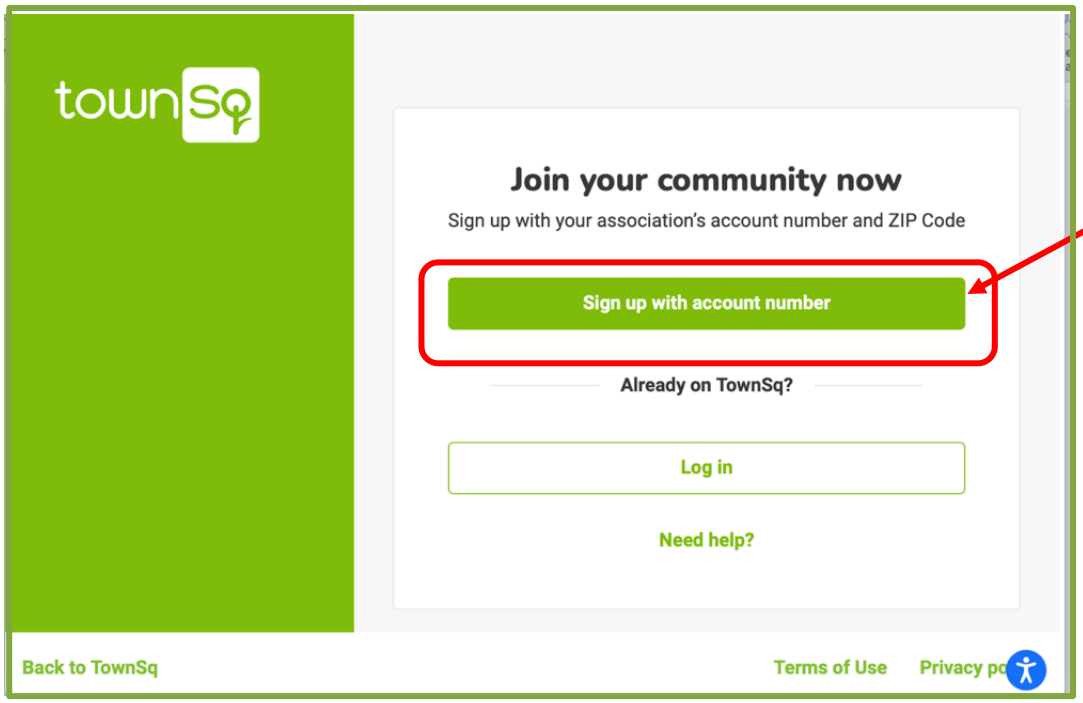
Creating an TownSq Account for the Co-owner

We highly recommend creating a TownSq Listing for the Co-owner (your partner or spouse) to ensure they are included in the Residents Directory and have access to all TownSq's features.

Note: the **co-owner** must have his/her own email address.

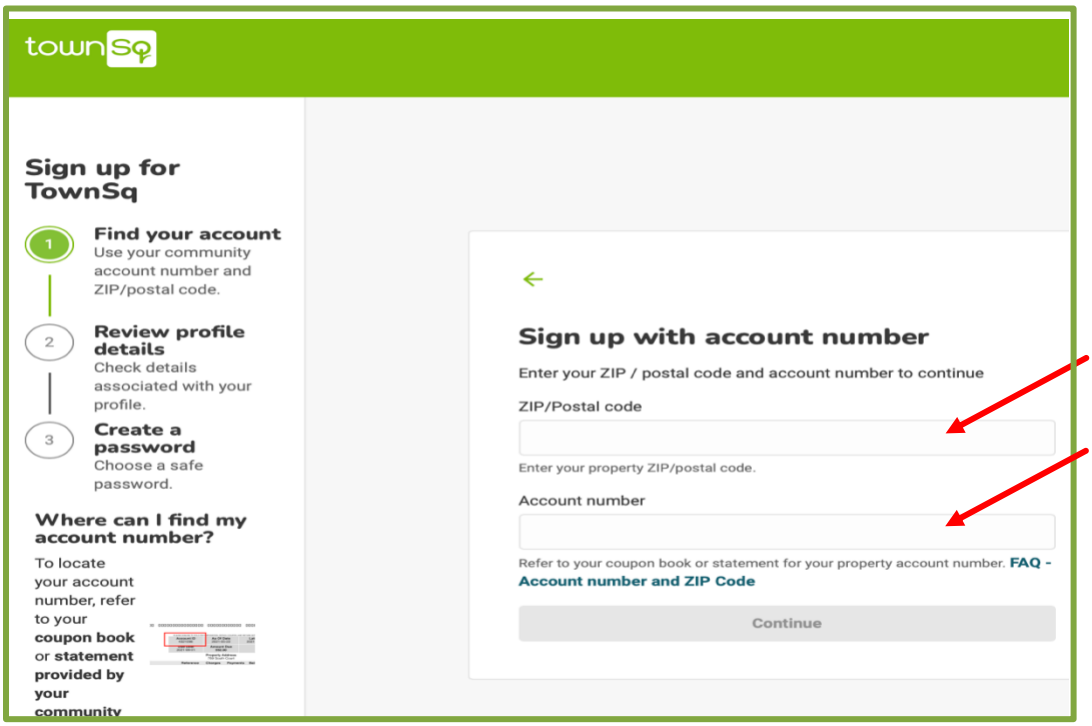
And since your co-owner does not have a TownSq listing, he/she will need to create one by Registering with TownSq.

