

CAPISTRANO BAY DISTRICT  
AGENDA REPORT  
February 28, 2012

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*Security Reports*

ITEM F.3

Proposed Password Policy for Homeowner Call-In Identification

It is being recommended that the Board establish a policy that would require homeowners to provide a password for identity to the gate officer when they call in a guest or service person. Too many times, unauthorized guests have “called themselves in” (or a bunch of friends) and the gate officer has no way of verifying the caller’s identity.

There is an existing security feature in the *dwellingLIVE* system of the gate computer that provides for a specific homeowner password that enables the gate attendant to make a more positive ID of the person calling. Actually, there are two such password features already in the system:

- **Call-in Password** (this is for the homeowner)
- **Tenant Password** (this is for a renter occupying the home)

*\*For renters, the gate attendant simply requires the renter of record to make up a password right at the gate when they first arrive. If they refuse or fail, they will not be able to phone in any guests.*

This security feature is available to homeowners who make use of the *dwellingLIVE* system from their home computers. Some users have made use of the feature already and have entered a special unique password for call-in ID purposes. However, there is a low percentage of homeowners who are accessing the gate computer system from their personal PC’s and an even lower percentage of those users who have actually provided a call-in password – so something needs to be done to promote this security measure within our community.

To publicize this security feature and encourage property owners to provide a call-in password, it is recommended that a notice be sent out that explains the policy and establishes a deadline date for submitting a call-in password. Homeowners would have to log onto the *dwellingLIVE* system and enter the password independently OR submit it to the District in writing. It would not work to simply call the gate and have the attendant take your password over the phone.

Once the notice goes out, the gate attendants on the various shifts would begin promoting the password requirement as they receive calls from homeowners. After the established cut-off date closes (perhaps 30-45 days), the gate attendants would not be allowed to continue taking guest/service names over the phone UNLESS the caller has an established call-in password.

If this is acceptable to the Board, a draft policy and homeowner notice can be developed and submitted to the Directors for approval.