A Step-by-Step Guide to Update Your Contact Information for the GCA Residents Directory & Set Your TownSq Preferences

For Glenmore Residents WITH a TownSq account to:

- **Review and update your contact information**
- **set your Profile and Notification Preferences, and**
- **display your Contact Information in the Residents Directory**

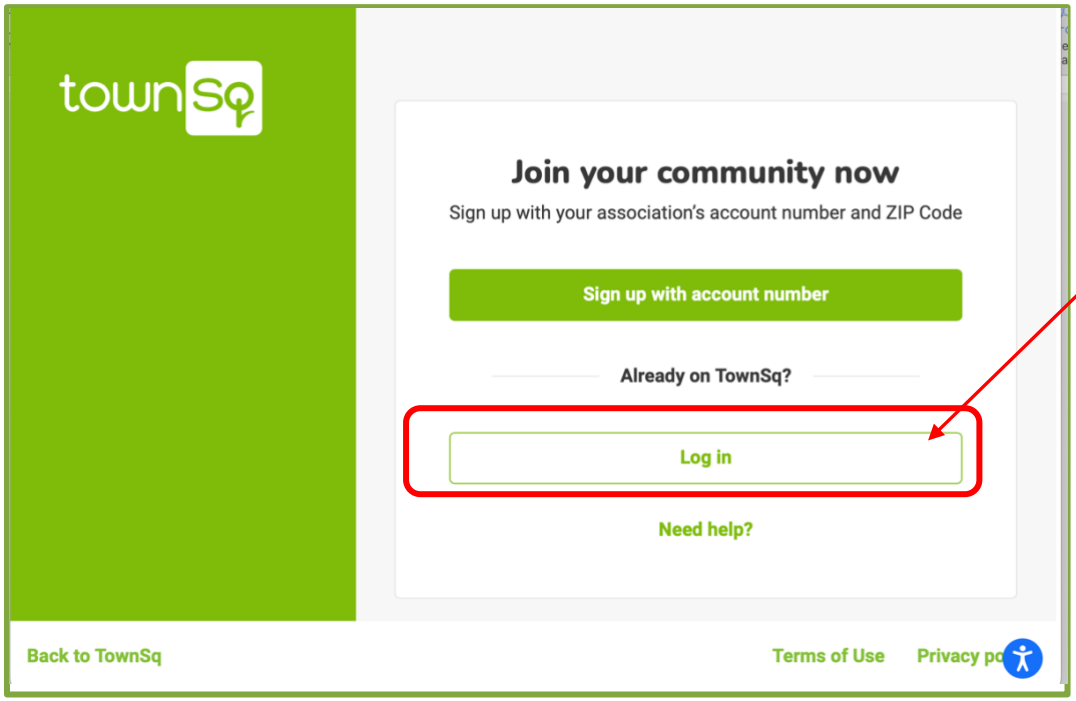
As a current subscriber to TownSq you can access TownSq from any device *(your lap/desk top, smart phone or tablet)* and

- Make GCA assessment payments.
- Review messages and send private messages to the Associa management team.
- Stay informed with News, Events, and the community calendar.
- Access GCA governing documents and meeting minutes and more...

In the coming months, a private Forum for Glenmore Residents **only** and other features will be added. In the meantime, let's get your TownSq contact information updated for the Residents Directory.

