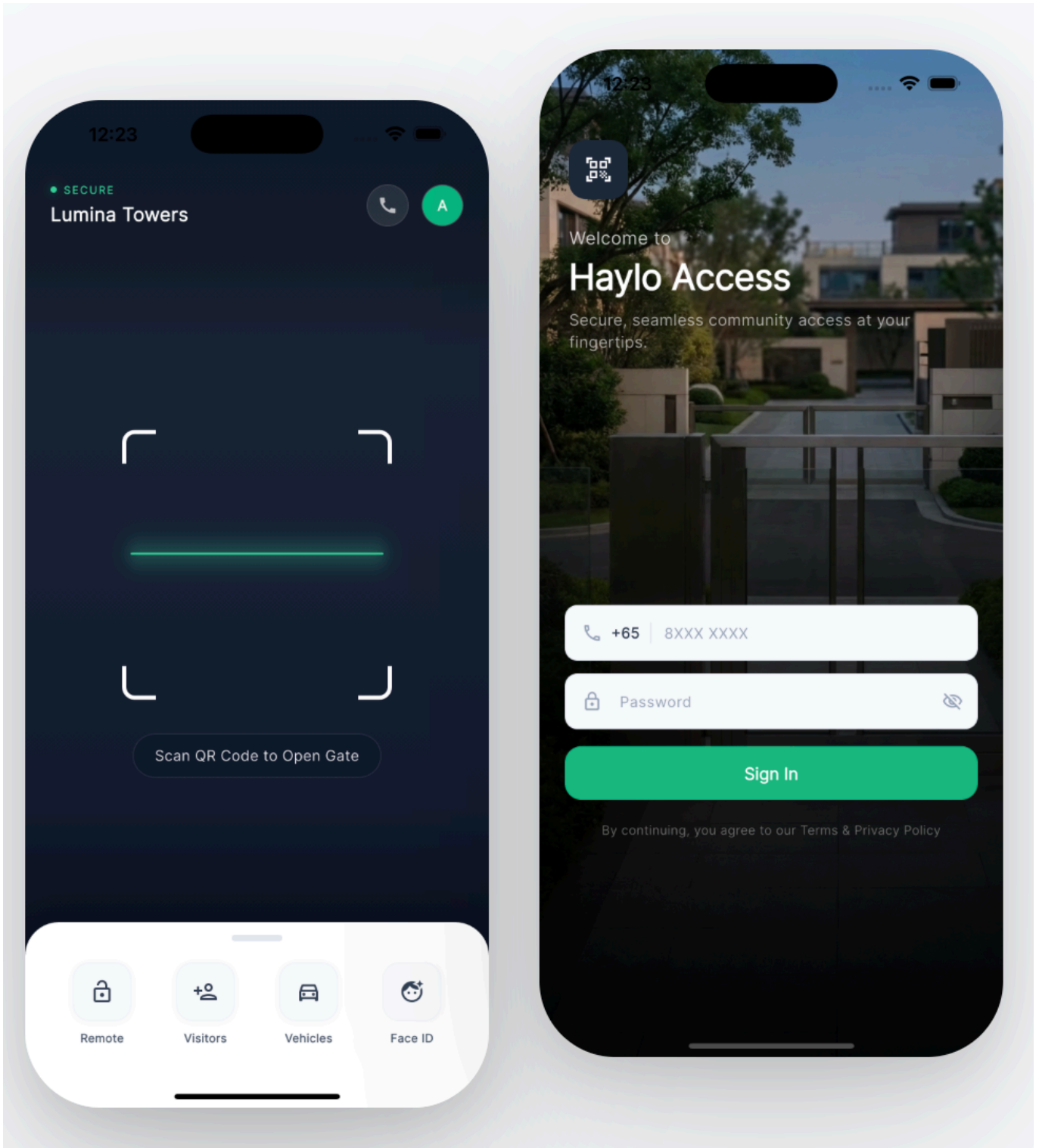


# Haylo Community

## Access Control App - User Guide



Version 1.0.2 | Last Updated: May 2026

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# 1. Getting Started

## Installation

Download the Haylo Community app from the Apple App Store (iOS) or Google Play Store (Android). The app requires iOS 14.0+ or Android 7.0+.

