

Getting started

The Sage mobile app gives you full control over your property access - from setting up your account and verifying your identity, to opening gates, inviting guests, and managing every property you have access to. The app is available on both iOS and Android, and is designed to be your everyday companion for everything access-related at your community.

Download the app from the App Store (iOS) or Google Play (Android) to get started.

Take it with you

For easy management and access anywhere, download our mobile app.



SMART QR

Scan this code with your phone and we will automatically take you to Google Play on Android or the App Store on iPhone.

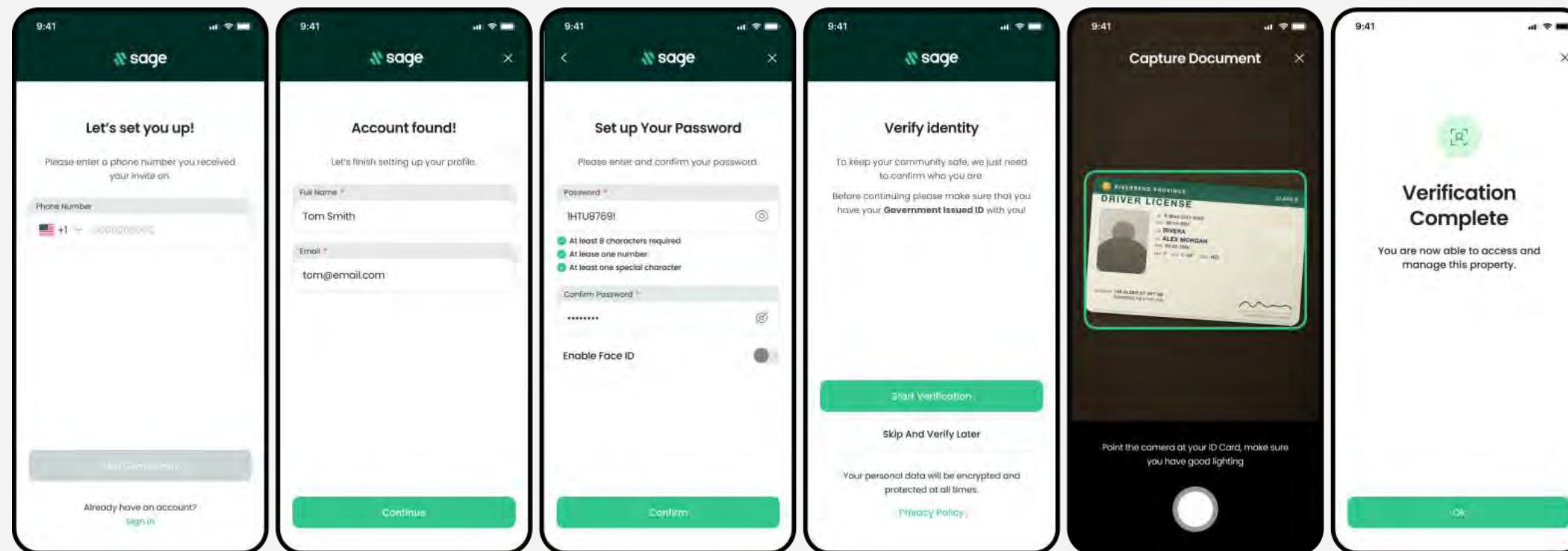
Setup your account

Open the invitation link - Tap the link in your SMS to launch the Sage app, or download it from the App Store or Google Play if you don't have it yet.

Enter your phone number - Use the same number where you received the invitation, then tap Join community to continue.


Complete your profile - Add your full name and email address, and create a password you'll remember.


Verify your identity - As a final step, we'll ask you to take a photo of your Government Issued ID so we can confirm who you are and recognize you at the gate. This keeps your community secure and makes your entry faster.




Why we ask for ID verification

Verifying your identity is a key part of keeping your community safe. By confirming who you are, we can make sure that only authorized people are granted access to your property - protecting you, your neighbours, and your home.

 Your personal data is encrypted, securely stored, and never shared with third parties. It is only used to verify your identity at the gate and is governed by our [Privacy Policy](#) and [Terms and Conditions](#).

 If your community does not require this step, you can skip it and verify later from your profile. However if you choose to skip identity verification, you'll have limited access to some features in the app until verification is complete.

 If you've never completed identity verification and you're later added to a community that requires it, you'll be asked to verify your identity before you can manage or access that property.


