

IMPORTANT GATE ACCESS INFORMATION - PLEASE READ

Questions & Answers regarding the new Access Control System at Silver Sands

We know this is an extremely large amount of information but there are a lot of questions that need to be answered. There is some redundancy in the answers depending upon the question. We felt it is necessary since there are various ways to access and not just one answer fits a given situation. We suggest you find those questions that are most important to you and see if the answer fits your needs. Don't let the length of this Q&A deter you from looking it over to make sure your questions and concerns are answered. The system is very intuitive and much simpler to use than you might think, and we are here to help you through it. There will be a Power Point Presentation at the Town Hall meeting on April 11th at 3pm covering the new Access Control System. Please read the answers to these questions, as we are hopeful this will answer 90% of your questions. The presentation may get lengthy but if we don't have to go over the same questions given below, it will help shorten the meeting. This is not to discourage you from asking questions, as we know we probably missed something, or you may need further explanation of an issue. Thanks for your patience during this transition as we know change is not something we typically like. Please have an open mind and we think you will like some of the features the new system has to offer.

Silver Sands Security Advisory Committee.

Questions & Answers

1. When will the old transponder remotes (clickers) be eliminated?

The old transponder system will be turned off on May 1, 2023.

2. Can we turn in the old transponder remotes for a refund?

No refund but we will have a place designated to drop them off so they can be disposed of properly. We did some research to see if there was a market for them but didn't find any takers.

3. What are the various ways owners, or family members can access?

- a. RFID headlight tag
- b. RFID hang tag,
- c. 4-digit code,
- d. Proximity card,
- e. Call a friend in SS from the kiosk and have them press 9 to open the gate,
- f. Call yourself and answer and press 9 to open the gate.

4. What is an RFID headlight tag?

RFID is an acronym that stands for Radio Frequency Identification that is widely used for door/gate access, inventory management, vehicle tracking, credit card readers and a

multitude of other uses with a good record of reliability. Here at Silver Sands, we are using an RFID tag placed on the driver's side headlight of your vehicle. As the vehicle approaches the reader / antenna (white square antenna the size of a pizza box located on the driver's side as you enter the front owners gate and the back entrance gate, it recognizes the headlight tag, it checks to see if it is a valid tag, once the tag is validated the gate will open. Each tag has an embedded code assigned to the user. As you are aware, there are two entrances at the front gates, the RFID Reader/Antenna is only equipped on the Owners entrance which is on the right side of the canopy as you enter. The Access Control Panel / Kiosk (*please see the footnote at the end of the Q&A*) is located in the Visitor Lane just past the Gate House. Each entry creates a transaction whereas the data is recorded, stored and then archived. We have the capability to review stored data if needed for investigative purposes.

5. What is an RFID Hang tag?

It is the same as a headlight tag except it is portable and can be carried with you. One use would be for those cyclists in our community for accessing after returning from a ride. Another use might be for those who don't want a tag on their headlight. At the time of this writing, we have not received our order for Hang Tags, so they have not been tested for how well they work or the distance they need to be from the RFID Reader/Antenna. They should arrive in a couple of weeks.

6. What is a 4-digit code?

The 4-digit code is a preassigned code issued by DRM as an owner's personal access code that can be used at the Kiosk. You may or may not have this code. If you know your 4-digit code, try it at the new kiosk to make sure it works. If you are not sure if you have a 4-digit code, call DRM at 760-346-1161 or email Sierra Carr at SCarr@drmineternet.com and Sarah Amaya at samaya@drmineternet.com asking for your 4-digit number. You can also make a request via TownSq. If you find out you don't have a 4-digit number, we strongly suggest that you get one as it is your best back up in case other devices happen to fail. You can request one via DRM using the same method as explained above.

