



VIRTUAL DOORMAN®
TECHNOLOGY OPENS ANOTHER DOOR™

Your Welcome Guide

Your overview of building entry, deliveries, and support,
designed to make everyday access simple and secure.





Welcome to **VIRTUAL DOORMAN®**

Congratulations!

Your building is now equipped with **VIRTUAL DOORMAN®** remote building-wide entry and access management services.

We're here to make your building access simple, secure, and easy to use — with live support from real people available whenever you need it, 24/7.

This guide will walk you through how everything works and answer the most common questions to help you get started. Let's get you set up with **VIRTUAL DOORMAN** and show you how everything works.

What is **VIRTUAL DOORMAN**

VIRTUAL DOORMAN created an entirely new industry when it launched the first system that delivered the doorman experience remotely — at a fraction of the cost.

For nearly 30 years, **VIRTUAL DOORMAN** has been the trusted authority in building-wide entry and access management. Our service combines professional operator oversight with next-generation technology to manage building access, verify visitors, and support residents and tenants in real time.

This is not just an automated system or an app. It is a professionally managed and operated service — where trained

professionals monitor activity, verify visitors, receive deliveries, and step in when needed, 24/7.

You remain in control through the **VIRTUAL DOORMAN** Welcome App and Web Portal, while a dedicated team ensures everything is actively managed and monitored.

The result is a secure, reliable experience you can depend on every day.



How We **Support You Every Day**

With **VIRTUAL DOORMAN**, everyday activity in your building is actively managed — from who enters to how deliveries are handled and what happens when you're not there. You have control when you need it, while a dedicated team ensures everything runs smoothly behind the scenes.

You don't have to wonder:

- Who is entering the building
- Whether your package was received
- What happens if you're not there
- How to let someone in when you're away

We manage daily building activity, including:

- Accepting and monitoring package deliveries
- Verifying and granting access to authorized visitors
- Assisting with resident or tenant lockouts
- Helping report and track maintenance issues
- Supporting coordination with building operations
- Providing video footage lookup when needed
- Maintaining your account through the resident portal

Services may vary based on your building.



Simple and Quick **Getting Started Steps**

Getting set up is easy.

1

Go to
virtualdoorman.com

3

Click **Don't have an account yet?**
Register Here

2

Click **Log In** in the
top right corner

4

Enter your personal details and
click **Register**



Each resident or tenant should create their own account so our team can recognize you, manage deliveries, and provide access when needed.

Please allow 24–36 hours for activation.



Secure Entry: **The Welcome Station™**

The **VIRTUAL DOORMAN** Welcome Station is located at your building entrance and serves as your primary point of entry and access.

It allows you to enter the building directly, while also serving as the point where visitors and deliveries are verified and managed in real time.

With the VIRTUAL DOORMAN Welcome Station:

- You can open doors and access the building
- You can connect directly with the **VIRTUAL DOORMAN** Command Center for assistance
- Visitors are verified before being granted access
- Deliveries are received, confirmed, and managed appropriately

Whether you are arriving home, assisting a guest, or expecting a delivery, the Welcome Station ensures every interaction at the entrance is handled efficiently and securely.

Your Control: **The Welcome App**

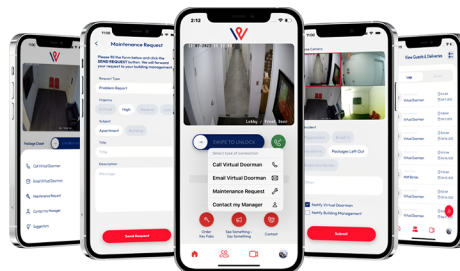
While your building is professionally managed, you stay connected and in control.

With the Welcome App, you can easily:

- Manage packages and receive delivery notifications
- Add and manage approved guests and vendors
- Receive alerts when visitors arrive
- See who is at the door and grant access remotely
- View building cameras
- Unlock doors and manage access points
- Avoid lockouts with remote access options
- Contact 24/7 support
- Submit maintenance requests or report issues
- Order key fobs

- Access building forms and documents
- View important emergency contact information

Features may vary based on your building's setup.



VIRTUAL DOORMAN Interactive Web Portal™

In addition to the mobile app, the **VIRTUAL DOORMAN** Interactive Web Portal™ provides a more detailed view of your account — giving you a place to set up, manage, and review everything in one place.

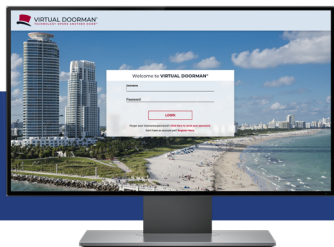
The Web Portal is ideal for account setup, preferences, and accessing detailed information about your building activity.

Through the Web Portal, you can:

- Set up and manage your account details and preferences

- Add and manage approved guests and vendors
- Review detailed delivery and visitor activity
- Receive and manage email notifications
- Submit maintenance requests or suggestions
- Access building forms, documents, and important information
- View emergency contact details for your property

Whether you're at home or away, the Web Portal gives you a complete view of your account and building activity — all in one place.



Register or log in at **virtualdoorman.com**



Secure Access: **Your Key Fob**

Your **VIRTUAL DOORMAN** key fob provides secure, convenient access to your building.

Each resident or tenant receives their own key fob, which is uniquely assigned and connected to your account — allowing access to be managed and monitored as part of your building's overall system.

If you need additional key fobs or a replacement, you can easily request them through the Welcome App or the **VIRTUAL DOORMAN** Web Portal.

With the VIRTUAL DOORMAN key fob:

- Access is secure and tied directly to your account
- Permissions can be managed based on your building's settings
- Lost or inactive fobs can be quickly deactivated
- Access activity can be reviewed when needed

This ensures your building maintains a high level of security, while giving you reliable and easy access every day.





How We **Support Your Building**

VIRTUAL DOORMAN works alongside your building management to ensure everything operates smoothly, securely, and consistently.

This includes:

- Managing access credentials, including key fobs and entry permissions
- Setting time-based access for vendors and service providers
- Verifying and coordinating access for maintenance and building services
- Supporting service providers with scheduled and on-demand entry
- Reviewing entry logs and video footage when needed
- Providing video lookup and documentation for incidents or inquiries
- Monitoring system performance to ensure consistent uptime
- Supporting building-wide access control, surveillance, and intercom systems
- Assisting with key control, including electronic key safes where available

By coordinating closely with building management, **VIRTUAL DOORMAN** ensures that access is not only controlled — but actively managed. The result is a more secure, organized, and responsive building environment.

VIRTUAL DOORMAN Is Always There for You



With **VIRTUAL DOORMAN**, your building is continuously monitored and supported — with a team available 24/7 whenever something needs attention.

Whether it's a delivery, a visitor, or an unexpected situation, trained professionals are actively managing and ready to respond in real time.

You can reach the **VIRTUAL DOORMAN** Command Center through:

- the **Welcome Station intercom** at your building entrance
- the **Welcome App**
- the Web Portal at **virtualdoorman.com**
- email at **support@virtualdoorman.com**
- phone at **844.228.1112**

See Something, Say Something

If something doesn't look right, report it through the app — whether it's suspicious activity, unauthorized access, a delivery issue, or anything that needs attention.

Your report goes directly to the **VIRTUAL DOORMAN** Command Center for real-time review and response.

You're not just reporting an issue — you're supported in resolving it.

virtualdoorman.com | info@virtualsevice.net | 844.228.1112

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