

Spark Gate Pass System Guide for Indigo Run Residents

Spark Link: <https://spark-cloud.tibaparking.net/indigorun/account/login>

Introduction

Welcome to the Spark Gate Pass System! As we transition to this new system for community gate passes, it's important for all Indigo Run residents to get acquainted with Spark. This guide will walk you through the steps to set up your account, download the Spark browser link, and manage your guest passes efficiently.

Setting Up Your Spark Account

1. If you haven't received an invite to Spark, please contact Dodi at dheywood@indigoruncoa.org or Sheryl at sbergman@indigoruncoa.org to have it resent via email invite.
2. Upon receipt of the invite, set up your password and access your account.
The link is: <https://spark-cloud.tibaparking.net/indigorun/account/login>
3. Once your account is set up, download the “Spark” portal as a “browser link” to manage gate passes easily from your smartphone. Refer to the next several pages for instructions.

Note: The link might be easier to use on a “desktop” computer or “iPad” when available.

Completion of the Indigo Run Guest Pass request

All guest passes created will be accessible to Indigo Run Security. Your guest will have the ability to pick up their pass at the main security gate or use the QR code on their smartphone at the Spark kiosk at the NEW Spark gate kiosk at the Marshland Road, River Club, or Broad Pointe gate kiosks or simply push the button to provide their name and the destination address.

Support and Feedback

We have received YOUR feedback and are investigating and designing an app to simplify the mobile phone interface. We will keep you posted as the situation may progress.

We appreciate everyone's patience in learning the new guest pass system. If you have any questions, please contact security at 843-689-9339 or the COA office at 843-689-7300.

Downloading the “SPARK” portal as a “Browser Link” - Apple iPhones & iPads

Do Not go to the Apple Store. The APP is not in for our use currently.

1. Open Safari. (Other browsers, such as Chrome, won't work for this)

2. Navigate to the website portal link
<https://spark-cloud.tibaparking.net/indigorun/account/login>.

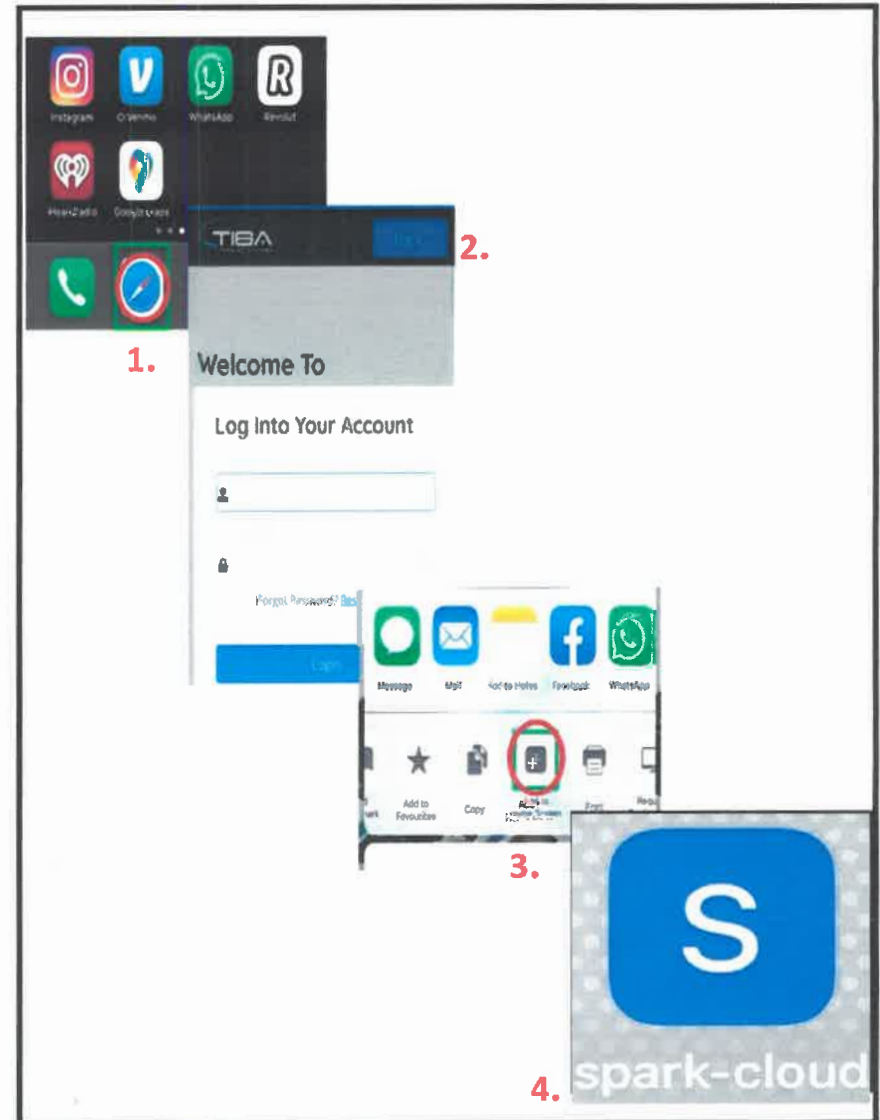
3. Tap the **Share** button on the bottom of the page. It looks like a square with an arrow pointing out of the top.

