



USER GUIDES

GETTING STARTED WITH ZUUL

Look in your email for a Welcome email from **support@zuulsystems.com**. If not found in your inbox, it may have gone to your spam folder. Find your **PHONE NUMBER** and **TEMPORARY PASSWORD**, as they will be needed to create your account.

If the phone number is incorrect, **STOP**, and speak with your property manager.

Download the ZUUL Systems app from either the App Store or Play Store. Please note, you want to download the ZUUL app that has a dark background and the ZUUL Systems logo in white.

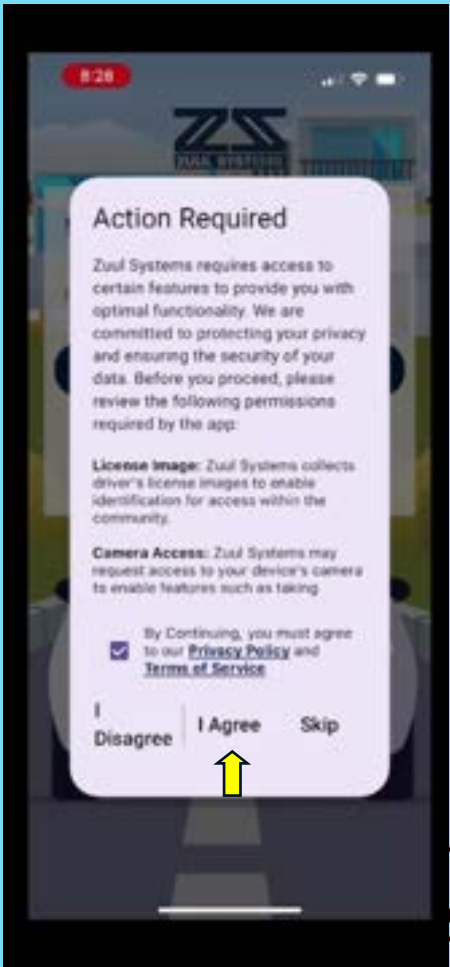
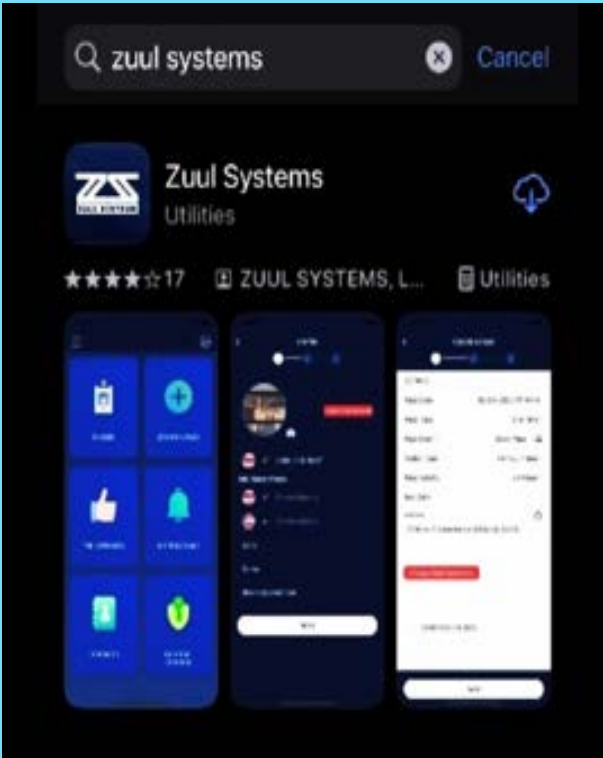
When prompted, **Check the box** agreeing to Privacy Policy and Terms of Service. **Press “I Agree”**.

At the login screen, type in the Phone Number and Temporary Password found in your Welcome email.

Press “Sign In”.

You will then be prompted to create and confirm your new password. Please note your new password must be at least 9 digits long, with at least 1 uppercase letter, 1 lower case letter, 1 number, and 1 special character (!, @, #, \$, %, ^, &, *). Press the eyes to the right to see what you typed to make sure they match.

