

## Smart Home Access System Enrollment Guide – May 2025

Follow these steps to gain access to the Promenade community through our Smart Home system:

Please send the information below to both of the following email addresses:

[brad@howertonmanagement.com](mailto:brad@howertonmanagement.com) and [promenade.HOA.digital@gmail.com](mailto:promenade.HOA.digital@gmail.com)

For each household user who needs access, please provide the following details:

- ➔ Full Name
- ➔ Promenade Unit Address
- ➔ Preferred Email Address
- ➔ Preferred Phone Number
- ➔ Six-digit keypad code(s) you choose

Requested Subject Line for Email:

*Promenade Tuya Smart Access*

### Install the Tuya Smart App

1. **Download the "Tuya Smart" app from either the Apple App Store or the Google Play Store**
  - ➔ **Important:** Please note that the Tuya Smart app is designed for use on mobile phones and tablets only; it is not compatible with computers
2. **Create Your Tuya Smart App Account**
  - ➔ *Open* the Tuya Smart app on your mobile device
  - ➔ *Sign up* for a new account using the email address(s) you provided above
3. **Await Activation**
  - ➔ Approximately 48-72 hours after submitting your information, the shared access device should be ready to be added to your account
    - You may also receive a confirmation email from the administrators
4. **Add New Device**
  - ➔ Once logged in, *navigate* to the app's **Home Screen**
  - ➔ *Tap* the **Edit** button
  - ➔ **Select Add Card** (located at the bottom of the screen)
  - ➔ **Choose** your Building **<xyz>** (your specific building letter will be listed under "Devices")
  - ➔ *Tap Save*. Your building now appears as a **Quick Access Card** on your **Home Screen**

### Open the Gate Remotely

- ➔ On your **Home Screen**, *tap* the card displaying your building letter
- ➔ *Press* and *hold* the **green circle** for about 3 seconds to remotely unlock the gate

### Open the Gate Using the Keypad

- ➔ At the building gate, *enter* your assigned 6-digit passcode on the **Tuya Keypad** (not iPad)
- ➔ The gate will unlock to allow entry and will then automatically secure itself

### Important Notes

- ★ Management will enter the unique 6-digit code(s) you provide for each household user
  - You may have more than one code. Example: one for guests and another for deliveries
- ★ For **Guest Access**, you can remotely open the gate using the Tuya Smart app or provide your code
- ★ For **Deliveries**, provide them with your unique 6-digit keypad code to use at the gate by including it in the "Delivery Options" or "Driver Instructions" or "Security Code" or similar section
- ★ If you forget your keypad code, it will need to be reset. Please be aware that management is unable to retrieve lost passcodes