

Using the App

View Upcoming Event Reservations

To view your upcoming reservations from the app, please follow the steps below:

1. Open your Community App to launch the Home Feed, or tap the menu and select “Return to Your Home Feed.”
2. Scroll down to “Events and Reservations For You.”
3. Any upcoming reservations will appear here with the label “Reserved.”
4. To confirm your reservation details, please check your email for a reservation confirmation notice.

If the “Events and Reservations” screen does not display any reservations, no reservations exist for your profile.

Update Profile Information

To edit your app profile information, please follow the steps below:

1. Click on the first home feed icon, “Profile” to review your account settings.
2. To update your profile, tap on your name or profile picture to edit your information.
3. To save, tap “Done” or “Return,” and a Green Check will appear to confirm your edits.

To edit your Community Directory Settings, please scroll down to the next profile options:

- Visible and Searchable Profile: Enables visibility of your name in the Community Directory.
- Phone Number Visible: Enables visibility of your phone number in the Community Directory.
- Email Address Visible: Enables visibility of your email address in the Community Directory.
- Street Address Visible: Enables visibility of your address in the Community Directory.

Next, tap **Manage Payment Options** to add a credit card to your profile for in-app transactions.

Still have questions? Tap the last option, **Request App Assistance**, to contact Customer Service

Search Neighbors

To search for Neighbors in your community app, please follow the steps below:

1. Navigate to the app menu and select: Community Directory
2. On this screen, you can search for neighbors by tapping the **Search Profiles** button.
3. Enter the name of your neighbor in the Search bar, then tap done.
4. If your neighbor does not appear, they are not registered for the community app, or they have disabled visibility on the Community Directory in their privacy settings.
5. To follow a neighbor, move the slider from gray to green.

Following Neighbors

Following a neighbor allows you to receive alerts from them about events in the app. To alert one of your followers of an event, open the Event Calendar, select an event, and tap “Push to followers” at the top of the page. This will send a notification to anyone following your profile of the event.

Not receiving notifications? Ensure that notifications are enabled for your community app in your device’s Settings.

Make an Event Reservation

To make an event reservation in the app, please follow the steps below:

1. Navigate to the Event Calendar.
2. Find and select the event you want to reserve.
3. Review the description for additional rules, guidelines, and notices regarding the event.
4. Tap “Reserve.” This is a button and may also be titled “RSVP” or something similar.
5. Adjust your reservation details by adding or subtracting persons to your reservation.
6. Tap Continue Reservation.
7. Review your details, then tap Confirm Reservation.

You will receive a confirmation email with your reservation details. Your reservation is also visible on the Home Feed under “Events and Reservations For You”

Make a Place Reservation

To make a place or amenity reservation in the app, please follow the steps below:

1. Navigate to a Reservable Amenity, like the Clubhouse or Tennis/Pickleball Courts.
2. Review any rules or additional instructions for completing a place reservation.
3. Tap “Reserve.” This button may also be titled “Select a Time” or something similar.
4. Fill out any additional form requirements, then open the calendar, and select the day and time that you want to reserve.
5. Once confirmed, your chosen time will appear Green.
6. To cancel, navigate back to your chosen date and time, and select “Cancel.”

You will receive a confirmation email with your reservation details.

Your reservation is also visible on the Home Feed under “Events and Reservations For You”