To create an account for a Co-Owner, go to https://app.townsq.io/login



Click on **Sign up with account number.**

This click will take you to the **Sign up with your account number** page.



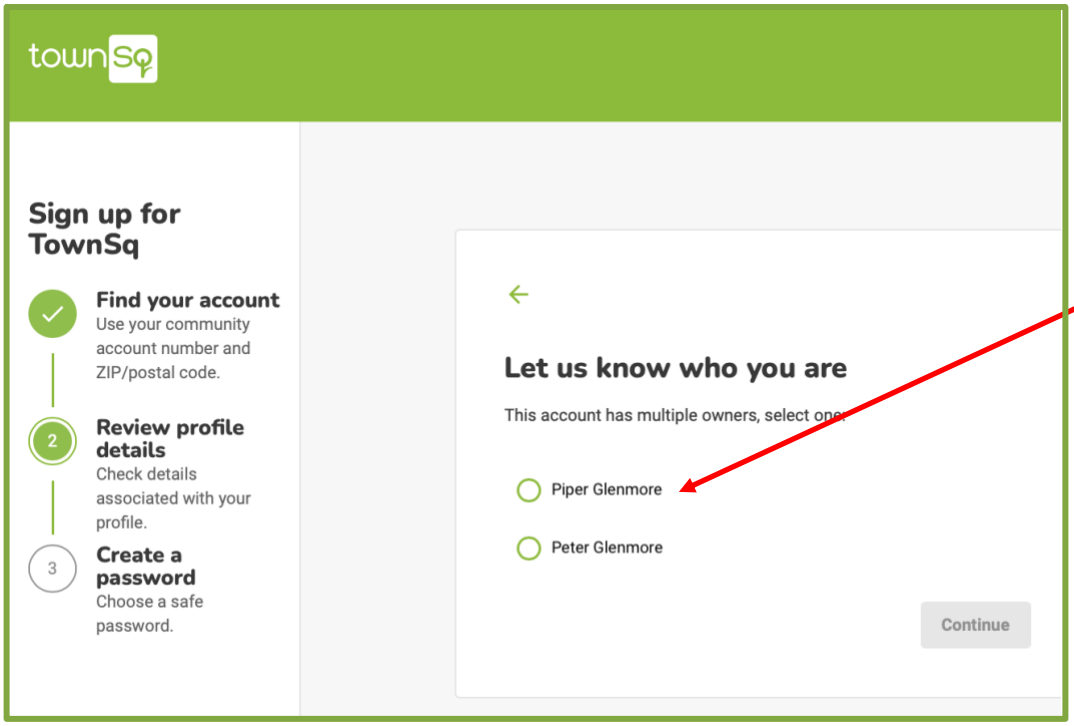
Sign up with your account number

Enter your ZIP code (usually 22947).

And your Associa account #.

(*Follow the prompts in the left-hand column and to find your account number or contact* Thelma Washington, 434-956-3895 or twashington@communitygroup.com

Let us know who you are

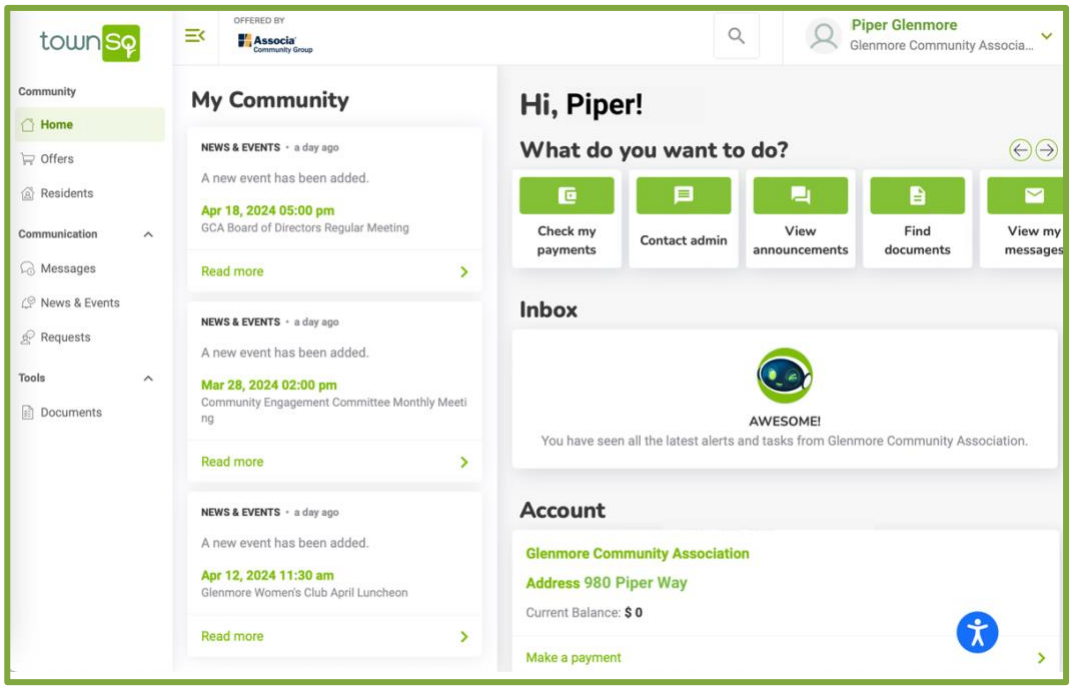


After a short delay the next page will display the names of the owners on file with Associa f at your address.

