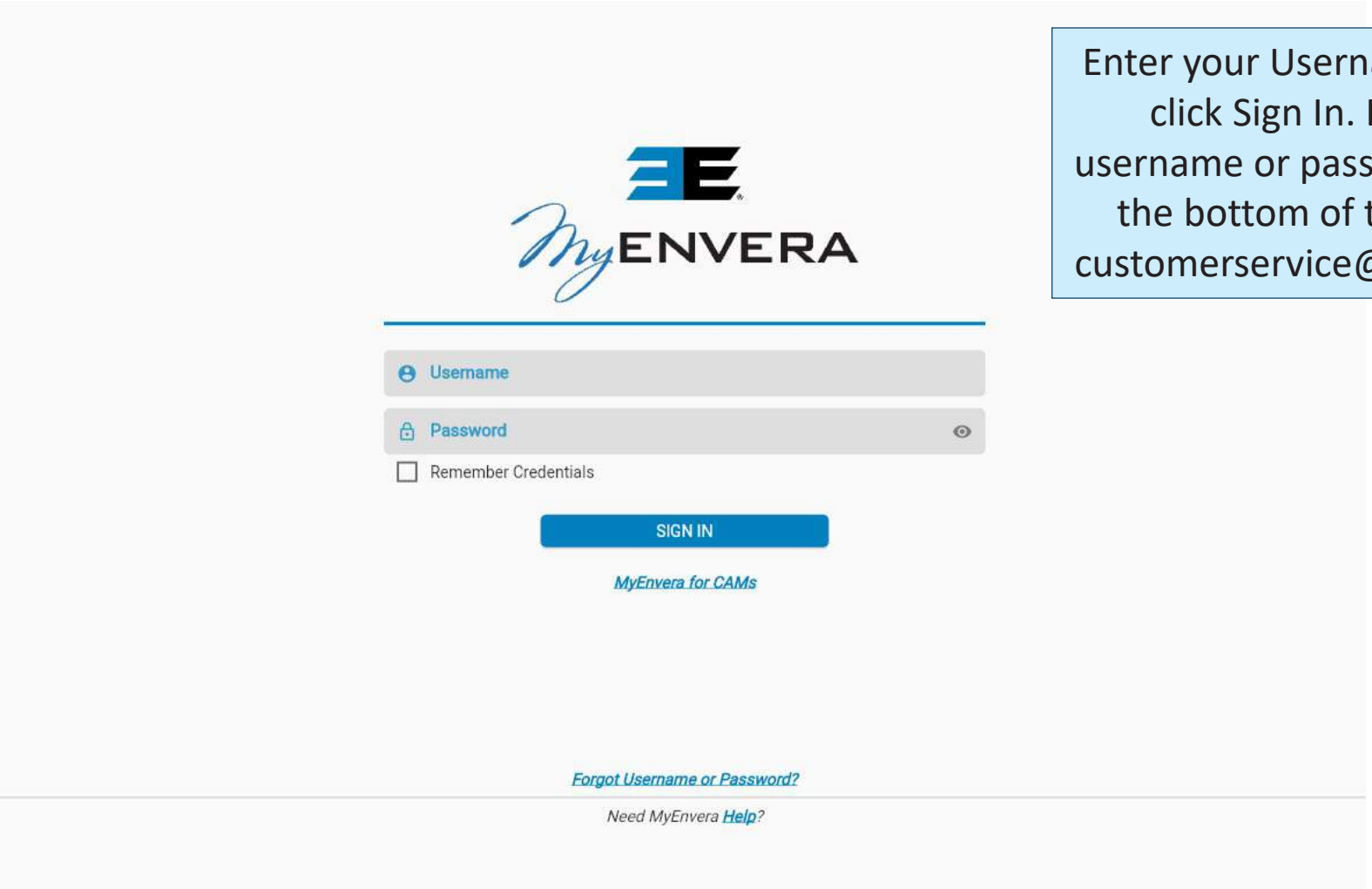
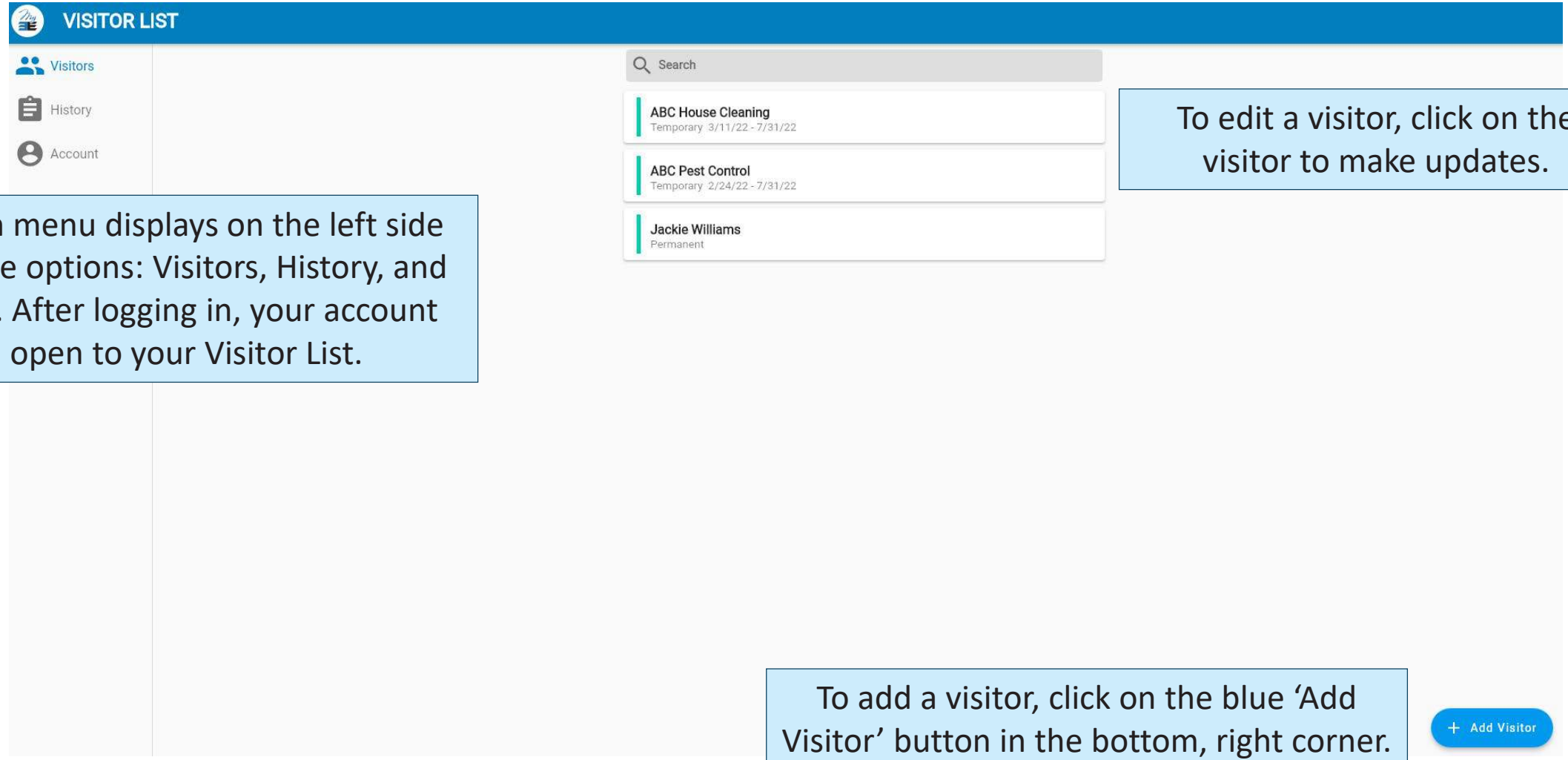
MyEnvera Information

