



Training & Orientation

Heritage Greens CDD



- Corporate Office located in Coconut Creek, Florida
- Central Station is in Sarasota, Florida
- Started in 2007 with 5 Employees
- Now 200+ Employees
- Hundreds of Years Experience in Security Industry

Envera Systems provides gated customers with an alternative to traditional guards. Our patented monitoring system and software utilize the latest technology combined with State Licensed Guards to offer an enhanced level of security, in a more efficient manner and at a lower cost. Our licensed central station operators or virtual guards greet guests arriving to Envera protected communities. They can also see multiple points in a community at one time, deterring trespassers and voicing down to intruders or vandals.

Who do we Serve?

- Homeowners Associations
- Community Development Districts
- Condominium Associations
- Apartment Complexes

What do we do?

- Gate Monitoring
- Active Video Monitoring for Amenities & Parking Lots
- Community Wide Access Control
- Clubhouse Intrusion Systems

How do we do it?

- Internet Based
- Event Based Monitoring
- Live Audio and Video
- Two Way Voice
- Real-Time Communication



Virtual Gate Guard



Active Video Surveillance



Access Control



Passive Video Surveillance



Burglar Alarm

MyEnvera: Adding Visitors

<http://enverasystems.com/myenveravideos/>



MyEnvera: Profile Updates

<http://enverasystems.com/myenveravideos/>





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for your...**

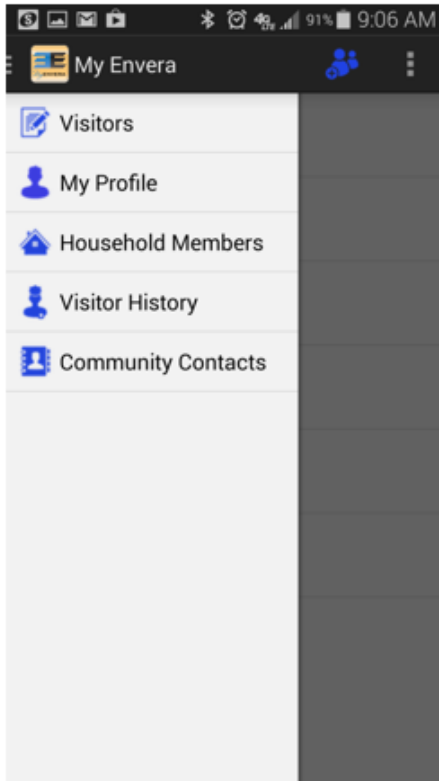
Android in the



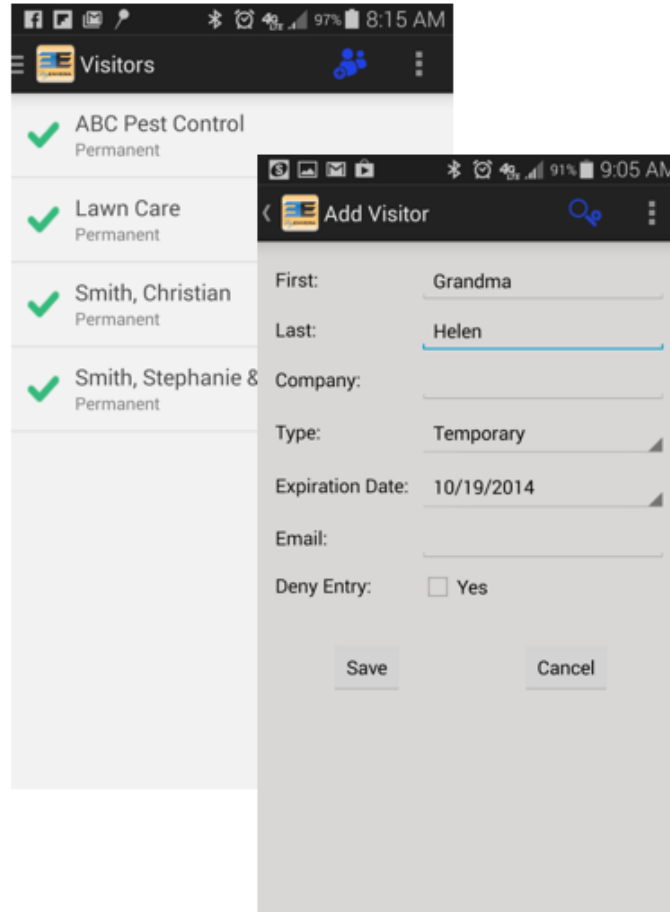
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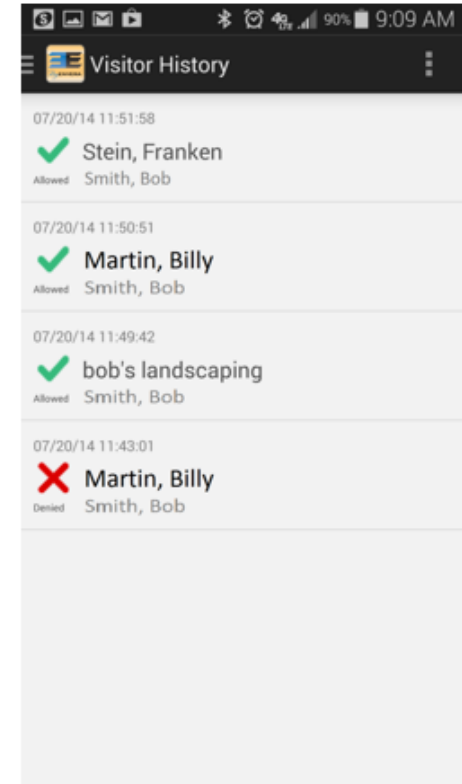
Menu