Select the **owner** who does not have a listing and click on **Continue.**

<u>TownSq Home Page</u> (example)

After a brief pause, the **TownSq Home** will load. From here, you can access TownSq features and <u>set your account preferences</u>.

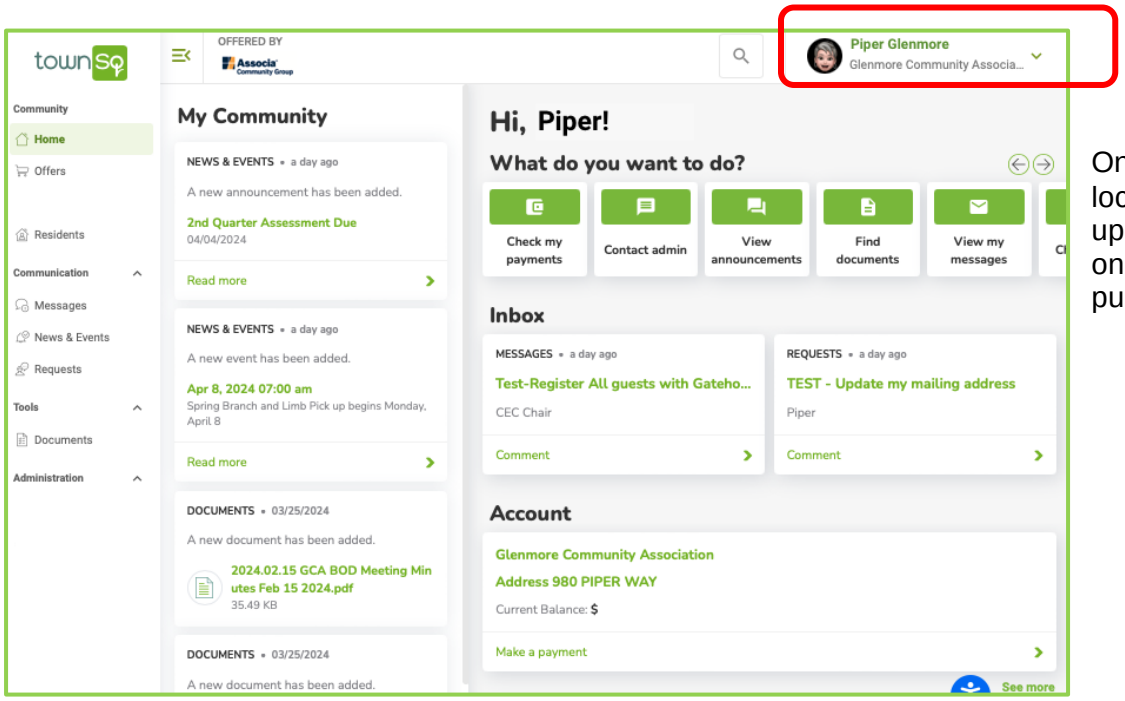


Note: Piper Glenmore is fictious property owner. Her preferences for illustrative purposes only