Login to MyEnvera.com



Enter your Username & Password and click Sign In. If you forget your username or password, click the link at the bottom of the screen or email customerservice@enverasystems.com.

Visitors

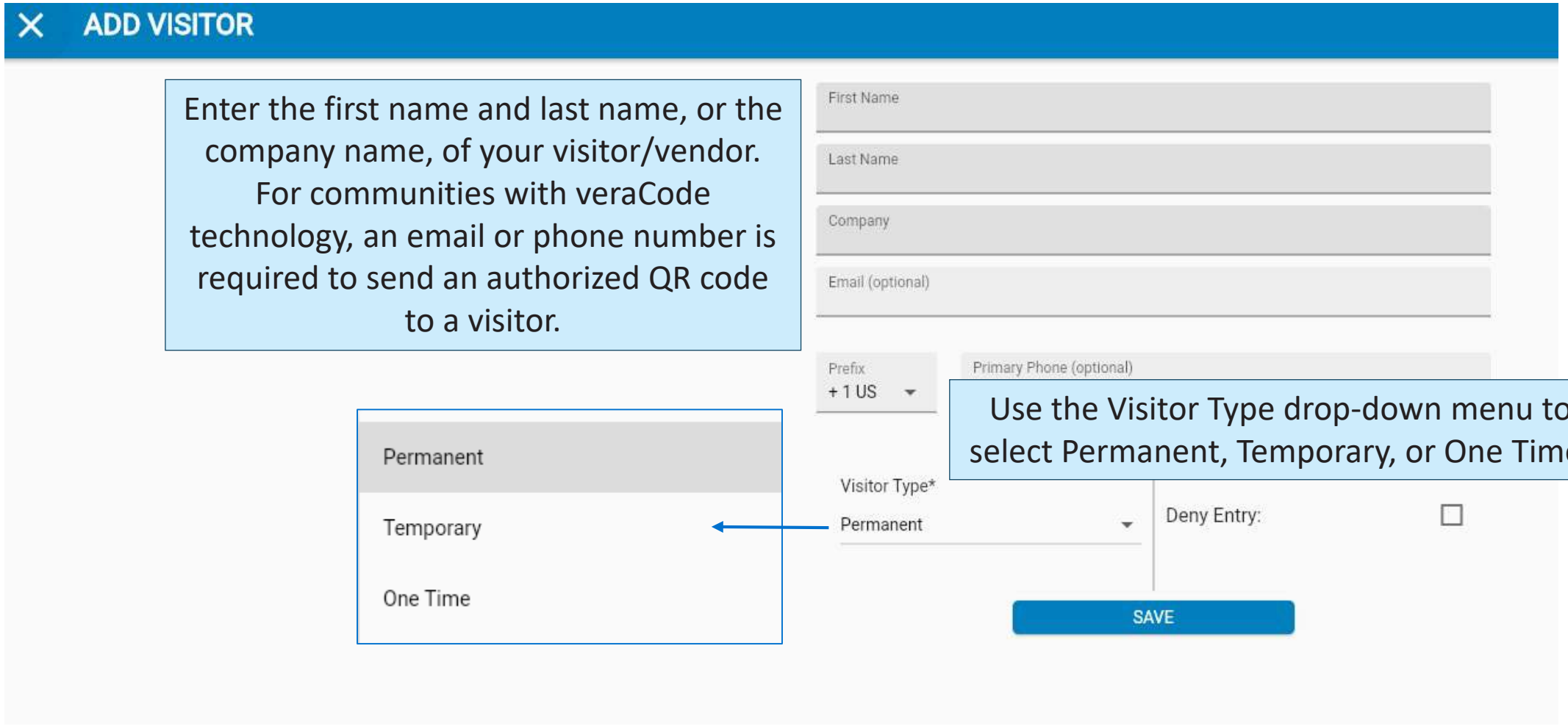


The main menu displays on the left side with three options: Visitors, History, and Account. After logging in, your account will open to your Visitor List.

To edit a visitor, click on the visitor to make updates.

