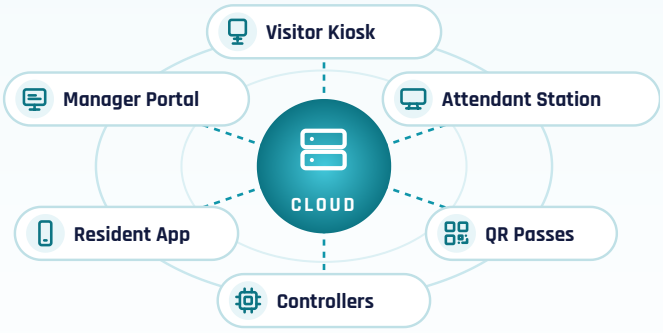
INGRESSO FOR CONDOMINIUMS

Every Lobby. Every Unit. Every Guest Logged.

Lobby, garage and amenity access for condo towers and multi-family buildings. Every guest is checked in and logged against the unit they are visiting, whether the front desk is staffed or not.



Keep the lobby answered overnight

Visitor Kiosk and Remote Attendant cover the front desk when it is not staffed.

Owners and renters manage their guests

QR passes for guests, movers and service providers, sent by text or email.

Every guest tied to a unit

Each check-in is logged against the unit, with photos and who admitted the guest.

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WHERE IT FITS Condominium towers · Apartment buildings · Multi-family communities · Mixed-use residential · Senior living buildings · Student housing

The challenges, and how Ingresso answers them

What boards and managers tell us takes the most time, money and goodwill, and what changes with Ingresso.

1 The front desk cannot be staffed around the clock	WITH INGRESSO The Visitor Kiosk checks in expected guests on its own, and Talk to an Attendant reaches a remote attendant in a web browser. One attendant can answer kiosks in several lobbies from one office.
2 Owners call the desk to add every guest and mover	WITH INGRESSO Unit owners and renters add their own guests, movers and service providers in the Resident Portal and app, with start and expiration dates, and send each one a QR pass by text or email.
3 Nobody knows which unit a guest was visiting	WITH INGRESSO Every check-in is logged against the unit being visited, with photos of the guest and who admitted them. The visitor log can be searched and exported, and any arrival can become a numbered evidence record.
4 Renters and their guests keep access after they move out	WITH INGRESSO A renter's account can end with the lease, every guest they add expires on or before that date, and expired credentials are removed from the doors automatically.
5 Garage, lobby and amenity rules are hard to enforce fairly	WITH INGRESSO Parking and pet notices are issued from an incident report on the association's letterhead, with escalating steps. Residents see their notices in the portal and can dispute them online.
6 Contractors work in units without insurance on file	WITH INGRESSO Each vendor company's certificates are kept on file, with expiry warning emails, and the front desk warns or refuses entry when coverage has lapsed.

24/7	**40,000**	**5**	**0**
self check-in at the Visitor Kiosk	users per controller (one-door mode)	languages at the kiosk and station	inbound ports for kiosks and stations

Every door and gate we secure

If it has an electric lock or a gate operator, Ingresso can secure it, each with its own schedules and access groups.

Lobby entrances
Residents enter with a card; guests check in at the desk or the kiosk.

Parking garages
A card reader and a vehicle RFID reader in the same lane.

Package and mail rooms
Residents collect deliveries with their own credential.

Bike rooms
Open only to the residents who use them.

Storage rooms
Resident storage kept to the people who rent it.

Amenity rooms
Party rooms, lounges and guest suites on their own schedules.

Pool and fitness
Amenity doors on their own schedules and access groups.

Rooftop decks
Open to residents during posted hours.

Service entrances
Movers, contractors and deliveries, logged by unit.

Management office
Staff-only access for the management team.

Mechanical and electrical rooms
Locked to building staff and approved vendors.

Something not listed?
Tell us what you need. Each controller runs one or two doors, with two readers per door.

The system, set up for you

One live system for the whole property. Each part does one job, and every part shares the same records.

LOBBY AND GARAGE	**Access Controller**	Two readers per door: in and out, or a card reader and a vehicle RFID reader in the garage lane.
THE FRONT DESK	**Attendant Station**	Lobby check-in with every guest logged against the unit they are visiting, and a pass printed for the dashboard.
WHEN THE DESK IS EMPTY	**Visitor Kiosk**	Guests scan their QR pass or a state-issued ID, or find a resident by name and call them.
OVERNIGHT	**Remote Attendant**	Keep the lobby answered overnight without a full-time desk.
UNIT OWNERS AND RENTERS	**Resident Portal and app**	Owners and renters add guests, movers and service providers and send QR passes.
MANAGEMENT AND THE BOARD	**Manager Portal**	Residents and units, the visitor log with photos, rules and notices, and the monthly board report.

A day with Ingresso

How one day runs in a condo tower with an Attendant Station at the front desk during the day, a Visitor Kiosk at the lobby door, and Remote Attendant overnight.

8:15 AM

Movers arrive for unit 1204

Attendant Station

The owner added the moving company as a vendor with today's date and sent a QR pass. The front desk scans it, sees the unit, and prints a moving placard for the truck's dashboard.

10:30 AM

A courier at the front desk

Attendant Station

The attendant scans the courier's ID, picks the unit, and admits them in three taps. The arrival is logged with photos against that unit.

1:00 PM

A plumber with lapsed insurance

Attendant Station

The station warns the attendant that the company's certificate has expired. Depending on the building's setting, the attendant admits with a reason or turns the plumber away.

