

# USER GUIDE



## NEED HELP GETTING STARTED?

ZUUL makes it easier than ever to enter a gated community. The ZUUL app enhances the existing guest registry and entry systems by enhancing safety and convenience. ZUUL grew out of a need for improvement in how residents and guests access their gated communities. The app improves mobility, accessibility, and functionality for residents, guests, and guards in gated communities.

# TABLE OF CONTENTS



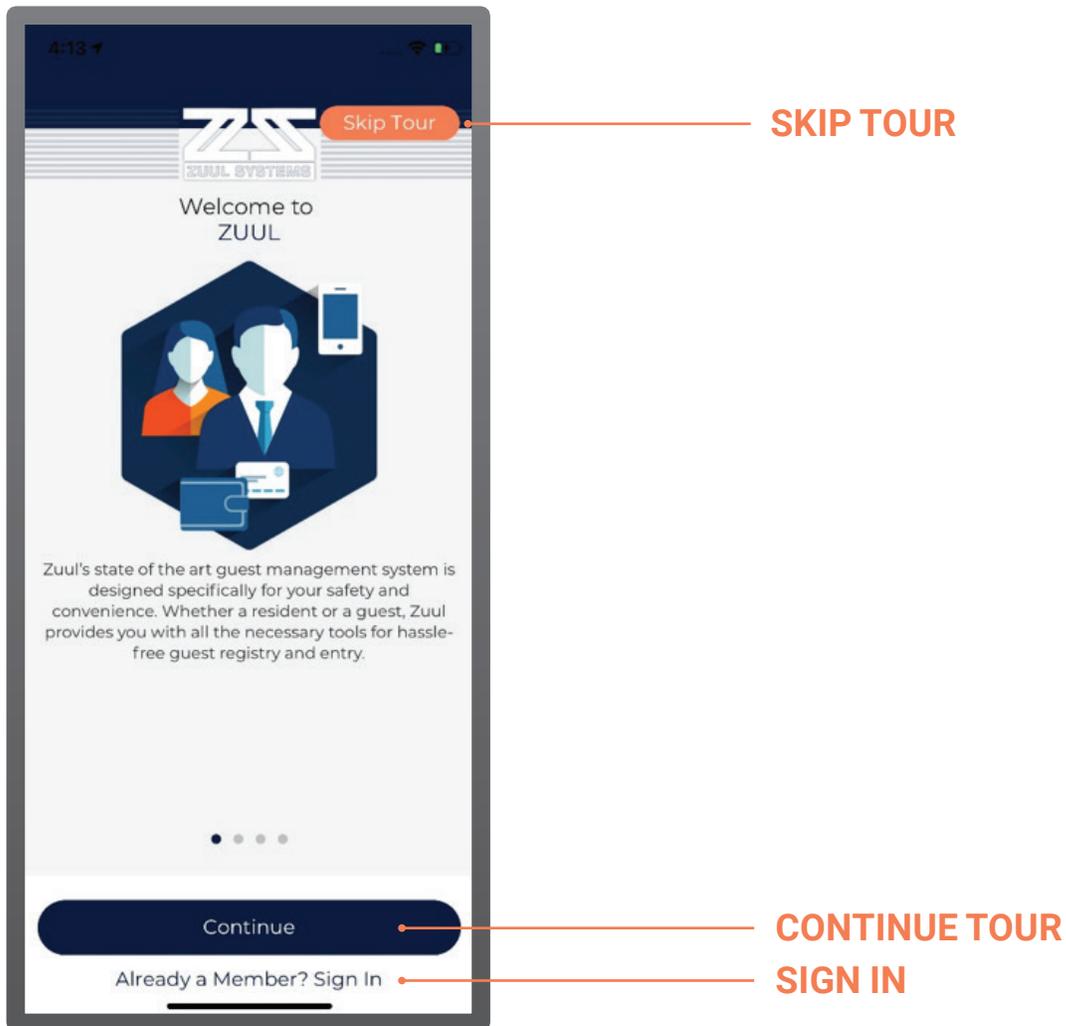
<b>1. INTRODUCTION TO ZUUL</b> .....	<b>1</b>
<b>2. BECOME A MEMBER</b> .....	<b>2</b>
<b>3. LOGIN</b> .....	<b>3</b>
<b>4. FORGOT PASSWORD</b> .....	<b>4</b>
<b>5. CREATE YOUR PROFILE</b> .....	<b>5</b>
GENERAL INFORMATION.....	5
CONTACT INFORMATION.....	6
UPLOAD LICENSE.....	7
<b>6. BECOME A RESIDENT</b> .....	<b>8</b>
<b>7. DASHBOARD</b> .....	<b>9</b>
<b>8. NAVIGATION MENU</b> .....	<b>10</b>
EDIT PROFILE.....	10
LOGOUT.....	10
<b>9. MANAGE HOUSEHOLD</b> .....	<b>11</b>
ADD HOUSEHOLD MEMBER/GRANT PERMISSIONS.....	12
MANAGE MEMBER PASSES.....	13
VIEW/RETRACT MEMBER PASSES.....	14
PARENTAL CONTROLS.....	15
<b>10. SETTINGS</b> .....	<b>16</b>
<b>11. MAIL ICON</b> .....	<b>17</b>
<b>12. NOTIFICATIONS</b> .....	<b>18</b>
VIEW/DELETE PASS NOTIFICATION.....	19
ACCEPT/REJECT PASS REQUEST.....	20
<b>13. PASS DETAIL</b> .....	<b>21</b>
ADD TO CONTACTS.....	21
GET DIRECTIONS.....	21
QR CODE.....	21
ADD TO CALENDAR.....	21

# TABLE OF CONTENTS (CONTINUED)



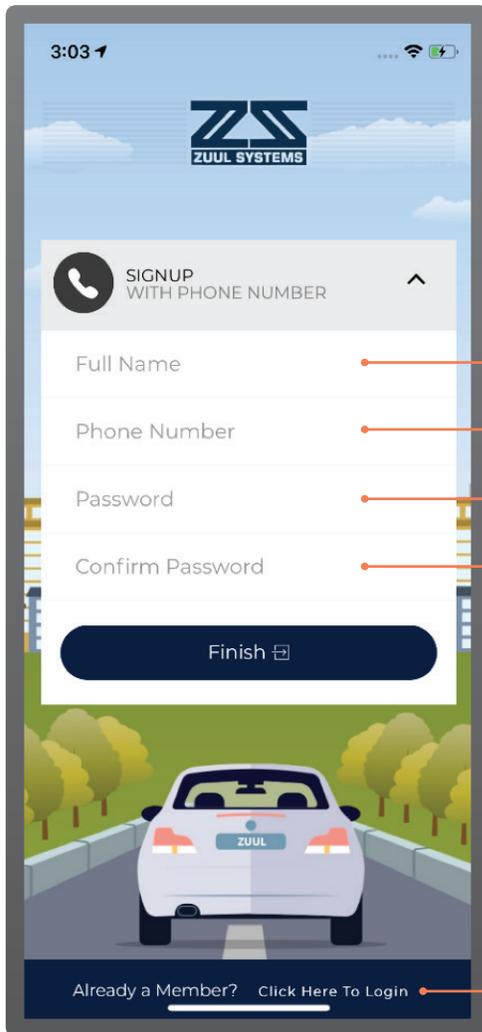
- 14. MY PASSES..... 22**
  - ACTIVE PASSES..... 22
  - VIEW DETAILS..... 23
  - GET DIRECTIONS..... 23
- 15. ARCHIVED PASSES..... 24**
  - ARCHIVED RECEIVED PASSES..... 24
  - ARCHIVED SENT PASSES..... 25
- 16. SENT PASSES..... 26**
  - RETRACT ENTIRE PASS..... 27
  - EDIT PASS..... 28
  - ADD/DELETE RECIPIENTS TO AN ACTIVE PASS..... 29
- 17. MY CONTACTS..... 30**
  - INDIVIDUAL AND MANUALLY..... 30
  - FROM YOUR PHONEBOOK..... 30
  - SELECT CONTACT PHONE NUMBER..... 30
  - CREATE CONTACTS, GROUPS, AND FAVORITES..... 31
  - ADD CONTACTS..... 32
  - TEMPORARY ACCOUNT..... 33
- 18. REQUEST A PASS..... 34**
  - EXISTING CONTACT..... 35
  - REASON FOR VISIT..... 36
  - NEW CONTACT..... 37
- 19. CREATE A PASS..... 38**
  - DATE/TIME..... 38
  - ONE TIME, RECURRING OR SELF..... 38
  - EVENT NAME..... 38
  - FAMILY FRIEND/VENDOR DELIVERY..... 38
  - PASS VALIDITY..... 38
  - CHANGE ADDRESS..... 38

# INTRODUCTION TO ZUUL



After opening the ZUUL app, you are given the option of taking a simple tour to learn about everything ZUUL Systems has to offer.

# BECOME A MEMBER



**FULL NAME**

**PHONE NUMBER**

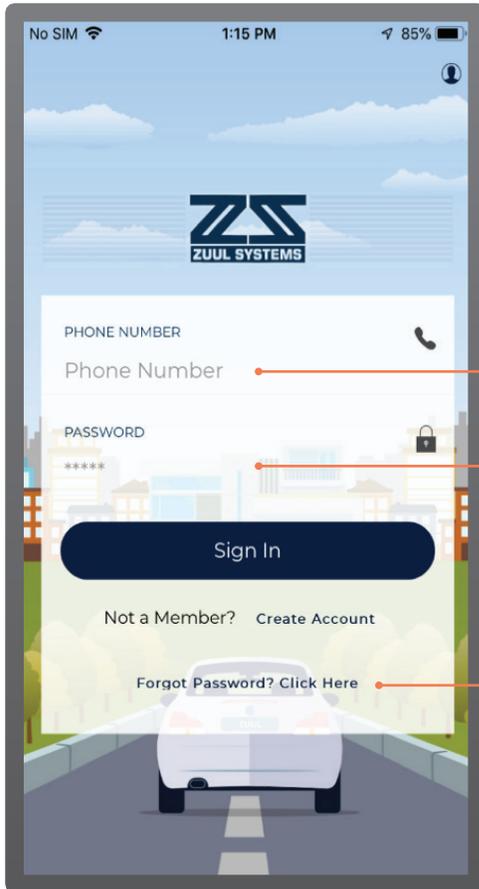
**CREATE PASSWORD**

**CONFIRM PASSWORD**

**ALREADY A MEMBER?  
CLICK HERE.**

Becoming a member of ZUUL Systems is easy. Provide your full name, phone number, and password to sign up.

# LOGIN



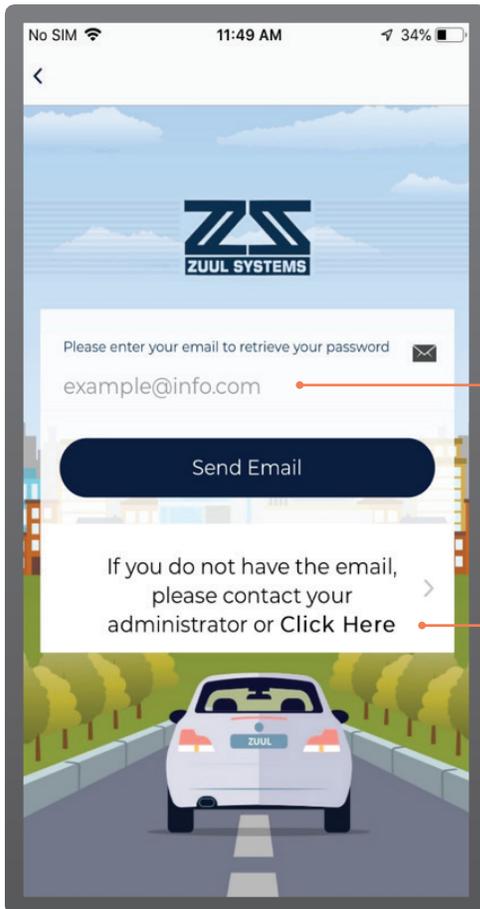
PHONE NUMBER

ENTER PASSWORD

FORGOT YOUR PASSWORD?  
CLICK HERE.