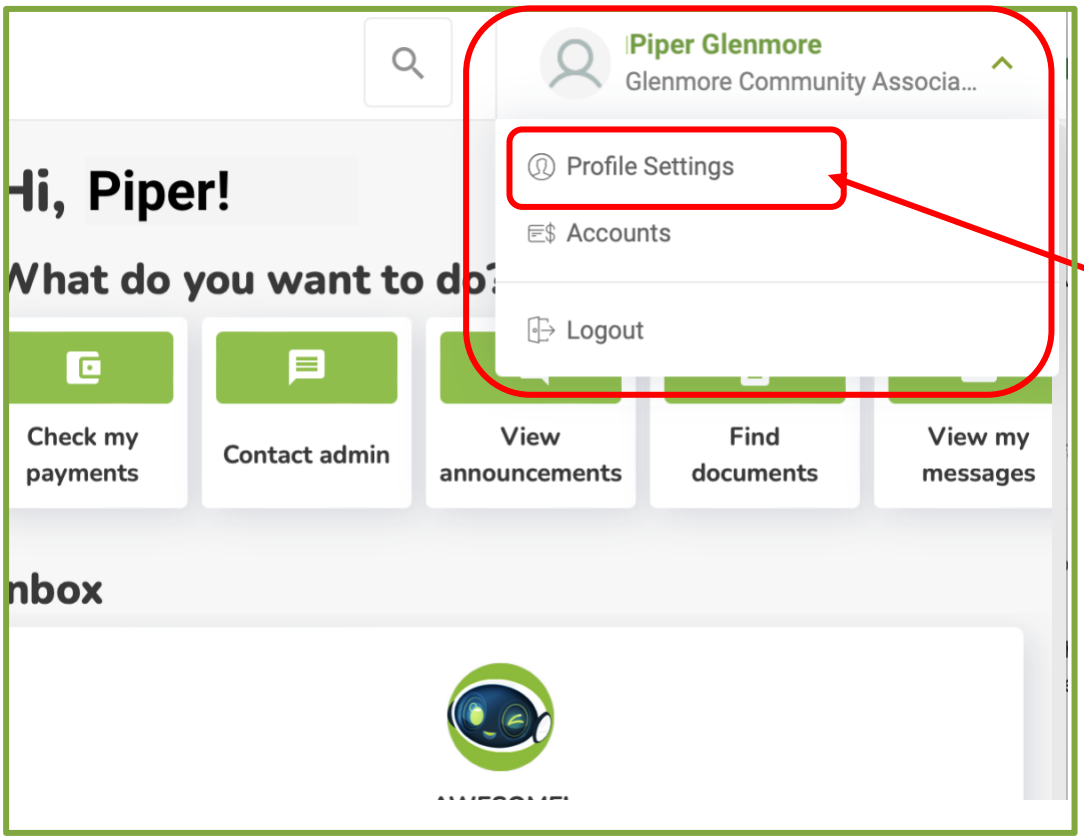
Setting up your TownSq preferences

Although you have a TownSq account, your listing in **Residents** directory is not yet complete and you need to set up your account preferences.

To complete your listing for Residents Directory and to set preferences other TownSq features, follow these directions.



On your Home page, locate your **Name** in the upper right corner. Click on your **Name** to reveal a pull-down menu.



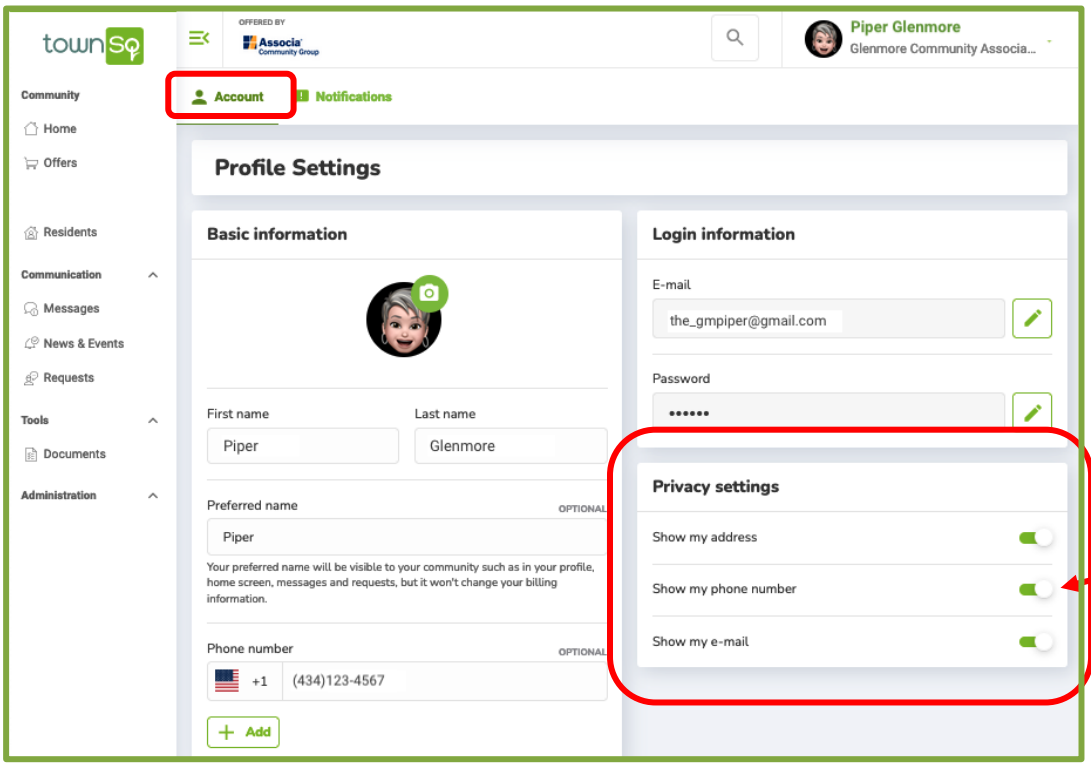
Pull-Down Menu

From the pull-down menu.

Click on **Profile Settings,**

This will open a new screen, **Profile Settings** to the **Accoun**t tab.