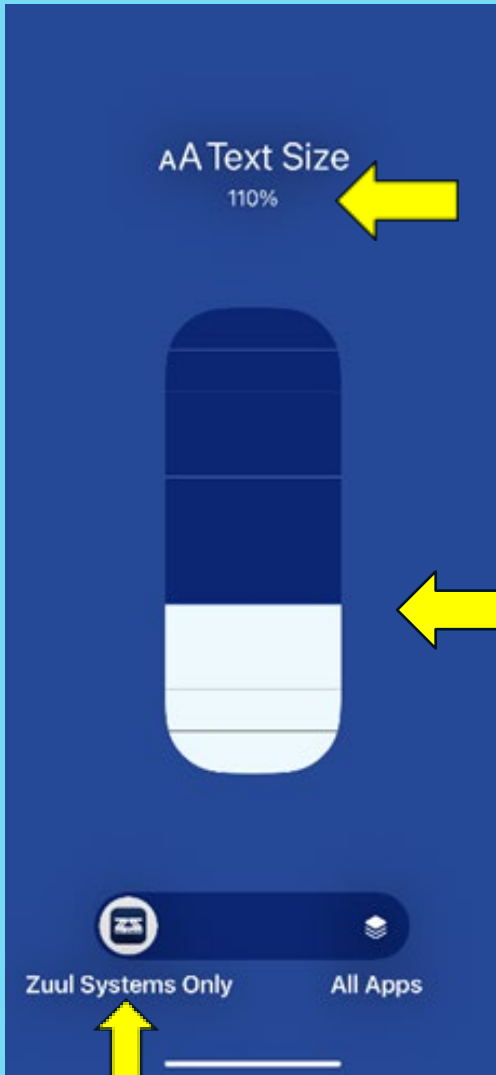
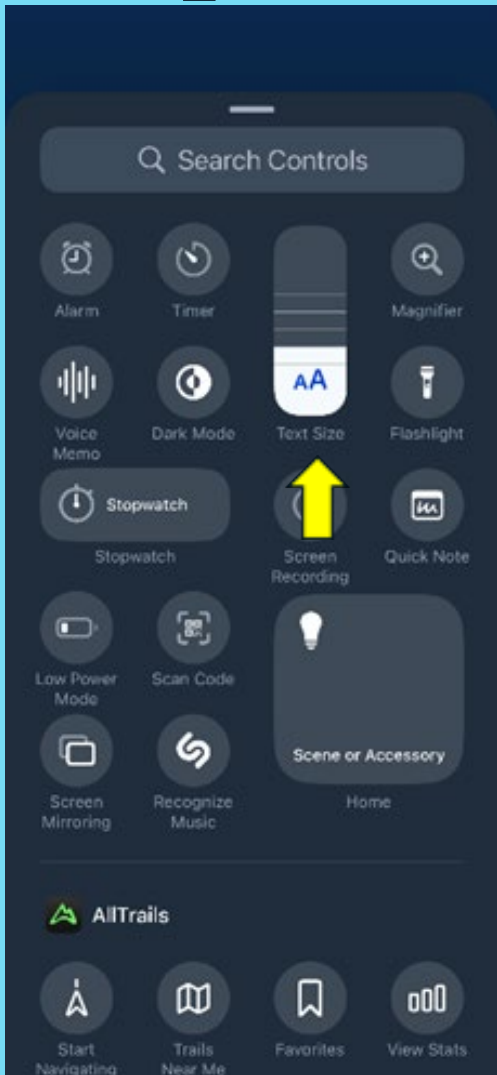
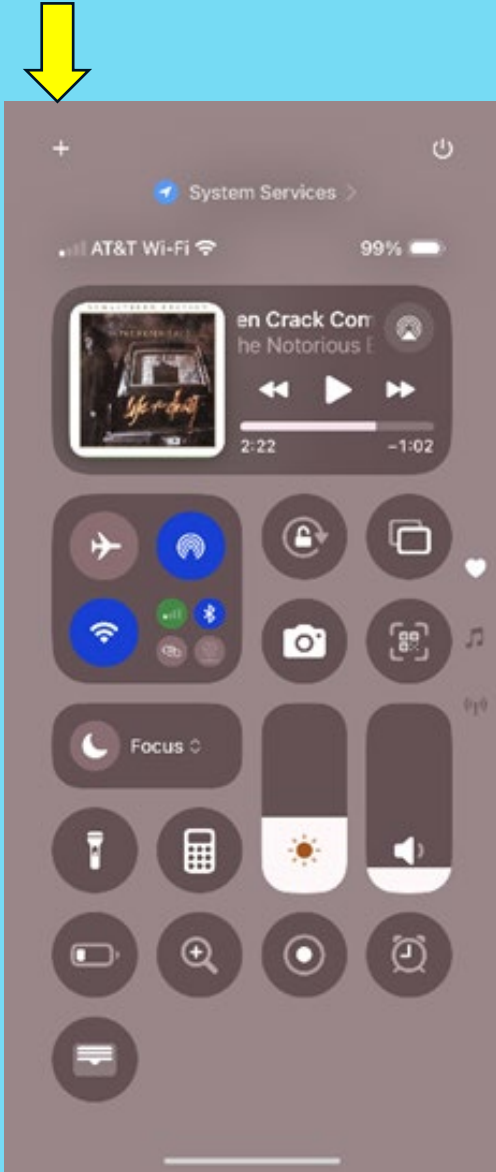
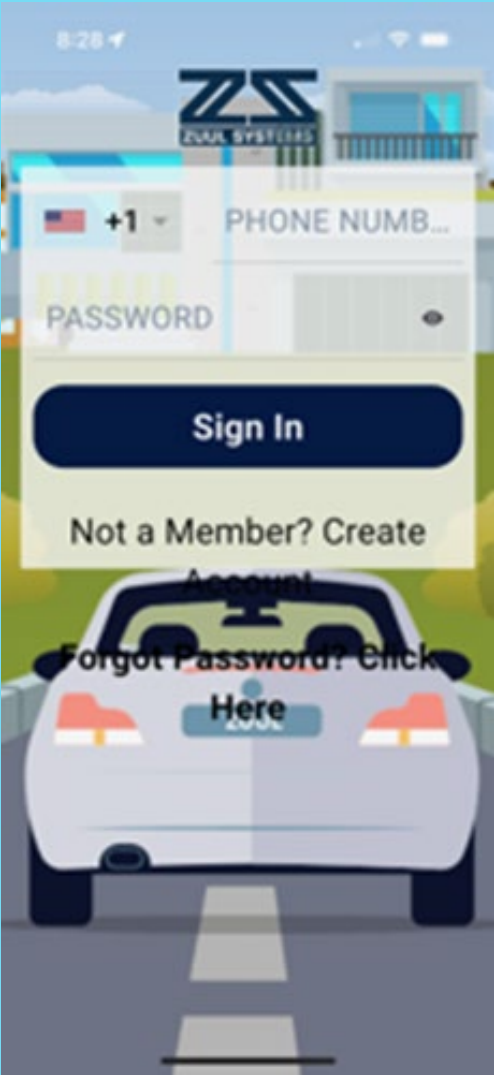
Press “Update”.





USER GUIDES

ADJUSTING TEXT SIZE



1. Open ZUUL App
2. Place finger on upper right corner of screen and drag down
3. If Text Size already in Control Board skip to step 7
4. If Text Size not in Control Board, press + button in upper left corner of screen
5. Press + Add a Control at bottom of screen
6. Select Text Size and add to control board
7. Press finger down on Text Size Control until it opens to a full screen
8. Select 110% and Zuul Systems Only
9. Re-open ZUUL Systems App



Check that the information on Page 1 of your Profile is accurate. You can also add up to 2 additional phone numbers for the officers to call you at.

Press “NEXT”.

On the Contact Information Page, enter the address of the unit of the community ZUUL is being used in.

You may need to press in the middle of the screen after you select the state, in order to remove the keyboard.

Press “NEXT”.



The last page of your profile requests that you upload an image of your driver’s license.

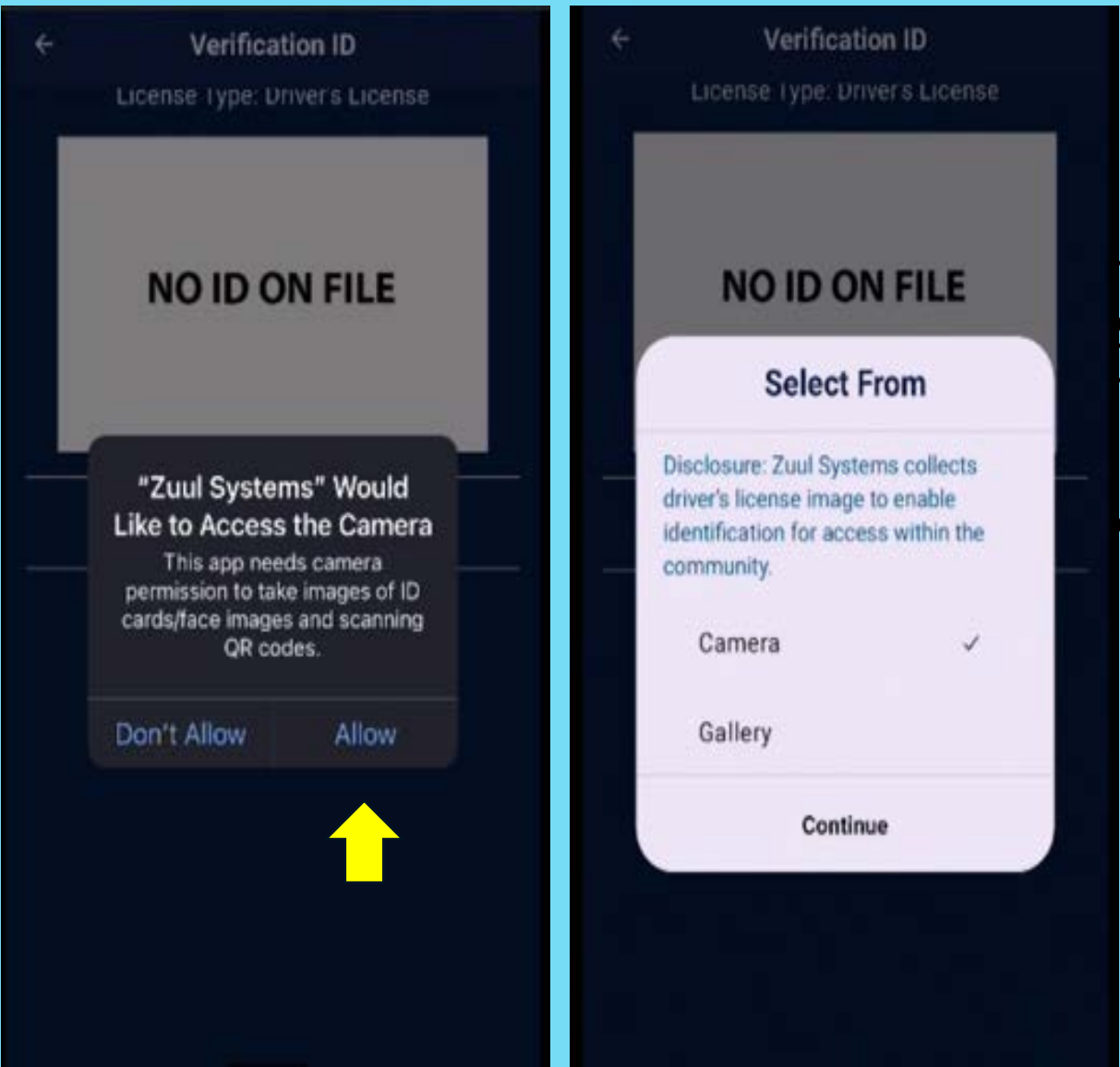
- **Press “+ Upload License”.**
- **Select “Camera”** and allow access.
- Take a picture of your driver's license, and **Press “Use Photo”.**