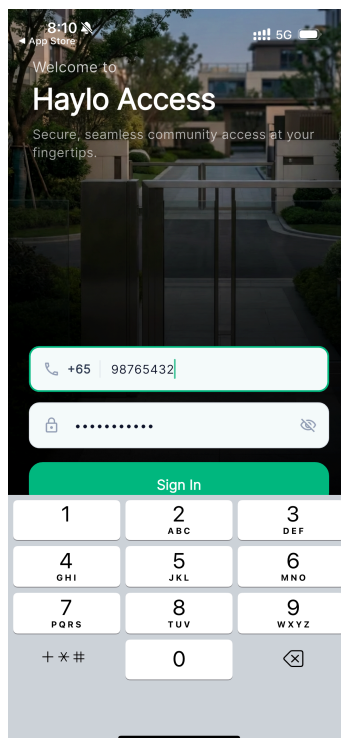
## Account Setup

Your property Management Admin (MA) will register your account in the backend system. Once registered, you will receive an SMS message containing:

- A link to download and install the Haylo Community app
- Your registered phone number
- An initial password for first-time login

## First-Time Login

1. Download and install the app from the link in the SMS.
2. Open the app and enter your phone number from the SMS.
3. Enter the initial password provided in the SMS.
4. Tap "Sign In" to access your account.



Login Screen

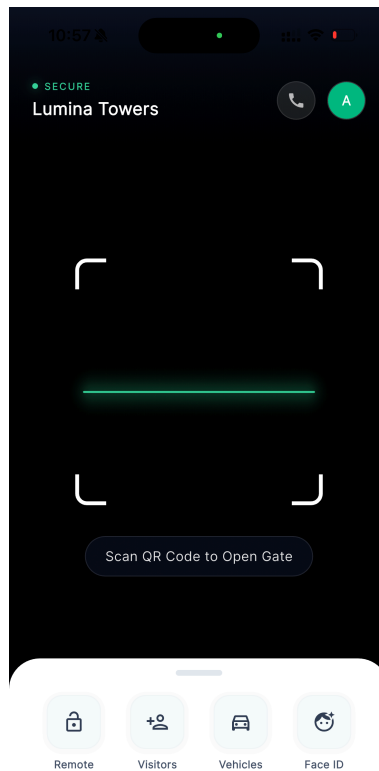
**TIP**

After your first login, you can change your password in Settings. Your session stays active for an extended period - you do not need to log in every time you open the app.

## 2. Home Screen

The home screen is your central hub with quick access to all features:

- Remote Unlock - Tap to unlock gates and doors remotely
- QR Code - Show your personal QR code at gate scanners
- Intercom - View intercom devices and call history
- Visitors - Manage visitor passes and invitations
- Vehicles - Register and manage your vehicles
- Face ID - Register your face for hands-free gate access



Home Screen

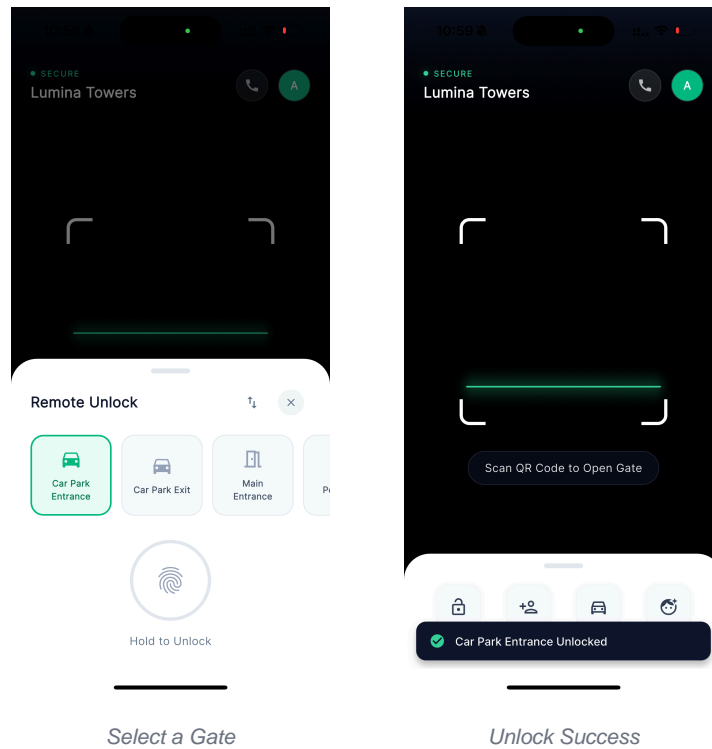
The bottom navigation bar provides quick access to Home, Notifications, and Settings.

