

Contact Details & Notifications — Quick Guide

Confirm your details once. Choose which email gets which messages.

- ✓ Takes about **2 minutes**, once
- ✓ Choose for **Email 1** and **Email 2** separately
- ✓ Check ins and outs **each time**, or one **evening summary**
- ✓ **Urgent** gate alerts always come, to every email

1 Confirm your details

Log in at **saifeepark.co.ke** with the **head of family ITS number** and your password. Open **My Contact Details** (it opens by itself if your details are not confirmed yet).

- 1 Head of family** — check the mobile number. Not a Kenyan number? Tap the flag and pick the country.
- 2 Alternate contact** — another person in your house, for example your spouse. Their name and mobile number, **different** from the head of family number.
- 3 Email addresses** — Email 1 is needed. Email 2 only if you have one.
- 4 Confirm** — tick the box and tap **Save my details**. A confirmation email goes to each email: if it arrives, that address works.

Important: until you save, IEMS opens only this form. Once saved, everything works as normal.

2 Choose your notifications

On the same page, open the **Notifications** tab. Every kind of message is listed, with a choice for **Email 1** and **Email 2**.

- 1 Gate alerts** — when your workers arrive and leave: **Each time**, **Evening summary** (one email at about 8pm with the whole day), or **Off**.
- 2 Passes** — worker passes, temporary passes and car passes: switch each kind **On** or **Off**.
- 3 Messages with a lock** are always sent, for your safety: a worker held at the gate, overstay notices, and password or account changes.
- 4 Tap Save my notification choices**. We email you a short note of what changed.

Quick buttons at the top fill in the choices for you: **Everything on**, **Check ins and outs as an evening summary**, or **Only what is always sent**. Then press Save.

3 Change your mind any time

- **From any email:** at the bottom, tap **Stop these emails**. It stops only that kind, for that email. Tapped by mistake? Press **Turn them back on**.
- **All settings:** log in, open **My Contact Details** and then **Notifications**.
- **Head of family name:** on the form, tap **Correct the spelling, or tell us the head of family has changed**.

If the security office changes one of your settings (for example after you phone them), you get an email saying what changed and why, and you can change it back.

4 Need help?

- **Not getting an email?** Look in Spam or Promotions, and check the address under My details. The security office can see whether each email was sent.
- **Forgot your password?** On the log in page tap **Forgot Password?**.
- **Email** helpdesk@saifeepark.co.ke — automatic replies only.