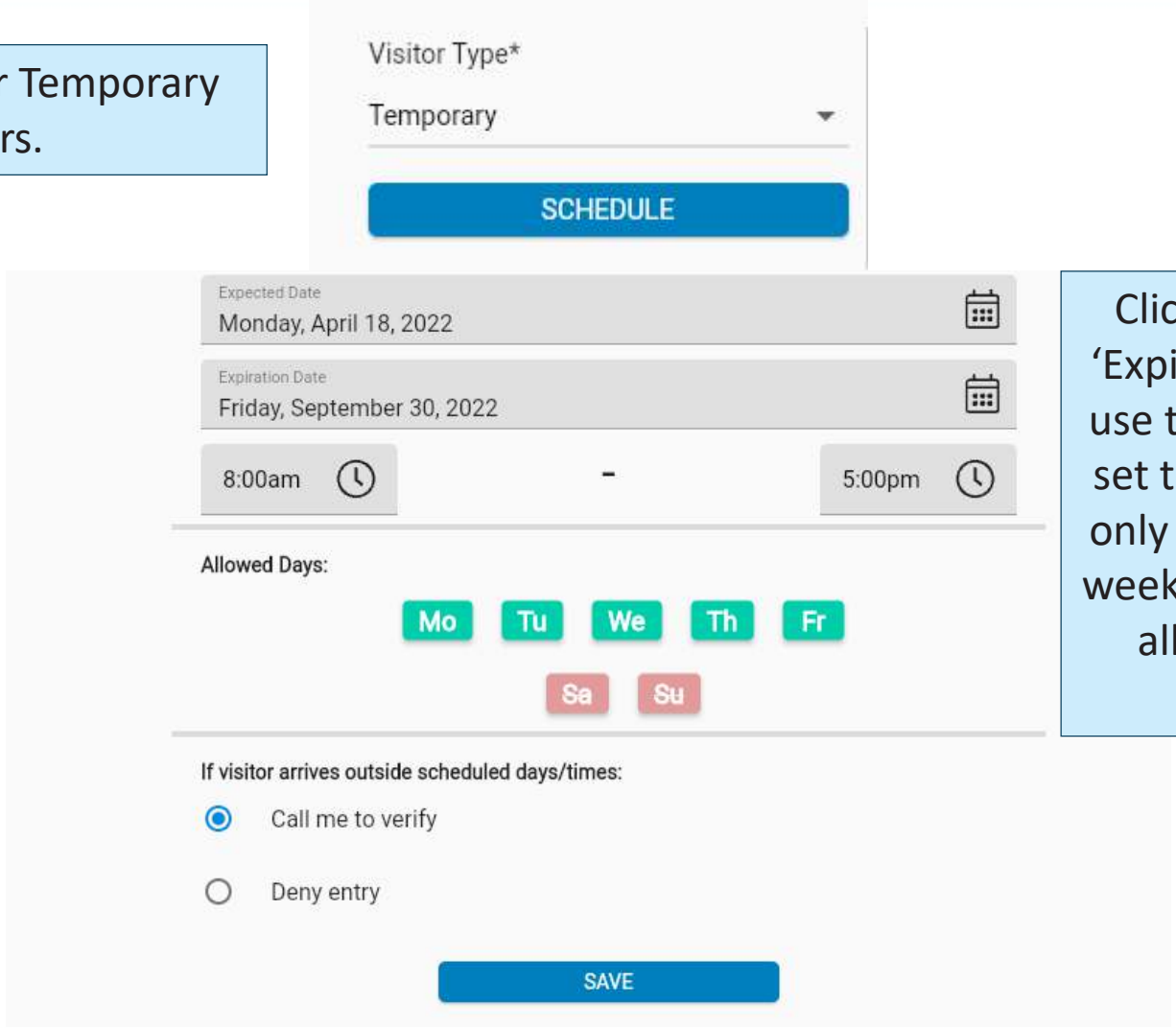
To add a visitor, click on the blue ‘Add Visitor’ button in the bottom, right corner.

Add Visitor


ADD VISITOR
Enter the first name and last name, or the company name, of your visitor/vendor. For communities with veraCode technology, an email or phone number is required to send an authorized QR code to a visitor.
First Name
Last Name
Company
Email (optional)
Prefix
+ 1 US
Primary Phone (optional)
Use the Visitor Type drop-down menu to select Permanent, Temporary, or One Time.
Permanent
Temporary
One Time
Visitor Type*
Permanent
Deny Entry:
SAVE

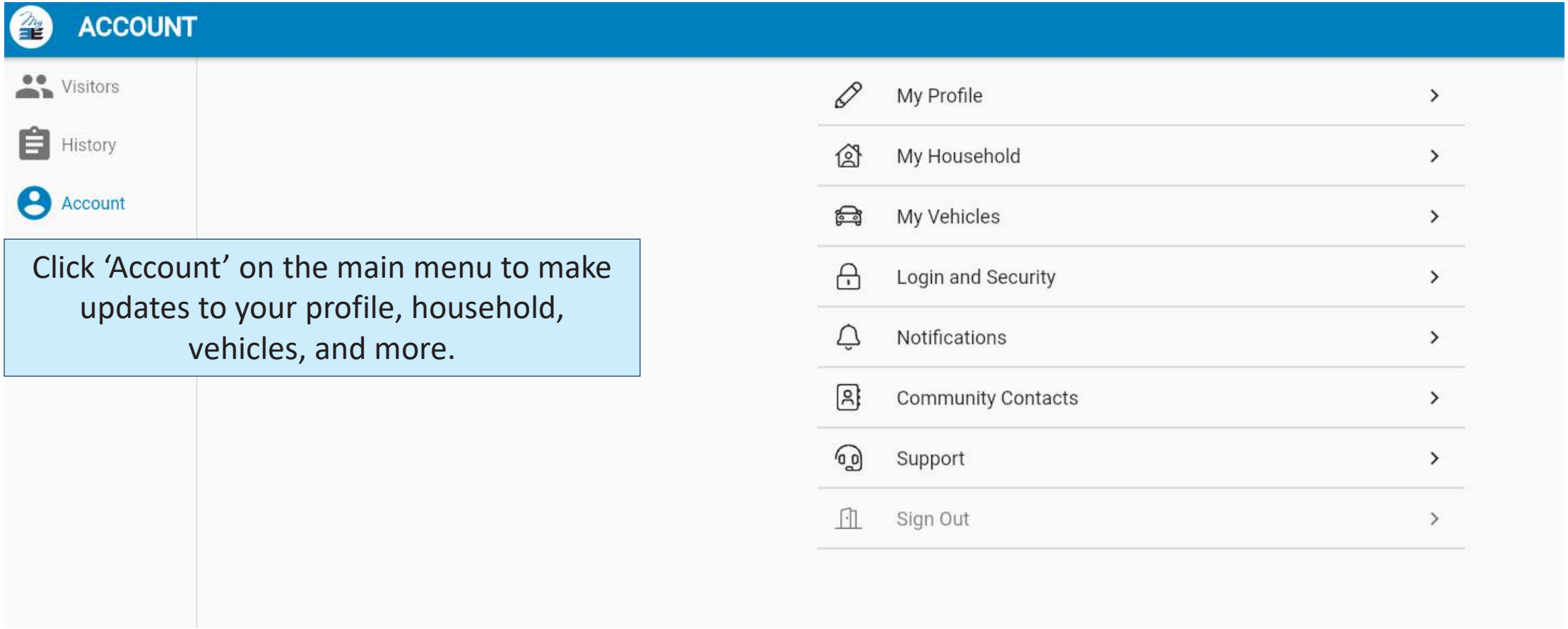
Set a Schedule – Temporary and One Time Visitors

Use the ‘Schedule’ feature for Temporary and One Time visitors.