### 3. Remote Unlock

Remotely unlock gates, lobby doors, and other access points in your community without needing a physical key or card.

#### How to Unlock

1. From the Home screen, tap "Remote Unlock".
2. You will see a list of gates/doors you have access to.
3. Press and hold the unlock button on the desired gate.
4. The gate will unlock for a few seconds, allowing entry.



#### TIP

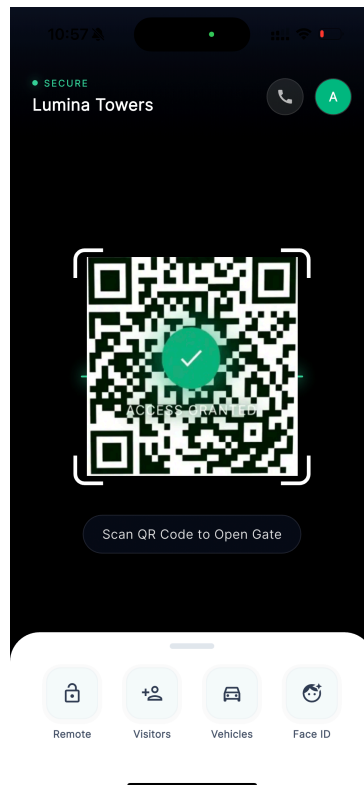
You can only see and unlock gates that your property manager has granted you access to. If a gate is missing, contact your property management office.

## 4. QR Code Access

QR codes are posted on the walls at each entry and exit point in your community. App users can scan these QR codes to quickly unlock doors and gates.

### How to Use

1. Locate the QR code posted on the wall next to the gate or door.
2. Open the Haylo Community app and tap the QR scanner (or use the Home screen shortcut).
3. Point your phone camera at the QR code on the wall.
4. The gate will verify your permission and unlock automatically.



QR Code Scanned - Access Granted

### Permissions

QR code scanning permissions are managed by your property Management Admin (MA). You can only unlock gates that the MA has authorized you to access. If you need access to a specific gate, please contact your MA to request authorization.

#### TIP

Simply open your phone and scan - no internet connection is required at the gate. Screen brightness is

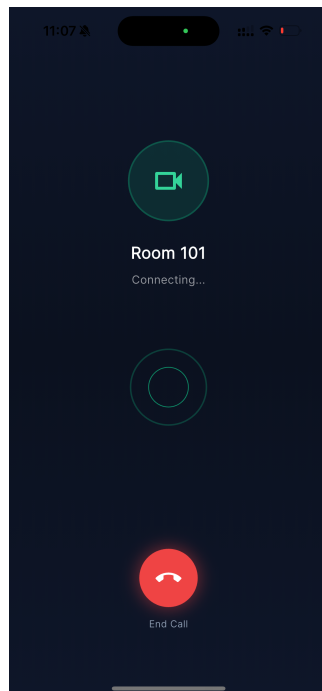
automatically increased for better scanning.