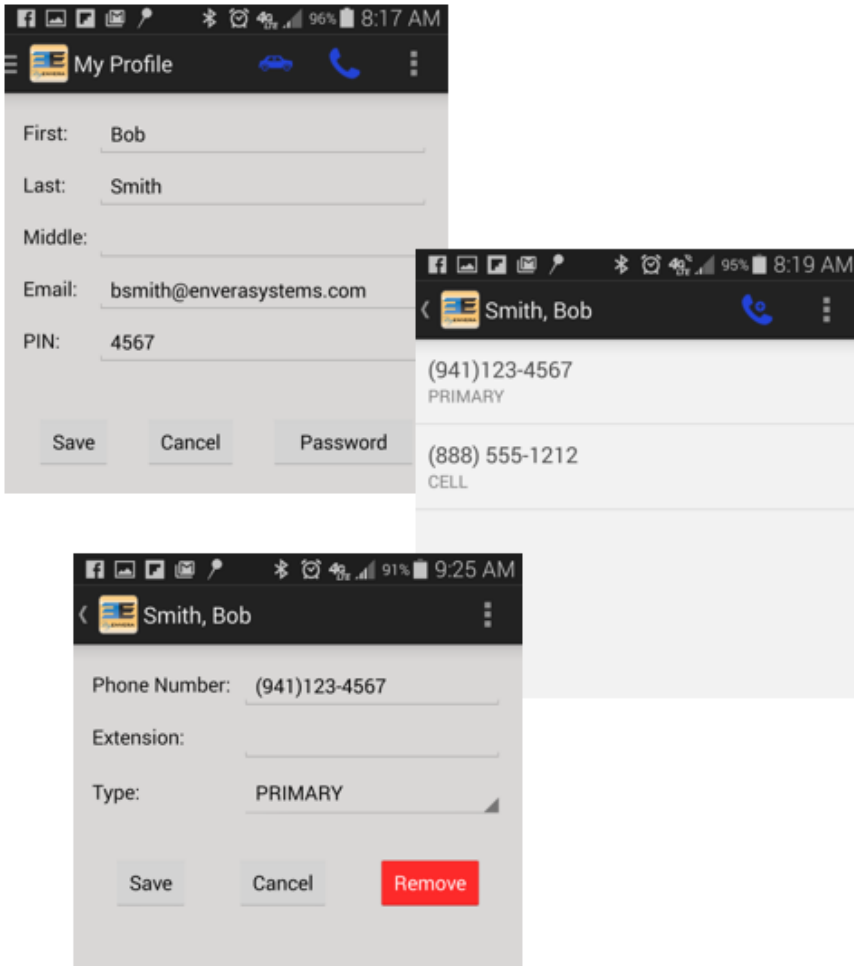
Add/Change Visitors



Access Visitor History



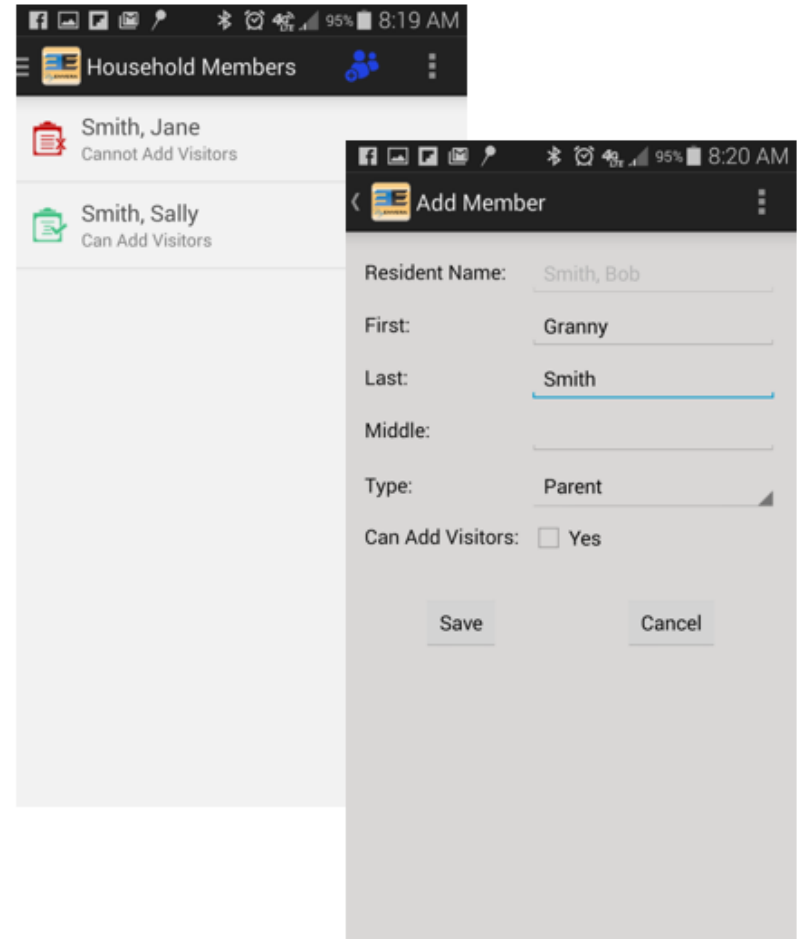
Change My Profile



The 'Change My Profile' section consists of three overlapping screenshots from a mobile application:

- Top Screenshot (8:17 AM):** Shows the 'My Profile' screen with fields for First Name (Bob), Last Name (Smith), Middle Name, Email (bsmith@enverasystems.com), and PIN (4567). Buttons for 'Save', 'Cancel', and 'Password' are at the bottom.
- Middle Screenshot (8:19 AM):** Shows a contact card for 'Smith, Bob' with two phone numbers: a primary number (941)123-4567 and a cell number (888) 555-1212.
- Bottom Screenshot (9:25 AM):** Shows a detailed view of the primary phone number (941)123-4567, including an extension field and a dropdown menu set to 'PRIMARY'. Buttons for 'Save', 'Cancel', and 'Remove' are at the bottom.

Manage Household Members



The 'Manage Household Members' section consists of two overlapping screenshots from a mobile application:

- Top Screenshot (8:19 AM):** Shows the 'Household Members' screen with a list of members: 'Smith, Jane' (Cannot Add Visitors) and 'Smith, Sally' (Can Add Visitors).
- Bottom Screenshot (8:20 AM):** Shows the 'Add Member' screen with the following details: Resident Name (Smith, Bob), First Name (Granny), Last Name (Smith), Middle Name, Type (Parent), and Can Add Visitors (checkbox, currently unchecked). Buttons for 'Save' and 'Cancel' are at the bottom.

www.MyEnvera.com



Envera Community Portal

Welcome: [Sign Out](#)