In the list of options that appear, scroll down until you see **Add to Home Screen**. Tap this. The Add to Home Screen dialog box will appear.

Click **Add** in the upper right had corner. Safari will close automatically and you will be taken to where the icon is located on your iPhone or iPad home screen.

4. Now just tap the “S” or portal shortcut on your home screen, and it will open the portal and function as a traditional app.

Note: If you ever decide you want to remove the website portal shortcut, you can delete it just like you would any other app on your phone.



Downloading the “SPARK” portal as a “Browser Link” – Android

Do NOT go to the Android “Play” Store. The APP is not for our use currently.

1. Open Chrome

Navigate to the website portal link

<https://spark-cloud.tibaparking.net/indigorun/account/login>

2. Tap the menu icon (3 dots in the upper right-hand corner)

3. Tap **Add** to home screen.

4. Choose a name for the website portal shortcut, such as “IndigoRunSPARK” then Chrome will add the icon to your home screen with the letter “A.”

Note: If you ever decide you want to remove the website portal shortcut, you can delete it just like you would any other app on your phone.



Entering a Guest Pass

Listed below are the steps to enter a guest pass into Spark:

- 1. First Name:** Enter name of guest
- 2. Last Name:** Enter name of guest
Note: To enter a contractor, you will put the name of the business in the first name and a period in the last name. If you know the name of the individual from the business, you can enter it in the last name.
- 3. Valid From:** Enter the date the guest/contractor will be arriving. The screen will automatically populate with the current date. Disregard the hours and minutes (00:00).

To the right of the screen is a calendar. You may tap the calendar to change the date. You may need to scrunch the screen to see the calendar.

- 4. Valid To:** Enter the date the guest/contractor will be leaving. Disregard the hours and minutes (00:00).

To the right of the screen is a calendar. You may tap the calendar to enter the date. You may need to scrunch the screen to see the calendar.

Note: Guest passes must be for 24 hours. Example: If you are entering a pass in for a contractor/guest to arrive 03/27/24 then the dates are for 03/27 and 03/28.

- 5. Notes:** If family/visitors are frequent, you may enter “permanent” into notes.