## 5. Intercom & Video Calls

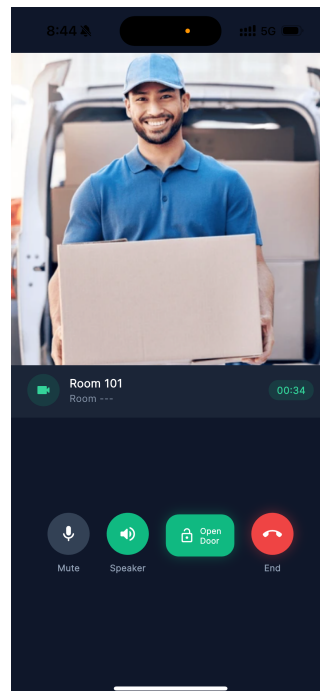
Receive video calls from gate intercom devices when visitors press your unit number at the entrance.

### Receiving a Call

1. When a visitor calls from the gate intercom, you will receive a push notification (even if the app is closed or phone is locked).
2. Accept the call to see live video from the gate camera.
3. Speak with the visitor through the intercom.
4. If you wish to let them in, tap the "Open Door" button.
5. Tap "End Call" when finished.



*Incoming Call*

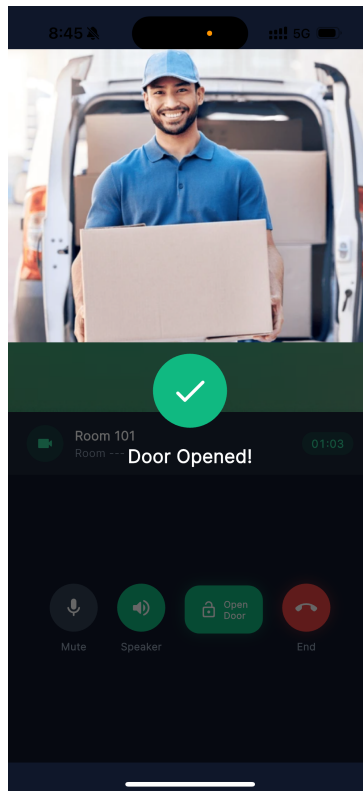


*Video Call Active*

### Lock Screen Calls

Intercom calls work seamlessly from the lock screen:

- A system call screen appears (like a regular phone call)
- Slide or tap to answer
- Audio connects immediately - you can talk to the visitor
- Open the app to see video and access the "Open Door" button



Tap "Open Door" to let the visitor in

### If the Call Does Not Connect

If the lock screen call does not connect successfully, please unlock your phone and open the Haylo Community app to answer the call. The app also provides a callback button, allowing you to call back the gate intercom device directly.

#### TIP

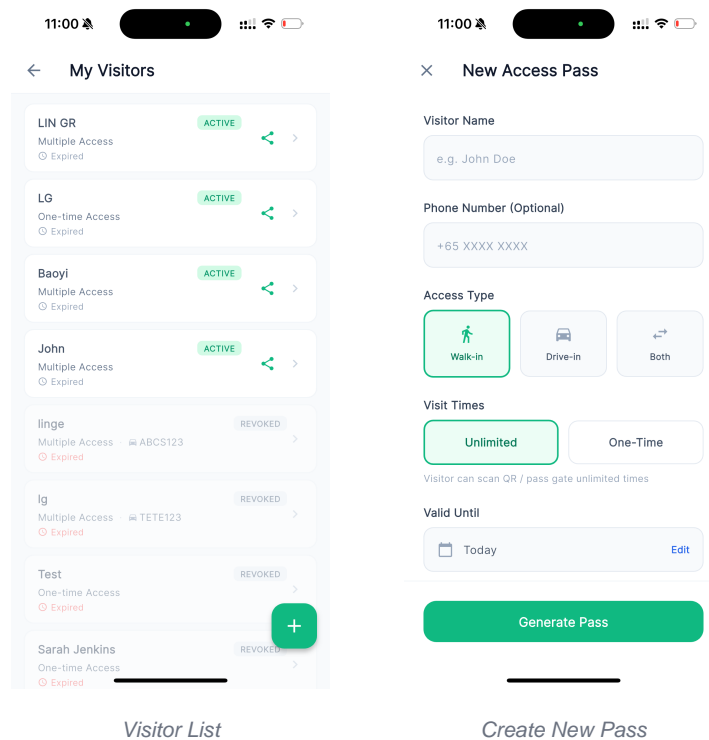
Make sure notifications are enabled for the Haylo app in your phone settings. Without notification permissions, you will miss incoming intercom calls.

