



CONNECT COMMUNITY WEBSITE USER GUIDE SUN CITY APPLE VALLEY

[HTTPS://SUNCITYAPPLEVALLEYHOA.CONNECTRESIDENT.COM/](https://suncityapplevalleyhoa.connectresident.com/)

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HIGHLIGHTS

The Connect Resident portal (a.k.a. – Community Website) is available to all FirstService managed communities. This document will provide you with information on the various functions of the site. With the site, you can connect to:

Devices: We know that being connected anytime, from anywhere and from any platform is essential for homeowners. To that end, your website's updated and responsive layout is designed to support desktop, tablet and mobile displays.

Your Personal Homeowner Account: A self-service platform lets you communicate with your management team, submit service requests, check account balance information, download forms and documents, manage your visitor list, obtain package information and much more.

Events and Happenings: Got a case of FOMO*? Never miss a thing by utilizing the new community calendar feature to stay in-the-know on happenings within your community.

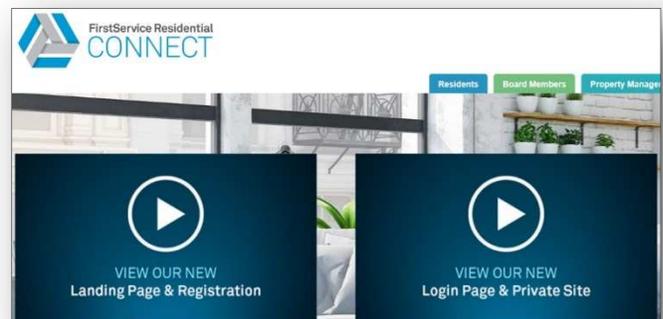
Neighbors: An optional resident directory enables easier interactions with fellow residents. Of course, homeowner privacy is a top priority, so this feature is activated only for those who choose to opt-in.

Information: Have a quick question? No problem. Visit the FAQ section of your community website to get answers to some of your most common association questions.

Peace of Mind: Get the highest level of protection with up-to-date security and strict privacy settings.

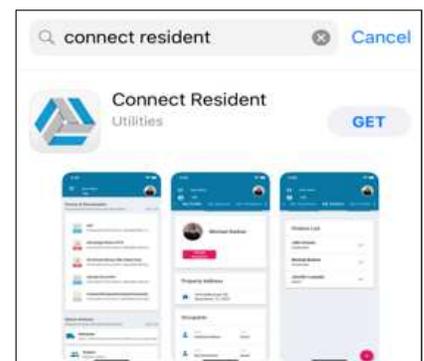
For a virtual tour of the site and on how to register, check out

<http://connect.fsresidential.com>



MOBILE APP

After registering for the site, download the app version of the site! Access your smart phone's App Store and search "Connect Resident" to download the app. The login for the app is the same as the login you set up when you registered for the site.



LANDING PAGE

The landing page contains information specific to your community and is where you will register and login to the site at <https://suncityapplevalleyhoa.connectresident.com/>.



- **About Us**
 - The story of your community!
- **Property Profile**
 - Provides quick stats/information about the community

YOUR OASIS IN THE DESERT

Nestled against the verdant fairways of Ashwood Golf course and a magnificent mountain view backdrop, Del Webb's Sun City Apple Valley neighborhood is home for those 55 and better. Located in the picturesque High Desert and just a short drive from the historic California Route 66 Museum and Victory Valley Museum of Art, this gated community also boasts easy access to nearby shopping, dining, and entertainment, including the Big Bear Mountain resort area, movie theaters, shopping and so much more! The nearby Jess Ranch Marketplace is host to an array of restaurants and shopping options as well as a theater and Victor Valley College.



SUN CITY @ APPLE VALLEY PROFILE

1676	/	15	/	4	/	2
Homes		Sports Courts		Swimming Pools		Clubhouses

- **Amenities** - Highlighting the great features of your community!

AMENITIES

 2 CLUBHOUSES The Aspen Clubhouse & Mariposa Lodge are beautifully appointed and staffed	 FITNESS CENTER Enjoy a great workout in one of our 2 fully equipped Gyms	 TECH CENTER Computers with Wi-Fi access are available in both Clubhouses
 4 POOLS Choose our Indoor Olympic pool or one of our 3 Outdoor Pools	 GOLF COURSE Sun City is adjacent to Ashwood Golf Course	 3 SPAS Choose from indoor or outdoor spa at the Aspen or outdoor at the Mariposa
 LIBRARY Clubhouses offers a wide variety of daily news, books & magazines	 SAFETY TEAM Sun City has a staffed main gate and is patrolled 24/7 by private security	 SPORTS COURTS 3 Tennis Courts, 9 Bocce Ball Courts and 6 Pickleball Courts
 EVENT ROOMS Rooms to accommodate parties from 12 to 175 people	 WI-FI For your convenience both of our clubhouses are wi-fi enabled	

- **Resident Access - Registration**

- To log into the site, residents must register. Registration is simply done by clicking **REGISTER on the landing page** and entering in your **email address** and **mobile phone number**. If both are found in our database, you will receive either an email or text to finalize registration. This *2-factor authentication* method ensures the highest levels in security! Residents whose number or email is not found are directed to call our Customer Care Center for fast, live support 24/7 at **1-800-428-5588** or the **Upland-specific Customer Response Department at 909-981-4131**.



