My Q App Information & Instructional Video

Since the installation of the Lift Master gate controller a few years ago, we have gradually begun to implement many of its advanced features, enhancing both convenience and security. These improvements include the ability to program specific dates and times for special events, more reliable and consistent gate operation, and remote access to reboot the system to resolve minor issues. Additional capabilities are also being introduced, such as assigning individual PIN numbers for personalized access, enabling audio calls with remote opening, and most recently, the integration of the My Q Community Application for smart devices, which provides residents and authorized users with greater control and flexibility in managing gate and amenity entry.

The My Q App: Many of you may have received an invitation to join the My Q Community app via email. This app allows your smart device to open any community lock that utilizes your card/fob. The use of this app includes not only the ability to open all of the amenity doors (pool, fitness center and main community center doors), but will now include the main gates and the maintenance yard drop arm gates. (APPS CAN NOT BE SHARED)

NOTE: Below is the link for an instructional video on how to download and install the My Q Community Application on your smart device.

Click Link: https://cgi.widen.net/s/vbcw7nzxz7







Once you have downloaded the app to your device, simply follow the instructions.

You must choose SIGN UP when you open the app for the first time.

THE APP, ALONG WITH YOUR KEY CARD, KEY FOB OR SPECIFIC PIN CAN BE UTILIZED TO GAIN ENTRY INTO THE COMMUNITY'S MAIN GATE OR THE DROP ARM MAINTENANCE YARD GATES. WHILE UTILIZING YOUR FOB OR CARD SIMPLY HOLD THE CARD OR FOB UP TO THE KEYPAD.

- *Utilize the email that you have provided the POA (duplicates are not permitted).
- Utilize your own unique password (Lockwood does not have a specific password).
- Emails from the My Q Community to join cannot be shared.
- Our system is not set up for guest passes.
- Our system is not set up to utilize Bluetooth.

* The most common difficulty with the app is an invalid email. If you are having an issue, contact security@lockwoodfollypoa.org for assistance.