

Visitor Passes on the Telephone

To enter a Visitor Pass on the telephone, you must know your HHP PIN # and your visitor's first and last name. Call 342-9980 and provide the information to the Security officer.

Visitor Passes on the Internet

To enter a Visitor Pass online, you must have a computer with Internet access, your HHP PIN #, and know your password (i.e., your last name).

1. Go to HHP's website at www.hiltonheadplantation.com.
2. Click on WELCOME TO OUR WORLD.
3. At the HHP Main Menu in the top right-hand corner, click **VISITOR PASSES**. The **GateWeb Login** screen displays.
4. **PIN** – Enter your **5-digit PIN Number**. If your PIN Number begins with a zero (0), you must enter the zero and four more numbers. If you lease property in HHP, enter the CAPITAL LETTER **R**, followed by four numbers. Press the **TAB** key.
5. **PASSWORD** – Enter your **LAST NAME**.
Note: If the records in the POA's database indicate that your home is in the name of a trust or if your home has owners with more than one last name, contact Angela Graves at the POA Service Center, 681-8800, Ext. 235. Angela will provide you with the appropriate entry for the PASSWORD field.
6. Click the **SUBMIT** button or press the **ENTER** key. The **Visitor** screen displays with a list of your current visitors on the left.
7. To enter a new Visitor Pass in the **Schedule New Visitor** screen, enter the following:
 - **FIRST NAME**– Enter your visitor's **FIRST NAME**.
 - **LAST NAME** – Enter your visitor's **LAST NAME**.
Note: Please enter BOTH the first and the last name. A Visitor Pass will not be issued at the gate without the complete name of the visitor.
 - **START DATE** – The current date displays in this field. To change the Start Date, enter a **2-digit** number for the month. Example: 02 = February. Press the **TAB** key or place the cursor in the next box. Enter a **2-digit** number for the day. Press the **TAB** key or place the cursor in the next box. Enter the **4-digit** year.
 - **END DATE** – The current date displays in this field. To change the End Date, enter a **2-digit** number for the month and the day, and a **4-digit** number for the year.
Note: A Visitor Pass can be issued for ten (10) days in length or less.
Note: The START date must be the same as or earlier than the END date.
Note: If you want to enter a Visitor Pass for only one day, then the START date and the END date will have the same date.
 - **VISITOR TYPE** – There is only one option -- **ONE-TIME**.
 - **NOTES** – You may enter notes about your visitor if you wish.
 - Click the **SUBMIT** button or press the **ENTER** key. The Visitor Pass you just entered will appear in **Your Visitors** window on the left. To cancel an incorrect or partially entered Visitor Pass, click the **CANCEL** button.
 - To exit the **Visitor Screen** and return to HHP's website, click the **Community** tab in the upper right-hand portion of the screen. The HHP website is restored.

Entering Another Visitor Pass in the Same Session

You can enter multiple Visitor Passes while you are in GateWeb.

1. At the **Visitor Screen**, click the **NEW VISITOR** button in the upper right-hand portion of the screen.
2. Enter the next Visitor's First and Last Name, the Start Date and the End Date.

3. Click the **SUBMIT** button or press the **ENTER** key. The next visitor will appear in **Your Visitors** window on the left. To cancel the current Visitor Pass and exit the **Schedule New Visitor** window, click the **CANCEL** button.

Editing a Previously Entered Visitor Pass

You can edit a previously entered Visitor Pass *if the visitor has not picked up the pass.*

1. At the **Visitor Screen**, click the VISITOR'S NAME in **Your Visitors** window on the left. The **Edit Scheduled Visitor** window appears with the selected visitor's information.
2. Edit the Visitor's First and Last Name, the Start Date and the End Date as needed.
3. Click the **SAVE** button to save the changes to the Visitor Pass. To cancel the changes to the current Visitor Pass and exit the **Edit Scheduled Visitor** window, click the **CANCEL** button.

Deleting a Previously Entered Visitor Pass

You can delete a previously entered Visitor Pass if the pass has not been issued at the gate.