The new Kiosk has an Icon (see illustration on page 9) that reads "Press to Enter Code", once you press the icon it will display a numerical keypad, type in your 4-digit code and press Enter and the gate will open. Easier to use than it is to explain how to use it. Give it a try and test your 4-digit code. (*Please see the footnote at the end of the Q&A*)

As with the RFID tags, each entry with the 4-digit code creates a transaction whereas the data is recorded, stored and then archived. We have the capability to review stored data if needed for investigative purposes.

The 4-digit codes are a double edge sword, they are a great personal code for a homeowner, family members, and vendors to use but sometimes they can get passed on and into the wrong hands. Be careful who you pass them out to. We as a community need to purge the system from time to time and assign new numbers, we have not been doing that. We are currently working on a plan with DRM to do that for security reasons.

7. What is a Proximity Card and how does it work?

A Proximity Card is a card the size of a credit card and is an RFID type of device but is read by the reader located directly below the Kiosk when you place it in proximity. See the illustration on page 9. It will not work from the RFID antenna by the gate, it only works from the Proximity reader below the Kiosk.

Owners can purchase more than one Proximity Card, but currently DRM is out, and a new order of cards should be here in approximately two weeks.

As with the RFID tags, each entry with the Proximity Card creates a transaction whereas the data is recorded, stored and then archived. We have the capability to review stored data if needed for investigative purposes.

8. How will renters get access?

Renters will be required to register at the Desert Resort Management office. They will need a copy of their lease agreement, the owner/landlord authorization form, and a valid driver's license. Once registered they will need to purchase an access device. Type of access device and cost is being discussed with SS BOD for their approval. Document of requirements for landlord / renters is being written and will be available soon. If the renter happens to be a frequent returner to SS, it may be possible for those who return the next season to reactivate the access device (headlight tag, hang tag, Proximity card, and or Renter 4-digit code) and not have to get a new one.

If renters will be arriving after the DRM office is closed or on weekends, we suggest the landlord make pre-arrangements with DRM for the assignment of a renter's 4-digit code. Lease agreement and owner's authorization will need to be completed. Call DRM at 760-346-1161 or email Sierra Carr at SCarr@drmineternet.com and Sarah Amaya at samaya@drmineternet.com to make these arrangements. Once again, type of access device and cost is being discussed with SS BOD for their approval. Document of requirements for landlord / renters is being written and will be available soon.

9. How will vendors get access?

All contractors, subcontractors, vendors, landscapers, housekeepers, realtors and all other service people conducting business in Silver Sands must register with Desert Resort Management by submitting the required documents. Frequency of the vendor will determine the requirements (example; business carried out on SS property less than 6 times a month may have fewer requirements than those on SS property more than 6 times a month. Type of access device and cost is being discussed with SS BOD for their approval. A document of requirements for contractors and vendors is being written and will be available soon.

Inform the service people you use that they will need to register with DRM, so they have the access they need. They very well could already be on the vendor list.

10. How will guests get access?

Your guest will pull up to the Kiosk at the front visitor gate or the back gate, search and select your name from the directory, once your name is selected, it will ring your phone number that is associated with your name. Upon answering the phone, a voice prompt will say “you have a visitor, press 1 to be connected”, once connected you can speak to your guest and authorize the entry by pressing 9 on your keypad and the gate will open. See the illustration on page 9.

11. How will the pizza delivery person get access? This also applies to other delivery or service personnel that are not on the Vendor list.

The same process as a guest. See the answer to question #10

12. How do I let my friend in who is going to take care of my dog for a while, but I will not be home when she arrives.

If your cell phone is the primary number listed in the kiosk directory, your friend can use the kiosk in the same process explained in question #10. If your primary number is your house phone, you will need to give your friend your 4-digit code to use at the Kiosk. See answer to question #6 for using your 4-digit code.

13. I have friends staying at my home for a few days and I want to give them access without them calling me each time to let them in. How can I do that?

The best way would be to let them use your Proximity Card or RFID Hang Tag while they are staying at your place. You could give them your personal 4-digit code, but once again be careful who you give your personal code to. See answer to question #6.