Logging in is simple, too. Enter your phone number and password. Then, press the *Sign In* button.

# FORGOT PASSWORD



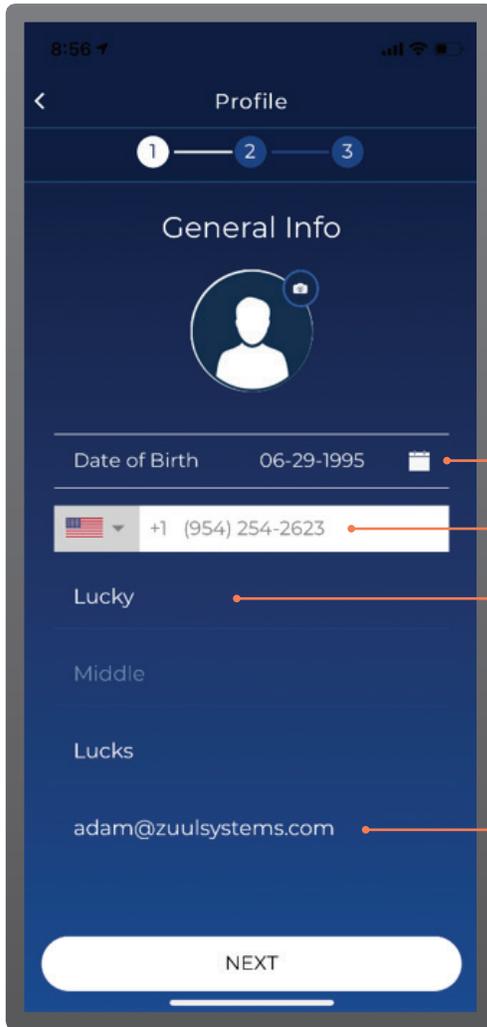
EMAIL

FURTHER ASSISTANCE

There's no need to worry if you lose or forget your ZUUL password. All you need to do is enter your email in the designated field and press send. You will receive an email shortly after with an account recovery link and instructions to follow. The password recovery process only takes a few seconds!

# CREATE YOUR PROFILE

## GENERAL INFORMATION



DATE OF BIRTH

PHONE NUMBER

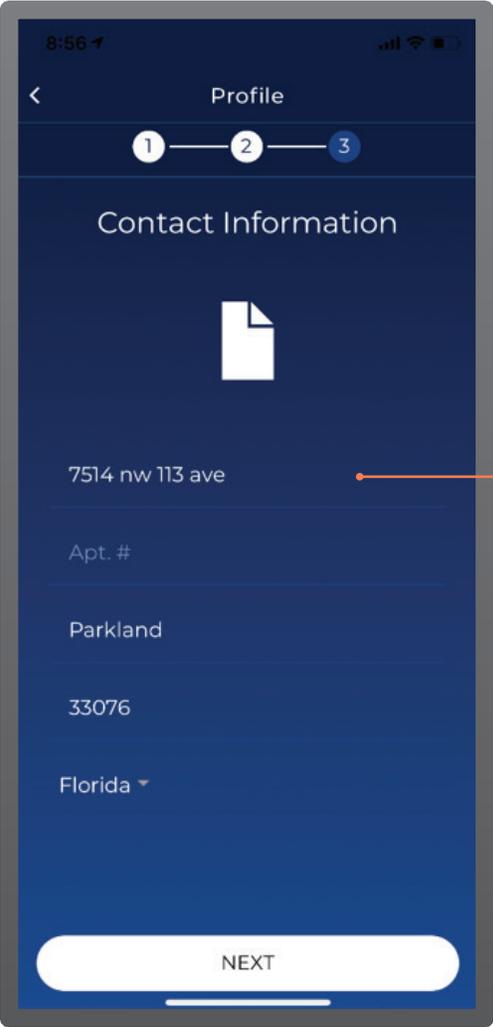
NAME

EMAIL

Your profile can be created in only three easy steps. First, fill out your general information.

# CREATE YOUR PROFILE

## CONTACT INFORMATION

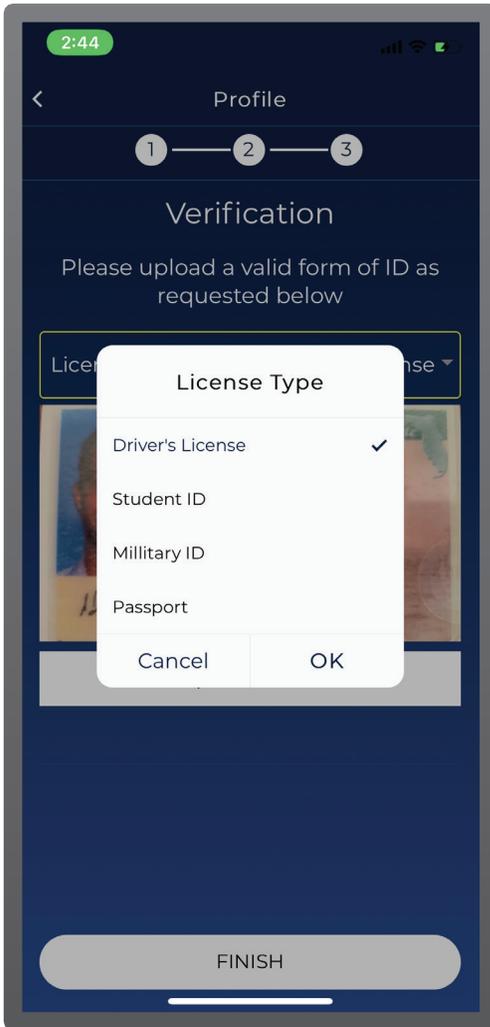


ADDRESS

Next, fill out your address.

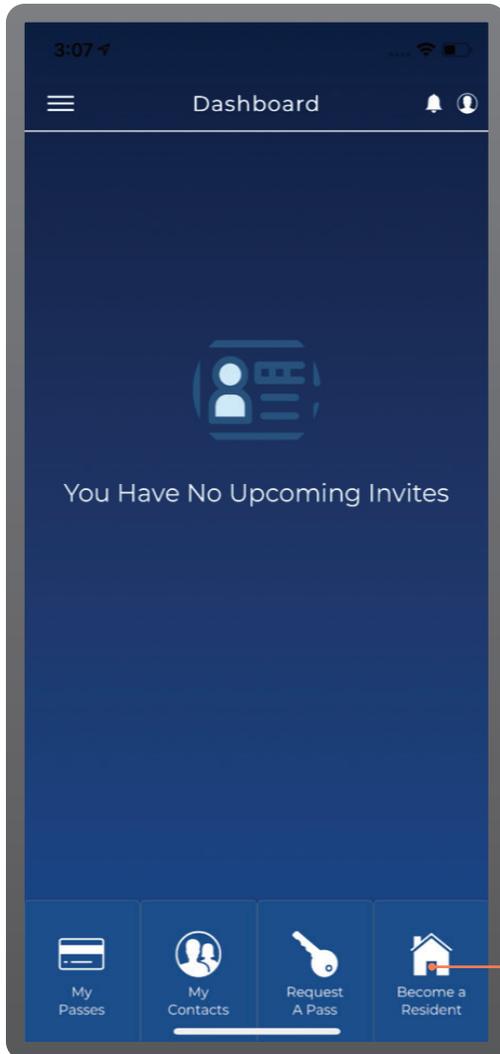
# CREATE YOUR PROFILE

## UPLOAD LICENSE



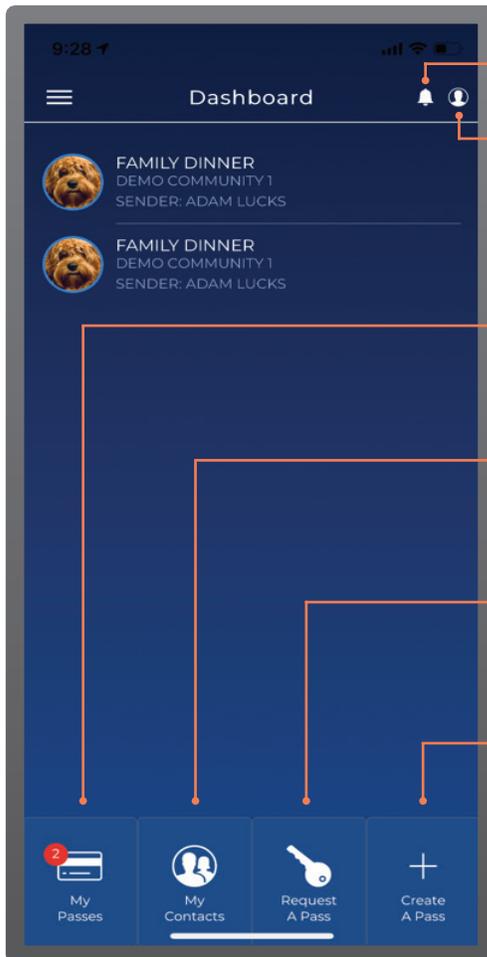
Select your form of identification, and choose how you want to upload your image. Finally, center your image within the rectangle, and press done.

# BECOME A RESIDENT



**BECOME A RESIDENT**

You can gain access to resident features for your community by pressing the *Become a Resident* link. You will be provided with a verification code. Once that code is entered, you will become a Resident, and you will be granted access to all Resident features.



## NOTIFICATION BELL

## PROFILE

Change profile for multiple account users.

## MY PASSES

*My Passes* allows you to view and manage all of your active, archived, and sent passes.

## MY CONTACTS

View and import contacts through *My Contacts*.

## REQUEST A PASS

If you need to request a new pass, simply click *Request a Pass*.