Sign in

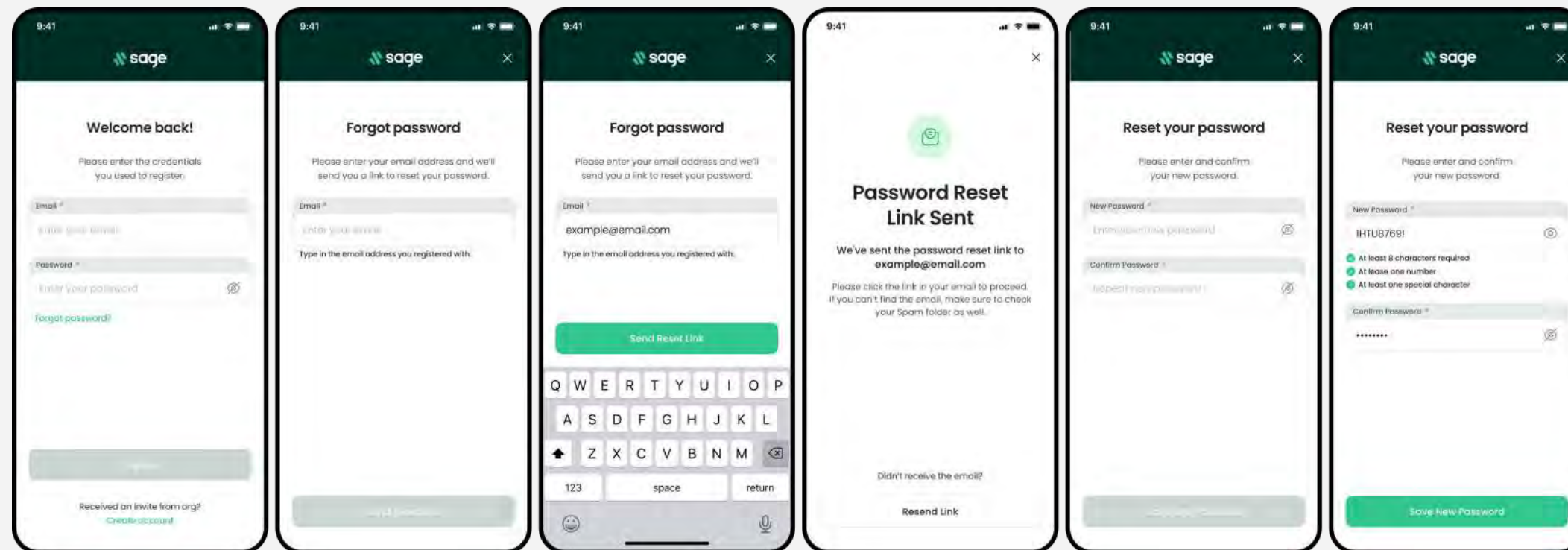
Sign in to your account - Once your account is set up, sign in any time using the email and password you used to register.

Forgot password - If you forget your password you can change it on the sign in screen by tapping on **Forgot password**.

Reset password - If you decide to reset your password you can do that directly from the app on **Password Reset** under your profile.

Once Saved your new password will be updated and you can attempt to sign in.

 To reset your password you will be required to confirm your current password to proceed. If you cannot remember your current password, sign out and tap on Forgot Password instead.



Gate Access

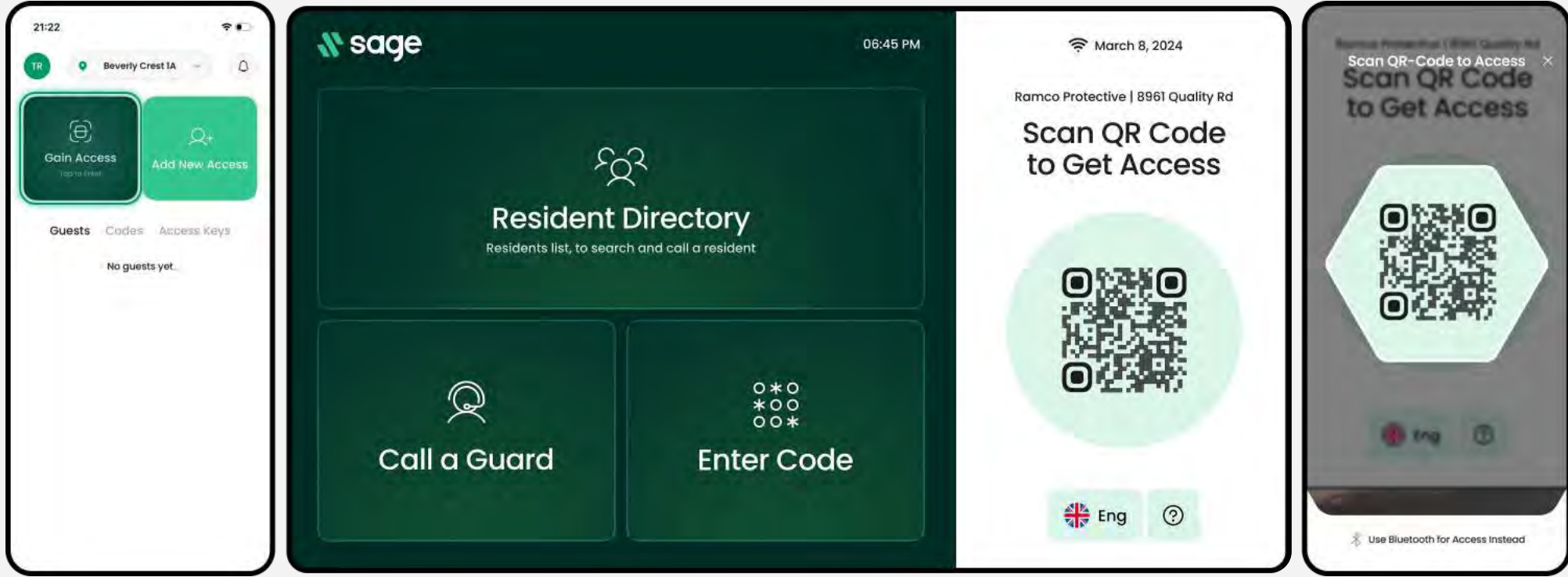
i If your community is equipped with a kiosk at the gate, you can use it to call residents, request entry, or grant access. If your community only has live guards, the guard on duty will handle gate access instead.

When you arrive at the gate, your Access Key is ready to use. No fumbling for cards or codes - your phone is your key.

