



## Documentation on How to Use the VIZpin App

The VIZpin smartphone app allows access to all electronic gates within the LAHP community. It is ONLY available to LAHP residents 14 years of age and older who have submitted a Waiver of Liability to the Lake House.

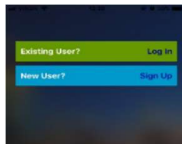
To activate your smartphone in the VizPin database, you need to download the app and go through registration process.

### Instructions on how to download and start the app.

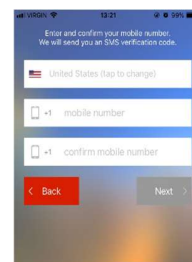
1. Make sure you are using the latest version of the iOS and Android operating system on your phone
2. Go to the Apple App Store or the Google Play Store and search for the VIZpin SMART app. Look for this icon.



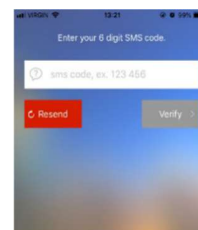
3. Select to download the app. Once downloaded, select "OPEN".
4. The app will now complete its installation. When it is done, the app will open, and you will need to go through the (following) steps to set up the app.
5. Start by selecting "New User? Sign Up".



6. The following step relates directly to the phone you are setting up.
  - a. Enter your Full Name
  - b. Enter the country (typically Canada)
  - c. Enter the phone number of the phone
  - d. Re-enter the phone number
  - e. Click next

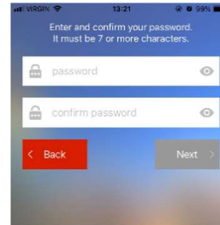


7. After you click NEXT, your phone will receive a text with a 6-digit SMS code. Enter the code in the field and click VERIFY



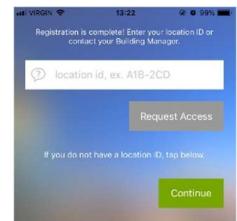
8. Enter your First name and Last name exactly as you did on the form that you submitted to the LAHPOA. Click next.

9. Create a password, confirm it, then click next.



10. When you see the following screen, enter this site code / location ID:

**BQHYDN**



The app will now automatically send a request to the Lake House email where a team member will activate your app. Please note that it may take up to 24 hours before the app becomes active.

If you open the app and see the 10 gates listed, the app is now active. If you do NOT see the gates listed, please refer to the Trouble Shooting section below before contacting the Lake House.

The gates will be light green in colour and as you move within range of each gate (approx. 30 feet) the corresponding gate icon will turn bright green, meaning you can activate the gate you are near (unlock it).

### Trouble Shooting:

1. Do you have your Bluetooth turned on? Or do you have quality cellular data? This is required for the app to work properly. Try refreshing the app several times. You can do this by sliding your finger down on your smartphone screen.
2. Is the star icon green? If so, turn it off by tapping it.
3. Have you inputted the Site Code **BQHYDN**? If not, tap the “gear” icon and enter it again.
4. If you are asked for a login, this is the email that you supplied.
5. If you are asked for a password, this is the password you used when registering the app
6. In some circumstances, deleting and reloading the app has proven to resolve any issues.
7. Please contact the Lake House at [info@lahp.ca](mailto:info@lahp.ca) or 403-263-5540 if you need further assistance.