

Gateway Devices

What is a Gateway Device?

A Gateway device can be any device with Internet access, such as a desktop, laptop, or tablet. It is not recommended to use any device smaller than a tablet, such as a smartphone. This device belongs to you and your office - it is NOT a device a client brings into the office with them.

From this device, your client will be able to access their Client Portal and complete tasks in your office.

Tasks they can complete on a Gateway device are:

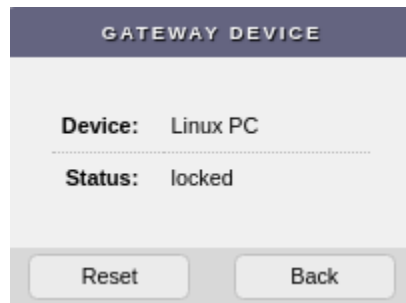
- Sign contracts
- Sign electronic ROIs
- Complete a survey
- Select a treatment provider

If you request a document from them, or share a document with them, they will receive a notification via email that will provide them with a link to their Client Portal login where, once logged in, they can upload or download the document. This cannot be done on a Gateway for security reasons.



This option will show you all Gateway devices registered and currently active to your company. The Gateway program will recognize what type of device your Gateway is, so

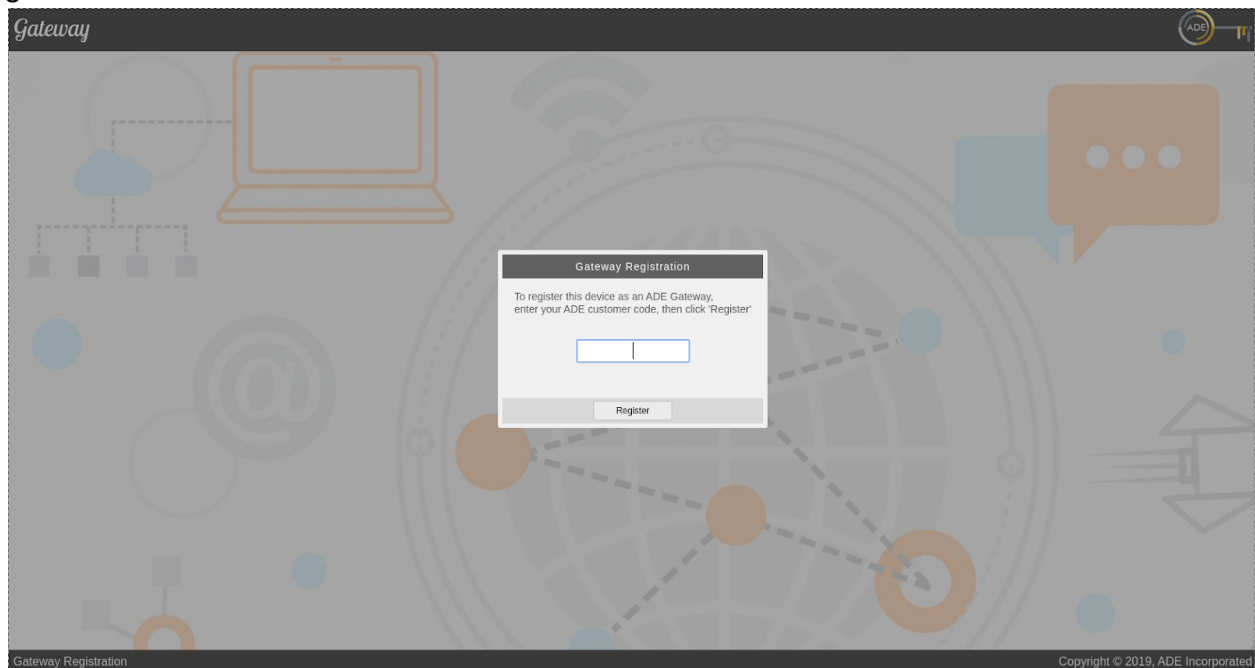
there is no need to name it specifically. You can register as many Gateway devices as you would like, there is no longer the need to delete or deactivate Gateway devices.



A screenshot of a web interface titled "GATEWAY DEVICE". Below the title, it displays "Device: Linux PC" and "Status: locked". At the bottom, there are two buttons: "Reset" and "Back".

When clicking on the Gateway Device, it will bring up the details of it. The reset button will send the Gateway back to its lock screen. The Status will tell you if it is in use or not, either Locked when not in use, or the Client's name if someone is using it.

To register a Gateway device, you go to <https://gateway.adeincorp.com>. On that page, a box will ask for your customer code, if you do not know your customer code, you can give us a call at 1-800-334-1918.

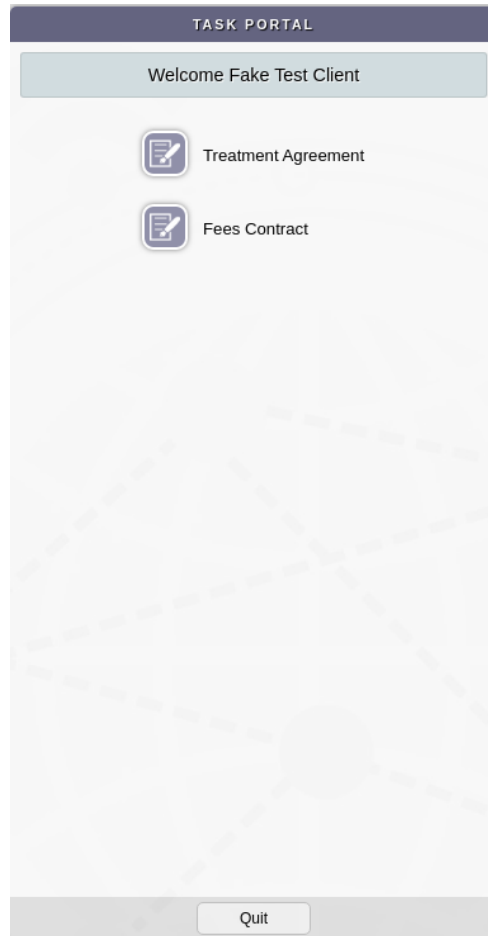


A screenshot of the "Gateway Registration" web page. The page has a dark header with the "Gateway" logo on the left and the "ADE" logo on the right. The main content area has a light gray background with a faint network diagram. In the center, there is a white registration box with the title "Gateway Registration". Inside the box, it says: "To register this device as an ADE Gateway, enter your ADE customer code, then click 'Register'". Below this text is a text input field and a "Register" button. At the bottom of the page, there is a footer with "Gateway Registration" on the left and "Copyright © 2019, ADE Incorporated" on the right.

Upon entering your customer code, the device will be registered to your company as a Gateway, and the Lock Code screen will now be on the device.



The lock code default is set to 1918, and this code can be changed by clicking on the Lock Code button on the Gateway tab in Unum. It can only be numbers, but may be as short or long as you choose. After entering the lock code, a list of your clients with tasks that need to be completed will appear. You can click on the client that will be completing tasks for you, and the Gateway will go to their task portal.



After completing their tasks, the client will hit the “Quit” button, and the Gateway will go back to the Lock Screen.