IF YOU ARE NOT COMFORTABLE UPLOADING YOUR LICENSE, TAKE A PICTURE OF ANYTHING AND **PRESS “USE PHOTO”.**

Press “FINISH”.

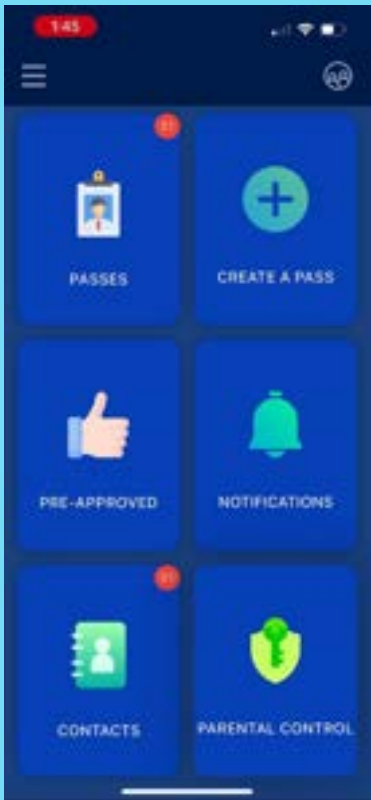
You will see that your profile has been updated.

PRESS “CONTINUE”.



CREATE YOUR OWN RECURRING NO LIMIT PASS

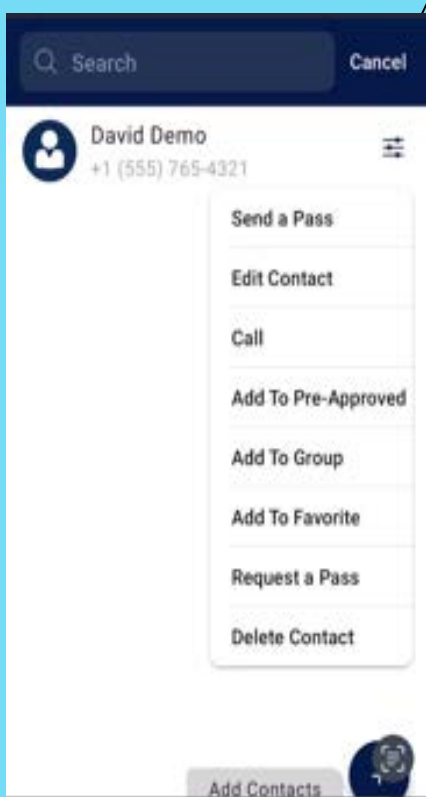
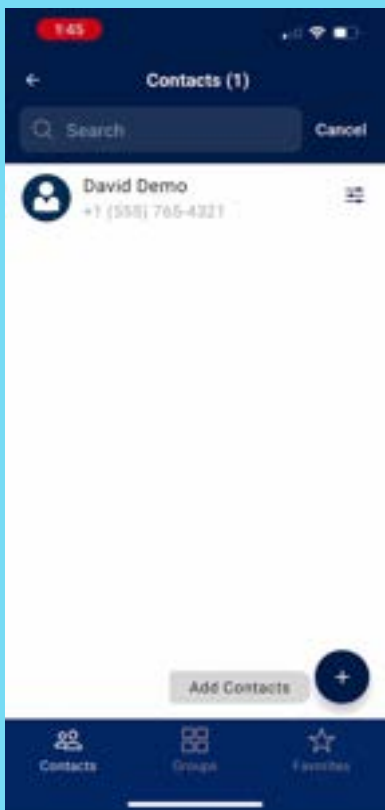
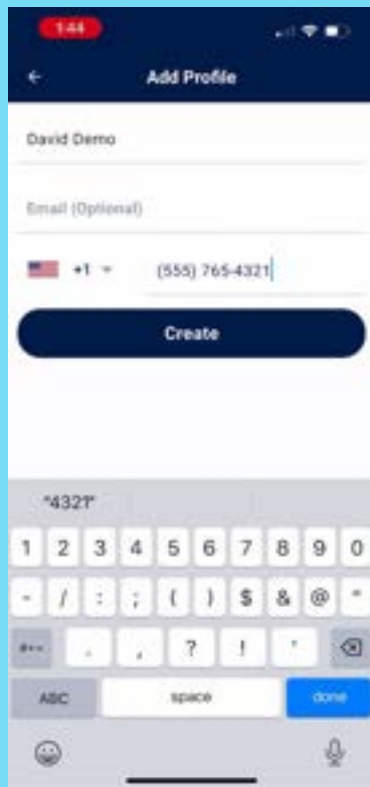
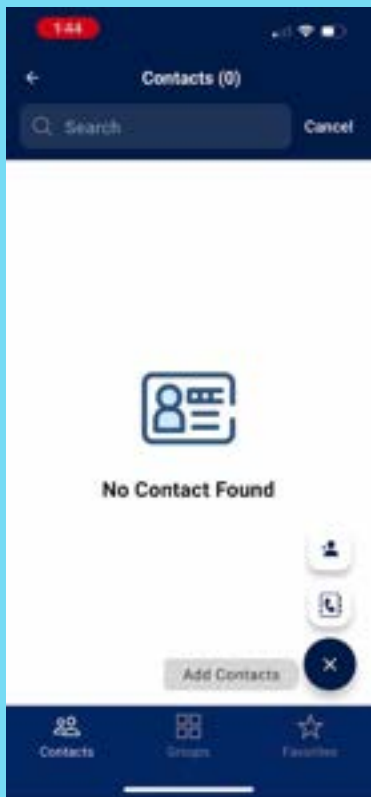
- Open your ZUUL Systems App and **Press on the “CONTACTS” Tile.**
- In the bottom right corner, **Press on the “+”** next to Add Contacts.



