Frequently Asked Questions and Answers

Gate Access System

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What is the Gate Access System?
- The website, www.gateaccess.net, is the system that is used to manage the Country Club community gate access list.
- It is important you update your account information regularly to ensure the gate personnel and ACCCA staff have current phone numbers to reach you.
- This system is used by the gate personnel and staff to reach you when a guest or contractor does not appear on your access list or in the event of an emergency regarding your home. Go to the Contact Information tab on the website and verify the information is current.

Why is it important to use this system in advance of a guests/contractors arrival?
- Nearly 1000 guests/contractors and residents check in through the manned gates on a daily basis. If a guest/contractor is not identified on the residents' guest list, this causes the gate staff to call and attempt to verify that the guest/contractor is allowed access into the community. This, in turn, causes delays and back-ups at the manned gates while they attempt to contact the resident. If the Owner cannot be reached, the guest/contractor is not granted access.

How do I give permission for guests/contractors to enter the community?
- Residents may log onto www.gateaccess.net to identify guests and contractors that have permission to enter the community.
- Residents also may download the free gateaccess.net application for a smartphone or tablet. To do this, go to the App Store and search for ABDi gateaccess.
- Residents also may call the Call Authorization system and leave a message allowing someone access, 623-465-4742.

What if I am not at my computer to use Gate Access? May I call the gates?
- Residents may call the Call Authorization System at 623-465-4742 and leave a message with the system allowing access for up to 2 days at a time for a guest or contractor.
- The system works with caller I.D.
- It is important your phone numbers are up-to-date in the Gate Access system. The system will automatically attach the message to your account by the phone number used during the call. If the system does not recognize the number from which you are calling, it will ask for your Security Code (PIN) number.
- Your Security Code (Pin) for the automated voice system may be found on the Contact Info tab of www.gateaccess.net. The pin is located in a grey bar at the top of the page, next to the Owners and Occupants title, immediately under the bar (Overview, Contact Info, Guest List, Entry Logs, etc.). Please learn your pin number.

Why can't I just leave the gate personnel a message on their answering machine or stop by the gate on my way out to give them my guest/contractor arrival dates and time?
- In addition to manning the gates and verifying permission to enter, they also drive the community to enforce speed limits and road rules. Every message on the phone or every person who stops to visit them slows the gate traffic process in place.
- For expedited guest entry, the computer Gate Access system and the voice activated Gate Access system are in place for resident use.
- We know in some instances, the systems in place may not be an option for you. The gate personnel will make every effort to assist you in a timely manner, but we simply cannot make this guarantee.

What do I do if I'm having a party and want to register a list of invitees?
- Residents may use the Event List option on the www.gateaccess.net system, please see the tutorial
- This section allows residents to enter a complete list of guests for a specific event.