RESIDENT ACCESS

- Communicate with your management team
- Download forms and documents
- Look up a neighbor's contact information in the community directory...and much more!

Wherever you are and whatever device you use, instant access to your community is always at your fingertips, including making payments online and submitting service requests. Easy navigation and 24/7 availability means you can quickly take care of community business at your convenience.

LOGIN
REGISTER

DASHBOARD/HOME PAGE

MY COMMUNITY 10

9 JP

1 My Balance
View your account activity [View More](#)
BALANCE DUE N/A
MAKE PAYMENT

2 Forms & Documents
Download and print forms and documents [View All](#)
Board Meeting_08/27/2018
Board Meeting Minutes | Uploaded September 20, 2018
Board Meeting_06/28/2018
Board Meeting Minutes | Uploaded August 24, 2018
Board Meeting_05/31/2018
Board Meeting Minutes | Uploaded July 6, 2018
Board Meeting_05/03/2018
Board Meeting Minutes | Uploaded July 6, 2018
Board Meeting_04/05/2018
Board Meeting Minutes | Uploaded July 6, 2018

3 Quick Actions
Request services and make reservations [View All](#)
Deliveries
See if a delivery has arrived and where you can pick it up
Visitors
Register visitors
Architectural Modifications
Request approval
Service Requests
Request maintenance, repairs and other services

4

5

6

7 Calendar
View upcoming events [View More](#)
September 2018
SUN MON TUE WED THU FRI SAT
25 27 28 29 30 31 1
2 3 4 5 6 7 8
9 10 11 12 13 14 15
16 17 18 19 20 21 22
23 24 25 26 27 28 29
30 1 2 3 4 5 6
20 Thu LUMI-Private Dining room - A-8K 5pm-11pm
5:00 PM - 11:00 PM
20 Thu Music Room: A-5D 5pm-7pm
5:00 PM - 7:00 PM
20 Thu Music Room: A-5D 5pm-7pm
5:00 PM - 7:00 PM

8 Knowledge Base
Get answers to frequently asked questions [View All](#)
+ Architectural Modification Submittal Guidelines

1) Balance Due

- Owners can view current account balance total. The Make Payment link directs the owners to ClickPay – our online service for setting up autopay or making payment via credit/debit card

2) Forms & Documents

- This will show the most recently uploaded documents to the community. Clicking **View All** will allow you to sort by different types of documents (Governing documents, Forms, Newsletters, etc.)

3) Deliveries

- Check to see package delivery information!

4) Visitors

- Enter a guest or visitor to your account.

5) Architectural Modifications

- Owners can submit Architectural Requests online! A small web form is required to be filled out and a place for attachments like PDF Arc Application can be uploaded.

6) Service Requests

- Report a maintenance or service need within the community online. The Community Manager will be notified and act.

7) Calendar

- The Community Calendar will list upcoming events like board meetings and social events.

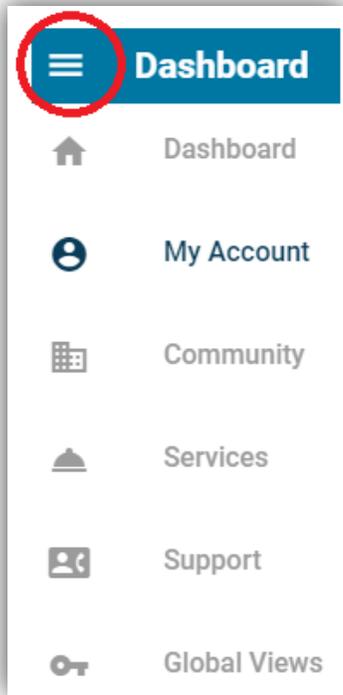
8) KnowledgeBase

- What is the monthly assessment amount? When is an assessment considered late? How much does it cost to reserve an onsite amenity? These are all questions that residents can find the answer to within the KnowledgeBase.

- o The most frequently asked questions will display on the dashboard but residents can browse through 200+ questions and answers by clicking View All.

