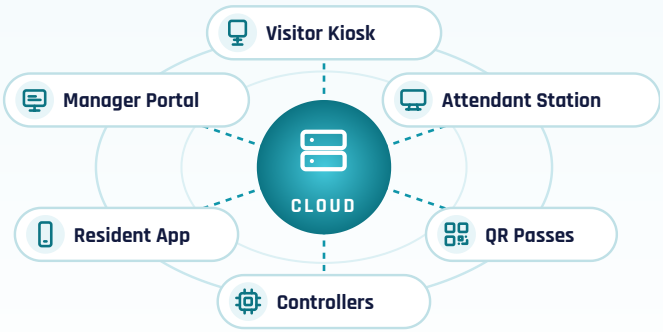
INGRESSO FOR GATED COMMUNITIES

Every Gate. Every Guest. On Record.

Access control and visitor management for gated communities and HOAs. Resident gates, visitor lanes, the clubhouse and every amenity door run from one system, with a record of every arrival for the board.



Cover the gate around the clock

Visitor Kiosk and Remote Attendant keep the main gate answered, with or without a gatehouse.

Residents handle their own guests

QR passes by text or email, and kiosk calls answered from the browser or app.

A record the board can trust

Every arrival with photos, and a report emailed on the 1st of every month.

INSIDE

01 The challenges, and how Ingresso answers them
02 Every door and gate we secure
03 The system, set up for you
04 A day with Ingresso
05 Who uses it, and how
06 Rules, protection and records
07 Security and reliability
08 Getting started, and common questions

WHERE IT FITS

HOA communities · Master-planned communities · 55+ communities · Country club communities · Townhome communities · Waterfront and marina communities

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 Gatehouse staffing is the biggest line in the budget	WITH INGRESSO One attendant can answer every Visitor Kiosk from any office. Expected guests let themselves in with a QR pass, so the gate runs on its own for anyone on a list. You decide which hours the gatehouse is staffed.
2 Residents call the gate all day to add guests	WITH INGRESSO Residents add their own visitors and vendors in the Resident Portal and app, and send each one a QR pass by text or email. A guest who is not on a list calls the resident from the kiosk, and the resident grants or denies entry from the call.
3 Nobody can say who came in, or who let them in	WITH INGRESSO Every arrival is logged with who approved it, when, and photos of the visitor and the vehicle. A numbered evidence record with the photos can be emailed to a resident, an insurer or the police.
4 Renters, contractors and one-time guests keep their access too long	WITH INGRESSO A renter's account can end with the lease, one-time passes stop working after the first visit, and expired credentials are removed from the gates automatically.
5 Rules are enforced unevenly, and disputes go nowhere	WITH INGRESSO Parking, speeding and pet notices are issued from an incident report on the community's letterhead, with escalating steps. Residents can dispute a notice online, and the manager upholds or dismisses it with a reply.
6 Vendors work in the community without insurance on file	WITH INGRESSO Each vendor company's certificates are kept on file, with expiry warning emails. The gatehouse warns or refuses entry when a vendor's 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.

Main and resident gates
Residents enter with a card or a vehicle RFID tag in their own lane.

Visitor lanes
Guests check in at the Visitor Kiosk or the gatehouse.

Pedestrian gates
Walk-in gates for residents, on the same credentials.

Clubhouse
Front and rear doors on their own schedules.

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

Tennis and pickleball courts
Court gates open to residents during posted hours.

Playgrounds and dog parks
Gated play areas kept to the community.

Mail and package rooms
Residents collect deliveries with their own credential.

Gatehouse
The attendant's own door, on staff credentials.

Maintenance yards
Staff and vendor access, kept separate from residents.

Boat and RV storage
Storage lots open only to the residents who rent them.

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.

RESIDENT LANES	**Access Controller**	A card reader and a vehicle RFID reader in the same lane, on one IG-4020K-IPW controller. Clubhouse, pool and amenity doors run on the same system.
VISITOR LANES	**Visitor Kiosk**	Guests scan their QR pass or a state-issued ID, or find a resident by name and call them.
THE GATEHOUSE	**Attendant Station**	The attendant scans the guest's ID, sees who they are visiting and prints a parking pass for the dashboard.
AFTER HOURS	**Remote Attendant**	Cover the main gate when the gatehouse is closed, or run several gates from one office.
RESIDENTS	**Resident Portal and app**	Residents add their own guests and vendors and send QR passes by email or text.
MANAGEMENT AND THE BOARD	**Manager Portal**	Every arrival with photos, rules and notices, and a monthly board report emailed on the 1st.

A day with Ingresso

How one day runs at a gated community with a Visitor Kiosk at the main gate, an Attendant Station in the gatehouse during the day, and Remote Attendant after hours.

7:10 AM

The pool service arrives

Visitor Kiosk

The vendor scans the recurring QR pass the resident sent. The kiosk checks it against the vendor's dates and the Banned List, checks the vendor in and saves a photo.

9:30 AM

A delivery driver at the gatehouse

Attendant Station

The attendant scans the driver's ID in one second, picks the home they are delivering to, and admits them. The station prints a pass for the dashboard with the dates it is good for.

11:45 AM

A guest who is not on a list

Visitor Kiosk + Resident App

The guest finds the resident by name on the kiosk and taps Call. The resident sees and hears them in the app, asks for an ID scan, and grants entry. Nobody calls the office.

2:20 PM

A contractor whose insurance lapsed

Attendant Station

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

6:00 PM

Party guests for one 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.

11:30 PM

A visitor at a closed gatehouse

Remote Attendant

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

Next morning

A car blocking a driveway

Manager Portal

Staff write an incident report with photos, and issue a violation 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: gate traffic, visitors, incidents, access violations 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, addresses, 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.

Gate attendant

- Scan, confirm, admit: three taps at the Attendant Station.
- Banned List warnings with the photo, and a shift log that hands over between shifts.
- A video intercom to the manager when a decision is needed.

Remote attendant

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

Residents and renters

- Add visitors and vendors, and send QR passes by text or email.
- Answer kiosk calls and grant entry from the browser or app.
- Register pets, see notices and dispute them online.

Guests and vendors

- 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 vendors come and go on their own schedule.

Management companies

- One login covers every community you manage.
- Switch between communities in one click.
- Every community'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 community asks.

Rules, protection and records

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

Violation notices

Parking, speeding 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 gatehouse 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 gatehouse, 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 COMMUNITY. At a gated community, the portals speak of residents, addresses, visitors and vendors. The Visitor Kiosk's call key reads Call a Resident, and where the community offers it, residents can leave a voice message for the gatehouse by phone, with a written transcript.

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 residents let their own guests in?

Yes. Residents add guests in the Resident Portal and send them a QR pass by email or text. At the gate, a guest who is not on a list can call the resident from the Visitor Kiosk, and the resident grants or denies entry from the call.

What happens when the gatehouse is closed?

The Visitor Kiosk keeps checking in expected guests on its own, and Talk to an Attendant reaches a remote attendant in a web browser.

Can the clubhouse and pool be secured as well as the gate?

Yes. We secure every door or gate in the community, each with its own schedules and access groups.

What does the HOA board see?

Every arrival, who approved it and the photos, plus a monthly board report emailed on the 1st. Board members do not need a login.

What if the internet goes down?

The gates 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