GATEHAWK | The New Standard for Video Intercoms

Welcome to GateHawk

Good news! Your property is now using top-of-the-line video intercom technology, trusted by communities across the nation, to help keep you and your fellow residents safe.

GateHawk technology is designed to be intuitive, and easy-to-use, so it only takes a few steps to get set up and ready to use it. Follow this guide for installing and navigating the GateHawk mobile app so you can start making the most of your new smart technology!

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Installing the App

The first step is to head to the App Store or Google Play and download the GateHawk app.

You should have already received an email from your property prompting you to do this. If you can't find the email in your inbox, try searching for: **no-reply@gatehawk.app**. Don't forget to try your spam or junk folders if necessary!

The email from GateHawk will prompt you to set a password online before logging into the app. Once you've created a secure password, you can head back over to the GateHawk login screen.

Your property manager will have already entered your information in the manager portal, so all you'll need is the email address your administrators have on file and the new password you just created.
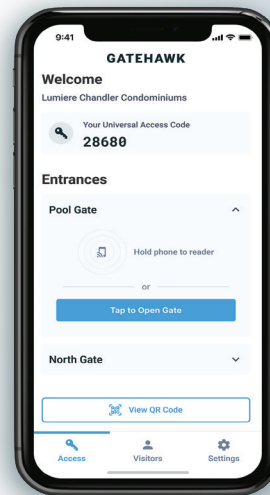
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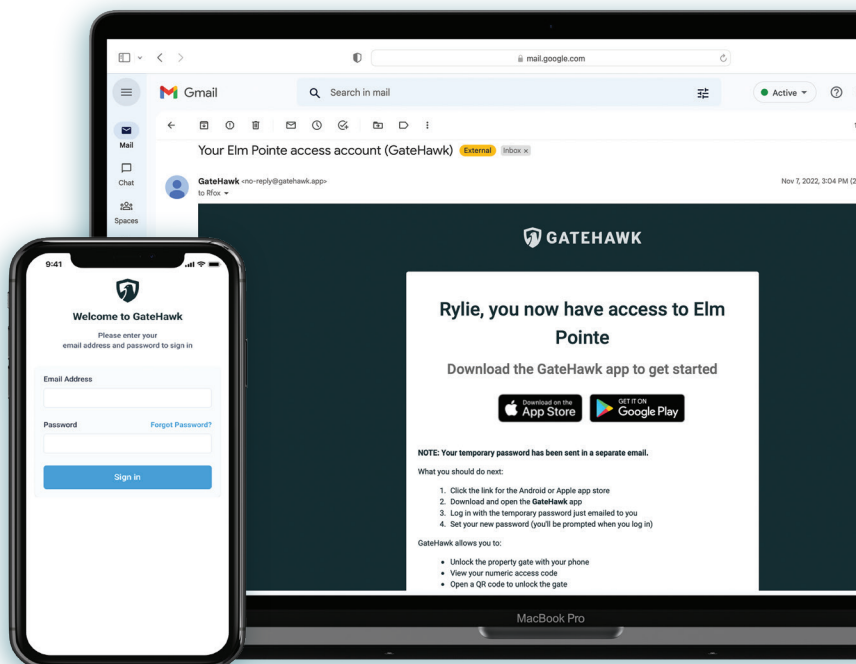
Navigating the App

Once you have successfully signed into the app, you will be able to interact with the GateHawk Video Intercoms on your property. You will find three options at the bottom of your app: Access (a key), Guests (a person), and Settings (a gear).

Access Page 🔑

The Access page provides the code to the video intercom keypads you will find throughout your community. This code is unique to you and not a universal code for the whole property. This code should not be given out to anyone, including your neighbors (they should have their own). On this page, you'll also be prompted to enable Bluetooth so you can use this screen on your phone as a virtual key at access points. You can hold your phone to the reader or select "Open Gate". There is also a "View QR Code" option. This option will provide you with a QR Code you can hold up to the intercom camera to be granted access to the community. This QR Code is unique to you. Each resident will have a personalized QR Code, so, like the access code, there shouldn't be a reason to give out the code to anyone.
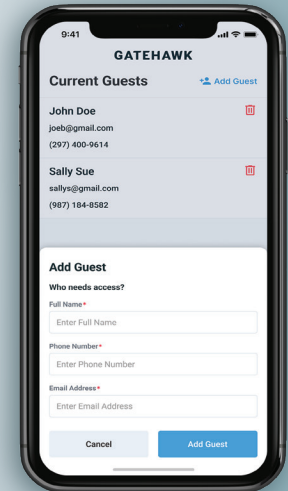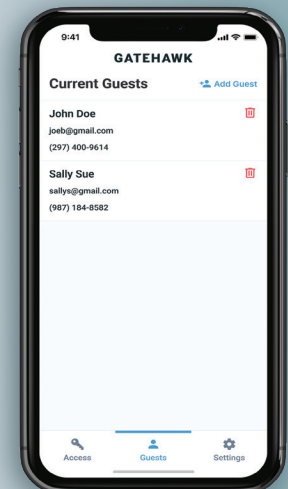
Guests Page 👤

The Guests page allows you to add individuals to your access profile, meaning they can receive codes and access for visits. To add a guest, click on "Add Guest" in the top right corner. Add the guest's name, phone number, email address, and choose "Add Guest" in the bottom right. To delete a guest, simply click on the red trash bin to the right of the guest's name and click on "Remove".
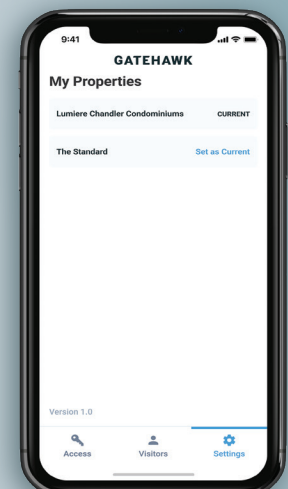
Settings Page ⚙

The Settings page connects you to your property and to GateHawk. From here, you will be able to enable video calls from visitors, access GateHawk support resources, and view the End User License Agreement and Privacy Policy. If you are a resident of multiple GateHawk Communities, there will also be a "Switch Properties" option so you can toggle between both residences through the same user account.

Adding a guest

Access page

Guests page

Custom QR code

Settings page

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Need Help with GateHawk?

It's important to know where to find help if you experience any difficulties navigating or using the GateHawk mobile app.

For issues related to your mobile app, please visit our FAQ page at **gatehawk.com/support** or call us at **1-602-782-8888.**

If you are experiencing difficulties with GateHawk hardware on the property, please contact your property manager at your earliest convenience.

GateHawk technology is designed to make property access effortless for residential communities across the country. We work hard to ensure our products and services are reliable, so all residents feel supported.

We hope you enjoy your new, efficient security experience with GateHawk!

🛡 **GATEHAWK**