14. What if I was not present during the RFID tag installation, how do I get access when I return to Silver Sands?

The easiest way is to use your 4-digit code (see answer to question #6) or Proximity Card (see answer to question #7) until you have time to have a headlight tag installed on your vehicle at the DRM office.

15. What if my name is not in the Kiosk directory?

An owner can call DRM to add their name to the Kiosk directory. You can have more than one name for a residence. For example, Husband, Wife, and a family member who may be at the residence a significant amount of time. Another example would be where there are multiple owners of the same residence. Just limit it to the homeowners and others who are there a significant amount of time. Also, see answer to question #22 about primary and secondary numbers.

16. My name is in the kiosk directory but when my guest enters my name, it does not ring my phone.

The kiosk directory most likely does not have your correct phone number. It is up to the homeowner to make sure any changes to your phone number are given to DRM for updating the kiosk directory. Sometimes what happens is a homeowner decides to delete their landline home phone and only use their cell phone, and then forget to have DRM make the change to the kiosk directory. If this is the case, when your guest tried calling you from the Kiosk, the call would have gone to your old landline phone number which no longer exists. Contact DRM to see what number is in the Kiosk directory and have them make changes as necessary. Also, see answer to question #22 about primary and secondary numbers.

17. How do I get access if I am renting a car?

An owner renting a car has several options (see answer to question #3) to access. Use your 4-digit code, use your proximity card, and you can call yourself from the Kiosk and grant access. If you're renting a car for a longer length of time, you may consider having an RFID tag installed on the headlight of the rental car during the rental period.

18. I had a 3-digit code associated with my name in the old Kiosk directory whereas a guest could use that 3-digit code to speed dial my phone number eliminating the need to scroll to find my name. Will that function be available on the new system?

Unfortunately, that function is not available in the new Cellgate kiosk. We have reached out to Cellgate to see if that function can be added, and they have sent the request to their engineering team. That was a recent request so have not heard back yet.

19. Add the Back and Front Gate phone number to your cell phone contacts.

When a guest calls you from the Kiosk, the number will show up on your phone as a Texas number. You might say I don't know anybody from Texas and hang up or even block the number. To prevent this from happening, add the numbers to your cell phone contacts and give the name of Silver Sands Back Gate and Silver Sands Front Gate respectively. Now when you get a call from a visitor at the back gate, your cell phone will read "Silver Sands Back Gate. Same goes for the front gate. Back Gate number is 972-231-1999 and Front Gate number is xxx-xxx-xxxx (number not available at the time of this writing but should be available in a week or two).

20. How does a renter let their guest in?

If the owner/landlord has a resident phone and that resident phone number is listed as the primary in the kiosk, a guest of a renter would use the same process as a guest of the owner since the call from the kiosk will go to the rental home. Make sure you tell the guest to use the owner's name that is in the Kiosk directory. See answer to question #10.

If there is no home phone in the residence, the access for a renter's guest will be via the renter's 4-digit code that is active during their lease period and deactivated at the end of the lease. See answer to question #8.

21. How do I exit and enter the property if I am walking or riding my bike?

You will need to use one of the four pedestrian gates, two at the front and two at the back. Use your pedestrian gate key, if you do not have a key, you can get one from DRM. We know this can be a little awkward for bicycles and we are working on a solution for bicycles to exit. As stated previously, you have more options for entering back into the property.

- a. Use your pedestrian key.
- b. Use your 4-digit code.
- c. Use your Proximity Card
- d. Use your Hang Tag

22. What are Primary and Secondary phone numbers?

The new Cellgate access system allows owners to have more than one number associated with their kiosk name. The primary number is the first number the kiosk will try to call. If there is no answer after x number of rings, it will ring the next (secondary) number and even a 3rd number if necessary.

An example would be John Smith who wants his primary number to be his cell phone number and wants his secondary number to be his wife's cell phone number. John's wife Mary Smith wants her primary number to be her cell phone number and her secondary number to be her husband's cell phone number. This way if someone calls John from the Kiosk, it will ring his number first but if there is no answer (John's cell phone is turned off) it will ring Mary's cell phone #. Then the same goes for someone calling Mary from the Kiosk, call goes to her cell phone first and then if no answer it would ring John's cell phone. Nice feature to help ensure you don't miss a call from the gate.

