

EAGLE TRACE

“NEW” VOICE AUTHORIZATION SYSTEM (EFFECTIVE JANUARY 1, 2017)

DIAL (954) 341-5568
(Available 7 days a week, 24 hours a day)

HOW TO ADMIT GUESTS, REPAIRMAN, DELIVERIES

1. Dial 954-341-5568. A computer voice will say: ***“Welcome to the Eagle Trace Virtual Access Ssystem”***
2. The system will ask you to ***“Please enter your TEN DIGIT home phone number followed by the pound (#) sign.”***
3. If the phone number entered does not match the phone number in the system the voice will inform the caller ***“Sorry, we were unable to verify you as an authorized user. Goodbye”***
4. If the phone number entered matches the computer voice will prompt you to ***“Please enter your personal identification number (ALSO KNOWN AS YOUR SECURITY CODE) followed by the pound (#) sign.”***
5. If the personal identification number entered does not match the computer will say ***“Sorry, we are unable to verify you as an authorized user. Goodbye”*** and will hang up. If the correct security is entered the computer will move on to Step #6.
6. The computer will then prompt you determine what type of visitor is being authorized:
 - a. Press 1 for a **ONE TIME GUEST**
 - b. Press 2 for a **VENDOR**
 - c. Press 3 for a **GUEST**
 - d. Press 4 for a **FAMILY MEMBER**
7. The computer will then ask when you would like the visitor authorized for:
 - a. Press 1 for **TODAY**
 - b. Press 2 for **TOMORROW**
8. Press 3 for a **DATE RANGE** (The computer will tell you the last possible date of the range). Please note that Steps # 8 and 9 will allow you to enter a visitor for multiple days.

- a. The computer will then ask you to set the start date. The system will prompt ***“Using two digits for the month and two digits for the day, enter the month and day your visitor is expected, followed by the pound (#) sign.***
 - b. The computer will then ask you to set the end date. This is done in the same manner as outlined in Step 8. If no date is entered the guest will be authorized for just one day.

9. The computer will then ask you to record the name of your guest. The system will prompt: ***“At the tone please say your Guest’s Name. Push any key when done.”***

10. Once you have finished recording the system will respond with:
 - a. Press 1 to **REVIEW YOUR RECORDING**
 - b. PRESS 2 TO **RE-RECORD YOUR MESSAGE** (This will return you to STEP 9).
 - c. PRESS 3 TO **ADD ANOTHER VISITOR**
 - d. HANG UP TO **END THE SESSION**

The most common problem new users have is remembering to use the pound (#) sign when it is required. If the pound (#) sign is omitted the program will re-prompt the user.

If you have any questions with the above instructions please don't hesitate to contact any gate officer or the Management Office.