

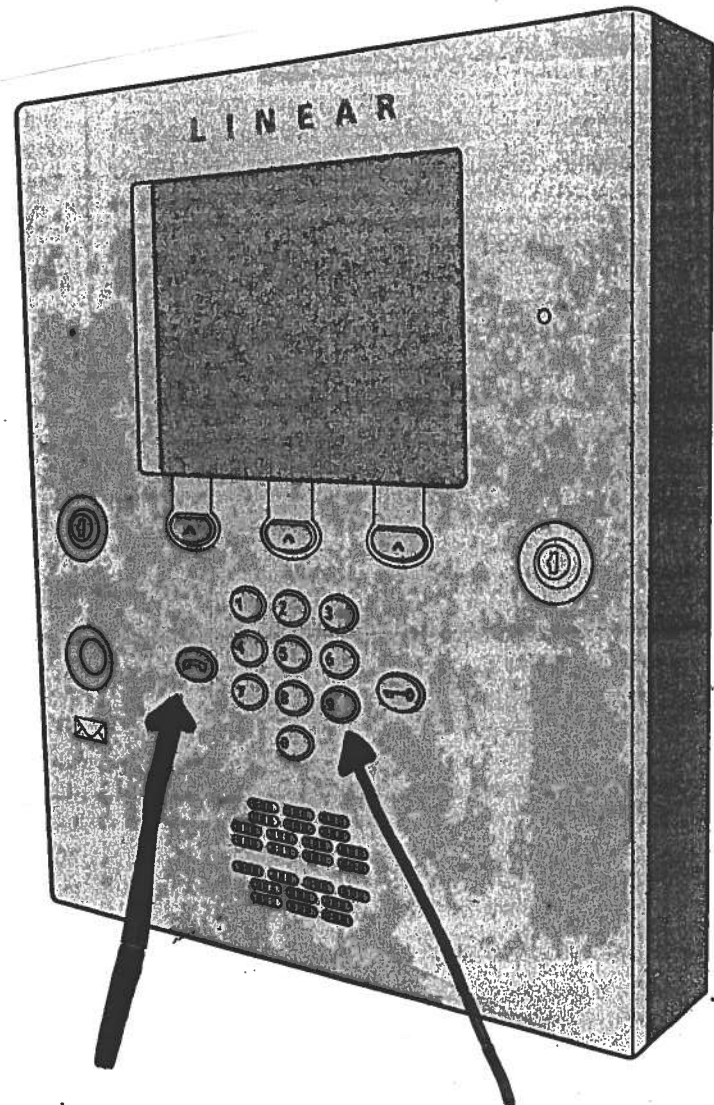
KIOSK CHAOS

After the Christmas holiday, we found a few problems with the use of the kiosk (call box). They were:

1. Members were not familiar with the system and did not/could not help their guests.
2. Guests stayed at the kiosk after many failed attempts to call the member which created a backup at the gate.
3. Members used their gate card to admit unknown guests to Cinnamon Lake.
4. Members activated the exit gate arms to allow in unknown guests.
5. Guests tried using phone numbers, addresses, or random numbers instead of following the directions and entering the 4 digit code of the member they were visiting.
6. Cars went around the guests properly using the system by racing to the gate that had been opened for the authorized guest at the kiosk.

SIMPLE SOLUTIONS:

1. **TRY THE SYSTEM YOURSELF** so you can "walk" your guests through the few simple steps to enter Cinnamon Lake.
2. **KNOW YOUR 4 DIGIT CODE(S)!** If you have your code(s), your guests will **NOT** have to look through the directory for your name. They can simply press the phone icon, enter your code when prompted and it will dial your phone.
3. **PLEASE** tell your guests that if you do not answer your phone, and a line has formed behind them, to use the turn around to exit the line. They can try to make contact with you before they get in line for the kiosk (call box) again.
4. **DO NOT** allow people to enter Cinnamon Lake using your gate card or by using the exit lane. These are unauthorized ways to enter and misuse of your gate card may result in the loss of privileges. Please do not take it upon yourself to allow someone in as they may not be a welcome guest at the address they are going to, or they may be trying to gain access for illegal intentions. Members assume responsibility for any guest they allow to enter Cinnamon Lake.



Phone icon

Use
Keypad to
Enter code

MEMBER MUST Press 1 on their
phone to ACTIVATE THE GATE.
Phone call will DISCONNECT AT THAT TIME.