



Private Bag X115
Centurion
0046

Tel No. 012 001 9000
Estate Manager : 061 870 6184

Management Team : management@amberfield-valley.co.za
Estate Manager : office@amberfield-valley.co.za

Registration Number : 2005/023582/08
VAT Registration Number : 4770262139

7 December 2023

Dear Resident,

AMBERFIELD VALLEY HOA // MIGRATION TO THE UPDATED SATEC VISITORS APPLICATION

The time has finally come to switch over from the current SaTec VisitMe app to the 'new' SaTec VisitMe+ app.

One of the most important benefits to the new app is that the SaTec VisitMe+ system provides for a unique log-in for each security officer using the scanner, which in turn ensures that each transaction can be traced back to the specific operator, thereby ensuring individual accountability for visitor access.

There is also a dedicated developer that works on the platform and weekly maintenance is done to ensure seamless use by residents.

A few residents are currently experiencing the situation where they no longer receive notifications, which problem will not be resolved on the current app as the developer has advised that no further research and/or development is being done on the original VisitMe app. This has also resulted in the non-compatibility of the old app on newer phones or following on Android and Apple system upgrades.

The database in use with SaTec will be carried over to the new system, and therefore residents should not experience any issues with incorrect numbers on the system or the inability to register on the new application.

The new app is available for download from Google Play Store (Android), App Store (Apple), and App Gallery (Huawei). Registration on the new system will commence on Friday, 8 December 2023, with both systems running concurrently until final switchover. The new system will also provide QR codes to the pre-booked codes, which will allow the security officers to more readily identify if the resident is on the old or new SaTec system. We do, however, request residents to pre-emptively advise visitors to let the security know if it is a new or old code, which will prevent unnecessary delays at the gates.

Both the number on the current system (**081 892 4552**), as well as the new number for the VisitMe+ scanner (**067 448 0467**) will remain in place during the changeover as well as afterwards, enabling the security officers to process visitors to site faster.

The final date for switchover and shut-off of the old SaTec VisitMe app to the new SaTec VisitMe+ app will be **Monday, 15 January 2024** as the 'old' app will be shut-down permanently on this date (we are currently the last user of this app). Any resident who has not switched over to the new app will not be able to create codes for their visitors on the old app. In light of the foregoing, we kindly request all residents' assistance in transitioning to the new system as soon as possible.

Enclosed with this communication is the instruction manual for ease of registration. Any queries or concerns herein can be directed to the office of the Estate Manager – any queries she cannot assist with will be forwarded directly to SaTec for their feedback.

We thank you in anticipation of your kind cooperation herein.

Kind regards,

Candida Chisholm
ESTATE MANAGER

o.b.o THE DIRECTORS : AMBERFIELD VALLEY HOA

Directors: Johan Botha (Chairman), Randy Molai (Vice Chair), Annette Weldon (Financial),
Thandi Radebe (Safety & Security), Mashudu Mabasa (Infrastructure & Maintenance)