

User Reference Guide for CellGate Access System

- Once you have officially registered by sending in your form available on the website fairwaysatriverchase@nabrnetwork.com to customercare@nmitx.com you can start taking advantage of all the new capabilities of the new CellGate access system.
- Start by downloading the CellGate Application from the App Store. It uses your email address to link you to the system. Once you download the application you will need to set up a password using the following steps.
 - Locate the “Forgot Password” button on the App.
 - Request a temp password that will be emailed to your email address.
 - Enter the temp password to login to the home page.
 - You will see the address of the Kiosk on your home page
 - Hit the 3-bar icon in upper left-hand corner of the app.
 - Go to settings
 - Hit the reset password button
 - Reset your password to what you want to use moving forward
 - You can also select facial recognition or finger print access methods
- Register your toll tags by simply completing the form available on the website and sending it to “CJ” at Customercare@nmitx.com. Pictures of your toll tags are not necessary but if included are used to verify the numbers are correct. If including pictures, make sure they are sent as attachments in the email and not embedded as pictures which occurs by default on iOS devices (iPhone and iPad).
- You can elect to purchase a sticker through NMI customer care if you do not have a toll tag. Do NOT purchase a sticker and use it on a vehicle with a toll tag because the system will not be reliable and will read the first tag it sees.
- Once you have a registered toll tag or sticker you only need to approach the gate and the gate should open. If not please report your problem to “CJ” at Customercare@nmitx.com.
- User can also open the gate at anytime from anywhere with their CellGate App. This would operate same as the clicker you are familiar with. If someone calls you directly you can open the gate for them.

- Users with the CellGate App can also see the individuals that are using the Kiosk Directory for entry before they allow them to enter. You can also speak with and see the individual requesting entry. The video is recorded and stored for 30 days.
- Phones without CellGate App can accept call from Kiosk Directory by pressing 1 to accept the call (30 seconds to accept call). If you do not accept the call terminates. If you accept the call press * or 9 to open the gate.
- Users can request that their phone calls from the Kiosk be a rotary sequence for the phone numbers that are registered or they can all be called at the same time.
- Users can request private codes for their use. Most home owners will only need 2. Request codes by emailing "CJ" at customercare@nmitx.com. These private codes can be entered at the Kiosk for entry. Best practice is to have one for personal use and another for services. If you need to change or request an additional private code contact "CJ" at Customercare@nmitx.com.
- Users will be provided a community code for operating the PD gates. The HOA Board will manage the code for the Pedestrian Gates.