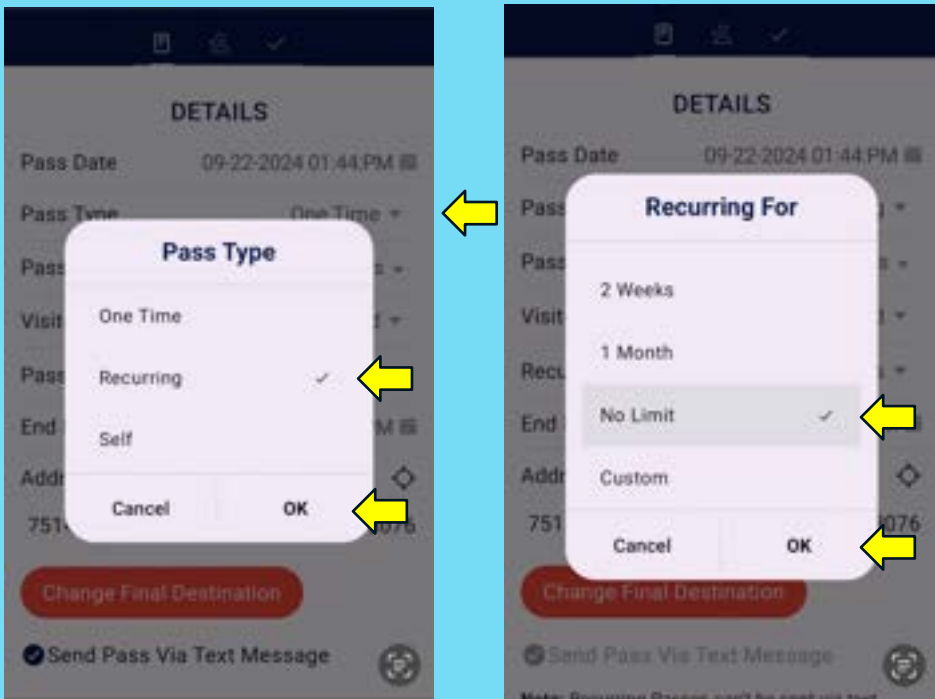
- For this example, please select the top option, **“the head”**, which allows you to create an entry manually.
- You can also import contacts by accessing the phone book on your device.
- Type in your name and enter the phone number used to create your account.
- You do not need to enter an email; it is optional.

Press “Create”.

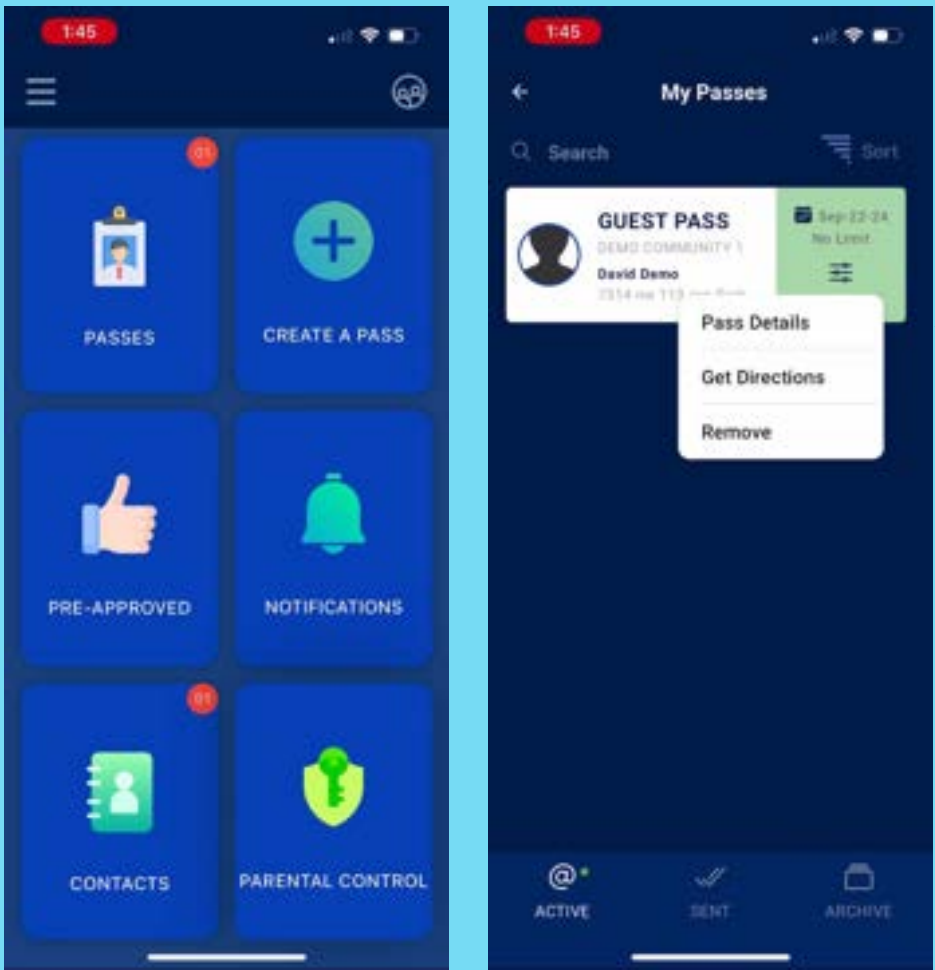
- When the page refreshes, you will see your name listed with 3 horizontal lines to the right.
- **Press on the “3 horizontal lines”** and **Select the top option, “Send a Pass”.**



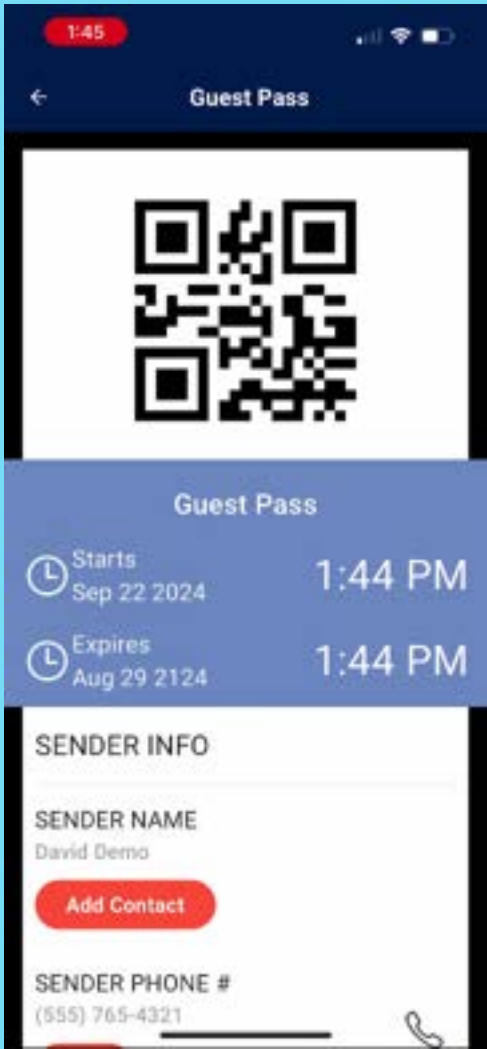
- On line 2, Pass Type. **Press on “One Time”**.
- Scroll to “Recurring”. **Select “Recurring” and Press “OK”**.
- On line 5, it will now say Recurring For and defaults to 3 hours.
- Press on “3 Hours”** and scroll down to “No Limit”. **Select “No Limit” and Press “OK”**.



- Scroll down to the bottom of the page, **Press “Next”**.
- You will be notified that your pass has been sent. **Press “Finish”**.
- You will now be brought back to your Contacts screen. **Press the “back arrow”** in the upper left corner, and you will now be back to your dashboard.
- To use your Recurring No Limit Pass, **Press on the “PASSES” Tile** on your dashboard.
- On your pass, **Press on the “3 horizontal lines”** under No Limit and **Select “Pass Details”**.