## CREATE A PASS

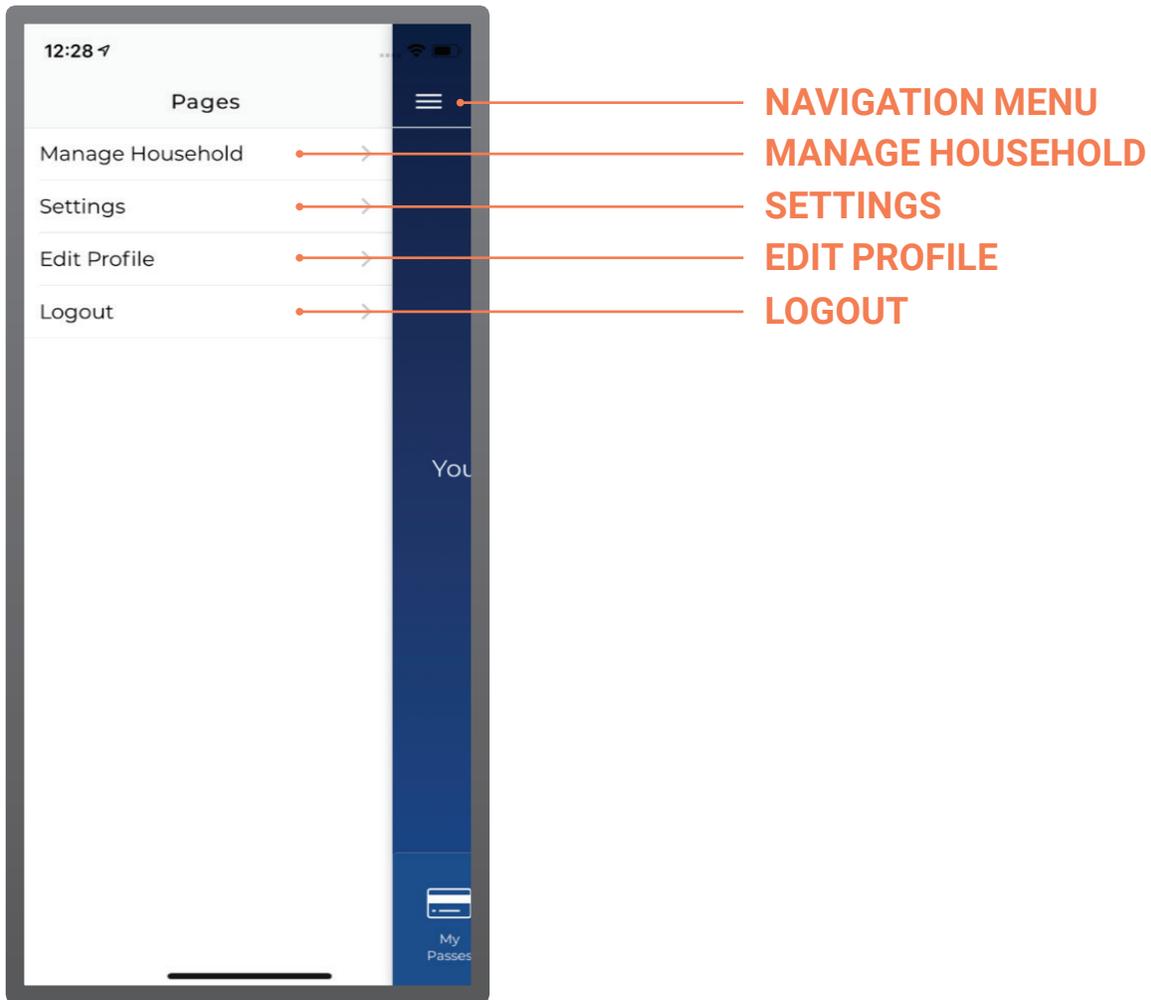
Click *Create a Pass* to distribute a new pass to a guest.

A guest must first be made a contact before you can issue them a pass.

You can request and manage passes via the *Dashboard* screen. Pressing one of the passes listed on the screen will bring you to the pass details screen. If there are any notifications regarding your passes, you'll see an alert by the bell in the upper-right corner.

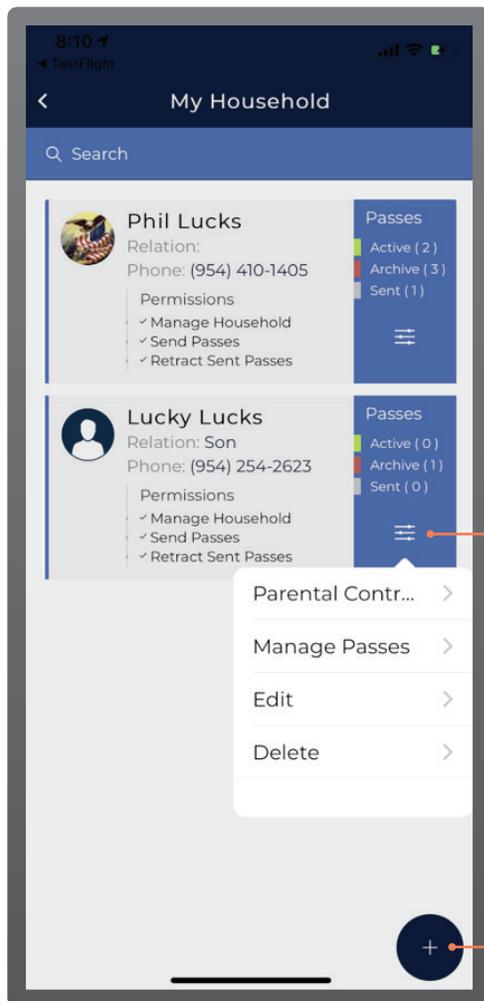
The profile icons on the screen allow you to switch between multiple accounts.

# NAVIGATION MENU



By pressing the *Navigation Menu* (the three lines in the upper-left corner), you will see the following menu options: *Manage Household* (with permission), *Settings* (where you turn on/off push and email notifications), *Edit Profile*, and *Logout*.

# MANAGE HOUSEHOLD



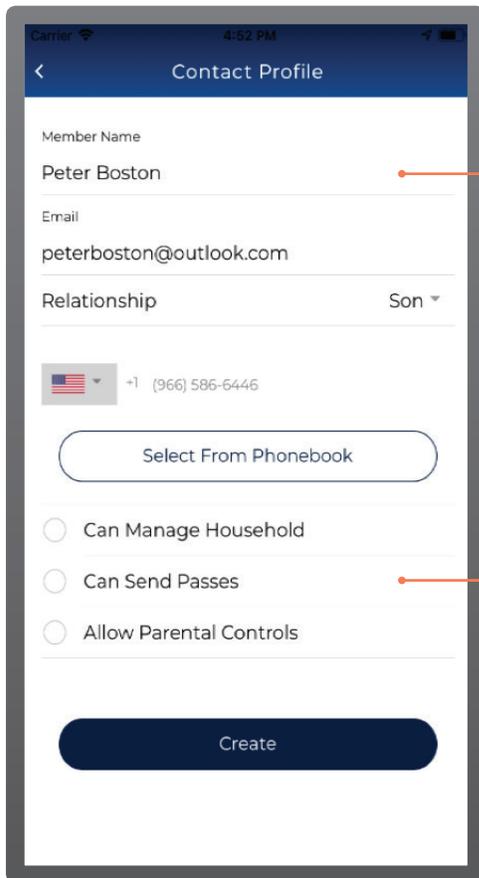
SMALL NAVIGATION MENU

CLICK TO ADD SOMEONE TO YOUR HOUSEHOLD

Pressing the *Small Navigation Menu* on the *My Household* page takes you to a screen where you can customize parental controls, manage passes, edit a member's profile, or remove someone from *My Household* altogether.

# MANAGE HOUSEHOLD

## ADD HOUSEHOLD MEMBER/GRANT PERMISSIONS



CONTACT INFORMATION

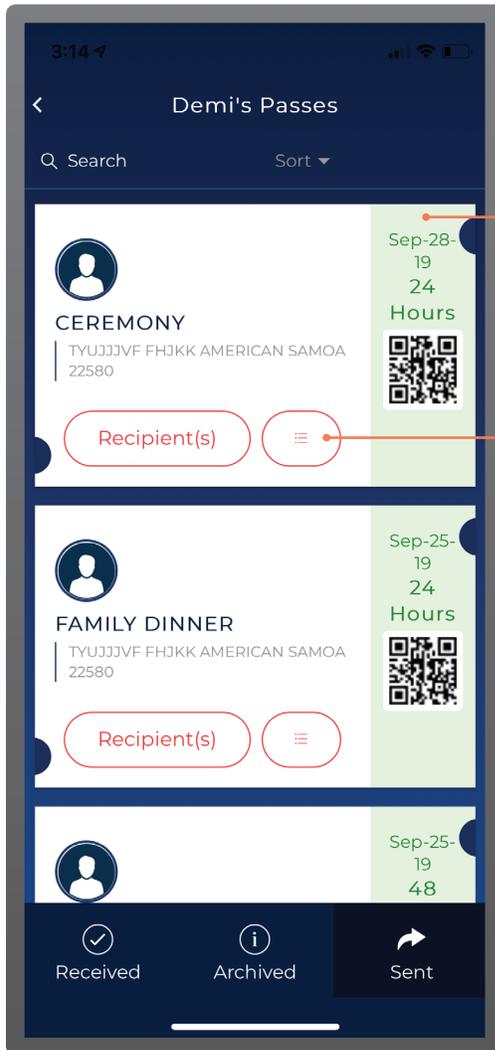
GRANT PERMISSIONS

On the *Manage My Household Menu*, you can edit contact profiles and add information regarding a household member. This is also where you grant them permissions.

On this screen you can review your unique household, each members' permissions, and any passes affiliated with them.

# MANAGE HOUSEHOLD

## MANAGE MEMBER PASSES



**MEMBER PASS**

**SMALL NAVIGATION MENU**

View guests that have already arrived.

View the passes that have been issued by the members of *My Household*.

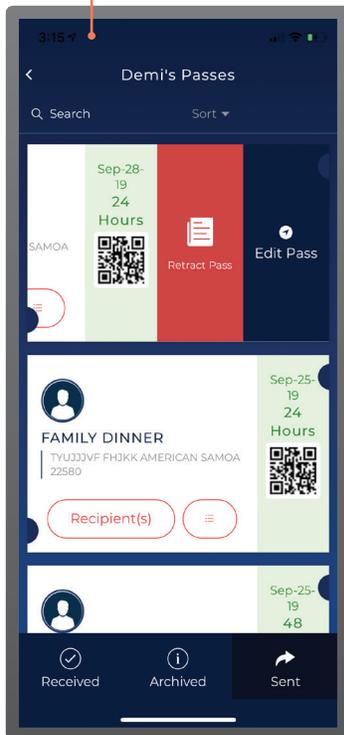
# MANAGE HOUSEHOLD

## VIEW/RETRACT MEMBER PASSES



### A MEMBER'S ACTIVE ISSUED PASSES

View a *My Household* member's active issued passes.



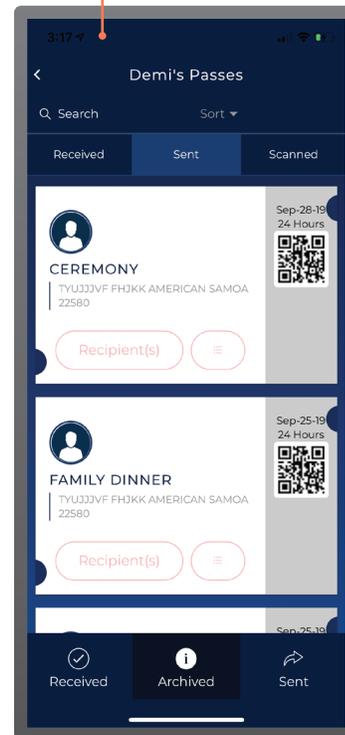
### A MEMBER'S RECEIVED PASSES

View a *My Household* member's received passes.



### A MEMBER'S ARCHIVED ACTIVITY

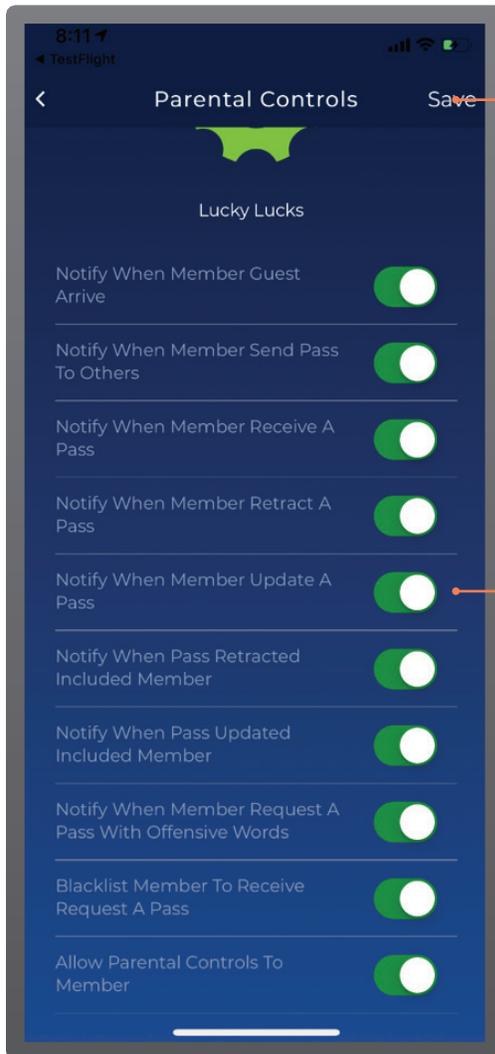
View a *My Household* member's archived activity.