Click on the ‘Expected Date’ and ‘Expiration Date’ to customize, and use the fields with a clock image to set the allowed times. If a visitor is only allowed on certain days of the week, click on the days they are not allowed to make the weekday appear in red.

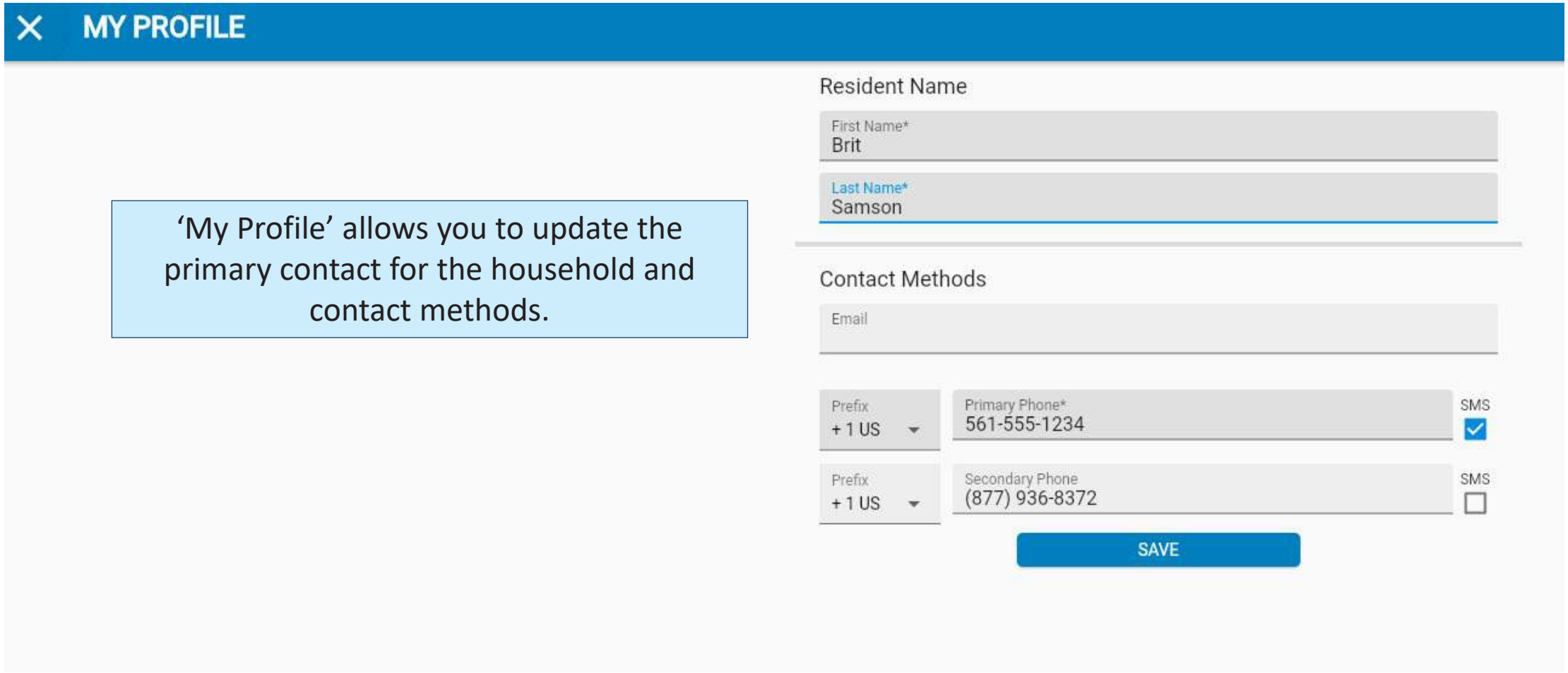
Account



Click ‘Account’ on the main menu to make updates to your profile, household, vehicles, and more.