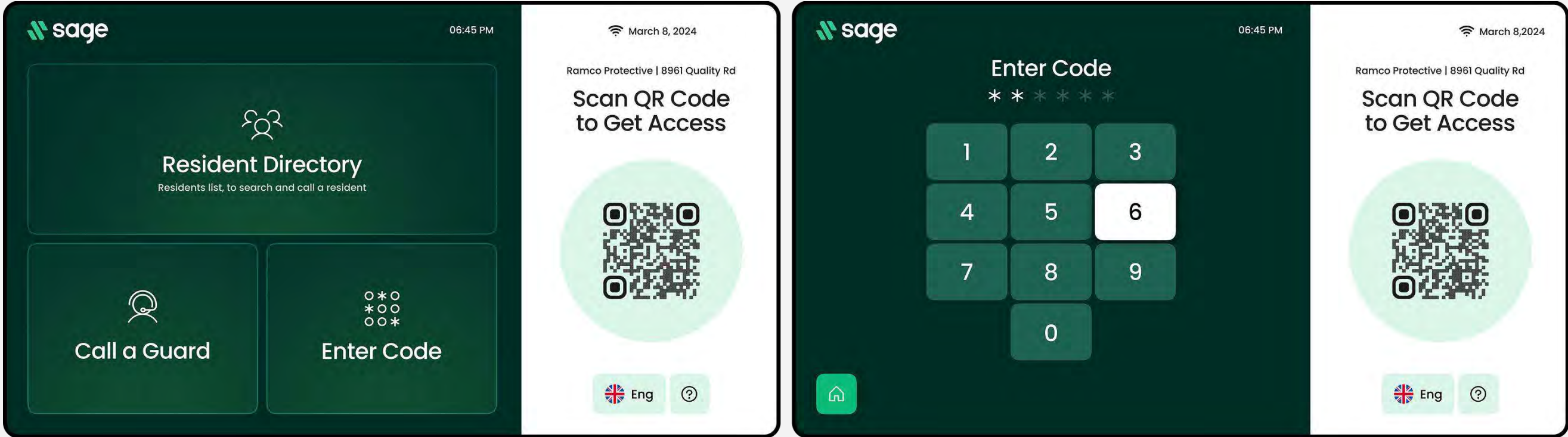
Open Gate with your Digital Access Key - The experience is the same whether you're a resident, an invited guest, or a vendor. As long as you have a Digital Access Key in the app, you can unlock the gate yourself within your assigned access window.

Tap **"Gain access"** on your phone to activate your AccessKey

Point your phone at the QR scanner on the gate to grant entry

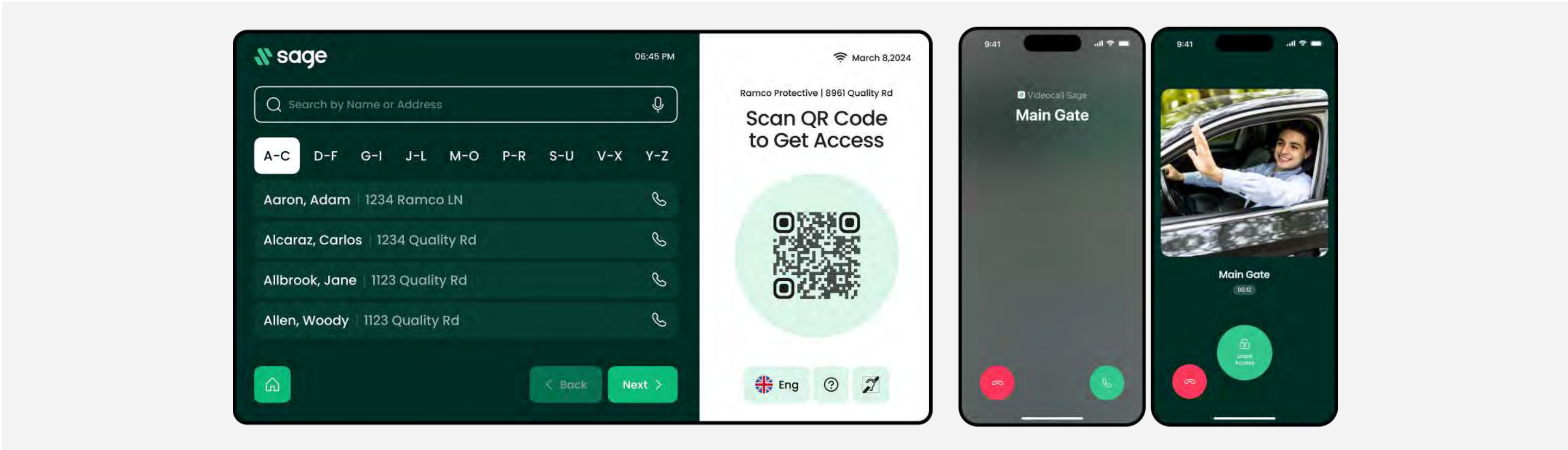


Open Gate with a One time code - If you've been given a one-time access code - either one you generated yourself or one shared with you by a resident - head to the gate kiosk and enter the code on the keypad. The gate will open automatically once the code is verified, no app needed.



Call directory

The gate kiosk doubles as a digital directory for your community. When a visitor arrives, they can browse the resident list on the kiosk screen and tap your name to call you directly. When the call comes in on your phone, you can speak with your visitor, verify who they are, and grant access by opening the gate straight from the app.



Grant gate access

Tap “Grant new access” on your phone.