9) My Profile and Properties

- Clicking on your initials in the top right corner will display the list of properties tied to you! This means is you only need to register once and you can view account and community details for every home/unit you own that is managed by FirstService – switch between them at the click of a button.
- This is also another way to access your Profile (aside from the My Account section) to update your password and other personal information.



10) Menu (In the upper left-hand corner)

The menu allows you to navigate to:

- **Dashboard:** The main page
- **My Account:** Your personal account information
- **Community:** Association information
- **Support:** The KnowledgeBase
- **Global Views:** A Board Member-Only section

MY ACCOUNT SECTION

Dashboard

My Account

My Account

My Profile

My Balance

My Violations

My Visitors

My Architectural Modifications

1

2

3

4

5

6

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Change Password

Property Address

Occupants

Name	Type
DEBRA LAMBERT	Owner
JUSTIN WILSON	Owner
DAVE WILSON	Owner

Contact Email

Email

@fsresidential.com

Contact Phone Numbers

Number	Type
	Home Phone
No Cell Phone	Cell Phone
No Work Phone	Work Phone
No Other Phone	Other Phone

Billing Address

Address

Emergency Contact

1) My Profile

- Review and update phone number(s) and email address here. The billing address can be reviewed and if a change is required, reach out to the management team and they will handle the update.

2) My Balance

- Provides a quick glimpse into the charges and assessments of your account

3) My Violations

- View real-time status and historical compliance concerns

4) My Visitors

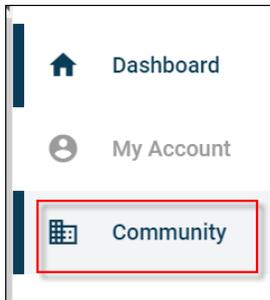
- If applicable to your community, residents can view or modify the roster of visitors attached to their unit

5) My Architectural Modifications

- Owners can view the status of their Architectural change request

6) Emergency Contacts: Emergency contacts can be added from the website to FirstService's database

COMMUNITY

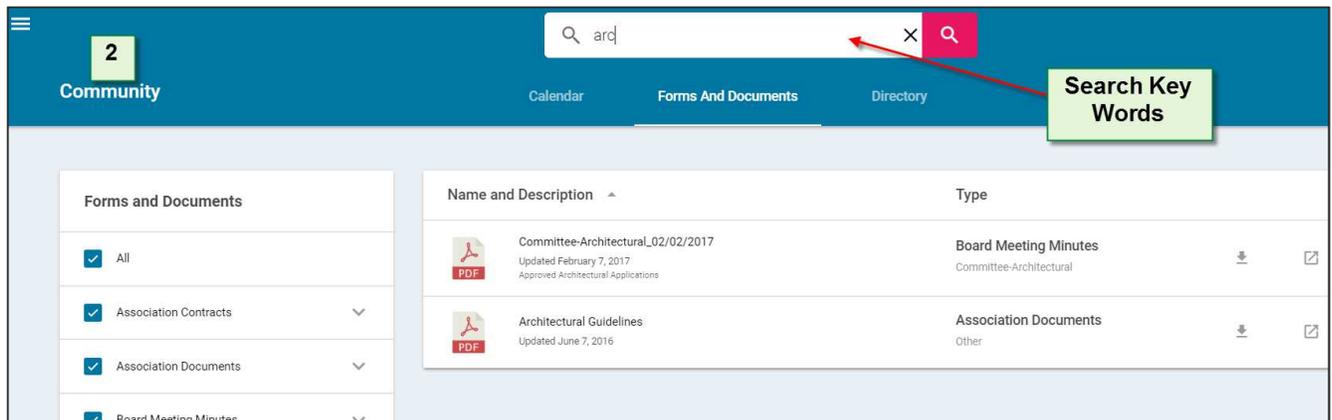
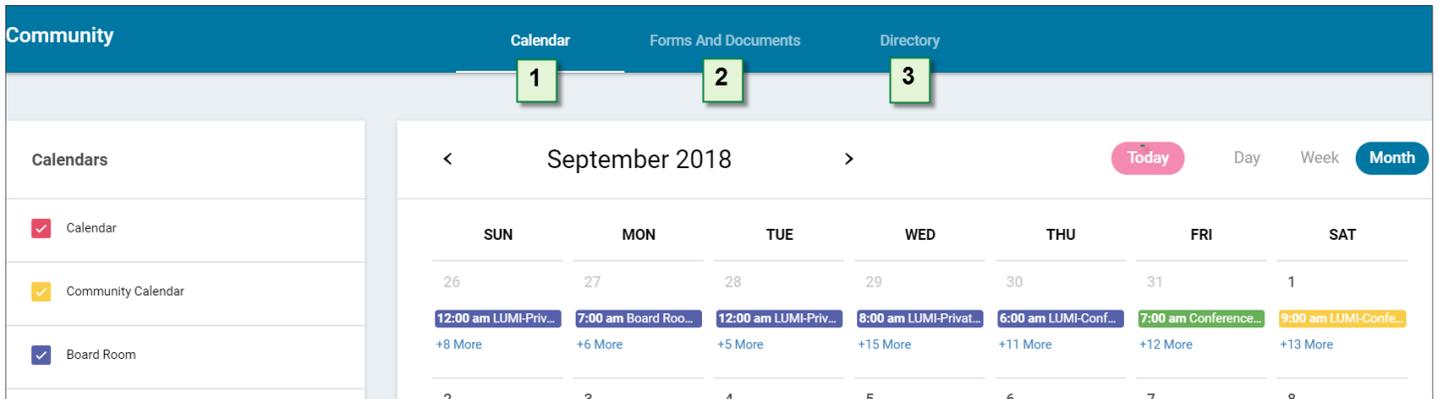