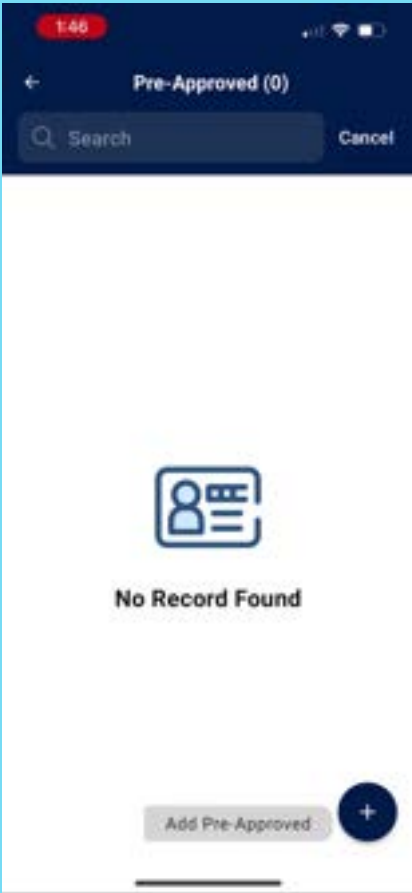
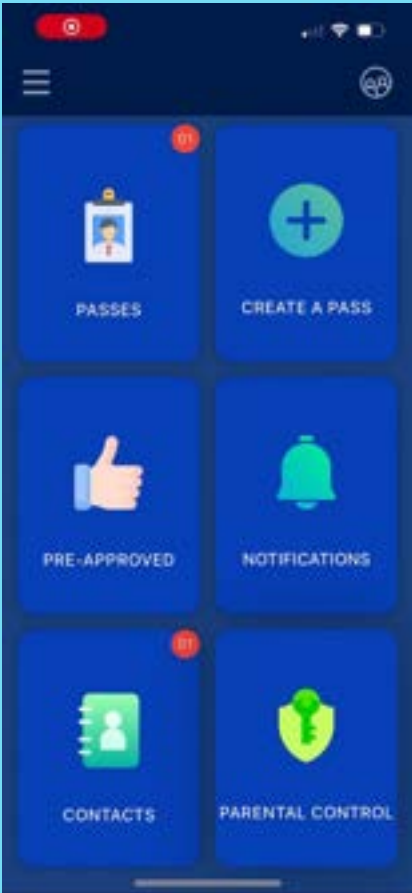


- Scan your QR code by the officer or kiosk.
- Once scanned, that QR code is no longer valid.
- To receive your new QR code, go back to your dashboard and **Press on “PASSES” Tile**. **Press on the “3 horizontal lines”** under No Limit on your pass and **Select “Pass Details”**. A new QR code will be available for use (valid 15 minutes after prior recurring pass QR code was scanned).



YOUR PRE-APPROVED GUEST LIST

Open your ZUUL Systems app and **Press on the “PRE-APPROVED” Tile.**

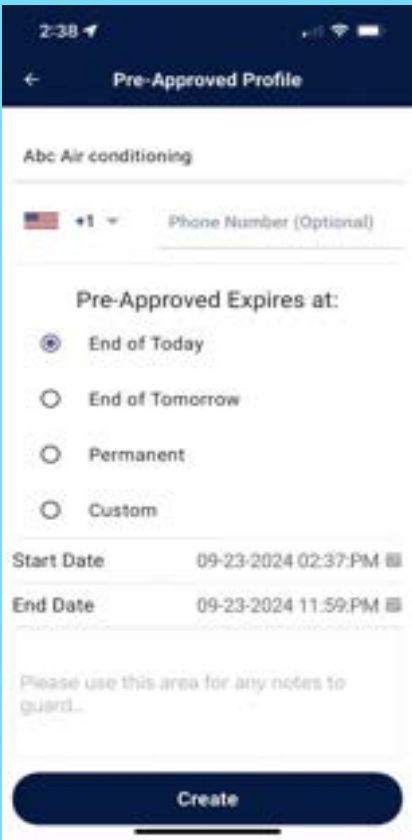


In lower right corner, **Press the “+”** next to Add Pre-Approved.

For Vendors and Deliveries

- Type in the name of the Company; example, ABC Air Conditioning.
- Always leave the phone number **EMPTY**.
- Select when you want the entry to automatically be removed from your list.
- You can also leave notes regarding that guest for the officer to see.

Press “Create”.

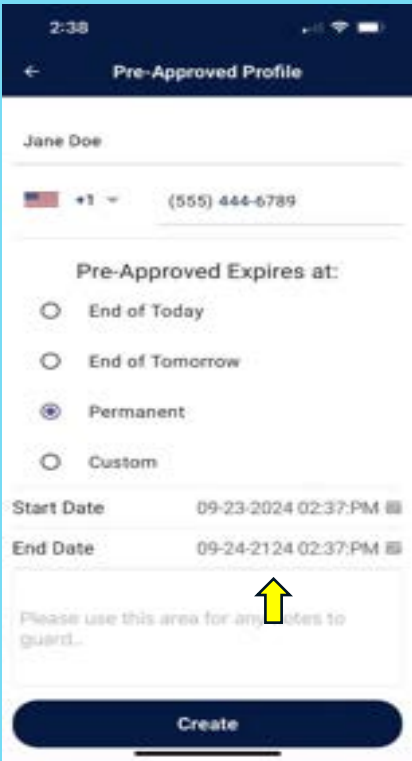


For Family and Friends

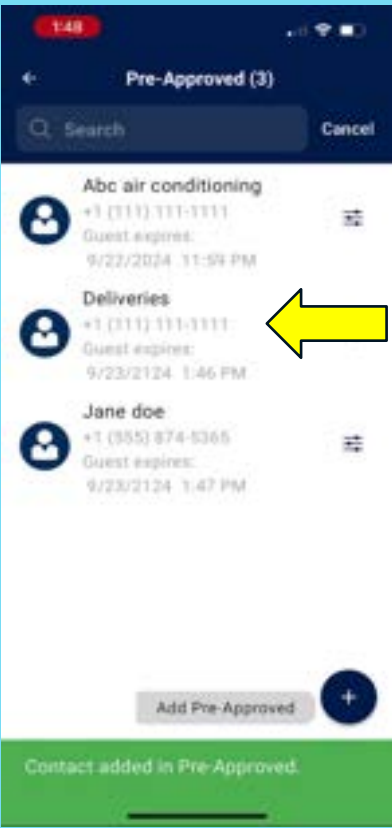
- Type in BOTH their **NAME AND CELL PHONE NUMBER**.
- Select when you want them to drop off your list or remain permanently.

Please note, when you select permanent, the year changes by 100 years.

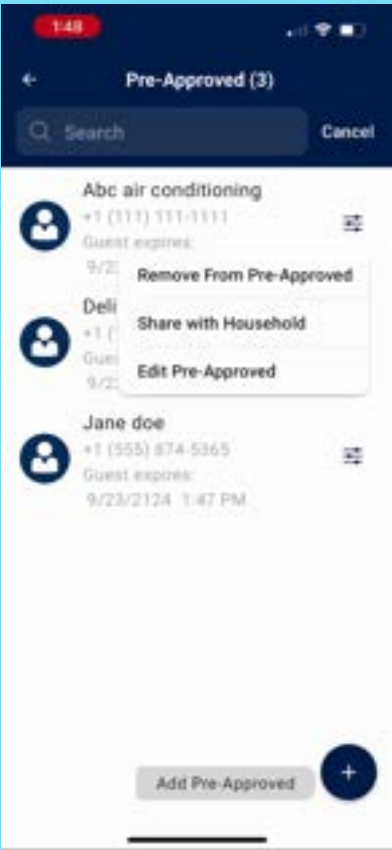
Press “Create”.