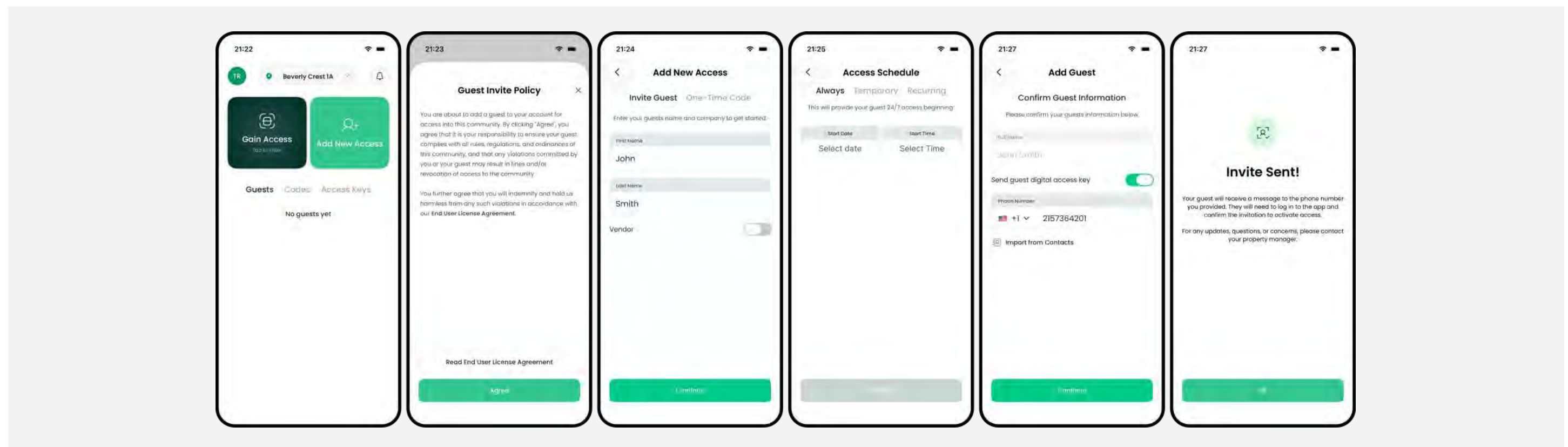
Invite guest - You can give access to anyone visiting your property - friends, family, vendors, or one-time visitors - directly from the app. Set the guest's name, choose how they should get in, and pick the right access window for the situation.

Vendor - If your guest is a service provider, contractor, or business, toggle Vendor on to add their company name to the guest record.

Send digital access key (optional) - Enter your visitor's contact details, or import them straight from your phone contacts. If you turn this option on, your visitor will receive an SMS invite to download the Sage app so they can unlock the gate themselves - making future visits easier. This step is optional.

Define the type of access your visitor requires.

For information about editing guest access navigate to [Edit guest access](#) section on this page



Digital access key

This toggle decides how your guest gets into the property.

ON (default) - Your guest receives an SMS invite to download the app. Once installed, they can unlock the gate themselves with their phone.

OFF - Your guest is added to your visitor list without an app invite. They'll need to be checked in at the gate by a guard or contact you via the kiosk for entry.



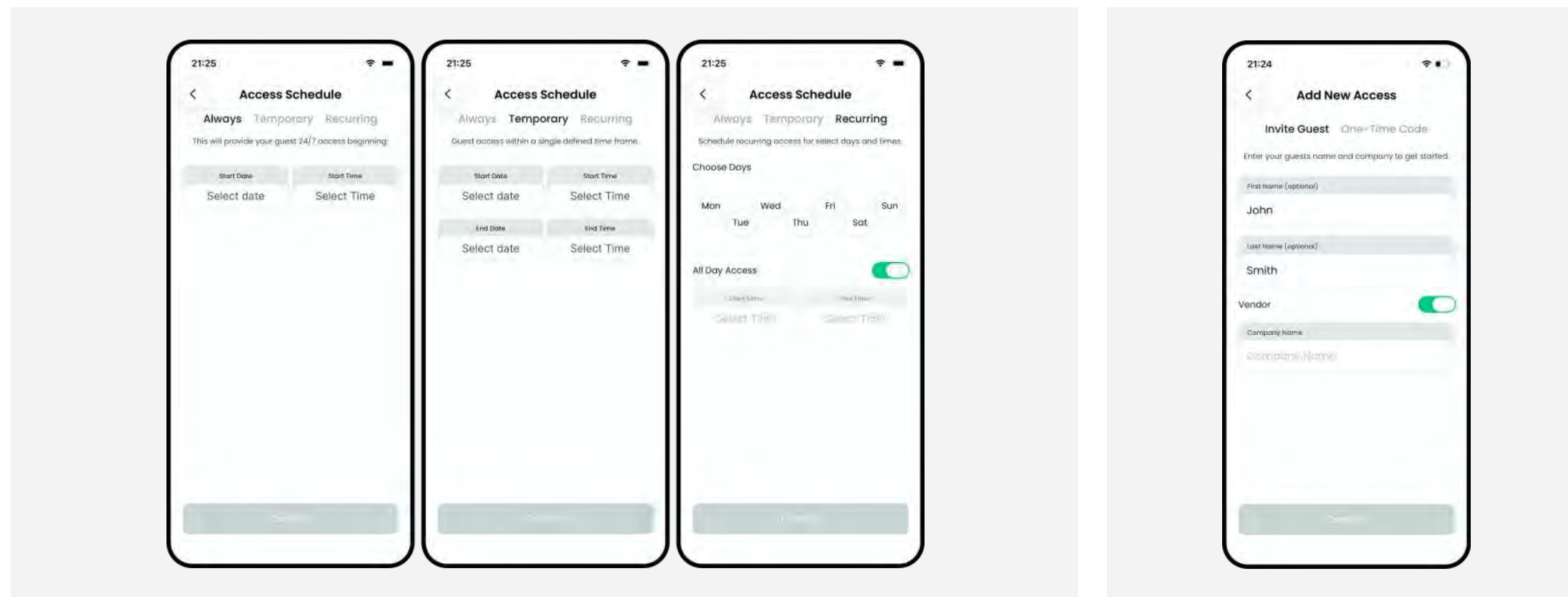
To use the Digital Access Key, you'll need your guest's phone number - that's how the SMS invite is sent. Without it, they'll need to be checked in manually.

