ARDMORE PARK

13 October 2020

All Residents   **REMINDER**
9, 11 & 15 Ardmore Park

<u>Upgrading of the Security System of Ardmore Park</u>

We refer to our last circular dated 17th September 2020 and would like to remind all Residents to drop by the management office to do the necessary registration if you have not done so. The details of the various modules which would require your registration with the Management Office are:

FACIAL RECOGNITION READER SYSTEM

Access to facilities such as the tennis courts / gymnasium will be controlled via a facial recognition panel. Residents will access facilities using the facial recognition panels that are installed at the access points of these facilities. The facial recognition reader system <u>was launched on</u> **23rd September 2020, Wednesday** <u>for the</u> **tennis courts**.

Kindly send your photo to the management office for registration if you have not done so.

TELEPHONE ENTRY SYSTEM

The Telephone Entry System operates via the "LifeUp" App and this system allows Residents to give approval for access of your visitors / service providers / contractors via the App wherever you may be.

You will receive a prompt to ask you to grant approval for entry on your phone via the App. Your approval will be transmitted to the Main Entrance or Rear Gate directly. This new process will aid to speed up the screening of your visitors / service providers / contractors.

For the launch of the Telephone Entry System, we urged all Residents to download the "LifeUp" mobile application if you have not done so, by following the step by step instruction which is attached.

During the launch period, we seek your forbearance and patience as there may be some teething problems.

We also appreciate your feedback, if any, and you may contact the Management Office at Tel: 6733-0862 during office hours (8.30 am to 5.30 pm) to do so.

Thank you for your attention.
The Management Corporation Strata Title Plan No 2645

Knight Frank

Managing Agent:
Knight Frank Property Asset Management Pte Ltd 160 Paya Lebar Road #05-05 Singapore 409022
Tel: (65) 6848 5678 Fax: (65) 6848 5600 Reg.No. 200007671Z CEA Licence No: L3009602I

The Management Corporation Strata Title Plan No. 2645
13 Ardmore Park #01-01 Singapore 259961
Tel: (65) 6733 0862 Fax: (65) 6733 0872
Email: ardmorepark@ardmorepark.com.sg

ARDMORE PARK

Telephony Entry System – Residents to Download "LifeUp" Mobile Application

How to Download and Sign Up for "LifeUp" Mobile Application

Step 1   Scan QR Code (or) search "LifeUp" from App Store/Google Play and download

Step 2   Open LifeUp and select "Signup". At the registration page and key in the following:

1. Name
2. Email to receive notification
3. Phone number to login
4. Set up Password
   Successful sign up will receive a SMS code
5. Key in the SMS code
6. To activate the account, a 16 digit activation code is required. For security reasons, please come to the Management Office so that we can verify that you are the Resident.
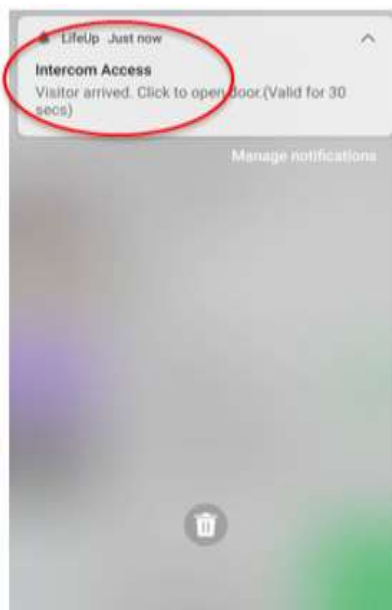
How to Answer Calls from the Guardhouse with the "LifeUp" Mobile Application
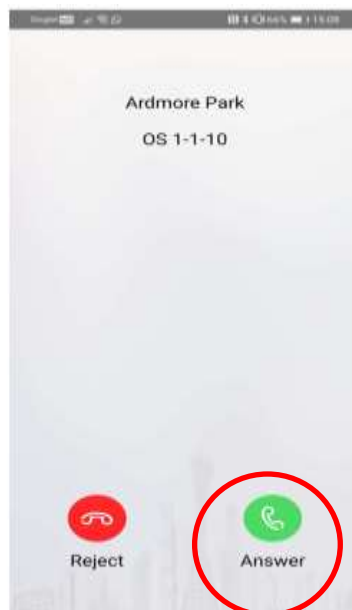
STEP 1   When the security officer at the main entrance or rear gate dials your unit number, a notification "**Intercom Access**" will appear on your mobile phone. Click on the notification to launch LifeUp app

STEP 2   A call page will appear in a few seconds. Click on the "**Answer**" button to start the video call.
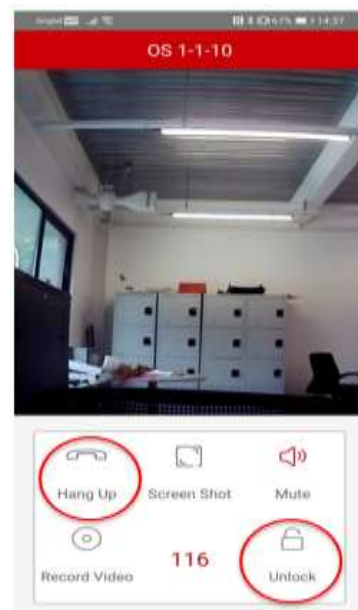
STEP 3   Click "**Unlock**" to authorize the service provider / guest, follow by "**Hang Up**"

Step 1   **Step 2**   **Step 3**

Knight Frank

Managing Agent:
Knight Frank Property Asset Management Pte Ltd 160 Paya Lebar Road #05-05 Singapore 409022
Tel: (65) 6848 5678 Fax: (65) 6848 5600 Reg.No. 200007671Z CEA Licence No: L3009602I

The Management Corporation Strata Title Plan No. 2645
13 Ardmore Park #01-01 Singapore 259961
Tel: (65) 6733 0862 Fax: (65) 6733 0872
Email: ardmorepark@ardmorepark.com.sg

ARDMORE PARK

Facial Recognition Reader Entry System for Tennis Courts

How to Access the Tennis Courts Via Facial Recognition

STEP 1   Email your photo (JPEG format, less than 64K file size) to the management office at ardmorepark@ardmorepark.com.sg for registration before Wednesday, 23 September 2020 (if you have not done so)

STEP 2   Press the ⚿ button on the panel located at the entrance to the tennis courts to start facial recognition

STEP 3   The tennis court gates will unlock to allow you to enter
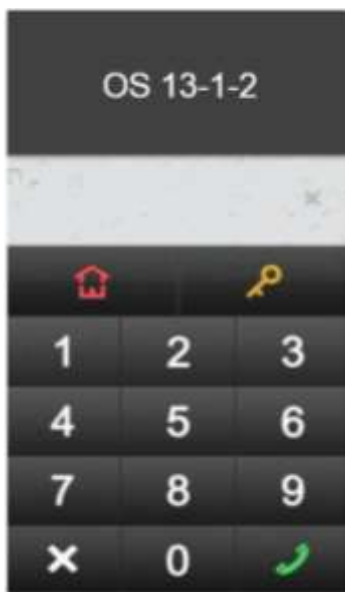
Press the 🏠 button if you need any assistance.

STEP 4   Upon finishing play, please use the Door Release Button located on the sandstone ledge to exit

Door Release Button