



**October 2016**

## **Pearl Valley Guest/Visitor Enrolment System**

The Pearl Valley Guest system allows residents to request a unique Pac Code / Pin Code for a visitor to allow them to enter and exit the estate.

Allow us to explain how this system works:

### **Step No 1: Registration**

Click on this link:

<http://remote.valdevie.co.za:140/PTGuest/Default.aspx>

Enter your email address that you provided upon Biometric Enrolment. **This is very important.**

On the right hand side, there is a "Register/Reset Password" link. Click on it and then click "Reset". A password will then be emailed to you to your provided email address. This password must be used on your first login.

After you have successfully logged in, you will be requested to change the password to one only known to you.

You are now registered and only need to register once.

Please note that this registration process might not work on an Apple device using Google Chrome to access the Internet.

### **Step No 2 : How to Generate a Pac Code**

#### **Method 1:**

Request a Pac Code for your guest by sending an SMS with the initials and surname of your visitor e.g. "J Jones" to 37924. The only costs involved in this process will be the SMS sent to request a Pac Code and again when you forward this SMS to your guest at a rate of R1.50.

#### **Method 2:**

Alternatively you can make use of the web application and request a Pac Code via the Pearl Valley Guest Web page, <http://remote.valdevie.co.za:140/PTGuest/Default.aspx>

Once you have logged on, there will be a window in which you can type your visitor's initials and surname. Below this you will find a window in which you can enter your visitor's cell phone number.

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PEARL VALLEY HOME OWNERS ASSOCIATION

address Pearl Valley Golf Club, Paarl 7646 South Africa, tel +27 21 867 8000, fax +27 86 585 0055

Trustees: Morné Bosch, Wouter de Vos, Hein Koegelenberg, Colin Laity, Chris McCann, Ryk Neethling, Sarel Rossouw, Marcel Swanepoel, Renier Swart, Martin Venter



- Please note that the digits „27“ must be the prefix to the cell phone number you enter;
- After the numbers „27“ enter the cell phone number of your guest excluding the „0“, eg. 27842784001;
- There must be no spaces between the numbers.

Click on “Issue Pac” button when you have completed this step. The system will send a code directly to your visitor via SMS. You will also receive the code via email.

Once you have generated a code, the following steps will apply to both methods mentioned above:

1. You will receive a Pac Code via SMS (Method 1) or email (Method 2). This message will contain the Pac Code as well as an expiry date;
2. This message / Pac Code can now be forwarded to your visitor;
3. Your visitor can punch this code into the new keypads (**Gold**) and gain access at the main entrance gate as well as the relevant inner lane boom that leads to your home;
4. The same code will be used to exit the main gate and should therefore not be deleted or forgotten as the system will not be able to resend a Pac Code;
5. The code will be valid for 24 hours after it was first used to enter the main gate and can be used only once – **PLEASE NOTE**: The code will be valid for 3 days after date of issue;
6. You will receive a SMS when your guest enters through the main gate and again when they exit.

When you expect a number of guests at a time, you can make use of the web application (Method 2) to generate bulk codes by clicking on the „Add“ button. When you have entered all your expected guests“ details and cell phone numbers, click on “Issue Pac” and all the Pac Codes will be sent to your guests via SMS and to you via email.

#### **Unannounced / unexpected Visitors:**

When an unannounced / unexpected visitor arrives, their driver’s licence and license disc of the car will be scanned; the resident will be contacted to clear the visitor and a Pac Code will be generated for him/her. Steps 3 to 5 will also apply to an unannounced visitor and the code will only be valid for **24 hours**.

If a visitor does not exit the estate before the expiry date (after 24 hours), they will need to report to security and they will verify with the relevant resident before the visitor will be allowed to exit the main gate.

Please note that this creates a time consuming procedure and causes unnecessary delays at the main gate and we therefore urge you to make use of this effective system.



You are welcome to contact Danie Bosman, Technical Manager : Thorburn on 082 894 9858 or [dbosman@thorburn.co.za](mailto:dbosman@thorburn.co.za) if you are having any trouble in this regard.

Kind regards

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