Types of access

Anytime - Unrestricted access from a chosen start date and time onwards.

Temporary - Access between a defined start and end date and time.

Recurring - Repeats on specific days and times. Includes an optional all-day toggle.

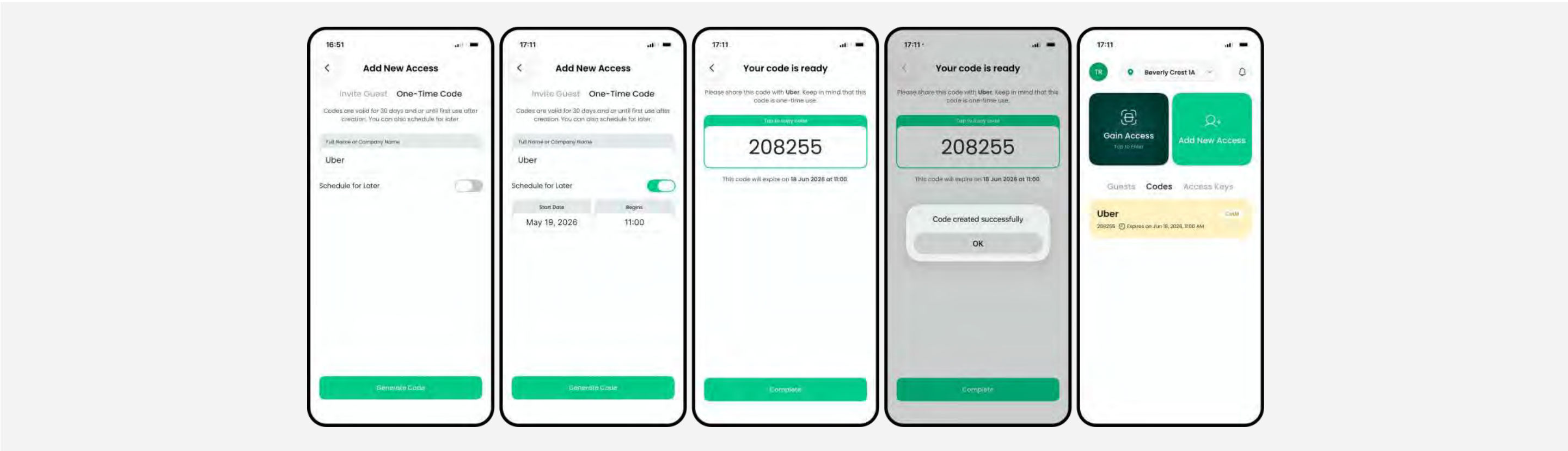


One time code

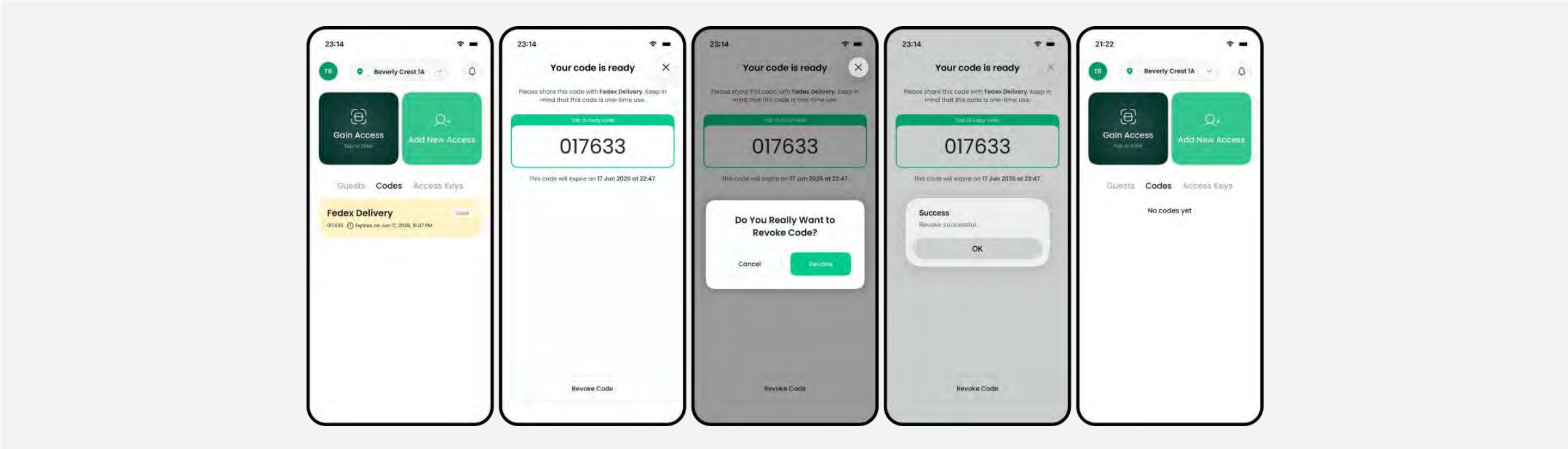
For quick, single-use entry like delivery, repair person, or short visit you can generate a one-time access code

Generate and share - Once created, the code can be copied and shared via text, email, or any messaging app.

i One-time codes are valid for 30 days or until used.