1) Calendar

○ Stay up to date on what events are going on in the community with the Community Calendar!

2) Forms and Documents

○ Quick and accessible forms, documents, and meeting minutes that can be filtered by type – Search by key word!



3) Directory

- A personal “phone-book” for the community. Residents can **opt in** to displaying their contact info in the directory. They can also choose what contact info appears (e.g. email but not phone number).

SERVICES

The Services section of the Connect site feature any packages awaiting pickup for you and host any Service Requests you have submitted for management to review and handle.



- 1) **Deliveries** – You will receive an email and phone call notification of any packages awaiting your pickup, and you can also see any pending packages under the Services → Delivery section

A screenshot of the 'Delivery' section of the Services page. The navigation bar shows 'Services', 'Delivery', and 'Service Requests'. A green callout box with the number '1' is over the 'Delivery' tab. Below the navigation bar is a table with the following data:

Delivered	Sender	Type	Location	Courier	Tracking Number
09/24/2018	Test McGee	Box	At Receiving	Amazon	1234567

- 2) **Service Requests** – Any issue you have reported for handling by the management team can be seen under the Service Requests section (where you can also add a Service Request via the “+” sign in the bottom right-hand corner).

A screenshot of the 'Service Requests' section of the Services page. The navigation bar shows 'Services', 'Delivery', and 'Service Requests'. A green callout box with the number '2' is over the 'Service Requests' tab. Below the navigation bar is a table with the following data:

Submitted	Type	Category	Progress	Number
07/20/2018	Personal	Sprinkler(S)	Completed	776607

In the bottom right corner, there is a red circular button with a white plus sign. A green callout box with the text 'Create a new Service Request here' has a red arrow pointing to this button.

SUPPORT

Access the Support section to search community information, or to contact the management team. The Customer Care Center is available for fast, live support 24/7 at **1-800-428-5588** as well as the Upland Customer Service Department at 909-981-4131.

Search key words or select a Category

What can we help you with?

Search...

Search by Categories

Access Authorization Architectural Modification Pro... Association Information

Auto Pay Bar-B-Que Areas Bicycle Area

Board Of Directors City / County Information Connect Website/Connect Por...

Delivery Developer Information Financial

Fitness Center Meeting Requirements Move-Ins

Move-Outs Parking Pest Control

Pets Pool/Spa/Sauna Common Area Registration - Forms

Rules & Regulations Storage Areas Water Intrusion / Plumbing Leak

Didn't find what you were looking for?

Message Call us

FAQ View All

Architectural Modification Submittal Guidelines

Assessment - Address to Mail Payment To

Assessment - Date Due

Assessment - e Payment Information

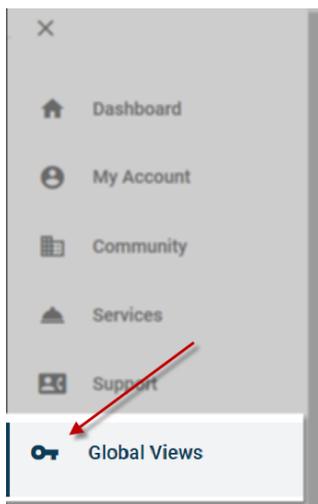
Association General Information Load More

Important Links

- Terms and Conditions
- Privacy Policy

GLOBAL VIEWS – BOARD MEMBER ACCESS

The Global Views portion of the menu will only appear for Board Members of the community.



- **Only Board Members can access the Global Views section. They can:**
 - View a list of pets within the community
 - View current open service/maintenance requests
 - View open Architectural Modification requests
 - View open violations and their current status
 - View a list of any vehicles entered within the database