

## Gate Access Procedures

January 16, 2021

### Property Owners

Access Codes can be requested from Cedar Management can be contacted at [support@mycmg.com](mailto:support@mycmg.com), via telephone at 877-252-3327. Please do not share your Code. This code operates the gate 24/7.

Remote controllers can be purchased from Cedar Management. Each new Property Owners is entitled to their first two (2) Remotes at no charge, any additional Remotes will cost \$35.00. Cedar Management can be contacted at [support@mycmg.com](mailto:support@mycmg.com), via telephone at 877-252-3327, or mail at PO Box 26844, Charlotte, NC 28221.

Phone Access call allow Visitors and delivery people to call you from the Gate keypad to gain access:

- The visitor looks up your name on the Control Pad and select call.
- You will be called and you can talk to the visitor.
- If desired, you can press "9" on your phone and the gate will be opened.

NOTE: Your current Contact Information can installed in the Control Pad by contacting Cedar Management at [support@mycmg.com](mailto:support@mycmg.com), via telephone at 877-252-3327

### Vendors, Service Providers, Contractors

The Property Owner can provide access through the Gate to Vendors, Service Providers, or Contractors by utilizing the Phone Access procedure (refer to the "Phone Access" procedure above).

Access Codes for Vendors, Service Providers, or Contractors can also be requested from Cedar Management at [support@mycmg.com](mailto:support@mycmg.com), via telephone at 877-252-3327. These codes require you to provide Cedar with an Code expiration date

PLEASE BE SURE THE BOARD HAS YOUR CURRENT E-MAIL ADDRESS. YOU MAY UPDATE YOUR E-MAIL ADDRESS AT [WWW.HERONBAY.ORG](http://WWW.HERONBAY.ORG) BY CLICKING ON "OWNER FEEDBACK". IF YOU DO NOT HAVE E-MAIL, PLEASE MAKE SURE WE HAVE YOUR MAILING ADDRESS.

