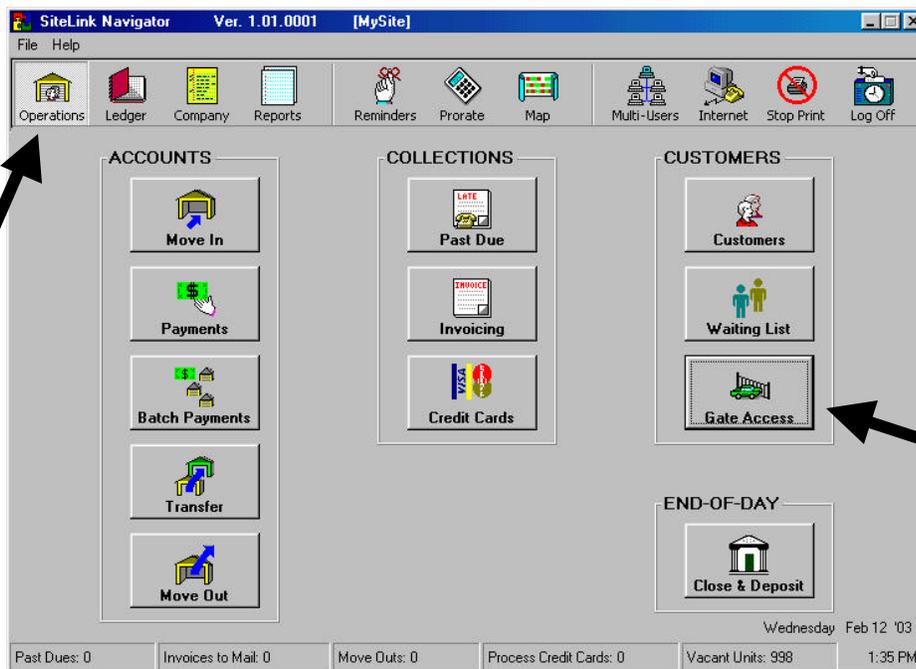




## SiteLink Download to PTI Gate System

Use these steps to download customer access information from your SiteLink accounting software into your PTI Falcon Gate Access System. Follow the steps below in order. If you need assistance after you have tried these steps, please contact SiteLink Technical Support at (919) 562-6711 or by email at [support@smdsoftware.com](mailto:support@smdsoftware.com). You can also reach our technical support department for your PTI Falcon Gate Access System by telephone at (480) 941-1513 or by email at [support@ptiaccess.com](mailto:support@ptiaccess.com).

1. If you have Falcon 2000, make sure it is open, running, and minimized on your computer.
2. Log in to SiteLink using your full-access login and password. If you do not have access to perform this function, it must be done by someone with full access such as the site manager, management company, or owner.
3. Click on Gate Access icon on main (Operations) screen.



**DISCLAIMER** Please note, the screen shots on these pages are from SiteLink, which is the property of SMD Software, Inc, and are for informational purposes only. PTI accepts no responsibility for accuracy of these pictures and instructions or for damages, either incidental or consequential from following these steps. If you are not comfortable following these steps, please contact SiteLink technical support at (919) 562-6711 or by email at [support@smdsoftware.com](mailto:support@smdsoftware.com).



## SiteLink Download to PTI Gate System (Page 2)

- Click on the Update Changes & Gate Access – All Tenants button.

**Gate Access [MySite]**

Primary Tenant: 0001  Unit: 0001  
Access Code: 1234  
Time Zone: 24 Hour Access  
Keypad Zone: All Keypads  
 Lock-Out at Gate  
 UnLocked

**Elmo D. Muppet**

**Others Authorized To Access This Unit**

All Customers

User
Dinosaur, Barney D.

**Reset Gate**

- The window shown below will come up. Click Yes to proceed.

**Update Past Dues and Gate Controller**

? This action will update all past due status, apply rent and late charges (if needed), and update the gate controller. This procedure could require several minutes. Are you sure you want to do this?

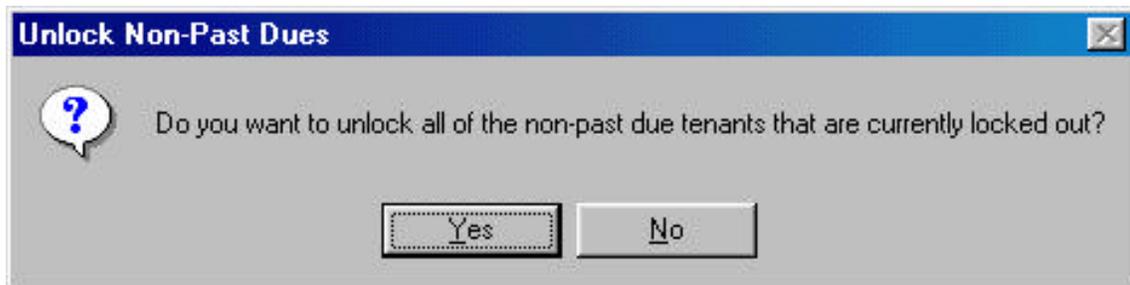
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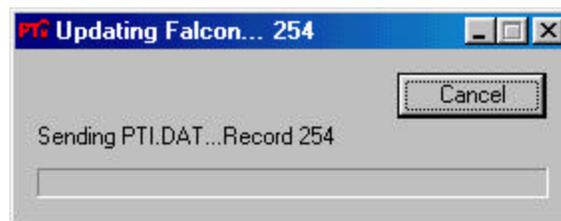
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## SiteLink Download to PTI Gate System (Page 3)

- Then, a window will come up offering the choice to unlock all non-past due tenants. If you want to unlock all non-past due tenants that are currently locked out, click Yes. If you want to leave them locked out, click No. The site manager should decide this.



- While the download is occurring, there will be a window on the screen counting up until all units are sent to the Falcon Base Unit.



- A window should then appear confirming that the update is complete. Click on OK to proceed.



- If you encounter any errors in SiteLink, need assistance with the program, or if you want to change any information in SiteLink, have the client contact SiteLink technical support at (919) 562-6711 or by email at [support@smdsoftware.com](mailto:support@smdsoftware.com).

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