View a *My Household* member's received, archived, and sent passes.

# MANAGE HOUSEHOLD

## PARENTAL CONTROLS

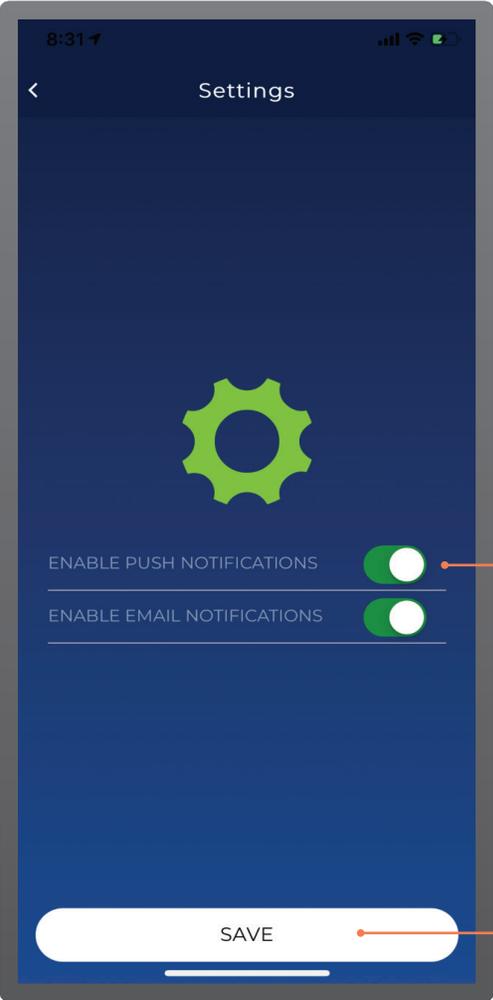


SAVE CONTROLS

NOTIFICATION OPTIONS

For those with permission, you can customize your notifications for each member of *My Household*. This feature allows a user to monitor the activity of a specific *My Household* member.

# SETTINGS

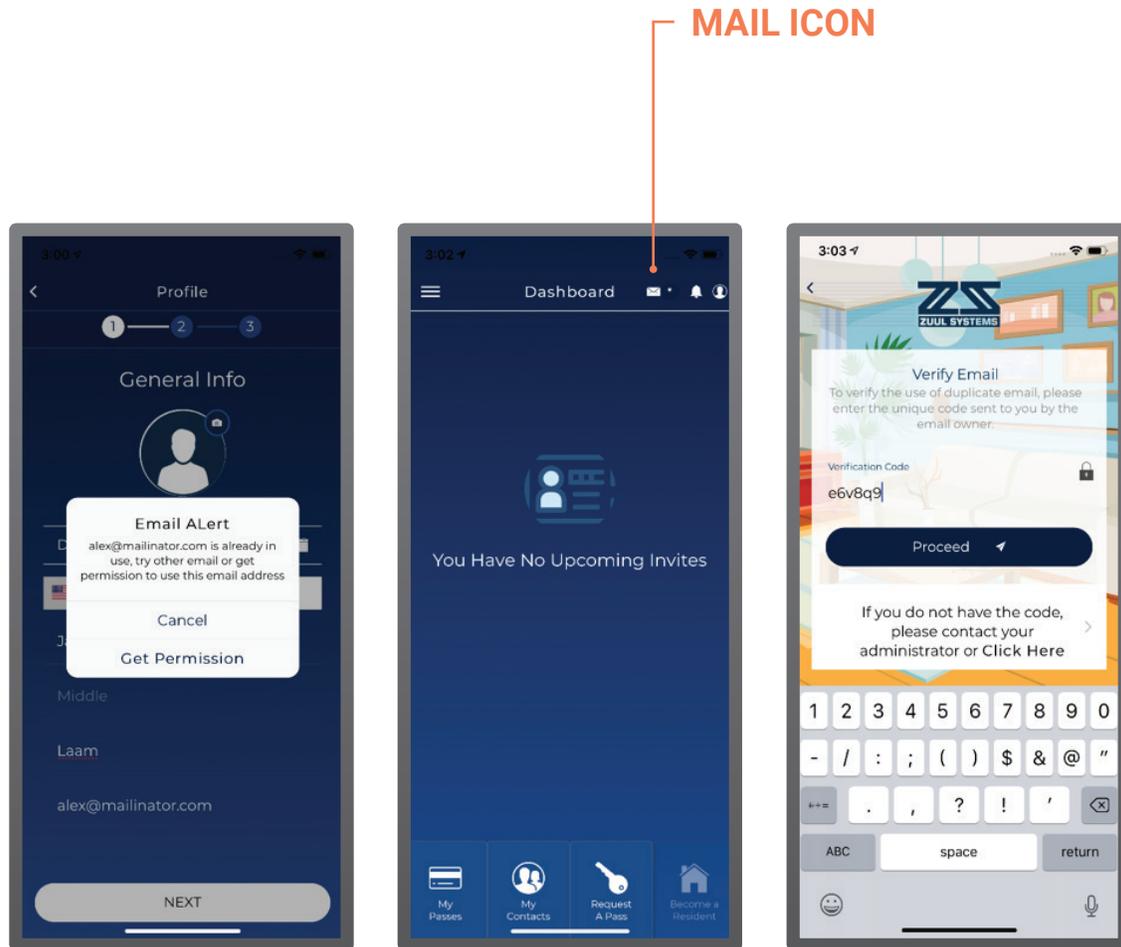


SET NOTIFICATIONS

SAVE SETTINGS

Customize your push and email notifications using the *Settings* menu.

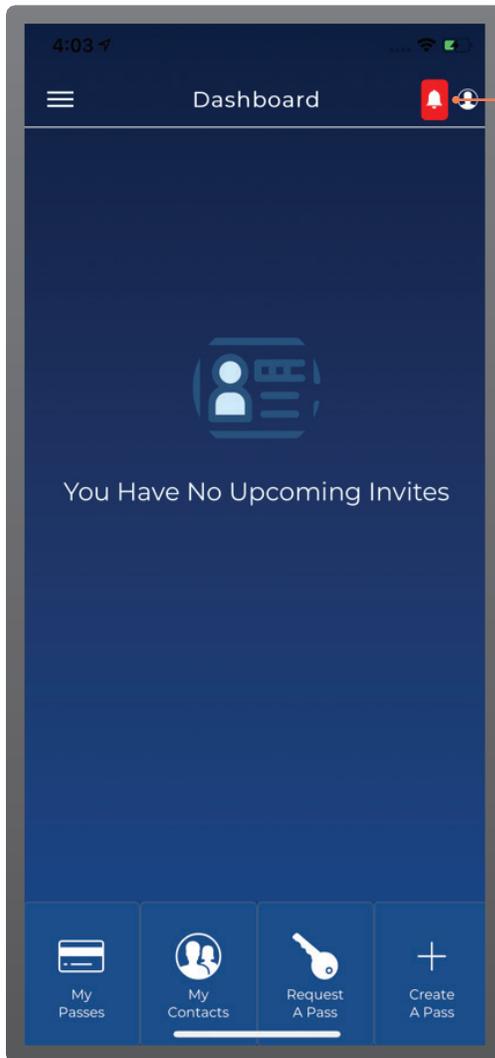
# MAIL ICON



If you share an email in the ZUUL system with another user, you'll be alerted if the other person attempts to gain access. Original members have the option of blocking or granting access to the new member.

To do this, the original holder must click on the **Mail Icon** at the top of the screen and enter the code you received via email. Until the original member grants permission, the second user will be prohibited from accessing resident features.

# NOTIFICATIONS

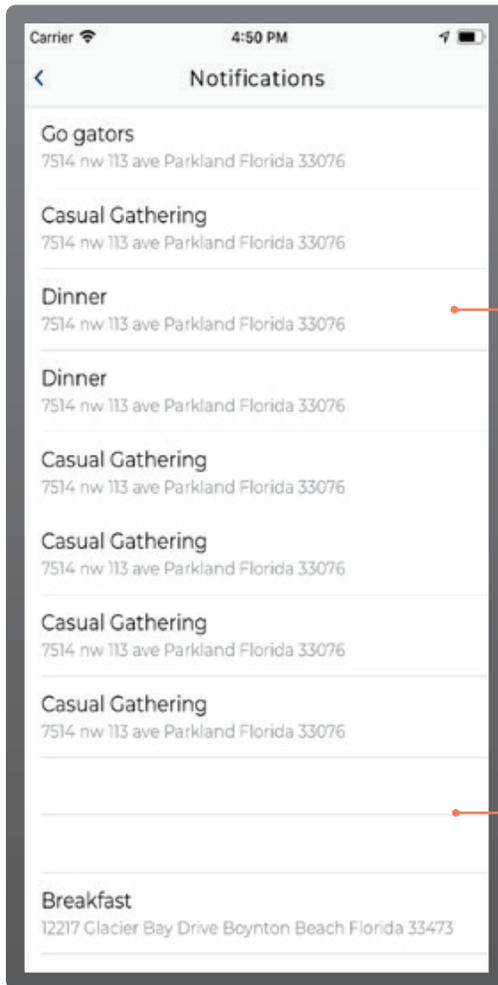


NOTIFICATION BELL

You can access your notifications by using the **Notification Bell** icon in the upper-right corner of your **Dashboard**. If the bell is highlighted in red, you have unread notifications to view.

# NOTIFICATIONS

## VIEW/DELETE PASS NOTIFICATION



PASS NOTIFICATION

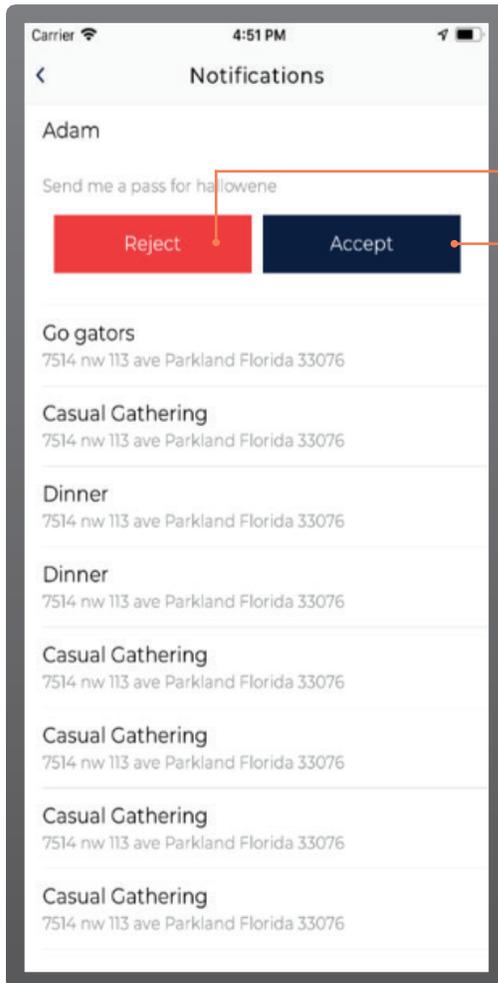
DELETED NOTIFICATION

On the **Notifications** screen, you'll be able to accept or deny any pass requests, view current passes, and view all other notifications.