## 6. Visitor Management

Create temporary access passes for your guests, deliveries, or service providers.

### Creating a Visitor Pass

1. From Home, tap "Visitors".
2. Tap the "+" button to create a new visitor pass.
3. Enter the visitor's name.
4. Set the validity period (e.g., today only, 3 days, 1 week).
5. Tap "Create" to generate the pass.



Visitor List

Create New Pass

### Sharing the Pass

Once created, you can share the visitor pass link via messaging apps (WhatsApp, SMS, etc.). Your visitor can use the link to access a QR code for gate entry.

### Managing Visitors

- View all active and past visitor passes
- Revoke a pass at any time if no longer needed
- See when visitors actually used their passes

**TIP**

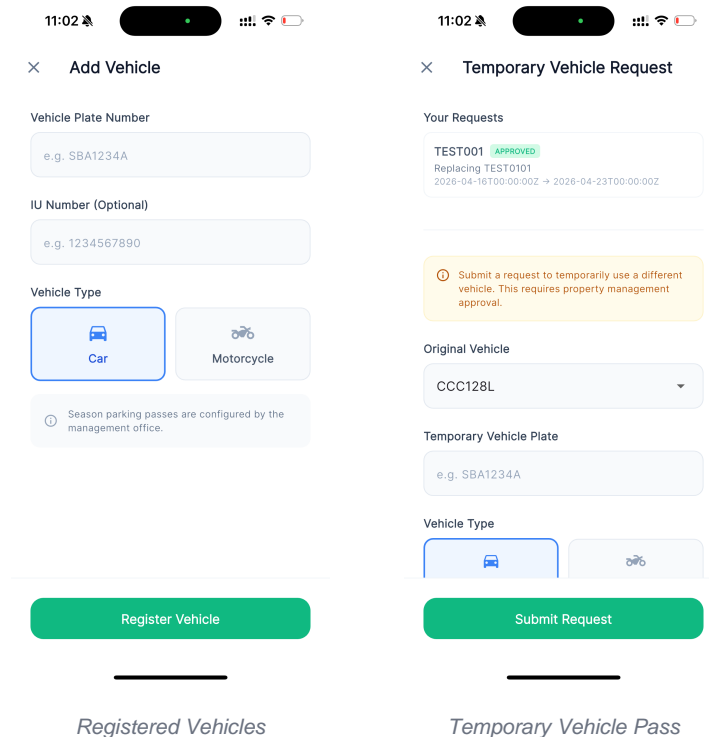
Visitor passes automatically expire after the set validity period. You can revoke a pass early if needed.

## 7. Vehicle Management

Register your vehicles for automatic license plate recognition (LPR) access at parking barriers.

### Registering a Vehicle

1. From Home, tap "Vehicles".
2. Tap "+" to add a new vehicle.
3. Enter your license plate number.
4. Optionally add a vehicle description (e.g., "Silver Toyota").
5. Submit for approval.



### How It Works

Once approved by management, your vehicle's license plate is recognized by cameras at parking barriers. The barrier opens automatically as your car approaches - no card or remote needed.

### Temporary Vehicle Requests

Need temporary parking for a guest's car? Create a temporary vehicle request with the guest's license plate and a validity period.

**TIP**

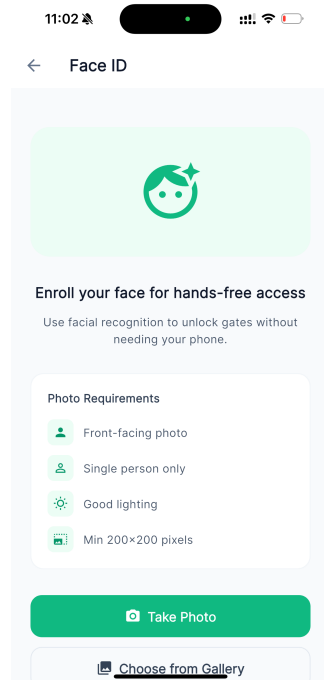
Make sure to enter your license plate number exactly as it appears on your plate, including any spaces or dashes.