The screenshot shows the 'Create Guest' form in the Spark app. The form is titled 'Create Guest' and has a 'Details' tab selected. It contains several dropdown menus for 'Guest Details', 'Indigo Run', 'COA Office', and 'COA Office'. Below these are three text input fields: 'First Name', 'Last Name', and 'Valid From'. The 'Valid From' field is populated with '03/27/2024 00:00'. There are also two date pickers for 'Valid To' and 'Valid From'. At the bottom, there are 'Cancel' and 'Create Guest' buttons. Red numbers 1 through 5 are overlaid on the form to indicate the steps: 1. First Name, 2. Last Name, 3. Valid From, 4. Valid To, and 5. Notes.

Entering a Guest Pass Cont'd

6. Personal Info/Credentials:

- a. Mobile - Enter the mobile phone number of the guest. If you do not know the phone number enter all "1." Example: 1111111111 or enter the word "guest."
- b. Car Plate - Enter guest, contractor, visitor, etc.
- c. Email - Enter the email address if you want to send the QR code to the visitor.
- d. You must check the box that says "Send guest pass email." **Guest passes can only be sent via email and not through a direct text at this time.**

You need to complete one of the credentials: Mobile or Car Plate to create guest.

7. **Create Guest:** Tap blue "create guest" box.

The screenshot shows a mobile application interface for creating a guest pass. The title is "Personal Info / Credentials". There are four input fields: "Mobile" (labeled 6.a), "Car Plate" (labeled 6.b), "Email" (labeled 6.c), and "Hotel Guest" (labeled 6.d). Below the "Email" field is a checkbox labeled "Send guest pass email". The "Hotel Guest" section has a dropdown menu and a field for "Room#" (labeled 7.). At the bottom right, there are two buttons: "Cancel" and "Create Guest".

Modifying Guest Passes

1. If a mistake is made, you can edit or delete a guest pass.
 - a. Highlight the name you want to change by tapping on the name as it will turn blue.
 - b. Tap the three lines.
 - c. Tap the pencil and the guest details of the pass will be displayed. You then can revise the guest pass.
 - d. Tap the trash can and the pass will be deleted.

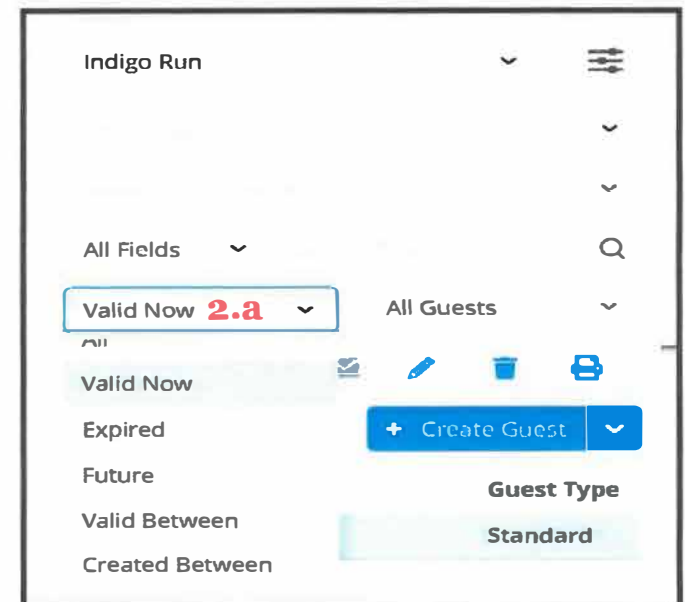
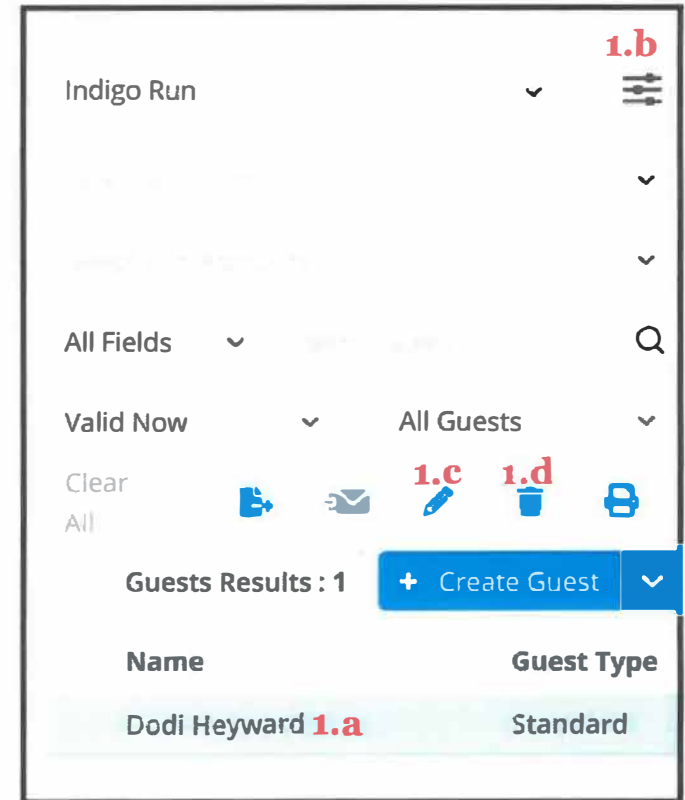
Viewing Guest Passes