Profile Settings



From the **Account** screen, choose your **Privacy Setting** *(lower right corner)* to enable sharing your **Contact Information** in the **Residents** Directory**.**

Click on the slider to turn the each of options **ON (green).**

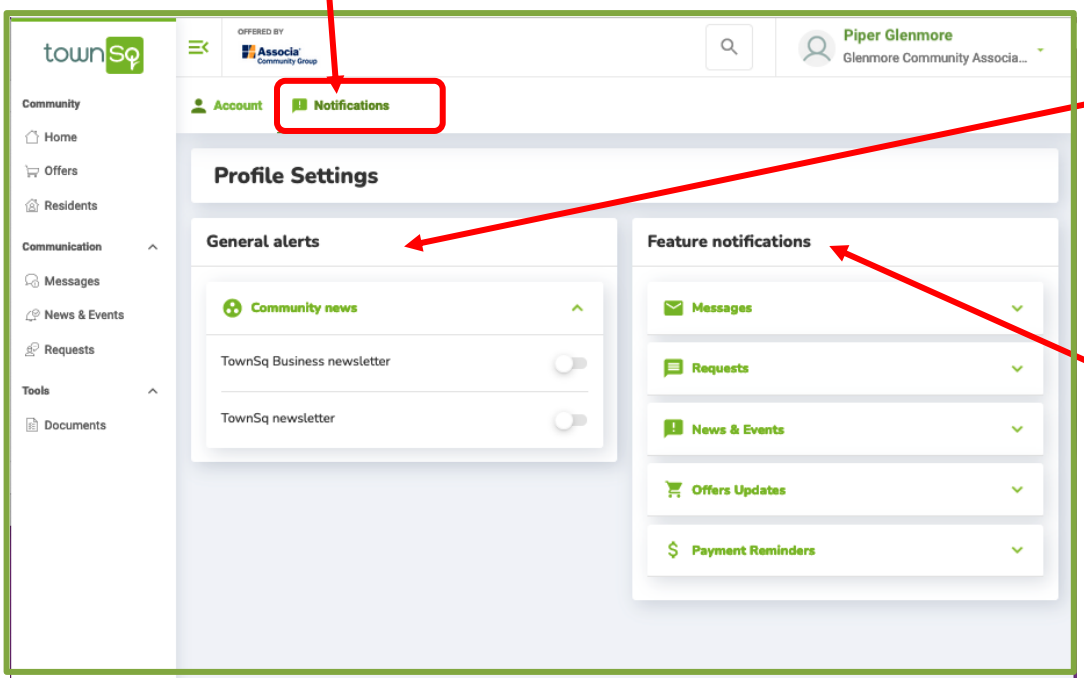
Note: You may change your privacy settings or any other settings at any time.

Notifications preferences

While we're on the Profile screen, let's set up your **Notification**s preferences.

Click on the **Notifications** tab.

You may elect to receive some or all notification from Town Sq, via email or the TownSq App without accessing the TownSq website. However, as with many websites, you need to set your notification preferences. TownSq sends two types of notifications—**General alerts** and **Feature notifications.**



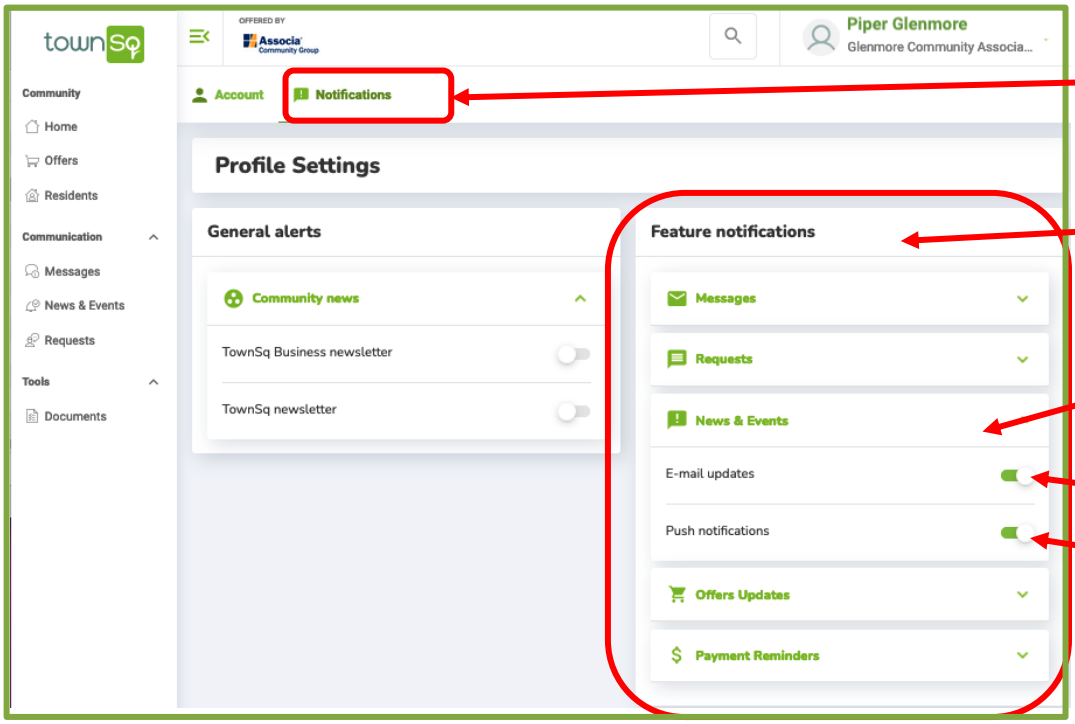
General alerts

These are a misnomer. They are not **general,** nor are they **alerts**. They are newsletters **from** the national TownSq and/or Associa organization.

