

MyEnvera

How do I add visitors to my list?

The MyEnvera web portal and app includes a section (menu item) called Visitors. There is a blue button that say 'Add Visitor.' In the app, you will select the icon with one figure and a plus sign in the bottom, right corner while in the Visitors section of your account. For further assistance, please view our [MyEnvera tutorial videos](#).

How do I change my username, password and pin?

You can request your username, reset your password, and change your PIN at MyEnvera.com or with the app. If you have any issues, you can email myenvera@enverasystems.com for assistance. Please keep in mind, a username **cannot** be created for security purposes. Envera must have confirmation from an authorized community contact that you are a resident/renter within an Envera-secured community.

Can my household use the app while sharing login information?

Yes, household members can all use the app if they have access to their household login information.

Can/does my spouse, kids and other household members have a login?

There is only one login per household, with the exception of tenants who have a separate login.

Does a community's existing visitor management system transfer to MyEnvera?

No. Any guest lists that a resident may have in a community's existing system (before transitioning to Envera) will not transfer over to MyEnvera. Residents need to add guests to their MyEnvera account to ensure their authorized visitors can easily enter the community.

What if I have a vendor coming to my house but don't know the name of the representative?

When adding this household specific vendor to your visitor list, simply enter the company name in the Company Name field.

What do I need to do if I am having a party?

On your Visitor List, create a Temporary visitor with "Admit All" as the Last Name and the type of party as the First Name. For example, "Admit All, Birthday Party." Don't forget to schedule the date and timeframe of your event using the Schedule button.

How many phone numbers can I add to my MyEnvera profile?

You can add two phone numbers to your main Profile, and we encourage you to list those where the chance of us reaching you is most favorable. You can also add phone number for specific household members, if needed. Envera's agents are restricted to attempting only two phone numbers for visitor verification.

What if I do not want my child/teenager to authorize entry?

You can simply not add a phone number for your child/teenager, or you can add your phone number for their Household Member profile. Either way, when a visitor comes to the entrance stating they are there to see your child/teenager and they are not on your visitor list, we will contact you at the number(s) listed on your account.

How do tenants add guests?

Tenants receive their own MyEnvera account, separate from a homeowner's. New tenants must complete a [registration form](#) and submit it to the property manager/community staff.