



ENVERA®

NEXT GENERATION SECURITY

AUTOMATIC LICENSE PLATE RECOGNITION

FREQUENTLY ASKED QUESTIONS

1 How does the Kiosk with Automatic License Plate Recognition work?

Every visitor must be processed by a guard on their first visit to the **Kiosk**. They must be on a resident's guest list, or the resident he/she would like to visit will be called for verification. If the entry is granted and the person is on the resident's guest list as permitted, then the system associates the vehicle tag to the

visitor record. This system uses Optical Character Recognition (OCR), turning the image of the license plate into digital data. When the same guest returns to the community, an image of the license plate is captured and OCR is used to search the database. If a match is found, the visitor is automatically verified and entry is granted without guard intervention. This is a verified guest with automated entry (*aka Auto-Verify*).

2 Does the system still capture the same information as when guard processes a guest manually?

When an **auto-verify entry occurs**, the system records all of the same information for the guest as it would if the guest was processed by a guard (*video, audio, license plate, etc.*).



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— ALPR FREQUENTLY ASKED QUESTIONS —

3 Are there times this technology will not provide automatic verification and entry?

During the search, if the system finds multiple matching visitor records (*meaning the guest is registered on more than one list*) it does not automatically verify the guest; in which case the guest is transferred to an Envera guard for manual verification at the **Kiosk**. We do this because the system cannot determine the resident that the

guest is visiting, which means information is not properly recorded.

If a guest is listed as **Temporary** on a guest list, and he/she attempts to visit after the expiration date, the system will send the transaction to a guard for manual verification.

If a guest is marked as **Deny** in the system, the transaction will be sent to a guard.

4 How do residents register guests allowed into the community?

Envera's MyEnvera web portal and smartphone app can be used by residents to register permanent, temporary, and one-time guests. MyEnvera provides

residents of Envera-secured communities the access to edit their approved guest lists and profile information, along with access to important community contacts. Residents can also contact our Central Station if needed.