1. At the **Visitor Screen**, click the VISITOR'S NAME in **Your Visitors** window on the left. The **Edit Scheduled Visitor** window appears with the selected visitor's information.
2. Click the **DELETE** button. This message appears: Are you sure you want to delete this Visitor? Click the **OK** button to delete this Visitor Pass. Or, click the **CANCEL** button to stop the deletion process.

Exiting GateWeb and Returning to HHP's Website

You can exit GateWeb from any screen and return to HHP's website.

1. Click the **Community** tab in the upper right-hand portion of the screen. The HHP website is restored.

Frequently Asked Questions

Q. How can I change my PIN #?

- A. You cannot change your PIN # yourself. Contact Angela Graves at the POA Service Center, 681-8800, Ext. 235.

Q. How soon after I schedule a visitor will the Visitor Pass be available at the Gate?

- A. Thirty (30) minutes.

Q. How long before the date of the visit can I enter the Visitor Pass?

- A. There is no limit. The Visitor Pass will remain in the system until your visitor arrives at the gate.

Q. Do I have to choose which gate my visitor should enter?

- A. No. The Visitor Pass will be available at both the Main Gate and the Cypress Gate. Your visitor may use either gate.

Q. Can other GateWeb users see my visitors list?

- A. No, only the System Administrator and the Security Officers have access to all visitor lists.

Q. Can I have more than one PIN #?

- A. Typically, there is only one PIN # per household. In certain instances, such as two last names in the same household, multiple PIN #s are provided. If the records in the POA's database indicate that your home is in the name of a trust, for example, you will not be able to use your last name. In such instances, call Angela Graves at 681-8800, Ext. 235.

Q. Why do I get an INVALID PIN # message when I attempt to add, edit, or delete a Visitor Pass?

A. PIN #s are case sensitive. If your PIN # includes a letter, enter your PIN # using a CAPITAL LETTER. If the problem persists, contact Angela Graves at the POA Service Center, 681-8800, Ext. 235.

Q. What do I do if I forget my PIN #?

A. Contact Angela Graves at the POA Service Center, 681-8800, Ext. 235.

Q. How do I see the ENTIRE list of visitors that I have attached to my PIN # and LAST NAME?

A. Use the Scroll Bar located to the right of **Your Visitors** window to view the entire list.

Q. Can I log in with the SAME PIN # and the SAME LAST NAME from TWO DIFFERENT SYSTEMS -- such as from a HOME computer and also from a WORK computer?

A. Yes, but you must login to the GateWeb system from both computers.

Q. Can I log in with two DIFFERENT PIN #s and TWO DIFFERENT LAST NAMES from the SAME computer?

A. Yes, but you must login to the GateWeb system using the two PIN #s and Last Names.

Q. Can I call up a previous visitor in the edit screen and merely change the dates for another Visitor Pass to the same visitor on different day?

A. If the previous Visitor Pass was issued at the gate, then the answer is No. If the Visitor Pass was not issued at the gate, then the answer is Yes.

Q. How do I exit GateWeb and return to HHP's website?

A. Click the **Community** tab in the upper right-hand portion of the screen. The **Community Page** displays. At the **Community Page**, click the **HOME PAGE** link on the left. Click the **HiltonHeadPlantation.com** link on the right. The HHP website is restored.

Q. Can I click on a previous Visitor Pass and edit it to create a new pass for the SAME person on a different day?

A. If the previous Visitor Pass has **NOT** been issued at the gate, then you may modify the pass by clicking on the visitor's name and editing the pass. If the previous Visitor pass has been issued at the gate, you **MUST** create a **NEW VISITOR PASS** in order for a second pass to be available at the gate for your visitor.

Q. If I have problems or questions with the GateWeb system, whom do I call?

A. If you experience a problem with GateWeb, call 681-3843 or email abenoit@hhppoa.org and provide the following information: your Pin #, your First & Last Name, your guest's first & last name, when the pass expires, and when and at which gate your guest arrived.