23. Kiosk Camera Feature, what's that? Don't worry, this is a feature that is not necessary for you to do anything. Just wanted you to be aware of it.

There is a built-in camera within the Cellgate Kiosk that activates when a person approaches and then captures a picture. This camera is part of the Cellgate system and not the new Video Surveillance system, so the pictures that are captured are stored with the Cellgate transaction data and not the video recorders. As stated before, several things create a transaction whereas the data is recorded, stored and then archived including a picture if the Kiosk was used. Once again, the data collected is only used for investigative purposes.

24. Cellgate App – Who can get it and use it? Don't worry, this is an App that is not necessary to have, but advanced users may want the App as they will be able to see the person at the Kiosk who is calling them.

The App is not available at the time of this writing but should have it available in the next week or two.

25. QR Code - Advanced feature, what's that? Don't worry, this is only for those who want to use the latest technology in access control.

Without getting too technical at this time since we have covered a lot already, there is a QR code reader built into the system that would allow us to message out to 1 or more persons a QR code for entry. This would be great where we have an event where several people from outside our community are invited, like a Tennis tournament or Pickleball function. The QR code can be set for a specific time on a specific day and only works during that time. Those invited to the function would use the Kiosk, select QR icon and place their phone with the QR code up to the screen. Once the reader sees the QR code and validates it, the gate will open. It is a random code that deactivates after the time limit.

26. I see we now have cameras being installed, where will they be located and who monitors them?

Yes, a video surveillance system is being installed. There will be 8 cameras at the front gate. They include four license plate readers (special camera), one each looking at the two entrance gates capturing license plate numbers as they enter the gates and one each looking at the two exit gates capturing license plate numbers as they exit property. There will be 4 general area viewing cameras covering the whole front gate area, including looking at vehicles as they enter, and as they exit, and covering both walk-in pedestrian gates.

There will be 6 cameras at the back gate including two license plate readers, one looking at the entrance gate capturing license plate numbers as they enter the gate and one looking at the exit gate capturing license plate numbers as they exit the property. There will be four general area viewing cameras covering the whole back gate area including looking at vehicles as they enter and as they exit, plus a view of the two walk-in pedestrian gates.

There will be 6 cameras monitoring the Clubhouse. Basically, covering the whole area looking at all entrances / exits to the Clubhouse including the Fitness and Storage area doors.

No one monitors them on a live basis other than occasionally. They store video for approximately a month and will be viewed on an as needed basis. Say a gate or gate arm was damaged, we can look back at the video storage to see what happened and capture license plate information. Another example would be a homeowner who reports the theft of a bicycle. We try to narrow down the time it happened, and then go look at the video storage to see if we find anything suspicious during that time. We also can look at the Cellgate data during that time for further information like what access codes were used during the time of the incident.

A select few people assigned by the SS BOD will be able to have access to the video storage. Please report in a timely manner any thefts, vandalism, suspicious activity or other issues you feel we need to be aware of so we can look at video storage and access data during that time to catch the perpetrators. If it is an emergency, always call "911" first and when it is convenient to do so, report the issue to DRM so we can follow up.

27. Can the Video Surveillance system be used by the Emergency Preparedness Committee?

Absolutely, we will have a Video Monitor at the Clubhouse, and that along with a laptop or cell phone, you can be connected to the Wi-Fi network and view all areas as long as an earthquake did not wipe them out. Maybe only one area is down, and others are up, that will be helpful. I know there are a lot of variables that can happen during an earthquake, but the Video Surveillance system might be a helpful tool during a time of an emergency.