## 8. Face Recognition Access

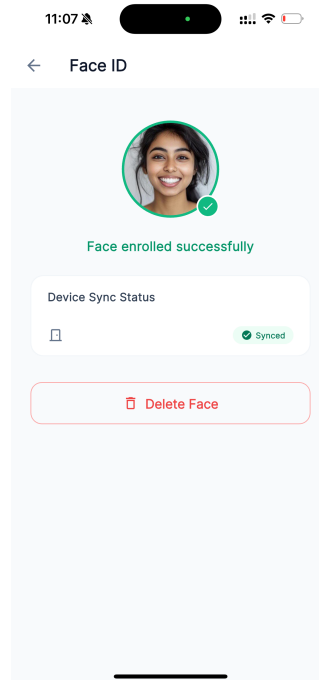
Register your face for hands-free access at gates equipped with facial recognition cameras.

### Registering Your Face

1. From Home, tap "Face ID" (or go to Settings > Face).
2. Tap "Register Face".
3. Take a clear photo of your face:
  - Face the camera directly
  - Ensure good lighting
  - Remove sunglasses or face coverings
  - Keep a neutral expression
4. Submit the photo for processing.



Upload Face Photo



Face Synced to Devices

### Using Face Access

Once registered and synced to gate devices, simply walk up to the gate camera. The system will recognize your face and unlock the gate automatically.

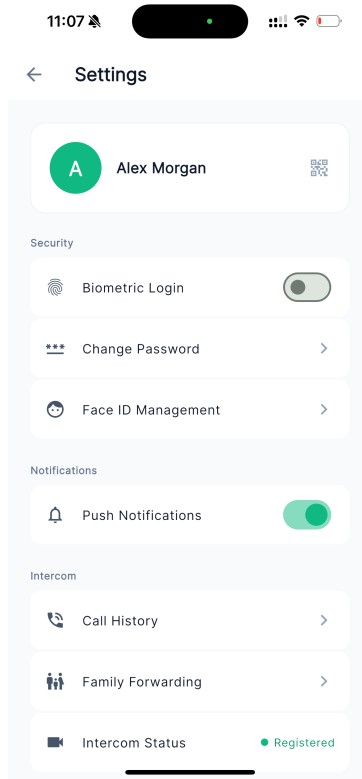
### Managing Your Face Data

- You can view your registered face photo in the app
- Delete and re-register if your appearance has changed significantly
- Your face data is securely stored and only used for access control

**TIP**

Face recognition works best with a clear, well-lit frontal photo. Avoid photos with heavy filters or accessories that alter your appearance.

## 9. Settings & Account



Settings Screen

### Profile

View your account information including your name, phone number, and assigned unit. Tap the QR icon to display your access QR code.

### Change Password

1. Go to Settings.
2. Tap "Change Password".
3. Enter your current password and new password.
4. Confirm the new password.

### Community Switching

If you have units in multiple communities, you can switch between them from the Settings page.

### Notifications

Make sure push notifications are enabled in your phone's system settings for the Haylo app. This is

essential for receiving intercom calls and security alerts.

## **Logout**

To log out, scroll to the bottom of the Settings page and tap "Logout".

## 10. Troubleshooting

### Cannot receive intercom calls

- Ensure push notifications are enabled for the Haylo app
- Check that your phone is connected to the internet
- On iOS: ensure "Background App Refresh" is enabled
- Try logging out and logging back in to refresh your connection

### Remote unlock not working

- Check your internet connection
- Verify you have access permission for that specific gate
- Contact your property manager if the issue persists

### QR code not scanning at gate

- Increase your phone screen brightness to maximum
- Hold the phone steady, 5-15cm from the scanner
- Ensure the QR code is fully visible on screen
- Clean your phone screen if dirty

### App crashes or freezes

- Force close the app and reopen it
- Ensure your phone OS is up to date
- Uninstall and reinstall the app if the problem continues

### Need Help?

For issues not covered here, please contact your property management office. They can assist with access permissions, account issues, and device-related problems.