To delete a notification once you've dealt with it, simply swipe left.

# NOTIFICATIONS

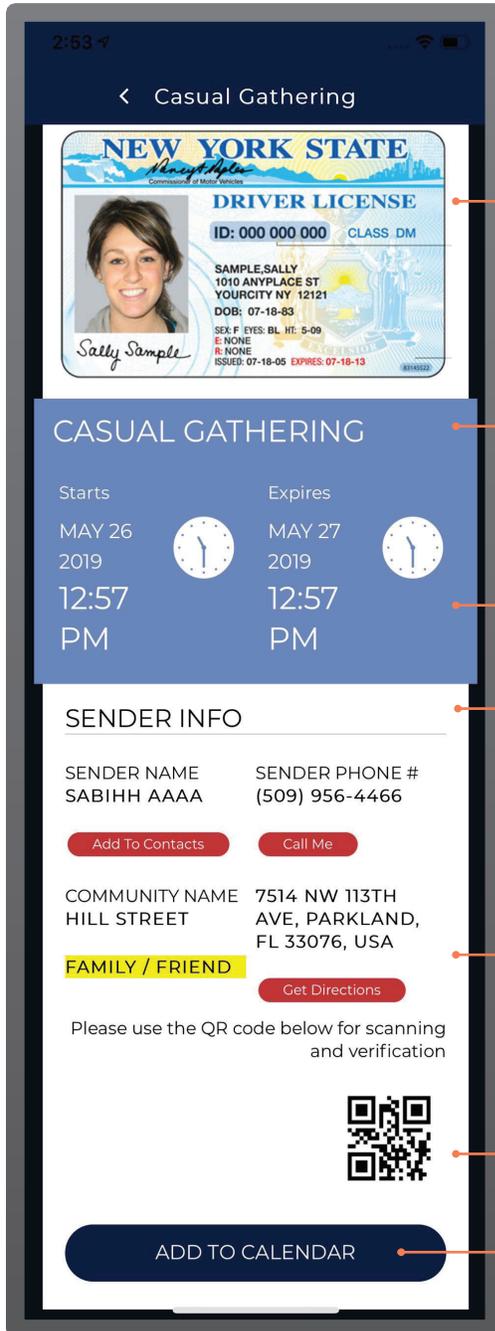
## ACCEPT/REJECT PASS REQUEST



REJECT PASS REQUEST

ACCEPT PASS REQUEST

To process a request for a pass, click to highlight the request and then choose reject or accept. When you accept a request, you are automatically taken to the *Create a Pass* function, where you can customize each pass.



**DRIVER'S LICENSE**

**NAME OF EVENT**

**DATE/TIME OF VALIDITY**

**SENDER INFORMATION**

View who sent the pass and the sender's phone number. You can also add the sender's contact information to your contacts and call them directly.

**COMMUNITY INFORMATION**

View the address of the passholder's final destination. Click the *Get Directions* button for detailed instructions on how to arrive at the final destination.

**SCANNABLE QR CODE**

Scan the QR code to enter the gated area.

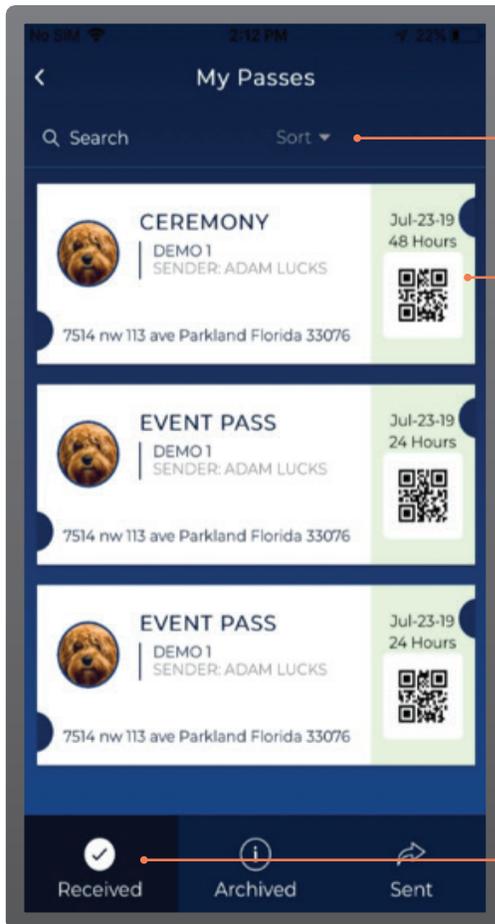
**ADD PASS TO CALENDAR**

Add a reminder directly to your calendar.

The pass details include all of the information you, your guests, and guards need regarding access.

# MY PASSES

## ACTIVE PASSES



**SORT RECEIVED PASSES**

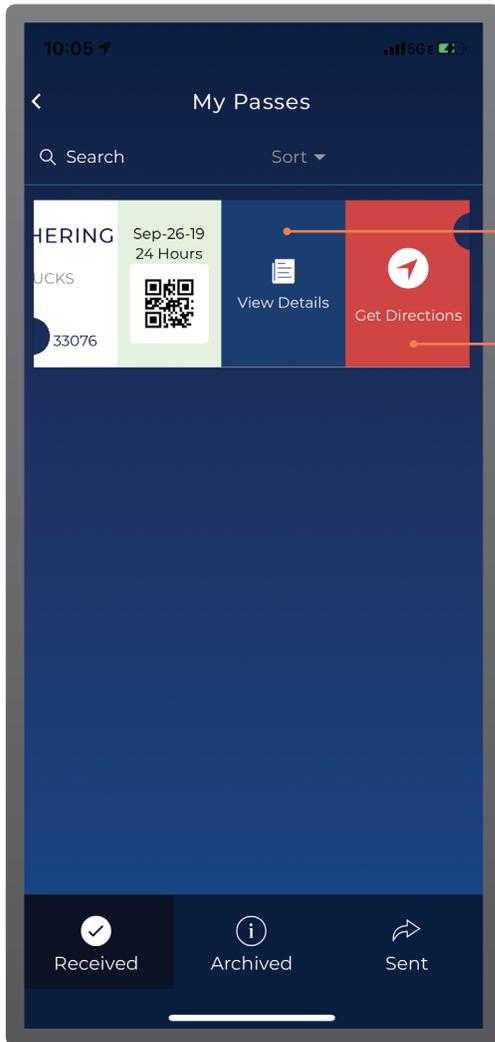
**RECEIVED EVENT PASS**

**RECEIVED TAB**

On the *My Passes* dashboard, click the *Received* tab to view received passes. You can sort your active received passes by community, sender, event name, or date.

# MY PASSES

VIEW DETAILS/GET DIRECTIONS



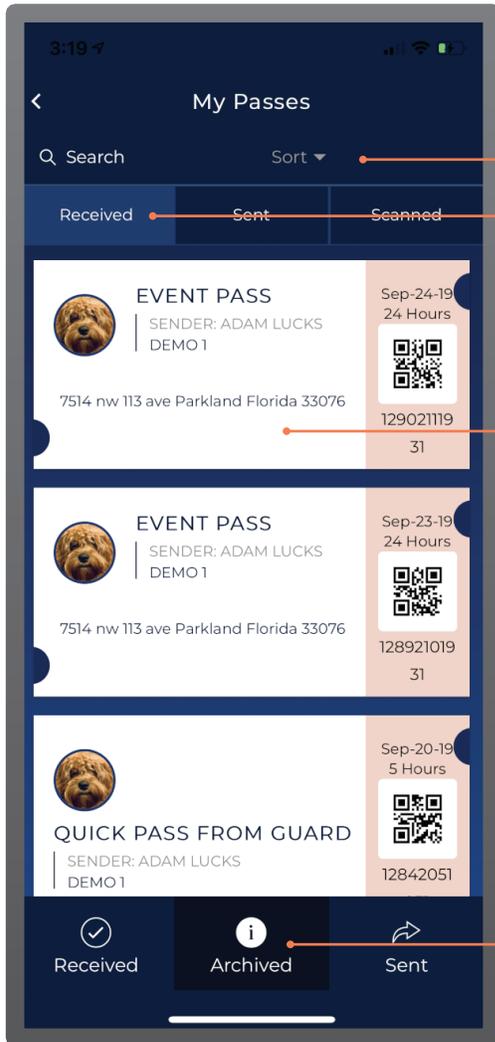
VIEW PASS DETAILS

GET DIRECTIONS

Click on an active received pass to view its details or get directions to your final destination.

# ARCHIVED PASSES

## RECEIVED PASSES



**SORT ARCHIVED PASSES**

**RECEIVED ARCHIVED PASSES**

**ARCHIVED EVENT PASS**

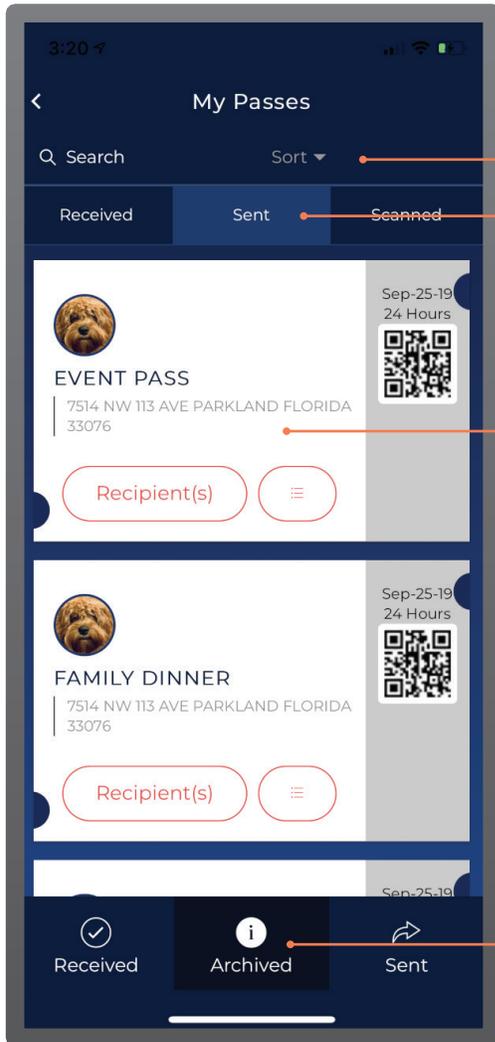
**ARCHIVED TAB**

On the *My Passes* dashboard, click the *Archived* tab to view archived passes. This screen will show your archived received passes.

You can sort your archived received passes by community, sender, event name, or date.

