

# MyQ Training Webinar - Monthly 2026-05-13 13:45(GMT-6:00)

[Manual notes](#)[Transcript](#)

## Key Outcomes

FrommCo conducted a monthly MyQ Community app training webinar for Heritage Hills residents, focusing on guest pass creation, oversized vehicle access procedures, and mobile credential functionality. The session covered common issues with gate access and clarified the 15-minute activation delay for all pass types. [1](#) [2](#)

## Training Topics Covered

### Guest Pass Types and Activation

- **Delivery Pass:** Valid for one-time use within 10 days of creation (not 2 hours as shown in older video); ideal for pizza delivery, Uber, groceries [3](#)
- **Temporary Pass:** Custom start/end dates; suitable for weekend family visits [4](#)
- **Recurring Pass:** Set specific days of week and times (e.g., house cleaner every Tuesday 10am-4pm); valid for 180 days before renewal required [4](#) [5](#)
- **15-minute activation delay:** All passes activate at the next 15-minute increment after creation [3](#)

### Workaround for Delivery Pass Timing

Create the delivery pass first, obtain the generated code, then place the order and provide the code to the driver to avoid the 15-minute delay issue. [6](#)

### Pass Distribution Methods

- Guests receive passes via text or email with two options: URL link for automatic gate opening or numeric code for keypad entry at visitor kiosk [7](#) [8](#)

- URL link automatically opens designated gate without requiring keypad interaction 8 9

## Oversized Vehicle Access Protocol

- **Critical procedure:** Direct oversized vehicles (moving trucks, concrete trucks, furniture delivery) to resident lane only—they cannot fit under visitor kiosk 10 11
- **Step-by-step process:**
  - a. Vehicle must pull all the way forward to the white painted line/sign and come to complete stop 10 12
  - b. Confirm vehicle is stopped on the sensory pad 12
  - c. Resident opens gate via app (Lincoln or Yosemite resident lane) 12
- **Important distinction:** Resident lanes require vehicle on sensory pad; visitor lane has no sensory pad and can be opened anytime 13
- **Driver instruction required:** Oversized vehicle drivers must use URL tab to open gate, not the numeric code at kiosk—there is no connection between kiosk and resident lane 11 14

## Mobile Credential Features

- Three unlock modes: Tap mode (phone to reader), Alert mode (push notification when near reader), Touch mode (hand to reader with phone nearby) 15 16
- Requires Bluetooth and location sharing enabled 15
- Works with LiftMaster smart readers and video intercoms 15

## Video Call Functionality

- Residents receive one-way video with two-way audio from visitors at entrance 16
- iOS: Unlock phone, click MyQ icon to see video and grant/deny access 16
- Android: Unlock phone, open notifications, accept notification to see video 16

## Common Issues Resolved

## Gate Not Opening Problem

Pam reported pressing the unlock button but gate not opening—resolved by explaining the sensory pad requirement: resident lanes only open when vehicle is present on the sensor pad at the designated stop point. 5 12 17

## App Confusion

Clarified difference between MyQ garage door app (white background) and MyQ Community app (blue starry background) for gate access. 18

## Contact List Integration

Demonstrated the hidden "plus button" feature under guest name field to pull contacts from phone for easier pass distribution. 14 19

## Pass Confirmation Display

Explained that sent passes appear in app's guest pass history section, not in phone's native message app. 20

## Best Practices Shared

- Test the system by sending passes to yourself or family members to gain familiarity 21
- Create event passes up to 3 months in advance for party planning 21 22
- Keep transponder ID numbers in safe place—only the ID number needed for \$0 exchanges; additional transponders cost \$50 23
- Select days of week when creating recurring passes—most common error is missing this step 5
- Contact Chastity directly for standby assistance with problematic deliveries 17

## Pending Confirmation

- Heritage Hills website MyQ information currently being updated 22
- Need for more current training video (current version shows outdated "Quick Pass" terminology instead of "Delivery Pass") 3

## Webinar Logistics

- **Schedule:** First Wednesday of each month (occasionally second Wednesday due to board meetings) 24
- **Attendance trend:** Started weekly in October 2024 with 15-25 attendees; now monthly with smaller groups as activation phase completed 1 2
- **MyQ rollout:** System deployed December 2024 across all 677 homes in Heritage Hills 1 24

## Action Items

- Pam: Apply 5 transponders to household vehicles (driver's side headlight placement) 22 23
- Pam: Review training video on Heritage Hills website (6 minutes 48 seconds) 22 25
- All residents: Save Chastity's cell phone number for gate access emergencies 17

## Resources Available

- Training video accessible on Heritage Hills website 22 25
- MyQ Community app (blue starry icon) required for all gate functions 18
- Chastity available via cell for real-time gate opening assistance 17