Feature Notifications are generated by the Glenmore Community Association (GCA) and/or by the GCA Management Team (Community Group *the central Virginia branch of Associa).*

New & Events

News & Events is one of most valuable features of TownSq and will eventually be the source of all messages from the GCA to Glenmore residents. Here's how to set your preferences to receive **News & Events** emails.



Click on the **Notifications** tab,

Locate the **Feature Notifications**

Click on **News & Events** and access the drop-down menu

Slide both **E-mail updates** and **Push notifications** to ON (**Green**)

NOTE: Selecting **Push Notification** places small number in a circle on your TownSq app ❸ when there's a new message from TownSq**.** Selecting **Push Notification** is recommended for **Messages, Requests** and **News & Events.**

Other Notification Settings

Please take time to explore and set the other **Notification** features on your own. Below is a list of recommended settings to get you started. You can modify them at any time to suit your communications notifications frequency needs.

Recommended Feature notifications

Messages	**Purpose:** send message to GCA Management Team **Settings:** *New Messages – Individual; Messages response – Individual; Push Notifications*
Requests	**Purpose**: send a request from you to GCA Management Team **Settings:** *New service request - Individual; Service request response- Individual, Push Notifications*
Offers Updates	**Purpose:** Offers from various national vendor **Settings:** *None*
Payment Reminders	**Settings:** None - Always ON

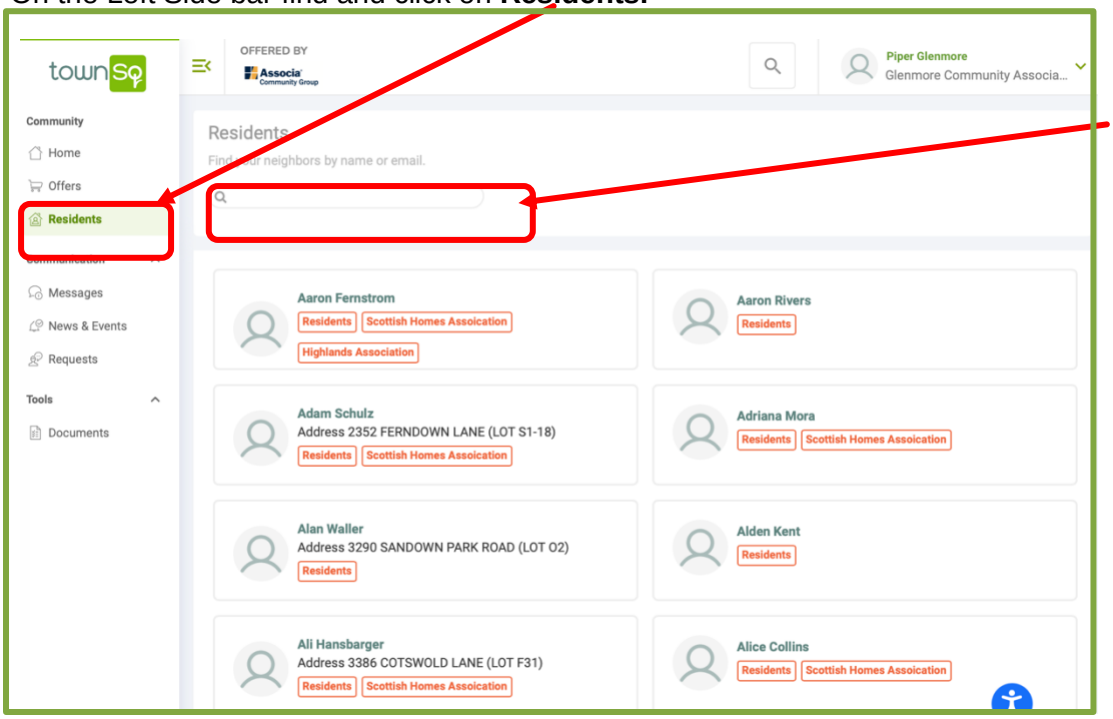
Recommended General alert settings – none.

If you choose any, the audience of TownSq newsletter is property owners of Home Owners Associations, while the TownSq Business is for Management and Boards.