4:40 PM

A guest who is not on a list

Visitor Kiosk + Resident App

The guest finds the resident by name on the lobby kiosk and taps Call. The resident sees and hears them in the app and grants entry from the call.

7:00 PM

Dinner guests for the evening

Resident Portal

The host added each guest as a one-time visitor and texted them a QR pass. Each pass stops working after the guest's first entry.

1:20 AM

A late arrival with no one at the desk

Remote Attendant

The visitor taps Talk to an Attendant. A remote attendant answers in a web browser, requests an ID scan and admits them. The kiosk shows the result.

Next morning

A car in someone else's garage space

Manager Portal

Staff write an incident report with photos and issue a parking notice from it. The plate is matched to a resident, the next step is suggested, and the notice is emailed as a PDF.

1st of the month

The board report

Manager Portal

The monthly board report is emailed automatically: lobby and garage traffic, visitors, incidents and notices, each compared with the month before. Board members need no login.

Who uses it, and how

Every staff member has their own login and sees only what their role needs. Every action is tied to a name.

The board

- A monthly PDF report emailed on the 1st, with no login needed.
- Evidence records with photos when a question comes up.
- Consistent rule enforcement, with a record of every notice and dispute.

Property manager

- Residents, units, vehicles, pets, cards and QR codes in one place.
- Incident reports, violation notices, the Banned List and vendor insurance.
- Every arrival from every kiosk and station in the visitor log, with photos.

Front desk

- Scan, confirm, admit: three taps at the Attendant Station.
- Every guest logged against the unit, with photos.
- A video intercom to the manager when a decision is needed.

Remote attendant

- Answers lobby kiosks from any web browser.
- Live video, ID scan, face and overview photos.
- One click to admit or deny; the kiosk shows the result.

Owners and renters

- Add guests, movers and service providers, and send QR passes.
- Answer kiosk calls and grant entry from the browser or app.
- Register pets, see notices and dispute them online.

Guests and service providers

- A QR pass by text or email, with the dates it is good for.
- Self check-in at the kiosk in five languages, day or night.
- Recurring service providers come and go on their own schedule.

Management companies

- One login covers every building you manage.
- Switch between buildings in one click.
- Every building's data is kept apart.

Your Ingresso dealer

- Installs the controllers, kiosks and stations.
- Services them from the Manager Portal's Technician Area.
- Asks Ingresso support to connect only when the building asks.

Rules, protection and records

The tools that keep your building fair, consistent and covered.

Violation notices

Parking and pet notices from an incident report, on your letterhead, with escalating steps and online disputes. Notices carry no fines.

Pet registry

Every pet with its owner, photo and vaccination records, and a list of what is expiring.

Vendor insurance

Certificates on file, expiry warnings by email, and a front desk that warns or refuses when coverage lapses.

Banned List

The kiosk checks every scanned pass and ID and refuses a match without saying why. At the desk, the station checks ID, name and plate and shows the photo; admitting a match takes a reason and management is told.

Renters and lease end dates

A renter's account can end with the lease, and every guest they add expires on or before that date.

Evidence and audit

A numbered evidence PDF for any arrival, and every change recorded with the old and new values and who made it.

Security and reliability

Built so your doors and gates keep working, and so nothing at the entrance can be turned against you.

Gates keep working offline

The IG-4020K-IPW controllers hold every card, credential and schedule on board. If the internet goes down, residents still get in as usual.

Sealed appliances, not PCs

The kiosk and the station have no desktop, no browser and no inbound ports. Only Ingresso can update them; updates are signed and roll back on their own if anything looks wrong.

Privacy by design

ID numbers are never stored in readable form, phone numbers never leave our servers, and every property's data is kept apart. All traffic is encrypted.

WORDS THAT FIT YOUR BUILDING. At a condominium the Resident Portal speaks of units and guests, and the Visitor Kiosk's call key reads Call a Resident. Where the building offers it, residents can leave a voice message for the front desk by phone, with a written transcript, using their own Front Desk Code.

Getting started

Your local Ingresso dealer handles the work from the first visit to the day you go live, and stays with you after.

1
Consultation
Tell us about your entrances, your staffing and how you handle visitors today.

2
Site plan
Your dealer plans the controllers, kiosks and stations for every door and gate.

3
Installation
Equipment is installed and set up from the Manager Portal. Kiosks and stations are in service in minutes.

4
Training
Built-in courses for managers and attendants, with certification shown on the Staff page.

5
Go live
Your dealer services the system from the portal, without a site visit for most changes.

Common questions

Can unit owners register their own guests and movers?
Yes. In the Resident Portal they add visitors and vendors with start and expiration dates, or as one-time visitors, and send QR passes by email or text.

Can the front desk be covered overnight?
Yes. With Remote Attendant, a visitor at the kiosk reaches an attendant in a web browser, who sees and hears them and admits or denies with one click.

Can residents drive into the garage without stopping?
Each door accepts two readers, so the garage lane can have a vehicle RFID reader alongside the card reader.

Is every guest tied to a unit?
Yes. Every check-in is logged against the unit being visited, with photos and who admitted the guest.

What if the internet goes down?
The doors keep working. The IG-4020K-IPW controllers hold every card, credential and schedule on board. The kiosk, Remote Attendant and the portals catch up when the connection returns.

See Ingresso at your entrance.

Tell us about your gates and doors, and we will show you how Ingresso secures every one.

REQUEST A CONSULTATION