Your Pre-Approved list shows you your guest’s name, associated phone number, and expiration date. Please note, when the phone number is left empty, the result is 111-111-1111. When processing a guest with this generic phone number, the security officer is instructed to take a picture of this guest’s driver’s license.



- Press on the “3 horizontal lines”** to the right of any entry, and you can select to:
- manually remove that entry from your list
 - share (add) that guest to the list of everyone else in your household
 - edit

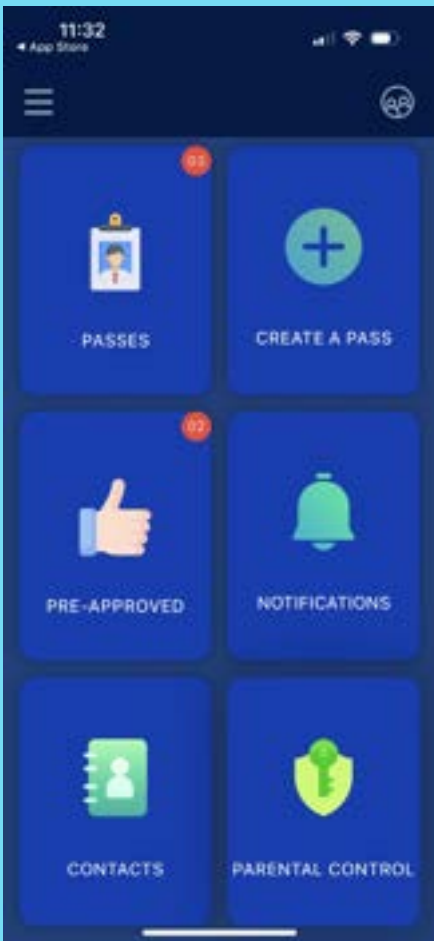


You can also add a Contact to your Pre-Approved list by going to your Contacts. **Press on the “3 horizontal lines”** next to their name, and **Select “Add to Pre-Approved”**.



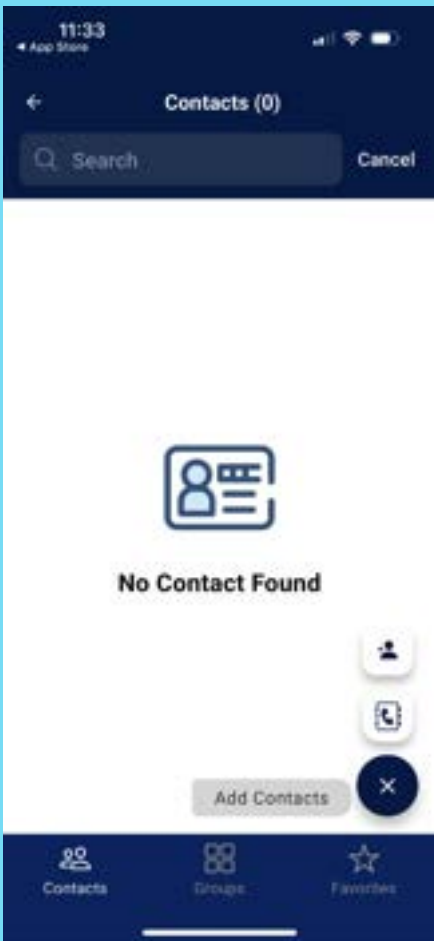
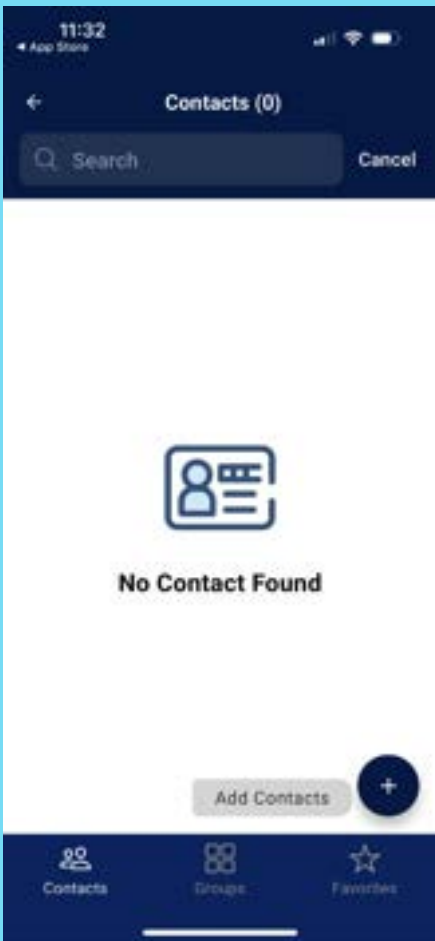
IMPORT CONTACTS FROM CELL PHONE

Go to your ZUUL Systems Dashboard and **Press the “CONTACTS” Tile.**



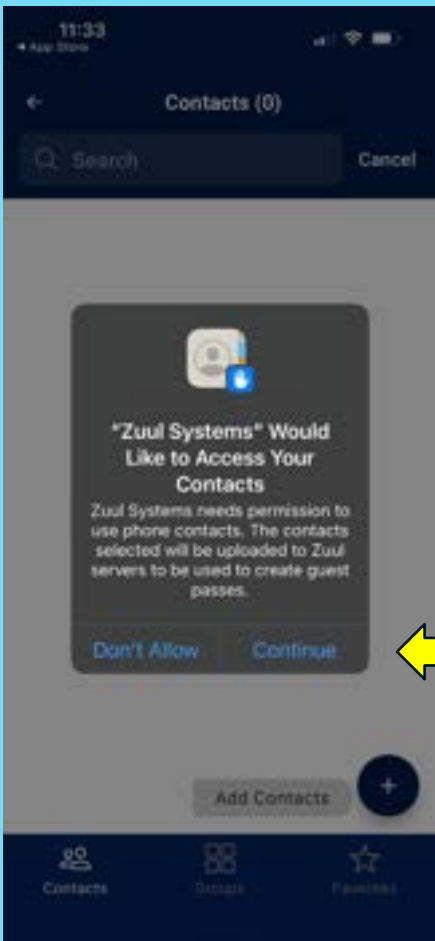
Located in the bottom right corner, **Press the “+”** next to Add Contacts.

Press the “Phone Book” icon.



When asked to give ZUUL access to your Contacts, **Press “CONTINUE”.**

When asked how you want to share contacts, **Press “SHARE ALL”.**



Your contacts will be displayed in order by First Name.

A checkmark will be shown next to the phone number you would import, if you select that individual.

You can scroll through your list, or you can type a name in the search bar.

Press on the “circle” to the left of any name to select it for import.