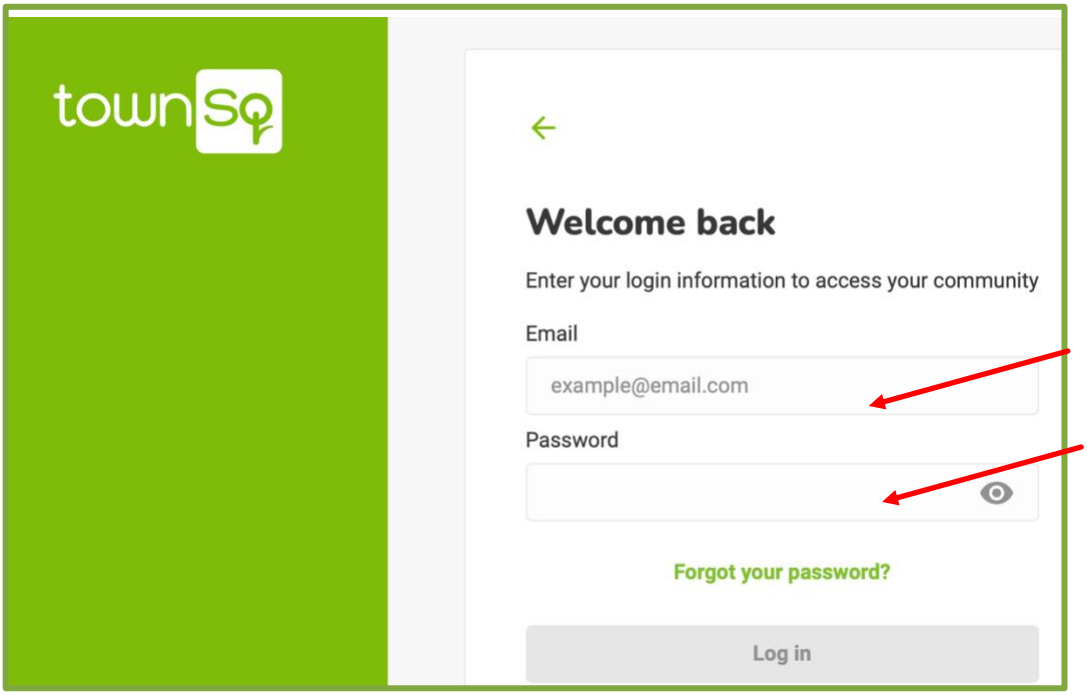
Logging in to TownSq

GCA records indicate that you are **already have a TownSq account** and your Profile (partial or complete) is currently visible via the Residents menu. To view and/or update your **Profile**, click on this link **https://app.townsq.io/login** to go to TownSq log in page, then click on **Log in.**



Click on **Log in** to go the **Welcome back** page to login.

Welcome back page



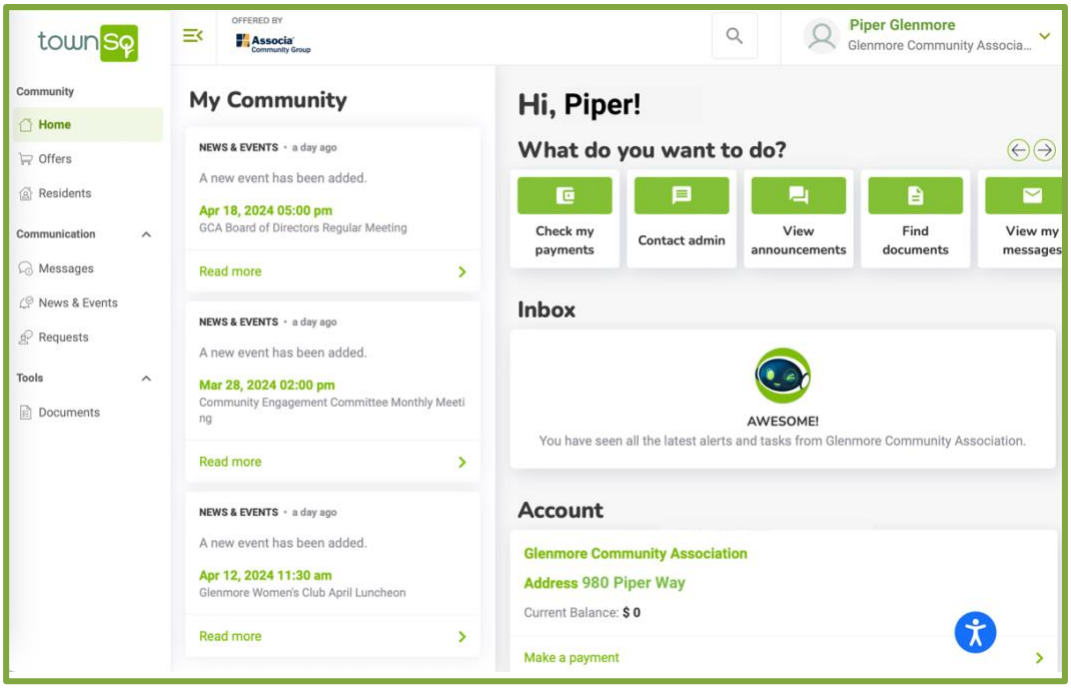
Enter your TownSq email•

Enter your TownSq password

***** *Be sure to use the email that is on file with your Associa account. If you do not remember your* ***email*** *address****,*** *contact* Thelma Washington **twashington@communitygroup.com** or 434-956-3895.