2. You can view all passes, valid now passes, expired passes, and future passes.
 - a. Tapping on the valid box gives you the options.

Spark System Tips

A guest pass will drop off the screen after the valid to dates.

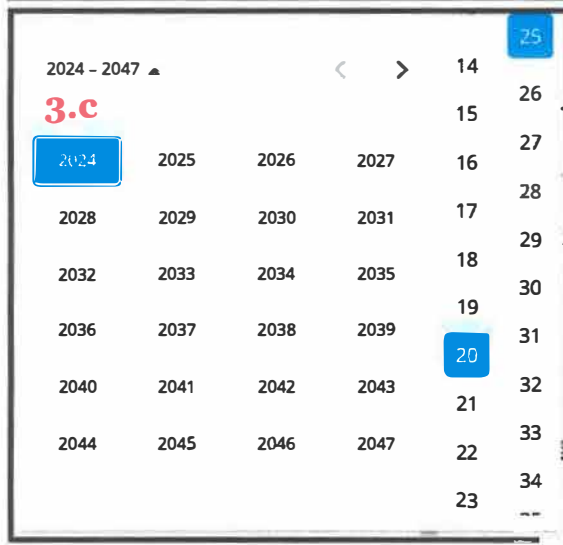
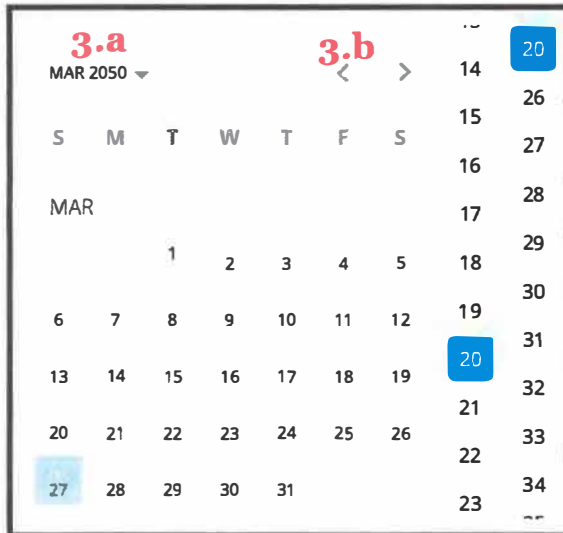
Currently, the system **does not allow texting of gate passes**. The target date for this is the end of the second quarter. We will keep you posted when this new feature is operational.



Spark System Tips Cont'd

3. The year defaults to 2050 and follow the below steps to change the year.

- Tap the month and year
- Hit the back arrow
- You will see the year 2024



4. Photo of Spark kiosk

- Push button to talk
- Scan QR code