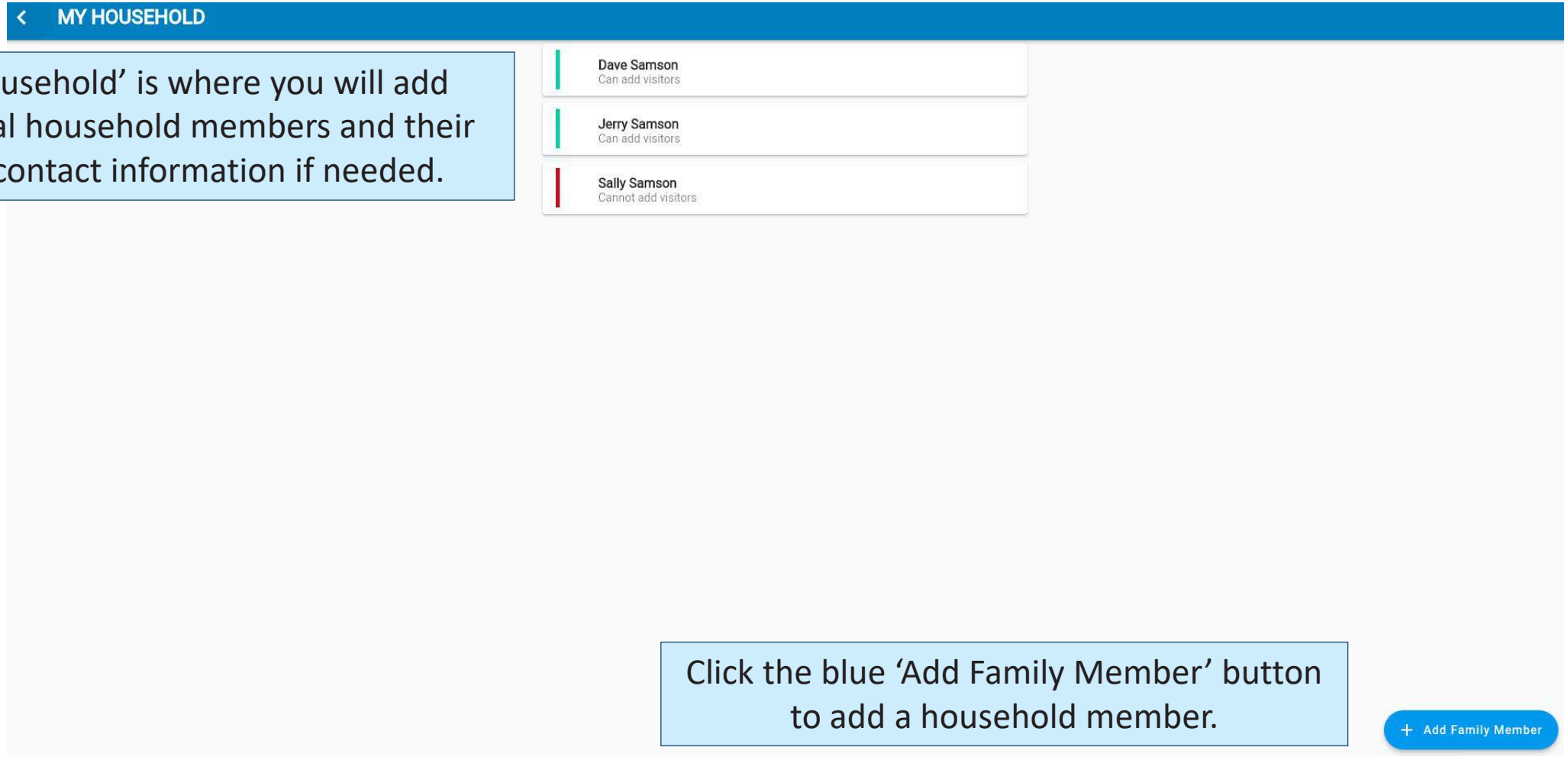
My Profile

‘My Profile’ allows you to update the primary contact for the household and contact methods.



My Household

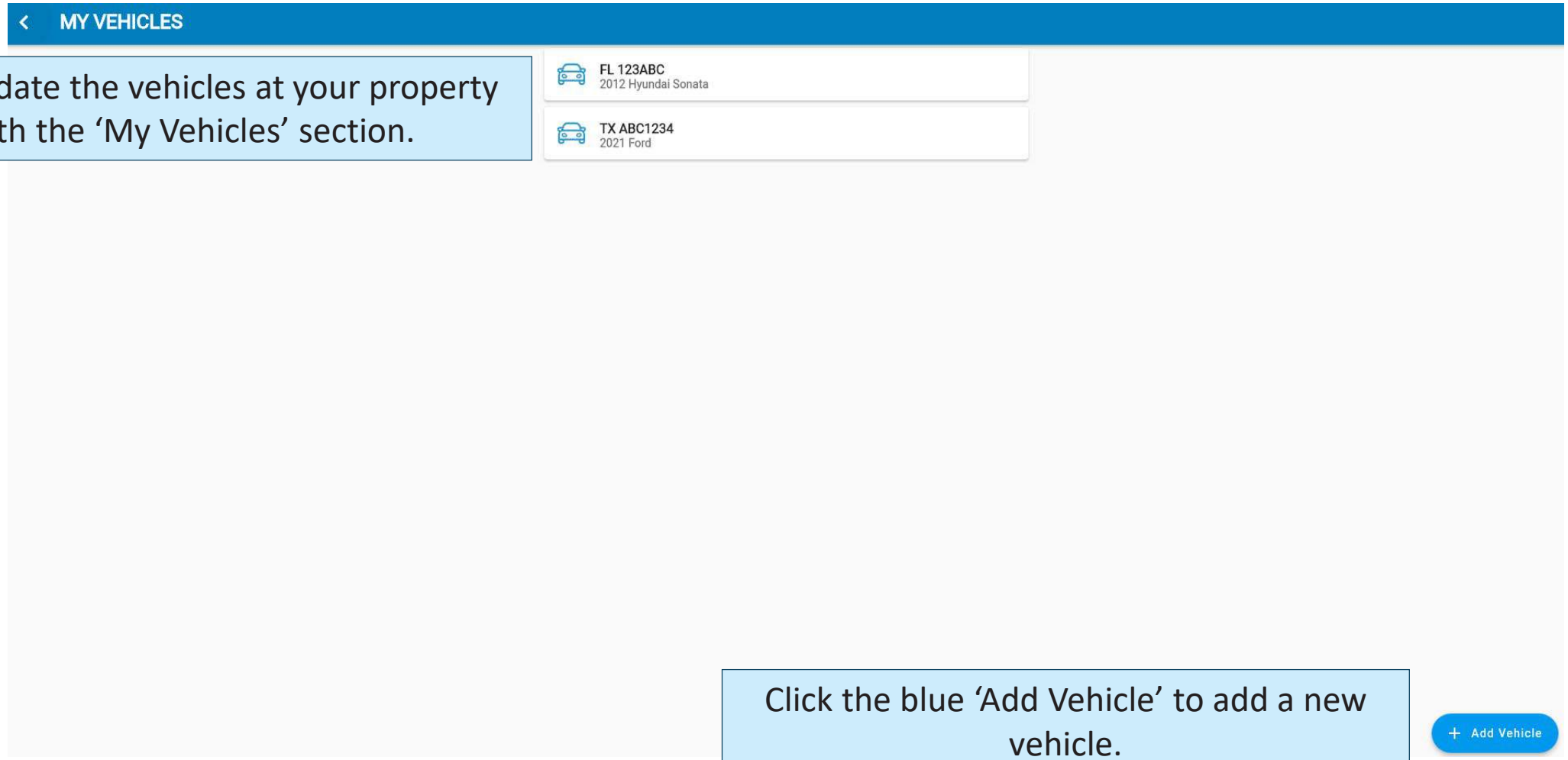
‘My Household’ is where you will add additional household members and their direct contact information if needed.



Click the blue ‘Add Family Member’ button to add a household member.

