

Text-To-Open for G.O.A.T.

Text-to-Open (TTO) is a G.O.A.T. feature that enables facility gate access to tenants, vendors, employees, and other authorized users via SMS.

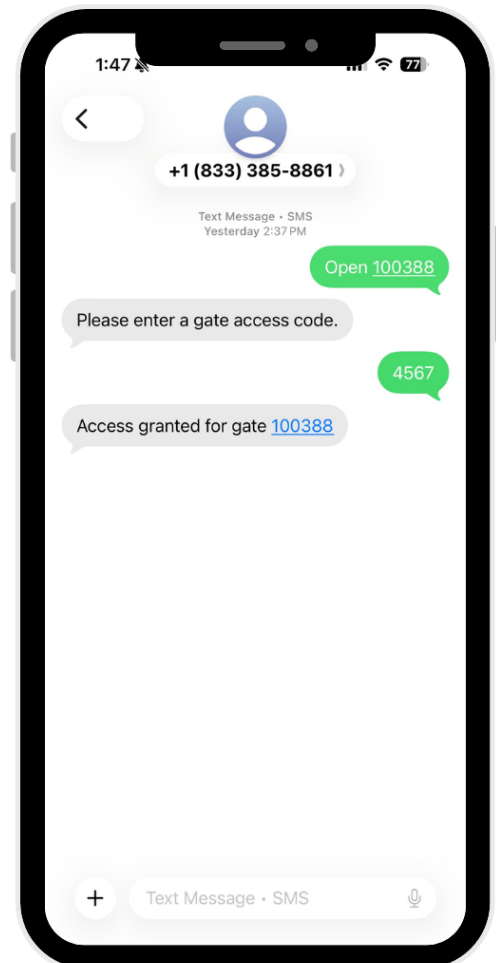
Users text "Open" followed by the Gate QR ID to a designated phone number. The system verifies the sender and account status before granting access.

Access Logic

When a user sends a Text-to-Open request, the system validates their access:

1. Tenant Account Status
 - If the sending phone number is associated with an account in good standing, access is granted and the gate opens automatically.
2. Tenant Gate Status
 - If the sending phone number is associated with an account that is not in good standing, access is denied and the gate remains closed.
3. Unrecognized Phone Number
 - If the sending phone number is not recognized, the system prompts the user to use a gate access code.
4. Valid Gate Code
 - If the entered gate code is valid, the gate opens.
5. Invalid Gate Code
 - Users have three attempts to enter the correct code.
 - After three failed attempts, the user will be locked out for 30 minutes.

This process ensures secure and controlled gate access while enabling convenient entry via SMS.



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Displaying Text-to-Open

Upon adding a G.O.A.T. device to the Tenant Connect Admin Portal, a QR code can be created for users to scan on arrival to the facility. Edit the Text-to-Open verbiage within the QR code settings:

- Include Text-to-Open Information
 - When ON, Text-to-Open instructions (phone number and QR ID) will appear on downloaded or printed signage.
 - When OFF, the signage will display only the QR code.

Note: No setup is required for Text-to-Open, as it is automatically enabled for all G.O.A.T.s. This setting only controls whether the instructions appear on signage.

The screenshot displays the QR Code Text Settings interface. At the top, there are fields for 'Last Updated' (Thursday, February 19th, 2026), 'QR Code Label' (GOAT - Joseph - Dev - SSM), 'Subdomain' (SSM), and 'Access Point' (Joseph - Dev - SSM). Below these are 'Last Updated By' (Joseph Hillenbrand), 'QR URL' (<https://ssm.tenantconnectdev.com/qr/271>), and 'Facility' (ABC Self Storage- Phoenix). A toggle switch for 'Include Text To Open Information' is turned on. A preview section shows the text: 'Scan code below with your camera phone, or text *Open 100517* to (609) 544-4443.' The QR ID '100517' and the Phone No '(609) 544-4443' are highlighted with green boxes. Below the preview is a QR code. At the bottom, there are buttons for 'Test', 'Download', and 'Print'.

QR Code Text Settings

The sample Text-to-Open message displayed with the QR code includes:

- QR_ID – the unique ID the user must include when sending SMS
- Phone_No – the phone number users send the SMS to

Example Display Text: "Text OPEN {QR_ID} to {Phone_No} to open the gate."



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Editing the Default QR Code Text

All Text-to-Open verbiage can be customized in the Tenant Connect Admin Portal by navigating to **Company Settings** → **Tenant Access Tab**. Customization will apply to all QR codes for all G.O.A.T.s in the account.

Available Variables

Variable	Description
Open*	Prompt for G.O.A.T.
QR_ID*	Unique ID required for SMS
Phone_No*	Phone number users SMS
Company	Company subdomain name
Facility	Facility name
*Required variable	

QR Code Details ✕

Last Updated: Tuesday, March 3, 2026 Last Updated By: Joseph Hillenbrand [Reset to Default](#)

Default Text

Scan code below with your camera phone, or text {QR_ID} to {Phone_No}.

Custom Text

Scan code below with your camera phone, or text "Open {QR_ID}" to {Phone_No}.

QR_ID Phone_No Company Facility



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Creating Custom Signage

If creating custom signage, include required variables to ensure successful Text-to-Open functionality.

- The keyword "Open" before the QR ID
- QR ID
- Phone number

Using Provided Signage

The Tenant Connect Admin Portal provides downloadable signage options.

- Download
 - Generates a PDF file with the QR code and Text-to-Open instructions (if enabled).
- Print
 - Allows printing directly to:
 - a printer
 - a PDF
 - other supported print options