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Check your listing in the Resident's directory and finding other residents

Now that you have set your preferences, let's find your own listing in the **Residents** Directory**.**
On the Left Side bar find and click on **Residents.**



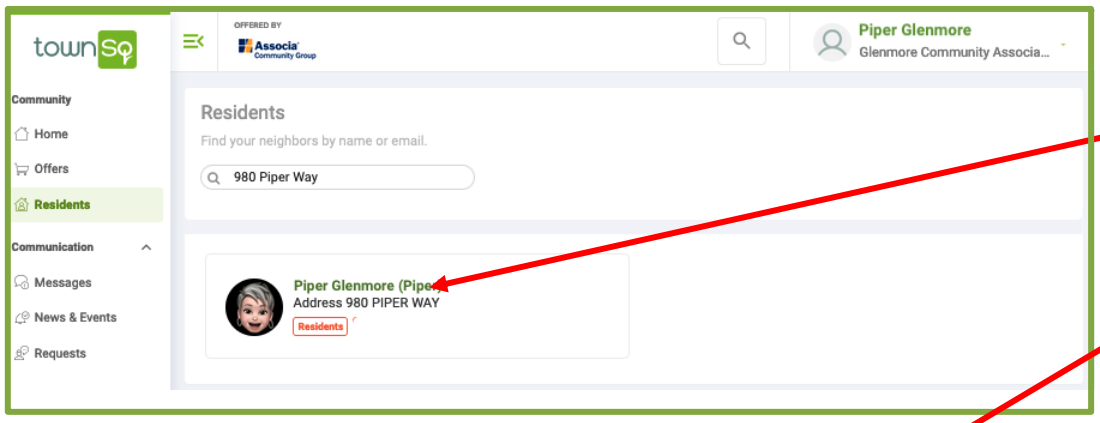
In the **search box ,** type in your **first and last name** or **email.**

After a brief pause, your name will be found.

BTW - You can also search by Street Address.

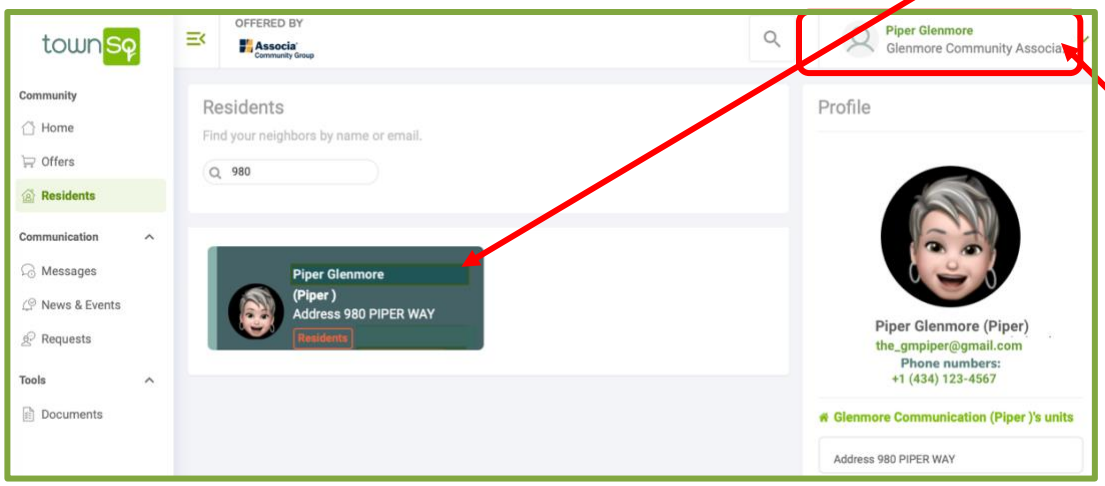
The results of your search will look like the next screen shots below, *except it will be your information*

*EXAMPLE: Results of search by address — **Piper Glenmore***



To see your Full profile. click on your name.

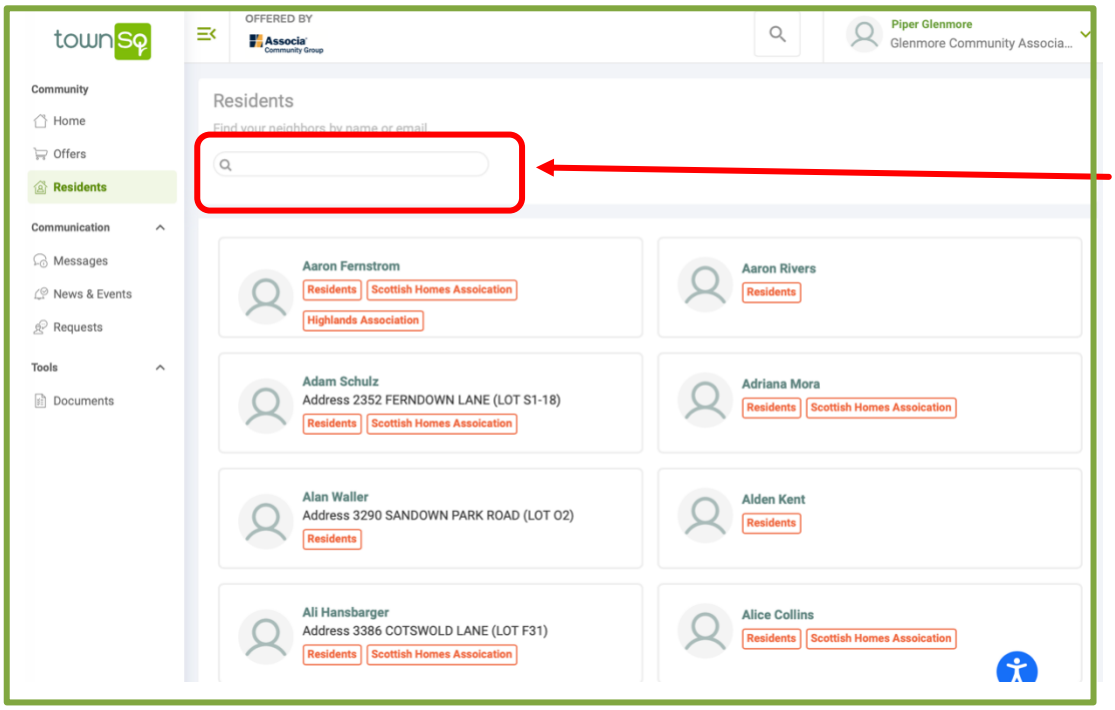
Click again to display all your information and see if it is displaying correctly.