Revoke any time - You can manually revoke a code before it's used. Once revoked the code will be deleted from the code list.



Access keys and properties

Your Access Keys page lists every property you have access to through Sage.

Each time an invitation is accepted, a unique access key is created and added to your account - so you can use the same app across multiple properties without re-registering or re-verifying.

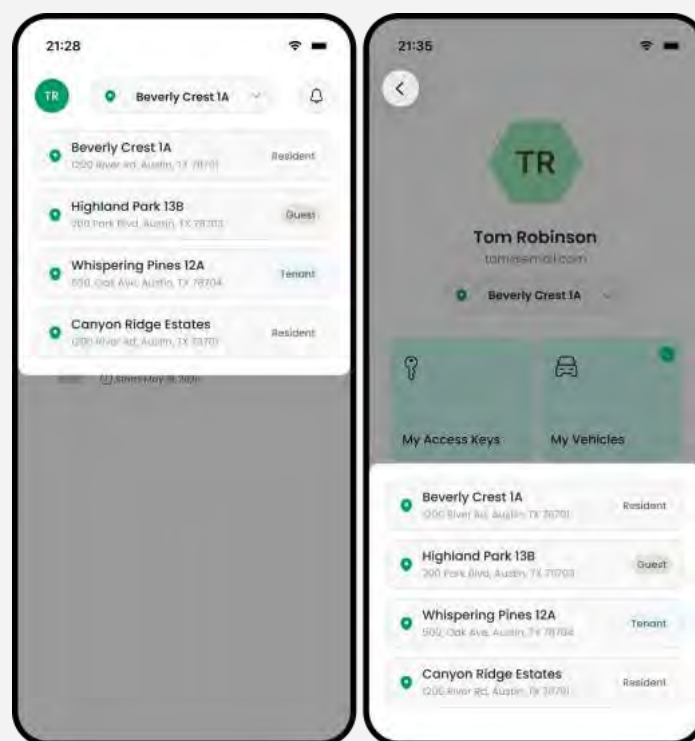
Navigate to the **Access Keys** tab

View access status - See whether your access is active, pending, or suspended for each property.

Property switcher

If you have access to more than one property, the property switcher lets you jump between them in a single tap.

Each property has its own guests, vehicles, occupants, and settings - switching properties simply reloads everything for that location.



Notifications

Stay informed about what's happening at your property in real time.

The app sends push notifications whenever there's activity that needs your attention or something you might want to know about, so you're never out of the loop - even when you're away from home.

For a complete history of activity, you can always check notifications inside the app. This gives you a full timeline of recent events at your property, so even if you miss a notification or want to look something up later, the information is right there.

Tap on  icon to see your activity notifications.

User profile

Your profile is where you manage your account, vehicles, occupants, and preferences.

Settings are stored per-property, so when you switch properties the relevant information follows.

Vehicles - Add and manage your registered vehicles for automatic gate access.



Vehicle registration is only available in communities that offer automatic gate access via licence plate recognition. If you don't see this option in your profile, your community hasn't enabled this feature.

Manage invitations - View and manage guests you've invited.

Occupants - Add family members or others living with you, and define their permissions.


Vehicles

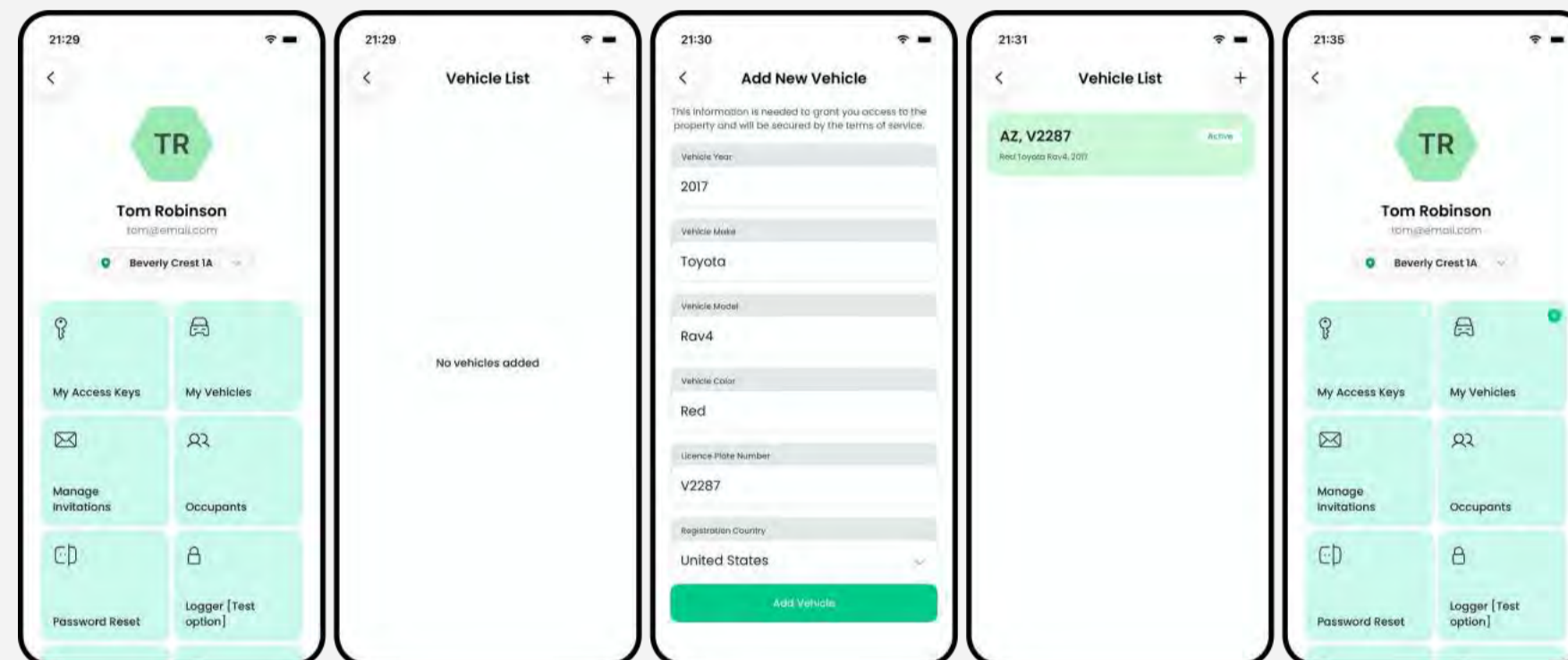
From the Vehicles section in your profile, you can register vehicles to your account for automatic gate access via licence plate recognition.