# ARCHIVED PASSES

## SENT PASSES



**SORT ARCHIVED PASSES**

**SENT ARCHIVED PASSES**

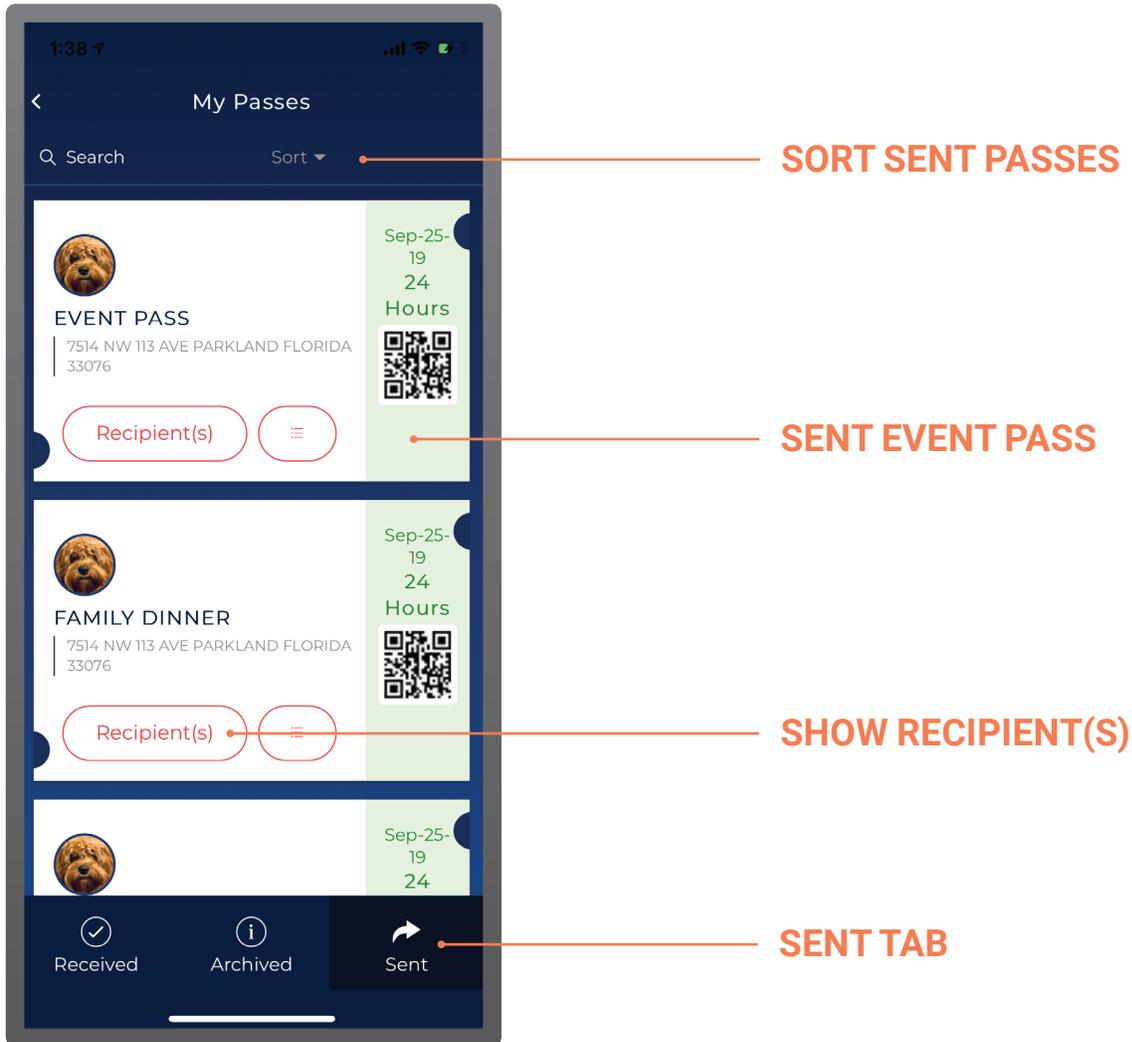
**ARCHIVED EVENT PASS**

**ARCHIVED TAB**

On the *My Passes* dashboard, click the *Archived* tab to view archived passes. This screen will show your archived sent passes.

You can sort your archived sent passes by community, sender, event name, or date.

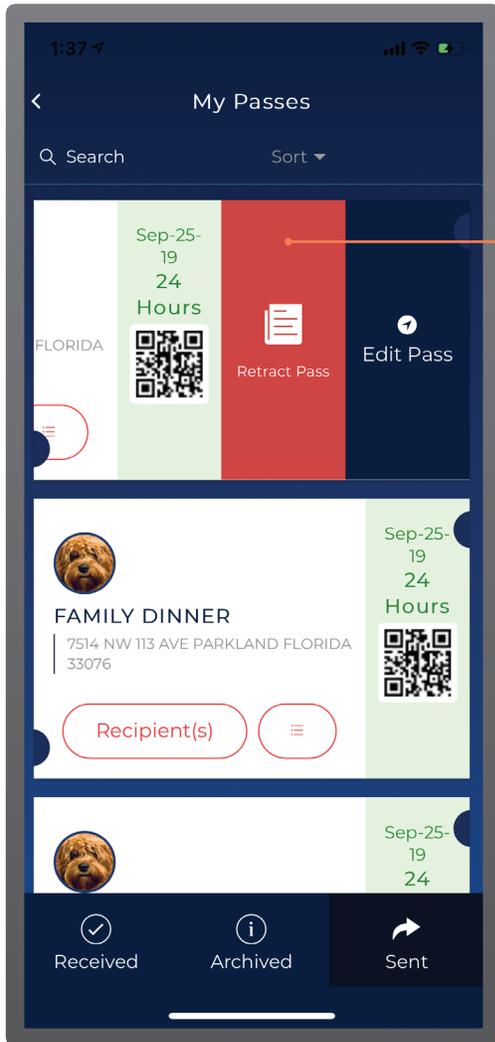
# SENT PASSES



On the *My Passes* dashboard, click the **Sent** tab to view sent passes. You can sort your active sent passes by community, sender, event name, or date.

# SENT PASSES

## RETRACT ENTIRE PASS

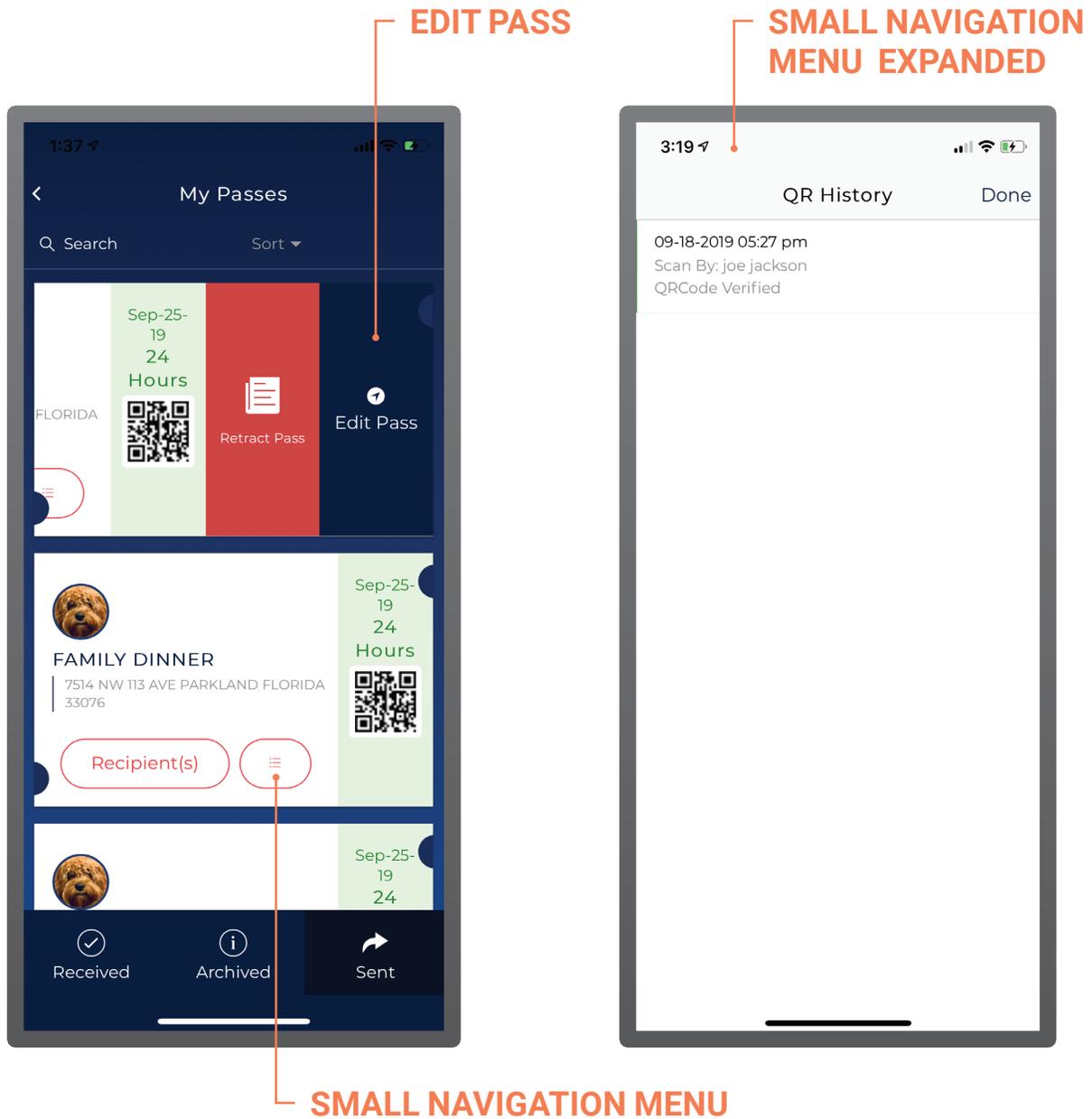


RETRACT PASS

When you retract a pass, the pass will be removed entirely and none of the recipients will continue to have a valid pass. To delete a specific recipient's pass, click on that recipient's pass and swipe right.

# SENT PASSES

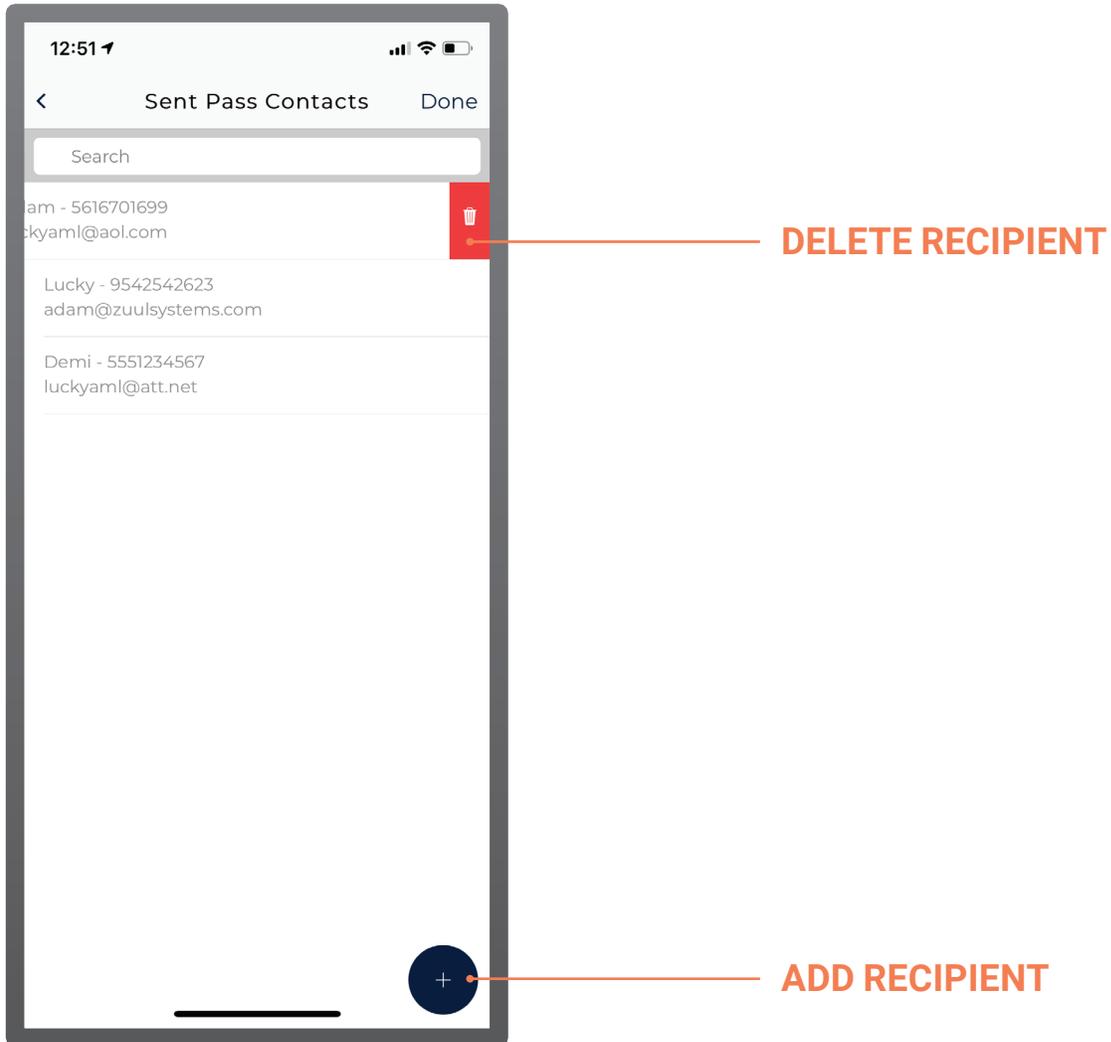
## EDIT PASS



To edit pass details, click on the pass. Then, click on *Edit Pass*.