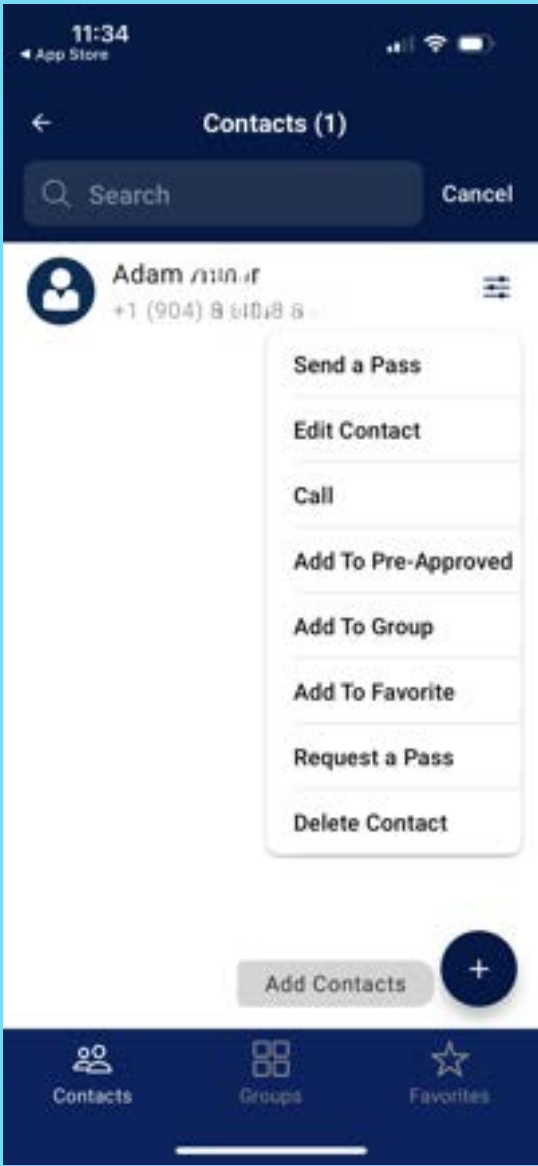
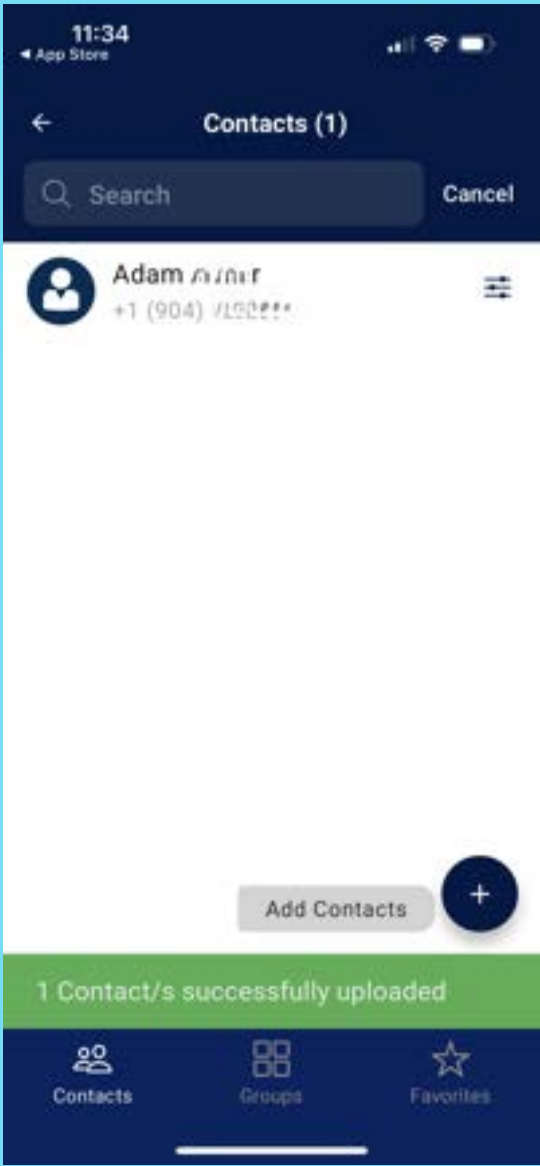
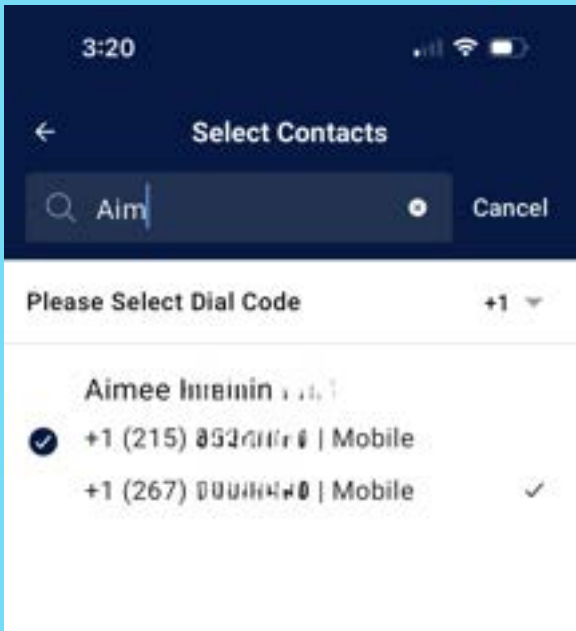
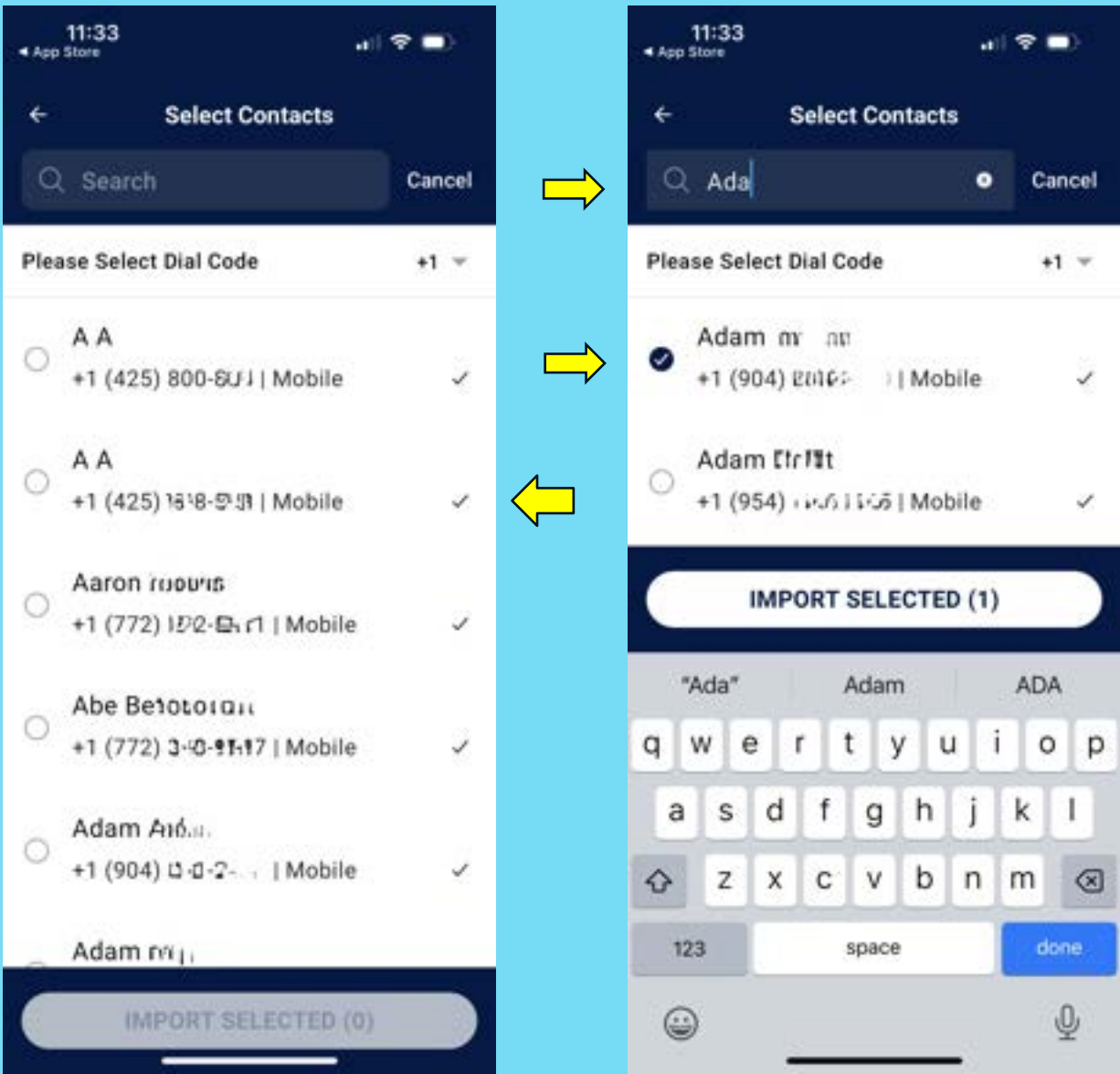
If the contact has multiple phone numbers, and you want to change which will be imported, **Press to the right** of the number you want, and the checkmark will move.

