

Securiteam Virtual Guard Contact

The phone number on the kiosk is the main number to call – 888-317-3638.

- Option 1 is to allow a guest through the gate.
- Option 2 is for help with a Proptia account.
- Option 3 is for a gate malfunction.

Alternatively, residents can submit a ticket through the Proptia app/website.

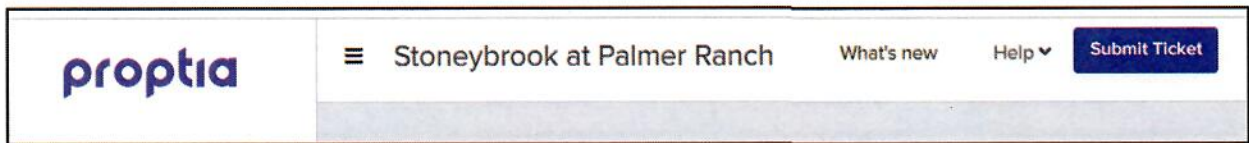
Stoneybrook Estates Gate Entry Protocol

I. Obtaining Entry Credentials

- a. As of December 01, 2024, the issuance of credentials for Stoneybrook Estates will be handled by:
 - Pinnacle Community Associate Management
 - 3307 Clark Rd #201, Sarasota, FL 34231
 - (941) 444-7090
 - Contact: Robin Estep, robin@pinnaclecam.com
- i. To obtain a credential for a vehicle visit the Pinnacle office or call.
- ii. Vehicle tags will be affixed to the vehicle at the Pinnacle office.
- b. Two types of credentials are available:
 - i. Windshield Tag \$14
 - ii. Mobile Phone App \$11
- c. The cost will be billed on your next HOA dues statement
- d. Credentials for renters also will be issued by Pinnacle.
- e. Note: all tags issued to date will be charged to the resident via HOA statement. Those issued during the tagging event back in may will be billed in the January 2025 statement.

II. Inquiring About An Issue Regarding A Guest Entry

- a. Call Safetouch Customer Service Line **888-317-3638**
- b. Submit a ticket through the Proptia website or App



III. Making A Change Or Addition to Your Guest List or Issue with Proptia

- a. Login through the Proptia Website or App and make your changes
- b. Call Safetouch Customer Service Line **888-317-3638**

IV. Reporting An Issue With Gate Operations

- a. Call Pinnacle Community Associate Management (941) 444-7090

Note: Do not contact the Country Club Office for anything regarding gate access, managing guests in Protia or gate operation.

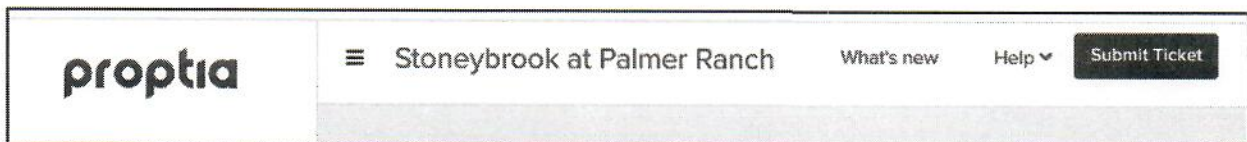
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Conekt Mobile Credential

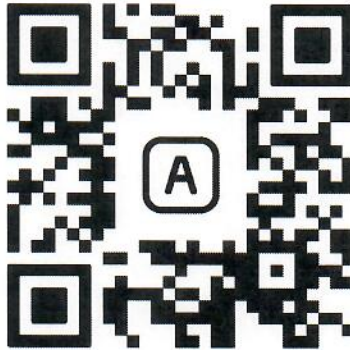
Apple ID or Google account password will be required for download

When installing Conekt be sure to have Bluetooth enabled and accept all questions asked. Once prompted enter your phone number and then input the 6-digit token that is texted to you. Once that is completed either come into the administration office or call for the 16-digit code needed to complete registration and activation.

Your Mobile Credential will not be active without the code we provide for you. Once the Conekt Mobile Credential registration and activation is complete, it will be registered to your device until you get a new phone. If you get a new phone, you will need to buy a new Mobile Credential. They do not transfer over

Mobile Credentials are \$11 + Tax

Scan below to download Conekt



Conekt[®]

Proptia registration and all other Credentials

Apple ID or Google account password will be required for download

Proptia is only used for your visitors – this app will not give you gate access
Please have the Proptia app downloaded on your phone or login on your computer, and account set up. If you have not set up your Proptia account, please contact the Administration Office. Set up instructions were sent via email prior to the implementation

Make sure your vehicles are added to your Proptia account with the license plate.
No space is needed when adding your plate, only the digits/letters

Your Car needs to be present at the time of purchase for all window and external stickers. A member of the staff or approved person will put the sticker on your vehicle in the appropriate spot.

Only residents and household members are allowed to have credentials, no guests. Anyone else seeking entrance into the community will need to be put on your visitor list.

Credentials may take up to 30 minutes to activate in the system, do not worry if they don't work immediately after purchase.

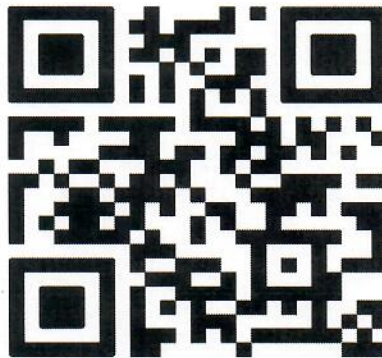
Your member account will be charged for all the Credentials you purchase.

Window Stickers are \$14 + tax

External Vehicle Tags are \$11 + tax

FOBs for the amenities are \$11+ tax

Scan below to download Proptia



proptia