# SENT PASSES

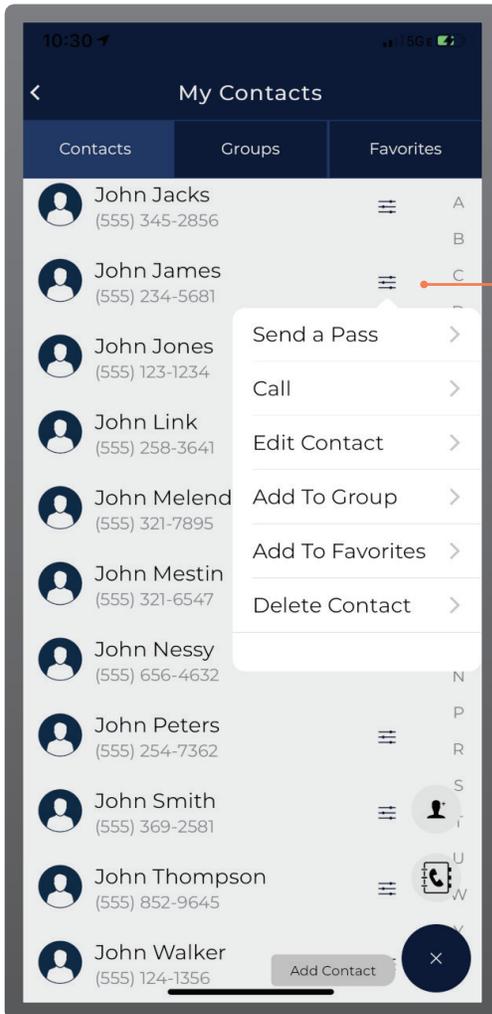
## ADD/DELETE RECIPIENTS TO AN ACTIVE PASS



To add a recipient to an active pass, click the *Add Recipient* button at bottom-right corner.

To delete a recipient of an active pass, click on the contact. Then, click the *Delete* button.

# MY CONTACTS

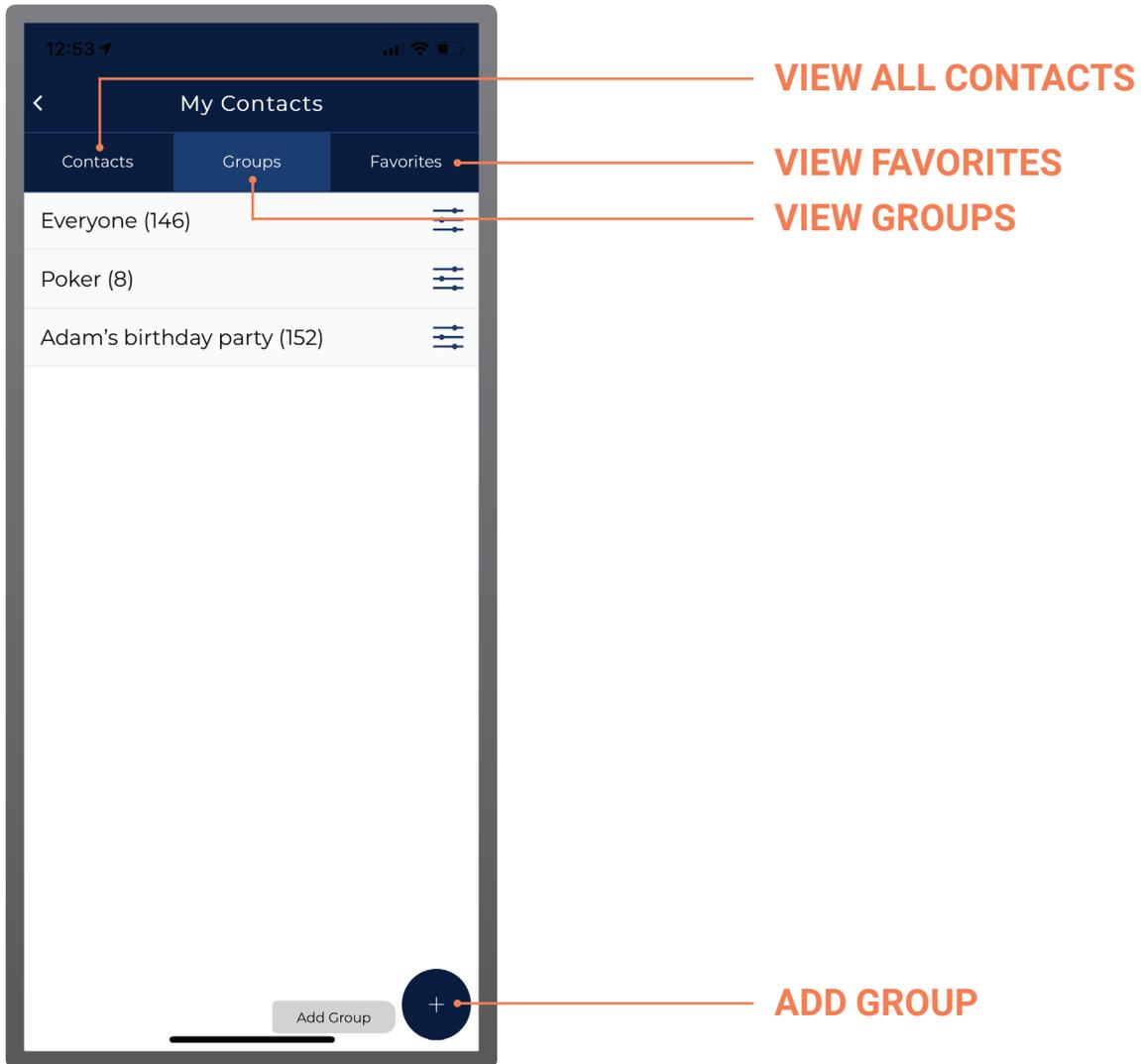


SMALL NAVIGATION MENU

Press an individual contact's *Small Navigation Menu* on the *My Contacts* screen for various options, including sending a pass, calling a contact, editing a contact, adding a contact to a Group, adding a contact to Favorites, or deleting a contact.

# MY CONTACTS

CREATE CONTACTS, GROUPS, AND FAVORITES

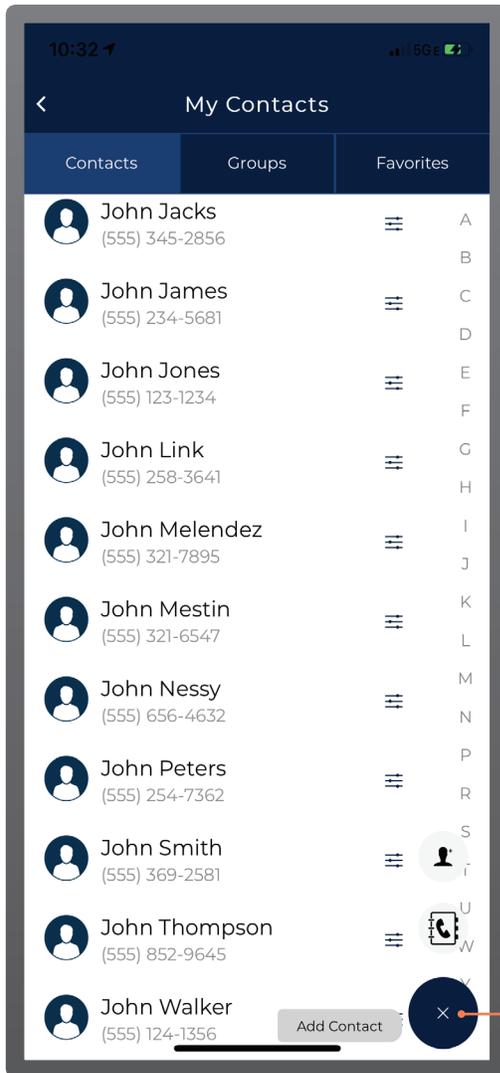


View a full list of your contacts, your contacts organized into groups, or contacts marked as favorites under *My Contacts*.

To add groups, click the *Add Group* button at bottom-right corner.

# MY CONTACTS

## ADD CONTACTS

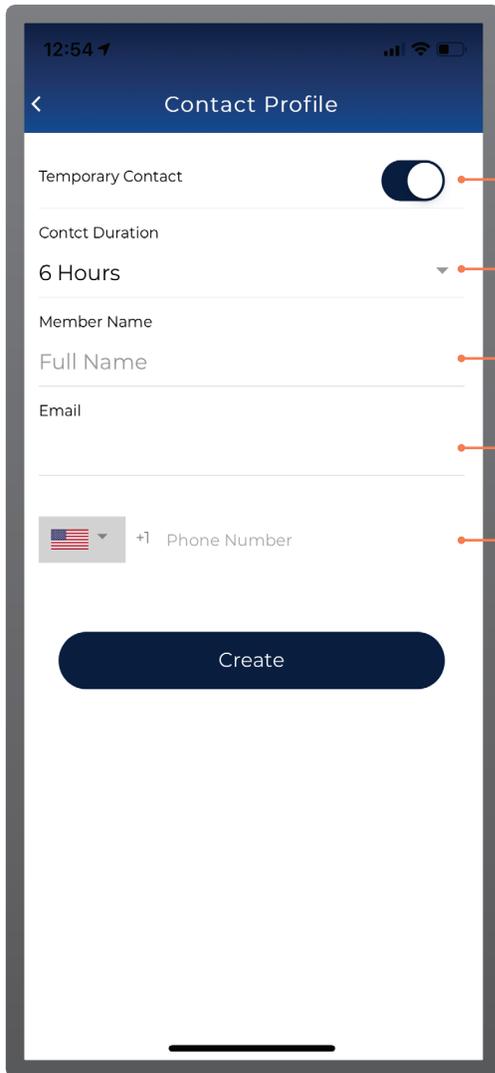


**ADD CONTACT**

To add contacts in ZUUL, press the **Add Contact** button at bottom-right corner. Contacts can be added manually or they can be imported directly from your mobile device.