Foot Note: At the time of this writing, the old DoorKing brand Kiosk is still at the Front visitor entrance and will be replaced with the new Cellgate Kiosk within the next couple of weeks. If using the old DoorKing Kiosk, you must first push the # key and then your 4-digit number to open the gate. Other functions like calling a resident will be different as well. Don't stress over this because the replacement Kiosk will be the same model as we have at the back gate and function exactly the same. See Illustrations on page 9 & 10 for the new Cellgate Kiosk and RFID Reader / Antenna.

Page 9 &10 has Illustrations related to the New Access Control Panel / Kiosk.

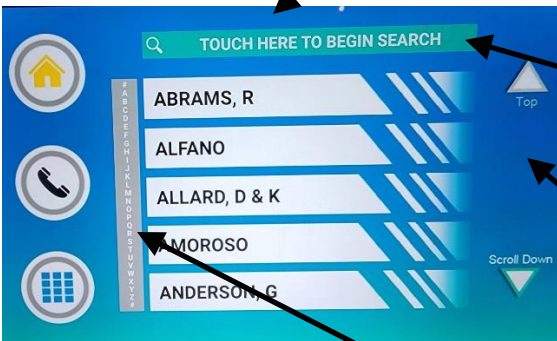
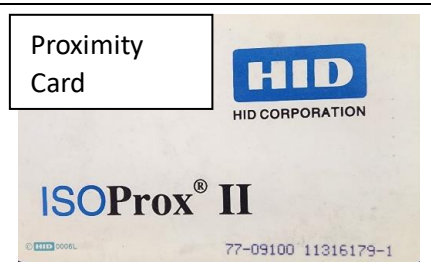
Kiosk Illustrations



Cellgate Access Control Panel / Kiosk, 11" Color Touch Screen.

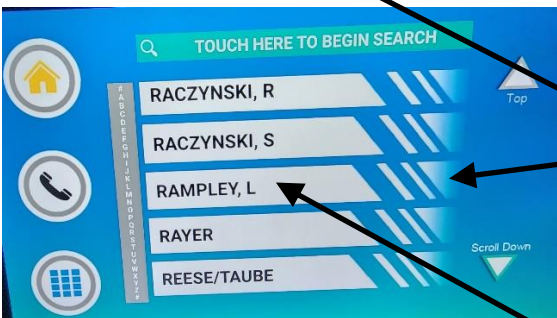
Press to Enter your 4-digit personal code, after entering your code, push enter, and the gate will open.

Press the Call icon to bring up directory.



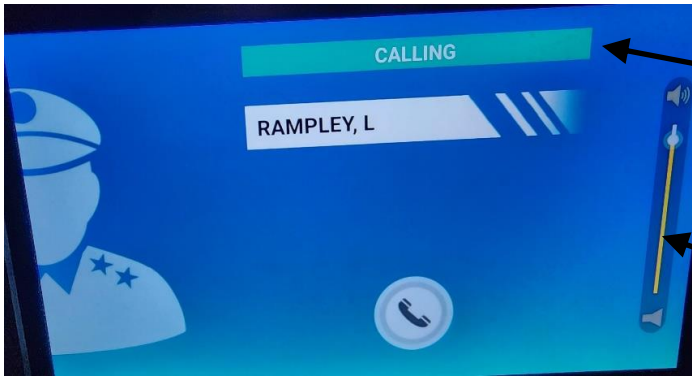
Type a few letters of the last name to find the Owner, probably the fastest way to find an Owner in the Directory

Scroll Up or Down to find Owner's name. Several ways to scroll.



Press a letter of the last name to bring up an Owner. It is small so you may not get the last name exactly but will get you close, then scroll to the name you are looking for. In this case I pressed on "R" looking for Rampley

Select Rampley and the call will be initiated to the primary number associated with his name as shown in the illustration on page 9. This is a simple process, taking way longer to explain here than it is to do, but we wanted you to have an illustration of that process. Very intuitive process that I am sure most guests will not have a problem using.



Screen view when call is being made.

Volume Control for Kiosk User. It will revert back to the preset volume after each call.



RFID Reader / Antenna at Silver Sands Back Entrance Gate