My Vehicles

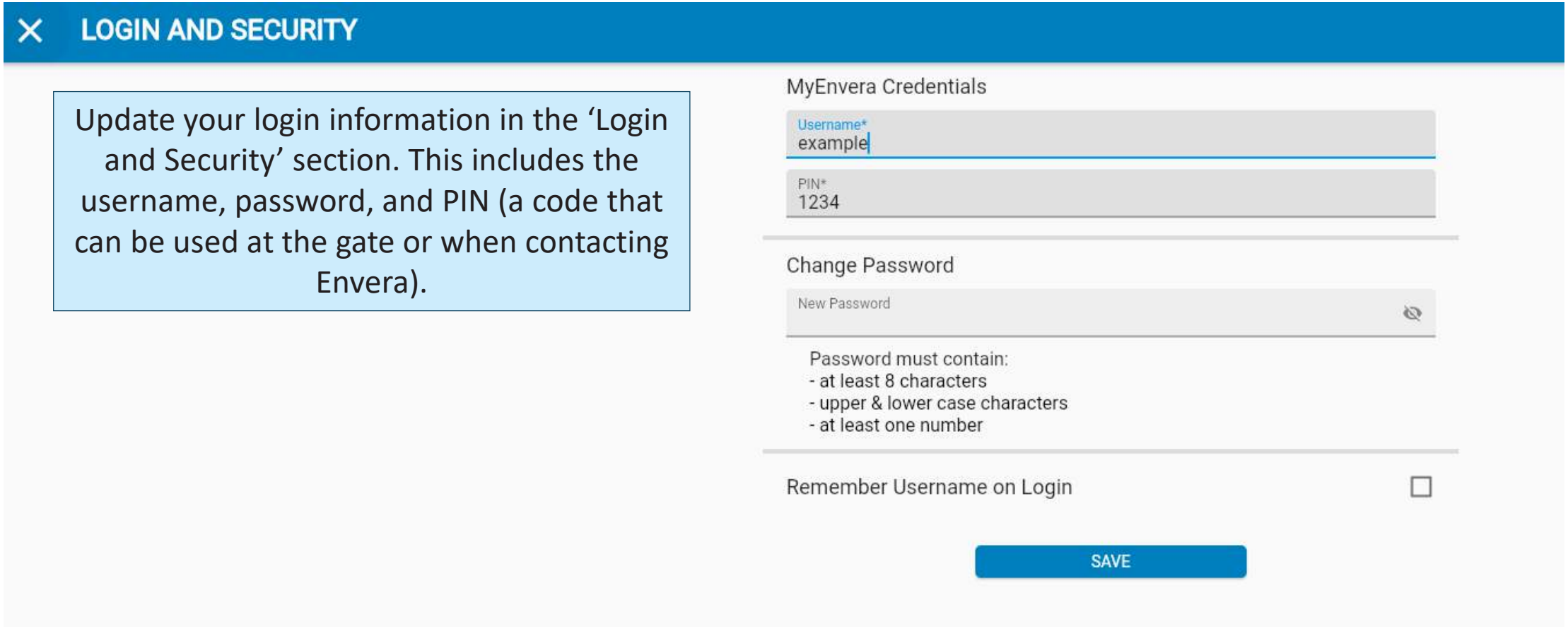
Add/Update the vehicles at your property with the ‘My Vehicles’ section.



Click the blue ‘Add Vehicle’ to add a new vehicle.

My Vehicles

Update your login information in the ‘Login and Security’ section. This includes the username, password, and PIN (a code that can be used at the gate or when contacting Envera).