When you have completed making your selections, **Press the “IMPORT SELECTED”** button.

If you select many contacts at once to import, please note it may take up to one second per entry. Please be patient.

A confirmation of import will appear at the bottom.

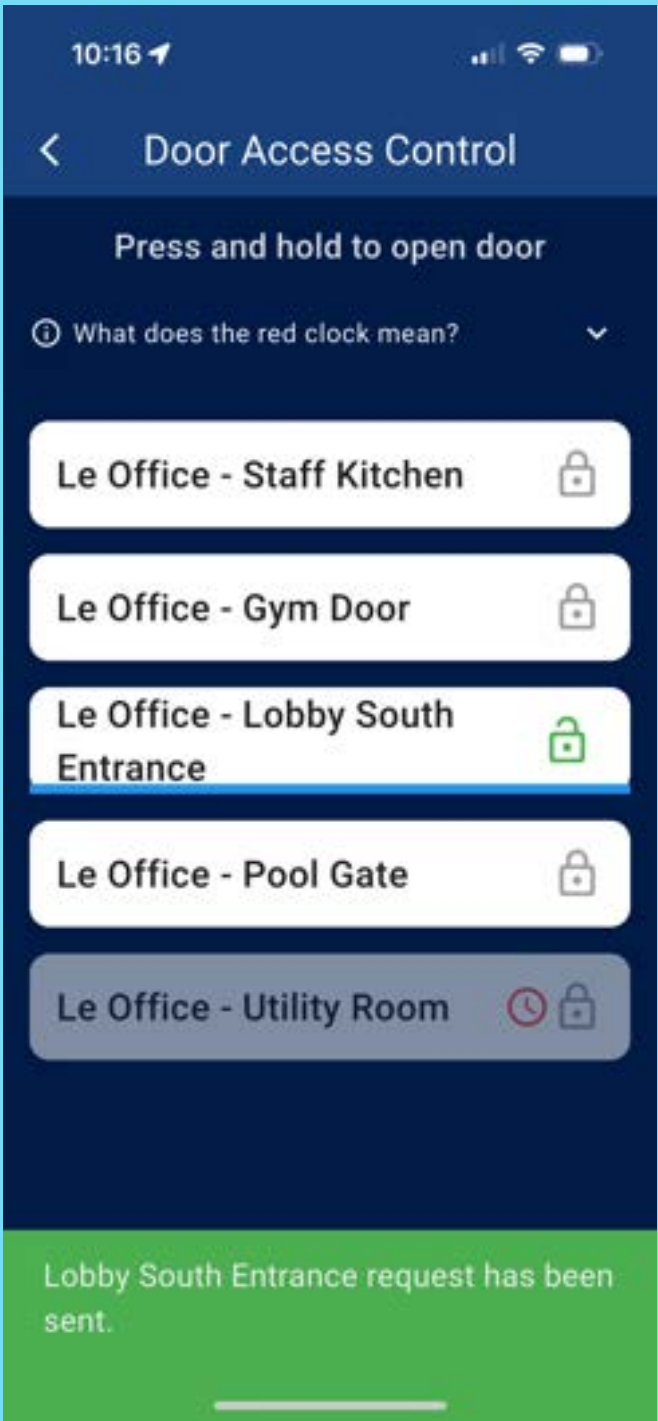
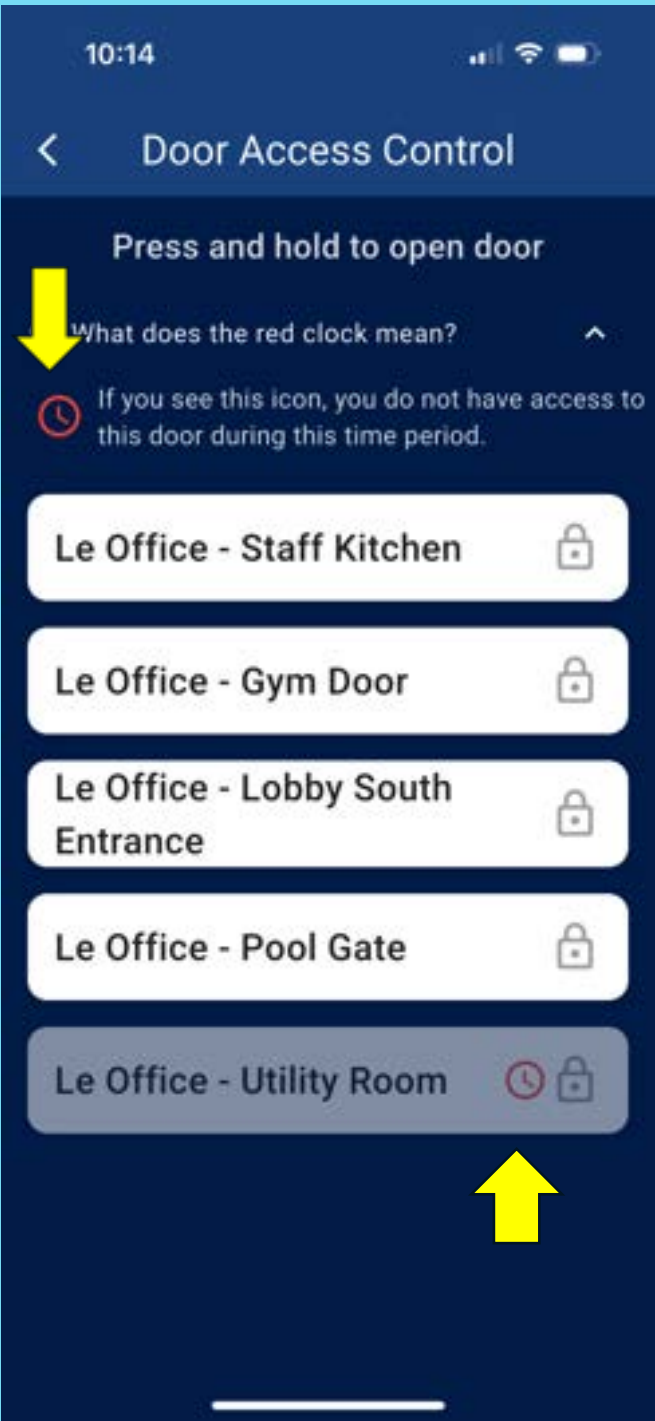
Press the “3 horizontal lines” to the right of any entry to choose an option from the dropdown.





USER GUIDES

ZUUL KEY



PRESS on the KEY in the upper right corner of your dashboard

Note that a RED CLOCK means that you do not have access to that door at this time

Press and hold your finger down on the door you want to open until you see the “Entrance request has been sent” message in green at the bottom