TownSq Home Page (example)

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

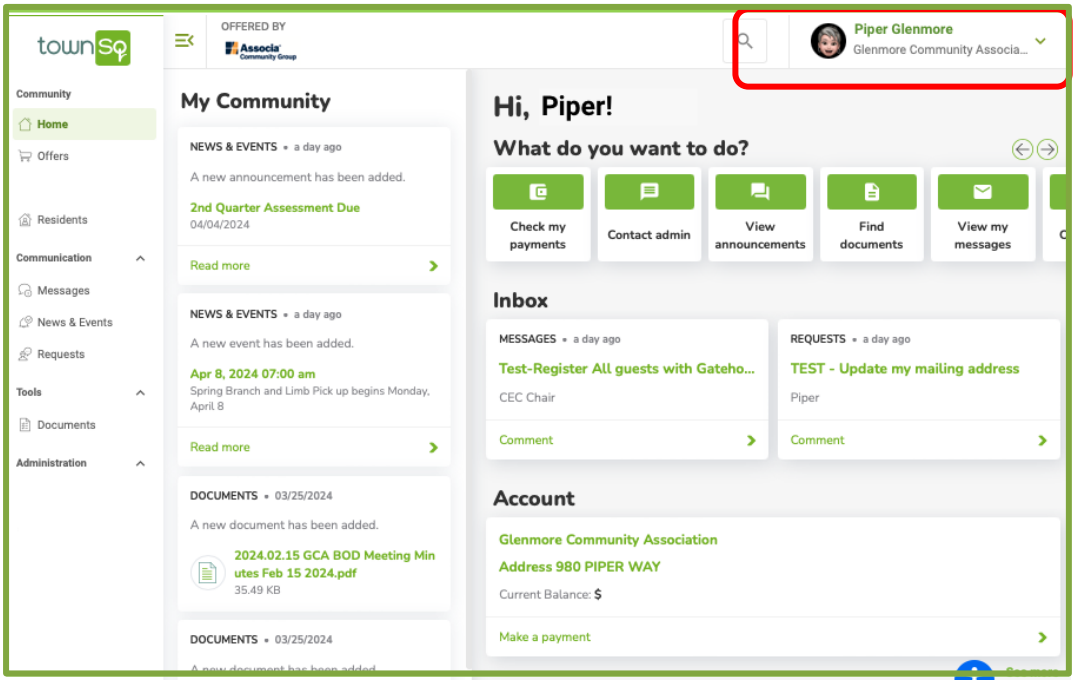


Piper Glenmore (a fictious property owner) has set her preferences,
Her information is displayed as an example, only.

Updating your TownSq preferences

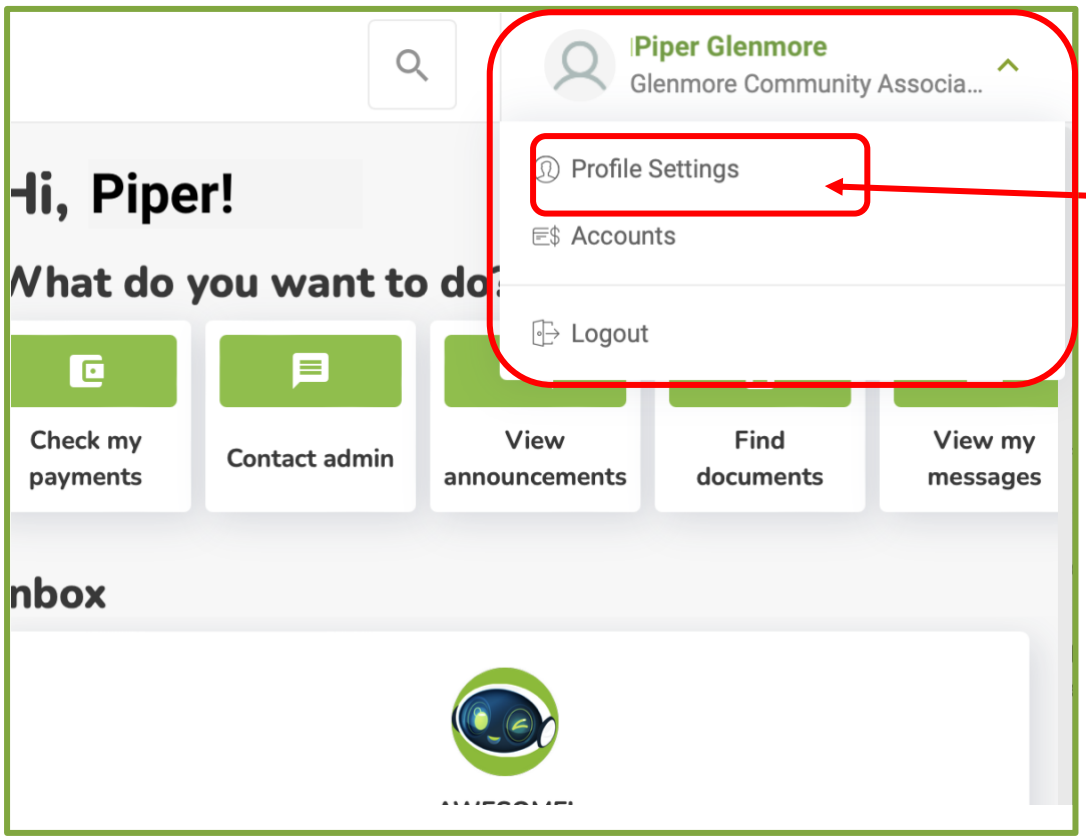
Although you have a TownSq account, your listing in **Residents** directory need to be updated or completed and you may need to update your settings so you can receive emails and notifications from the TownSq.