MyEnvera Smartphone App

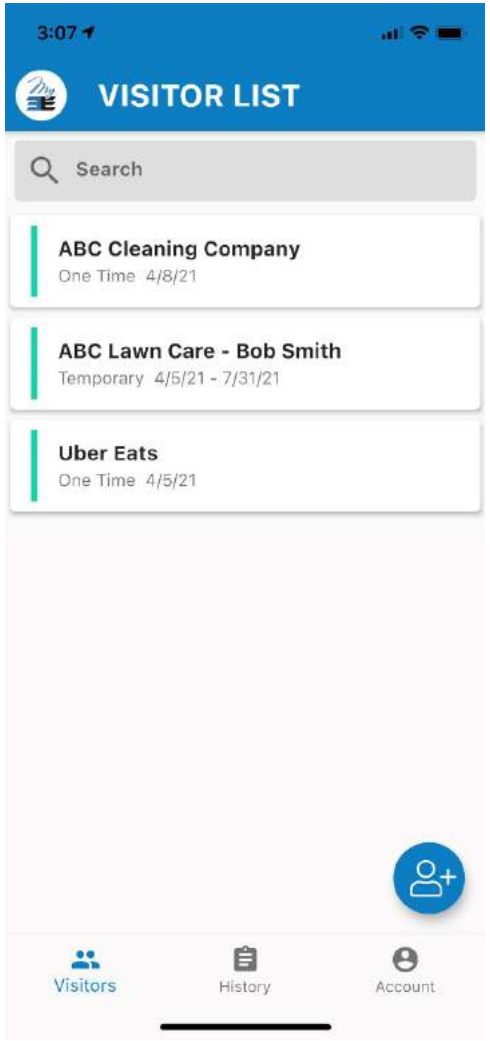
ANDROID APP ON Google play

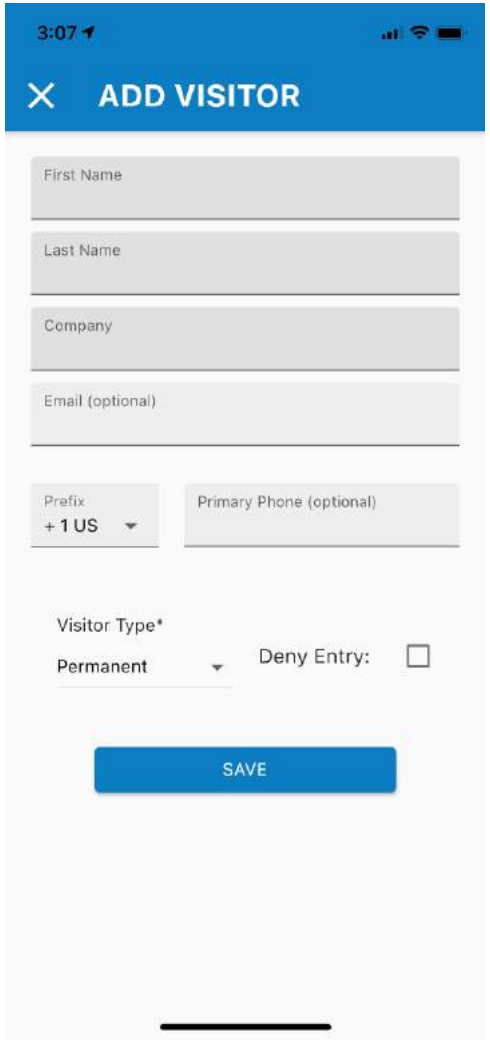
Download on the App Store

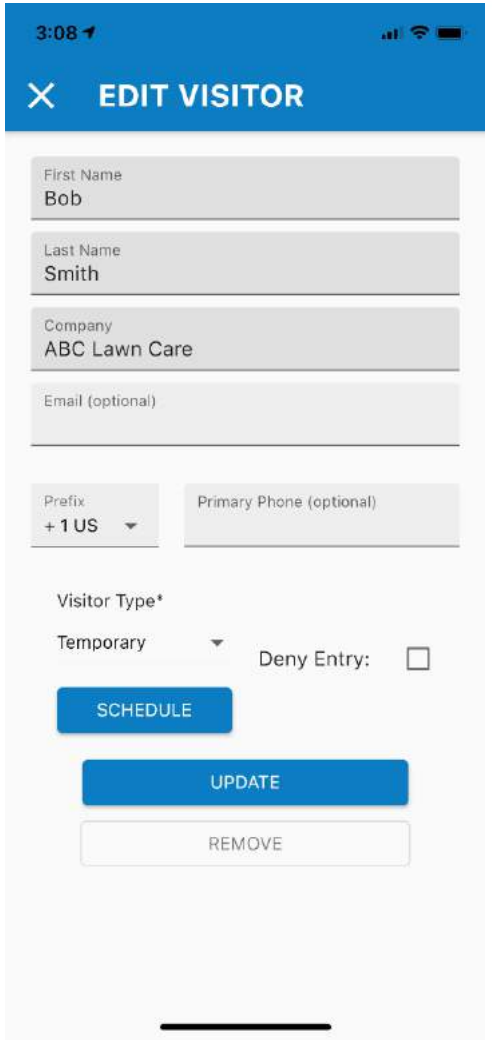
MyEnvera is available for your mobile device!