To add a new vehicle, first select the property it should be registered to. Once submitted, your request is sent to your property manager for approval - you'll be notified once the vehicle is active.

Add new vehicle - Tap on  to add a new vehicle

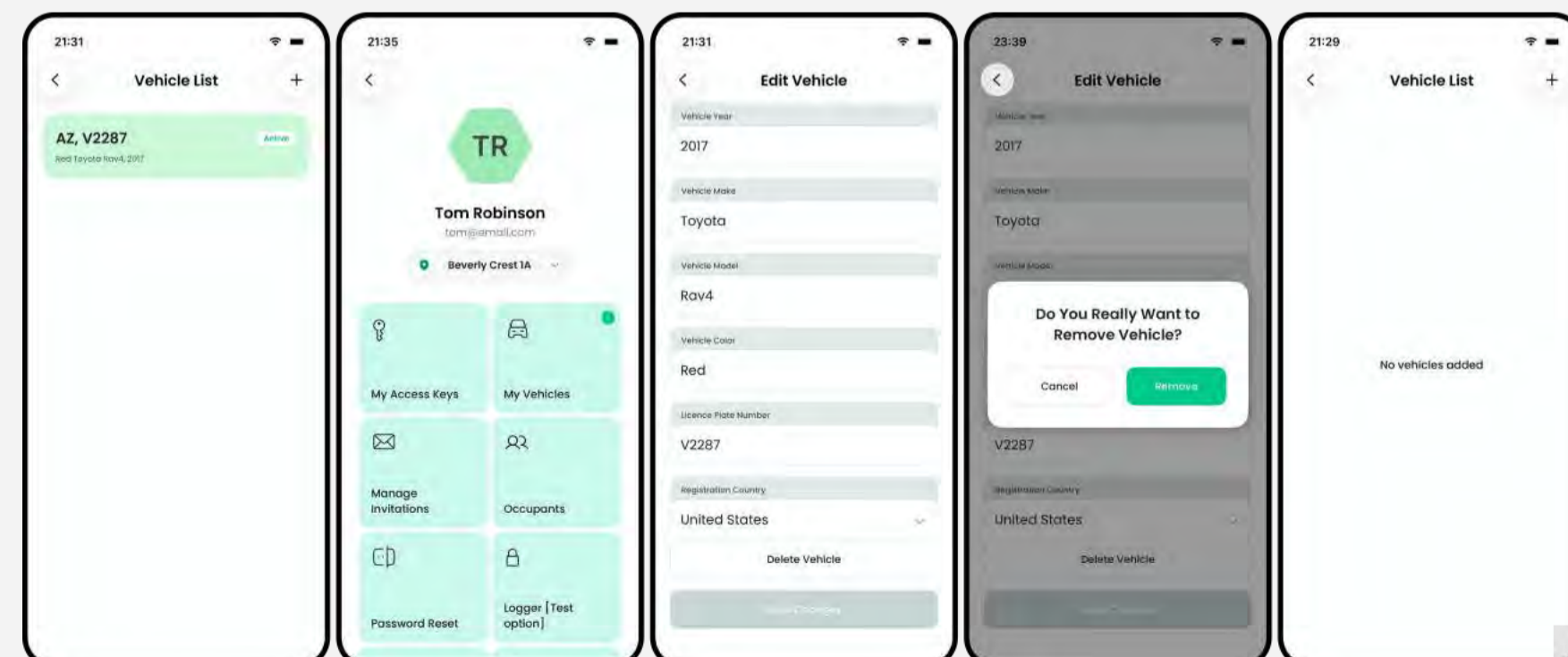
Add vehicle details - Fill in the vehicle's plate, make, model, year, and colour.

 Once approved you will be able to access and enter the gate automatically.



Edit vehicle details - You can edit or update your vehicle details by tapping on the vehicle card.

Delete vehicle - Deleting a vehicle will revoke it's access to property.



Add and manage owners and occupants

Owners or occupants are people living with you at the property - typically family members or housemates.

You can add them to your account, set their access permissions, and update their details at any time.


Add new owner or occupant - Tap on  to add


Access preferences - Owners by default have full access. Occupants can be given the same range of access at the property level, depending on their relationship to the household. You can change these permissions at any point by tapping on the occupant card.


