

IZCloud-VGASNT-HOA User Guide

IZCloud AI Virtual Guard Assistant for HOAs

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1. Training and Support

1.1. Training

This document does not take the place of training by Inex Technologies' certified specialists. Contact Inex Technologies to schedule training.

1.2. Support

If you have any questions, please contact our support team via our [Inex Technologies Website](#).

2. Introduction

The IZCloud AI Virtual Guard Assistant is a smart assistant that enables convenient, 24/7 support for gate access. By simply calling or texting, residents can quickly:

- Generate gate PIN codes for visitors/guests and services like deliverymen
- Update their vehicles
- Change their PIN code

This guide will explain how you can use each of these features, with examples.

3. Contacting the Assistant

Using the virtual Assistant requires:

- A cell phone capable of text messaging
- Your phone number being registered in the system by your homeowners association

To contact the Assistant, simply call or send a message to it at the Assistant's phone number (provided by your homeowners association).

i NOTE

The Assistant's messages differ in each conversation, so your experience may look slightly different than the examples in this document.

If the Assistant asks you to enter a phone number, remember:

Do not use any parentheses or dashes in phone numbers.

For U.S. numbers, use the +1 prefix before the phone number.

! IMPORTANT

As a security measure, PIN codes generated over a phone call will be sent as a text message and not spoken.

Keep your resident PIN private - do not share it with guests, delivery drivers, or contractors.

Guest PINs should be shared only with the intended guest.

Update your HOA or property manager if your phone number changes.

Contact your HOA or property manager if:

- Your phone number is not recognized
- Household or vehicle records need correction
- A task you need to perform is not enabled in your community

4. Verifying a PIN Code

Verifying your PIN code is helpful if you forgot the code.

Hello

Good afternoon, Matt Jones, welcome back to Your Community HOA.
How can I assist you?
You can text 'commands' at any time for a list of available actions.

Verify my PIN code

Hello, Matt! Your current resident PIN code is 4045. It has no expiration and is active. Is there anything else you would like to do?

Nothing else, thank you

You're welcome! If you need any further assistance, feel free to reach out. Have a great day!

5. Regenerating a PIN Code

Hello

Good afternoon, Matt Jones, welcome back to Your Community HOA.
How can I assist you?
You can text 'commands' at any time for a list of available actions.

Please regenerate my
PIN code

Your resident PIN has been regenerated. Your new resident PIN is 4045.
It is permanent and does not expire. Please remember this PIN is for
your household only and should not be shared with guests. Is there any-
thing else I can assist you with?

6. Managing Vehicles

You can update the vehicles recognized by the system without contacting your HOA. In this example, you can list the cars, replace one, and display the list again.

Hello

Hello, Jonathan! How can I assist you today with Your Community HOA gate access?
You can text 'commands' at any time for a list of available actions.

What are my cars

You have the following cars registered:

1. Orange Nissan Altima with plate AMA59T
2. Blue Ford Fusion with plate 6KHY52
3. Black Nissan Sentra with plate 5TZN74
4. Ford Fusion with plate 962YW6

Is there anything you'd like to do with these vehicles?

Remove the one with plate 962YW6

Just to confirm, you want to remove the Ford Fusion with the license plate 962YW6 from your registered vehicles. Is that correct? Please confirm yes or no.

Yes

The Ford Fusion with license plate 962YW6 has been successfully removed from your registered vehicles. Is there anything else you would like to do?

Add a new car

What is the license plate number of the vehicle you would like to add?

JRM57Q

Do you want to provide make, model, or color information for the vehicle with license plate JRM57Q? If yes, please specify them; if not, I can proceed with just the license plate.

Yellow Fiat 500

I will register a Yellow Fiat 500 with the license plate JRM57Q. Please confirm if all the information is correct so I can proceed.

Yes

The Yellow Fiat 500 with license plate JRM57Q has been successfully registered. If you need any further assistance, feel free to ask.

List my cars

You now have the following cars registered:

1. Orange Nissan Altima with plate AMA59T
2. Blue Ford Fusion with plate 6KHY52
3. Black Nissan Sentra with plate 5TZN74
4. Yellow Fiat 500 with plate JRM57Q

Is there anything you would like to do?

7. Granting Access for a Guest

You can add guests for whom you want to grant access.

Hello

Good afternoon, Matt Jones, welcome back to Your Community HOA.
How can I assist you?
You can text 'commands' at any time for a list of available actions.

Please add a guest to my reservation

To add a guest to your reservation, I need the guest's name. Could you please provide it?

Their name is John Smith

Thank you. Could you please provide the duration or the start and end time for John Smith's guest PIN access? For example, how long or on what dates and times should the guest PIN be valid?

I would like them to have access for 2 days

John Smith has been added as a guest with a PIN code 5817, valid for 2 days. Is there anything else I can assist you with?

Nothing else, thank you

You're welcome! If you need any further assistance, feel free to reach out. Have a great day!

8. Notices

8.1. Inex Technologies End User Agreement

Be sure to read the following document that explains important information about your agreement with Inex. [Inex Technologies End User Agreement](#)

8.2. Documentation Notices

Inex Technologies reserves the right to improve and enhance its product offerings. Thus, the illustrations and descriptions presented in this manual may differ in some respect from the products you receive.

Technical specifications are subject to change without notice.

In addition, please note that some figures are not drawn to scale, in order to illustrate the addressed issue more effectively.

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9. Document Change History

Date	Change
2026-03-09	<ul style="list-style-type: none"><li data-bbox="375 369 553 394">• Initial version
2026-04-28	<ul style="list-style-type: none"><li data-bbox="375 443 1032 468">• Added section describing how to grant access to a guest<li data-bbox="375 493 935 518">• Corrected section for "Regenerating a PIN Code"
2026-03-29	<ul style="list-style-type: none"><li data-bbox="375 569 850 594">• Added section for "Verifying a PIN Code"
2026-05-10	<ul style="list-style-type: none"><li data-bbox="375 642 1349 705">• Added additional important notes about keeping PINs private and when to contact the HOA/property manager for assistance

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