- Apple phone or tablet
- Android phone or tablet
- Download for **FREE**

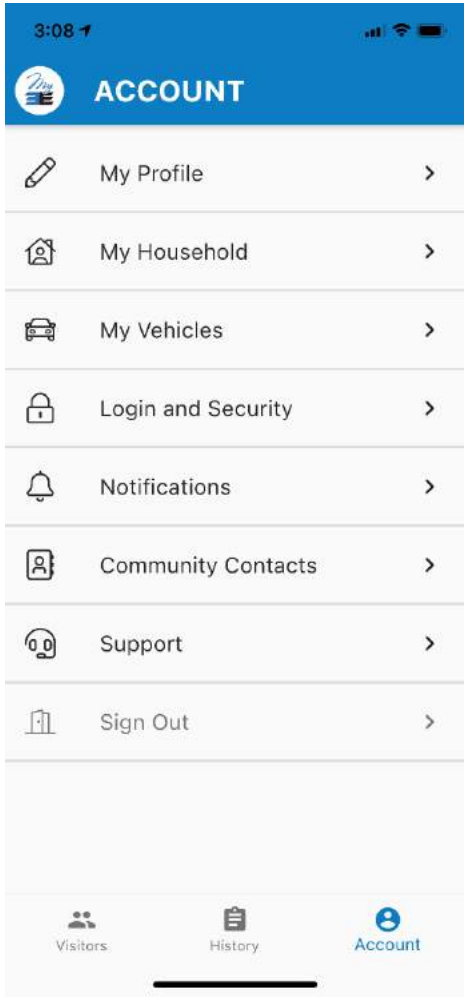
Register Visitors in the App

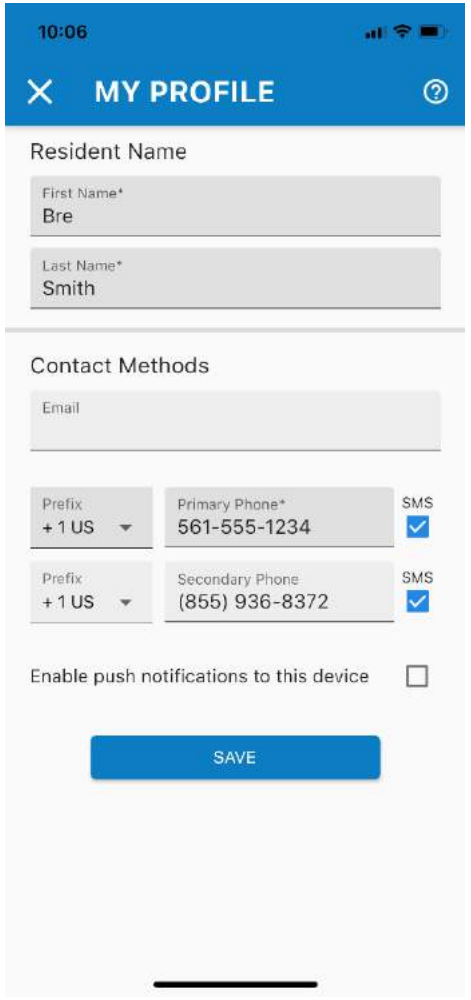


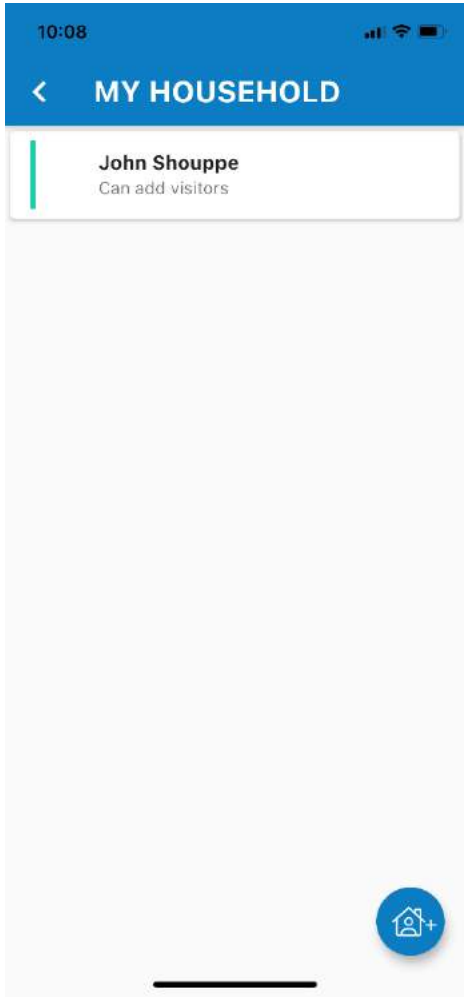




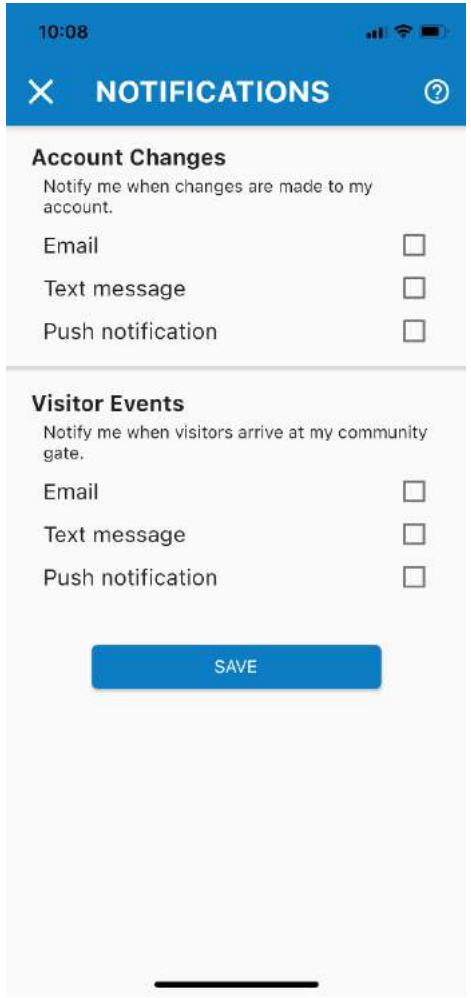
Manage Profile &Household

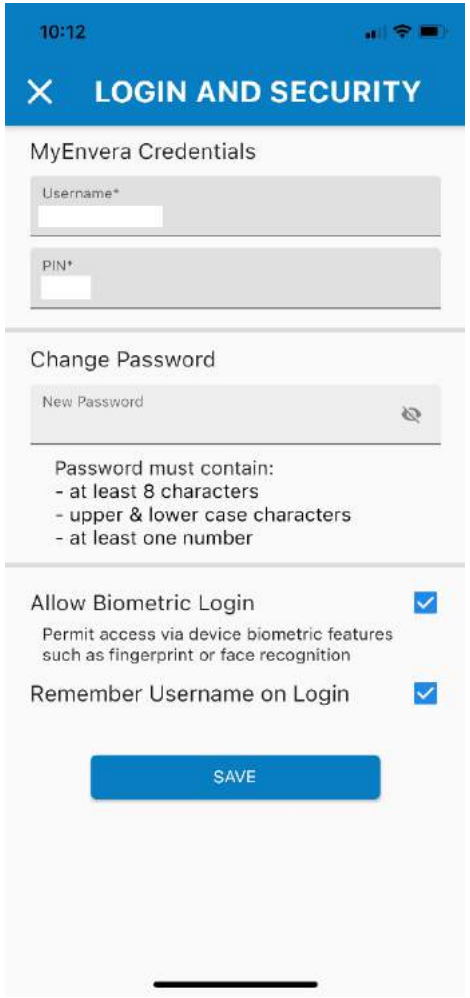


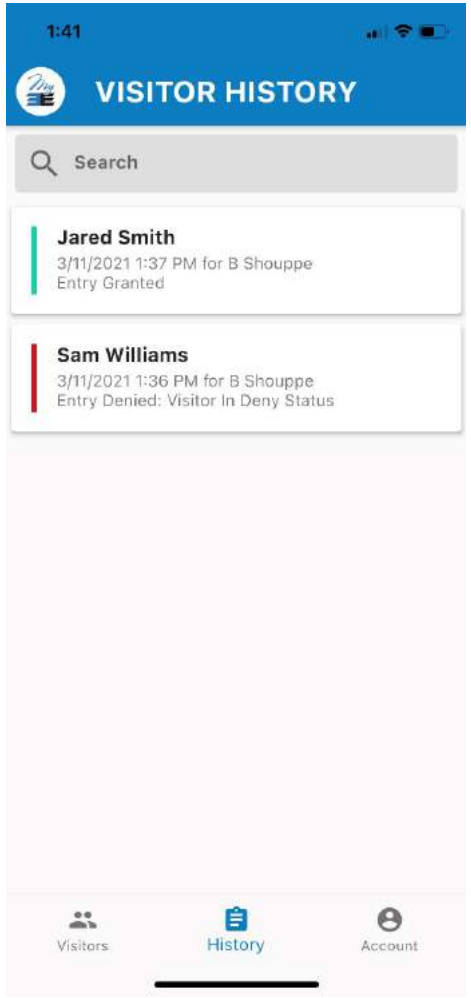




History, Notifications, & Login







Guest Registration Options

1. www.myenvera.com
2. MyEnvera App
3. Contact Us
   - (877) 936-8372 (available seven days a week from 8:00am – 6:00pm for MyEnvera assistance)
   - www.enverasystems.com

For additional help, visit

www.enverasystems.com/myenveravideos

MyEnvera Questions & Answers

How/where do I find my MyEnvera login?

- Your login was initially assigned during the Implementation phase or was emailed to you after a Resident Registration Form was submitted to Envera's Customer Service team.
- If you forget your login and need to retrieve it, please go to MyEnvera.com and click on the **Get your login information** link or **Forgot Username/Password** on the app. You may also email customerservice@enverasystems.com for assistance. If a resident is not in our system, we must receive approval from an authorized community contact.

What if I have a vendor coming to my house but I don't know the name of the representative that will be visiting?

- When adding this household specific vendor to your visitor list, please enter the company name in the Company Name field. This allows our agents to quickly search and find the vendor record.

What do I need to do if I am having a party?

- On your Visitor List, create a Temporary visitor with *Admit All as the Last Name & the Type of party as the First Name. Don't forget to schedule your event for the appropriate date and time.
  - Example: *Admit All, Birthday Party

MyEnvera Questions & Answers

How many phone numbers can I add to my MyEnvera profile?

- You can add two phone numbers for your main profile.
- If additional numbers are needed, please add them to the specific household member that the number is associated with. If a visitor/vendor provides that household member's name when arriving at the gate, the agent will attempt to contact the household member at that number.
- Please be advised that Envera's agents will be restricted to attempting only two phone numbers for visitor verification.

How do tenants add guests?

- Tenants can also add guests online via the MyEnvera website or Smartphone App.

What do I need to do when I change tenants?

- Complete a Resident Registration Form with new tenant information & submit to Property Manager with other required documents.

LIC # FL: EG13000626, B2700191; GA: LVU40807; TX: B09431501