# MY CONTACTS

## TEMPORARY ACCOUNT



TEMPORARY OPTION

CONTACT DURATION

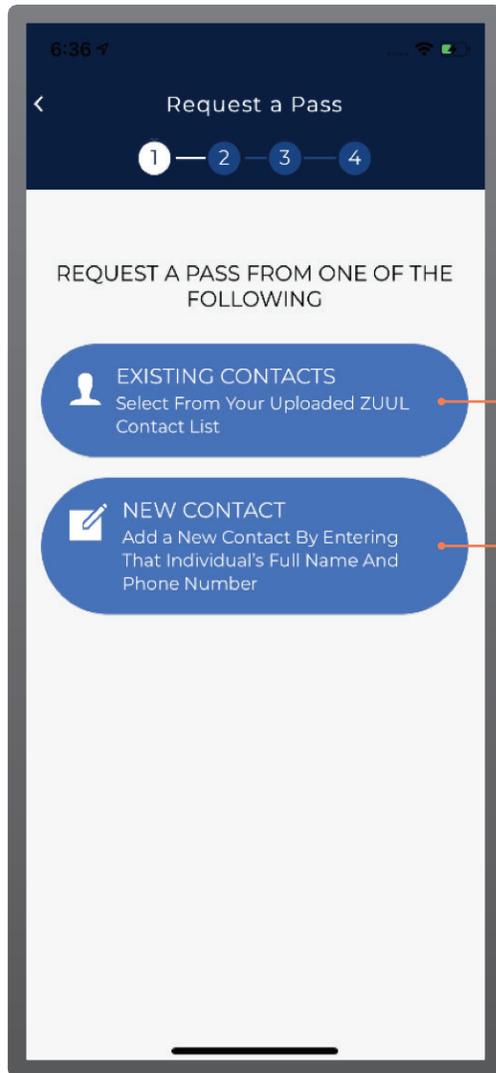
MEMBER NAME

EMAIL

PHONE NUMBER

Users can manually add temporary contacts to ZUUL. Simply fill out the duration of time you will need the contact to be active as well as the contact's name, email, and phone number.

# REQUEST A PASS



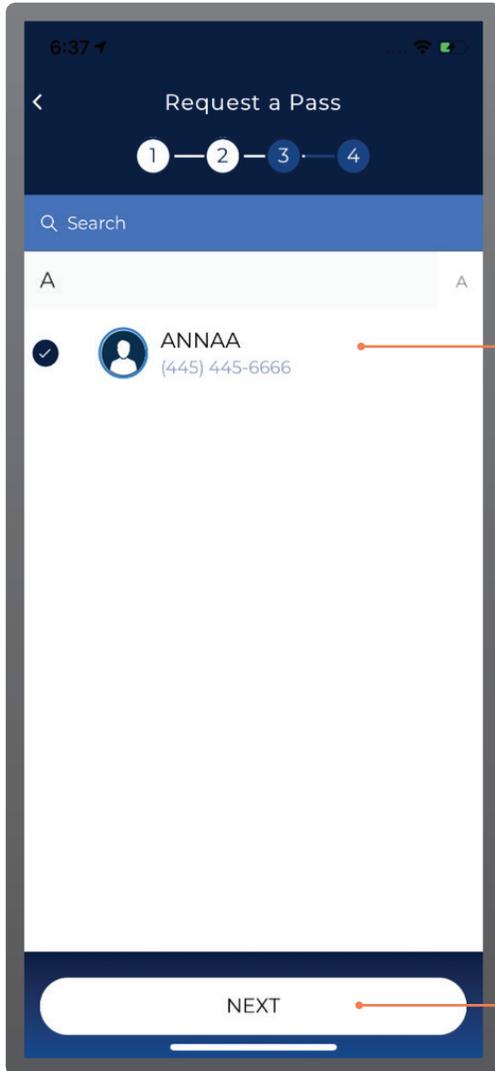
**REQUEST PASS FROM EXISTING CONTACT**

**REQUEST PASS FROM NEW CONTACT**

On the *Request a Pass* screen, you can request a pass from a resident who is an existing contact or new contact.

# REQUEST A PASS

## EXISTING CONTACT



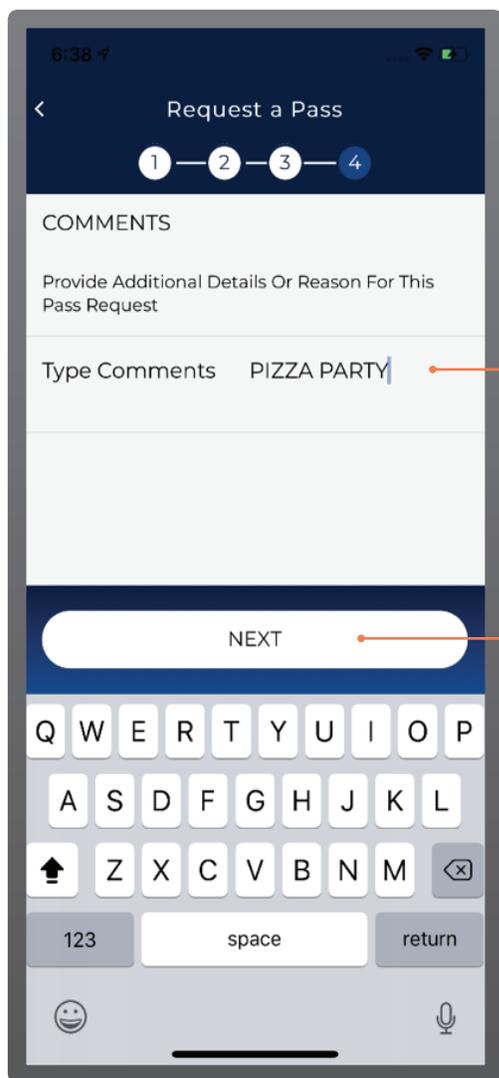
EXISTING CONTACT

NEXT

If the contact you are requesting a pass from already exists, press the circle next to that contact's name. Then, press the **Next** button at the bottom of your screen.

# REQUEST A PASS

## REASON FOR VISIT



COMMENTS FIELD

NEXT

In the *Comments* field, enter the reason for your visit. For example, if you're delivering pizza, you might enter "Pizza Party."

Then, press the *Next* button at the bottom of your screen.

# REQUEST A PASS

## NEW CONTACT

A screenshot of a mobile application interface for requesting a pass. The screen is titled 'Contact Profile' and has a dark blue header with a back arrow. Below the header, there are several input fields: a toggle switch for 'Temporary Contact', a dropdown menu for 'Contact Duration' (set to '6 Hours'), a text field for 'Member Name' (with 'Full Name' as a placeholder), a text field for 'Email', and a text field for 'Phone Number' (with a country code dropdown set to '+1'). At the bottom of the form is a dark blue button labeled 'Request'.

TEMPORARY OPTION

CONTACT DURATION

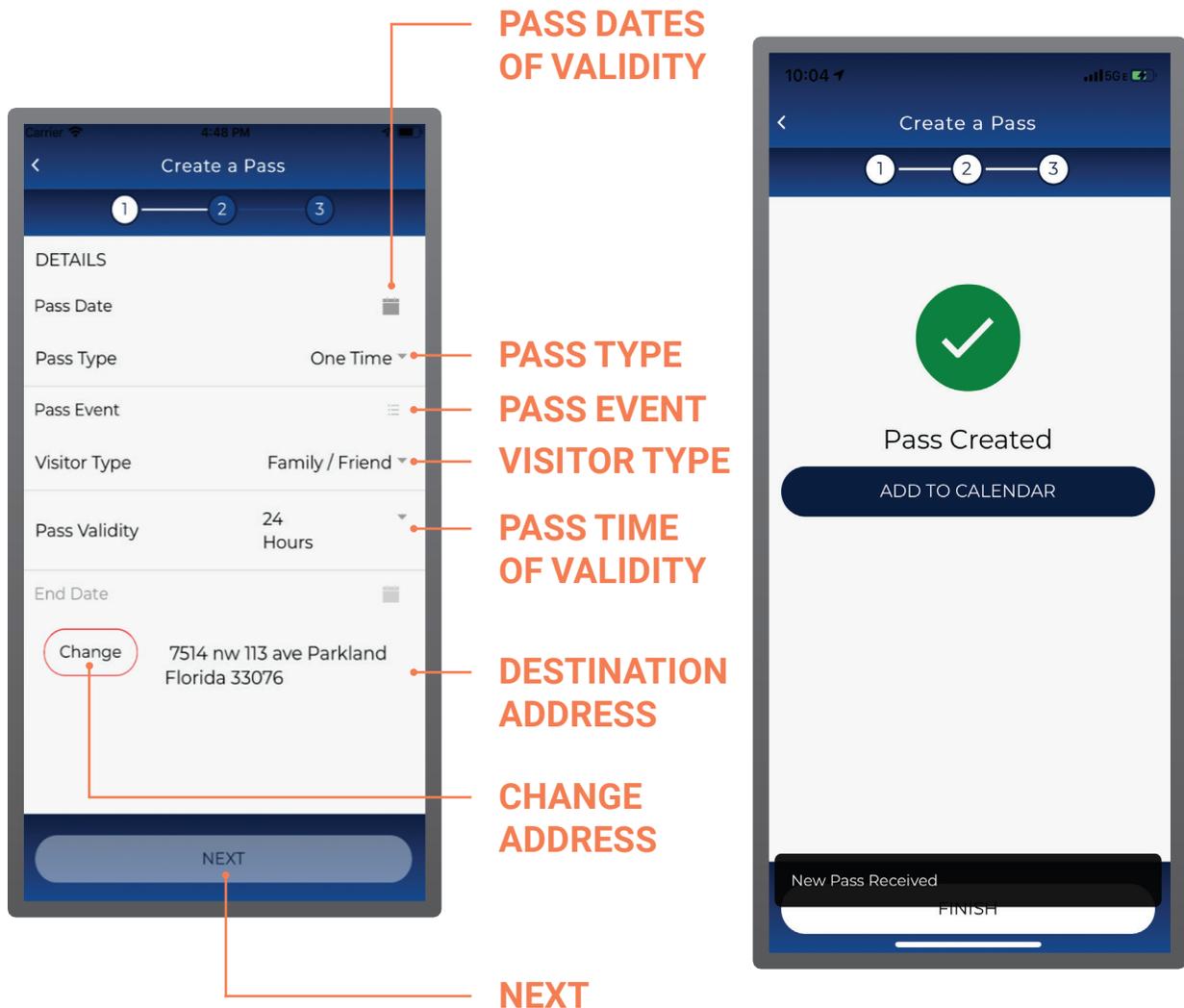
MEMBER NAME

EMAIL

PHONE NUMBER

Guests can also request the resident to be a temporary contact. Simply fill out the duration of time the resident will be active as a contact as well as their name, email, and phone number.

# CREATE A PASS



To create a pass, start by entering the date and time the pass will become valid in the **Pass Date** field. Then, fill out the **Pass Type** field. You can choose to send a one-time pass, a recurring pass, or a pass to yourself.

Proceed to choosing the reason for the visit in the **Pass Event** field and your relationship to the pass provider in the **Visitor Type** field. Choose the length of time the pass will be active under the **Pass Validity** field. Confirm the address of the final destination. The address will default to your home address, but you can edit it by pressing the **Change** button.



**FOR FURTHER ASSISTANCE:**

**EMAIL [SALES@ZUULSYSTEMS.COM](mailto:SALES@ZUULSYSTEMS.COM)**

**VISIT [ZUULSYSTEMS.COM](http://ZUULSYSTEMS.COM)**