Minor - Occupants under 16 have limited access - cannot receive calls or invite guests.

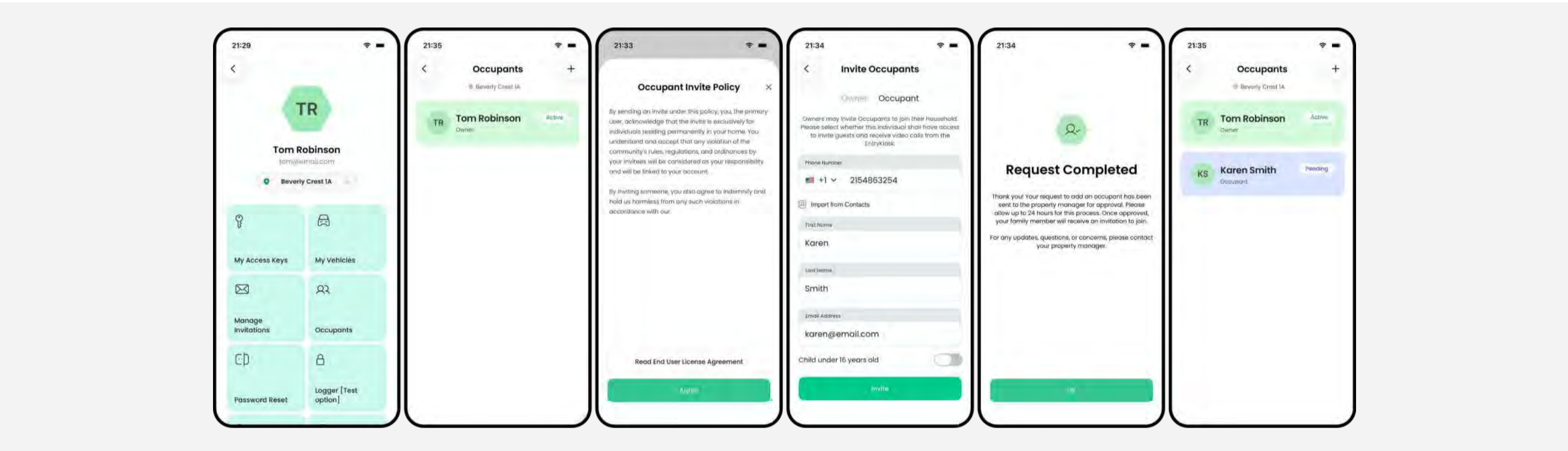
Receive calls - Lets this occupant receive calls from the gate and appear in the kiosk's call directory.

Invite guests - Lets this occupant invite and manage guests.

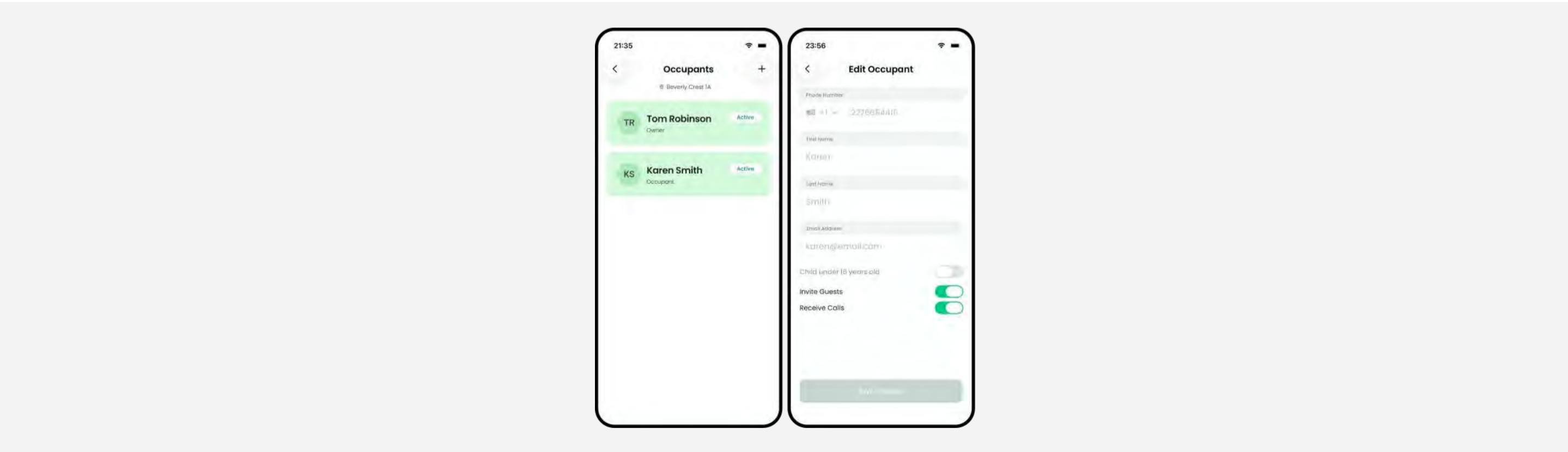
 Once added they will get the **invite via sms** to install the app and access the property.

 Pending invites cannot be edited, only deleted.

 Deleting an occupant permanently removes them from the system and cannot be undone.



Edit occupant permissions - You can update an occupant's permissions at any time. Open their profile from your occupants list to change their access type, adjust call and guest invite settings, or remove them entirely if they no longer live at the property. Changes take effect right away.





Get Support.

support@sagesystems.io