If you need to make changes, click on your name in the upper right corner to return to your **Profile** settings.

Find a resident

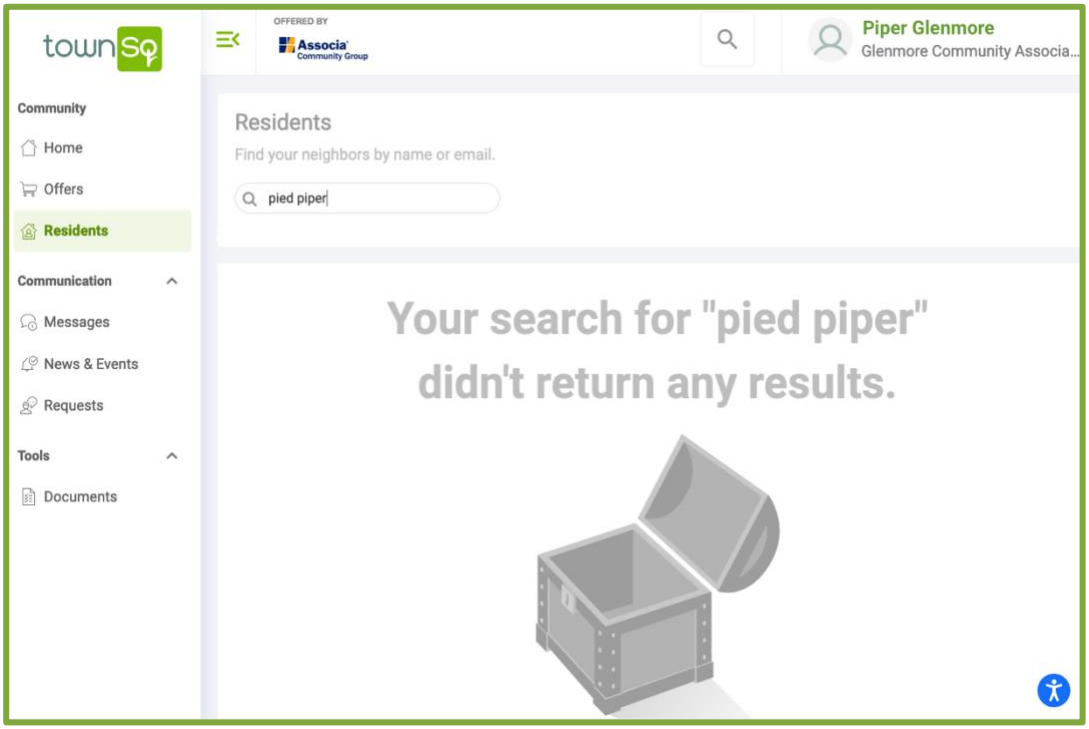
You can find any Glenmore resident *(who has created a TownSq account and provided their Contact Information)* by repeating the process detailed above.



Click on **Residents** and enter a resident's name, e-mail or address in the search box. *(Just as you did when finding your own record.)*

If the resident you searched for <u>does not</u> have a TownSq account, you will you see the following screen.

Resident's listing not found



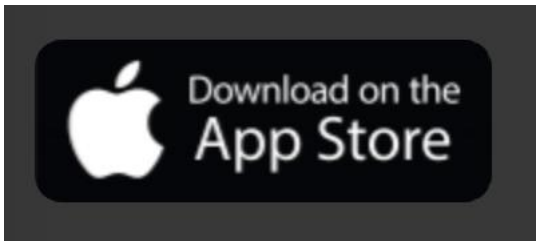
Check for the usual errors – spelling, spacing, etc. and try again.

However, please note that currently, only 55% of the Glenmore households have a listing in the **Residents** Directory.

Our goal is to list contact information for <u>each household</u> in Glenmore, promoting efficient, effective community-wide communications.

TownSq App

Finally, to receive TownSq notifications on your smartphone or tablet, download the TownSq app from your preferred app store and sign in using your TownSq email and password. The TownSq app offers great convenience as once logged in, you can receive communications from the GCA anytime and anywhere you have a cellular or Wi-Fi connection.





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The GCA Board of Directors, the Associa management team and the Community Engagement Committee hope you find this Guide useful. If you have questions or need help creating your account, do not hesitate to contact Nancy Gansneder, Chair, Community Engagement at communications@glenmore-community.com

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