[Add Visitor](#)

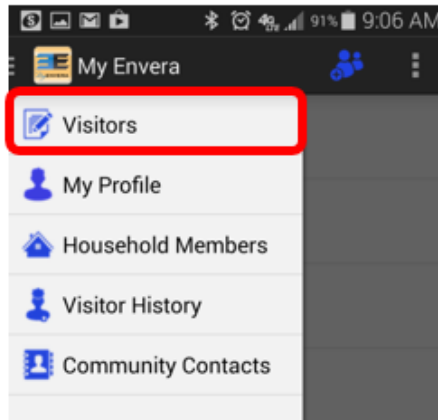
[Change My Profile](#)

[Add Household](#)

[My Contacts](#)

[Help](#)

Smartphone App



Live Guard (877) 936-8372

How/where do I find my MyEnvera login?

- Your login was included in the resident letters we mailed out. If you did not receive a letter, please let us and your community representative know after the presentation.
- If you forget your login and need to retrieve it, please go to MyEnvera.com and click on the **Get your login information link**.

What if I have a vendor coming to my house but I don't know the name of the representative that will be visiting?

- When adding this household specific vendor to your visitor list, please enter the company name in both the Last Name & Company Name fields. This allows our agents to quickly search and find the vendor record.

What do I need to do if I am having a party?

- On your Visitor List, create a Temporary visitor with *Admit All as the Last Name & the Type of party as the First Name
 - Example: *Admit All, Baby Shower

When will Resident Notifications be activated for our community?

- These notifications will be turned on soon after the soft opening period is complete.

How many phone numbers can I add to my MyEnvera profile?

- You can add unlimited phone numbers to your profile; however, we encourage you to only list those where the chance of us reaching you is most favorable.
- Please be advised that our agents will be restricted to attempting only two phone numbers for visitor verification.

How do tenants add guests?

- Tenants can also add guests online via the MyEnvera website or Smartphone App.

What do I need to do when I change tenants?

- Complete a Resident Registration Form with new tenant information & submit to Property Manager with other required documents.

Envera will control visitor & vendor entry at the Community Entrance

- 'Virtual' guards greet visitors 24/7
- Class D Licensed
- Visitors to present Driver License each visit for expedited entry and simple verification
 - Auto-verification of driver's license for registered, permanent visitors
- Capture **and** archive faces and license plates of each visitor with strategically placed cameras
- Recorded audio and video of each accepted or denied visitor, archived for 30-45 days



How will the Automatic Driver's License Recognition work for entry?

- The first time a registered visitor pulls up to the kiosk, one of our guards will process and attach the license plate Driver's License to their profile.
- As long as they remain a permanent visitor, all ongoing visits will be auto-verified by the system to grant entry.
- Should a visitor be listed on multiple resident lists, or they are flagged as Deny, or they are removed as a permanent visitor, they will be routed to a guard for processing – the auto-verification will not occur.

What happens when a visitor is denied entry?

- Our agent will advise "Unfortunately at this time I was unable to verify your entry, please pull around and once verification is received from the resident, we will be glad to assist you."
- Since there is no turnaround before the gate, our agent will advise "Unfortunately at this time I was unable to verify your entry, please enter through the gate and turnaround to exit. Your entry and exit is recorded on camera."

When do I need to use my PIN?

- Residents will provide their PIN to Envera when using the kiosk for entry or calling into the Central Station to update their profile.
- If you don't have your PIN, you will need to provide the last 4 digits of the phone number on the account.

What if there is damage to the barrier arm/swing gates?

- When notified by gate strike alarm, Central Station will pull video + tag to provide to community.
- If gate damage is observed, Central Station will contact the designated community representative, gate company to have them fixed.

How do UPS, FedEx and other community vendors gain entry into the community?

- Envera has been provided with a list of community approved vendors for the common areas. They will be admitted into the community with no issue.
- This includes newspaper deliveries.

How do emergency vehicles gain access into the community?

- We determine the required emergency device(s) with the municipality and if not already installed, we will install or coordinate with the community to have the device(s) installed. We schedule inspections to ensure proper operation of the device(s).

What if there is loss of power to the gates?

- Per Fire Code, the gates will fail open.

Any Questions?