure the security of their family, friends, and other visitors when making their way throughout the building.