To update your listing for Residents Directory, 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

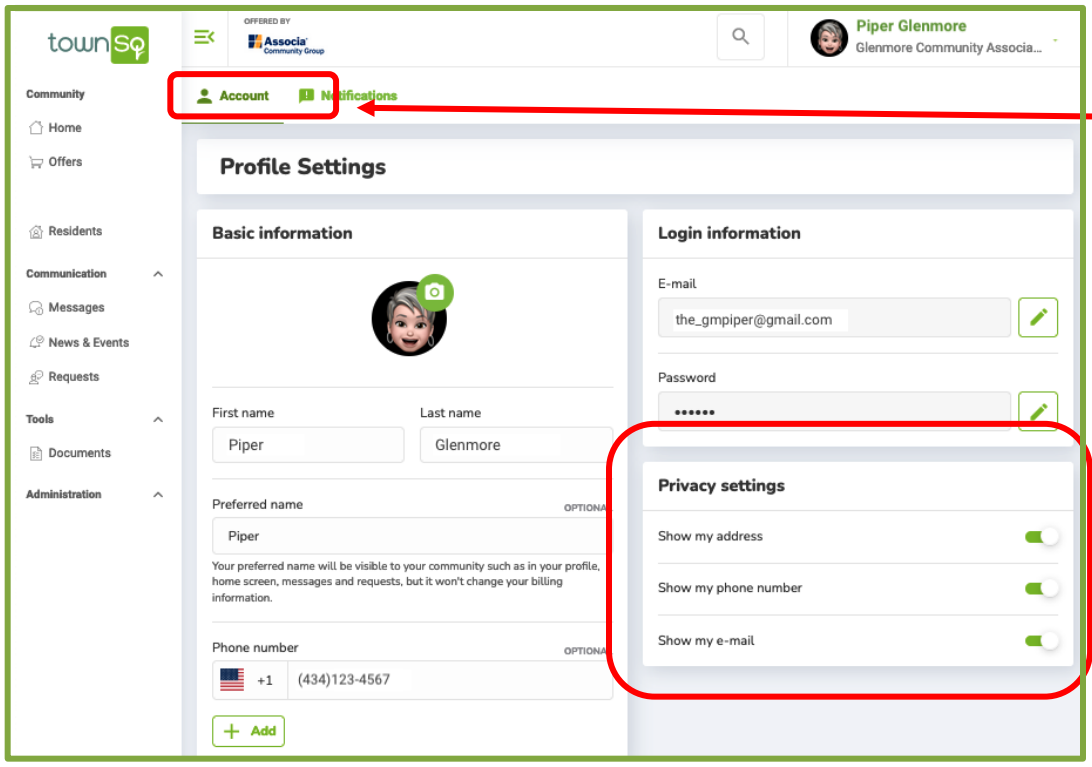


From the pull-down menu.

Click on **Profile Settings,**

This will open a new screen, **Profile Settings** to the **Account** 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).**

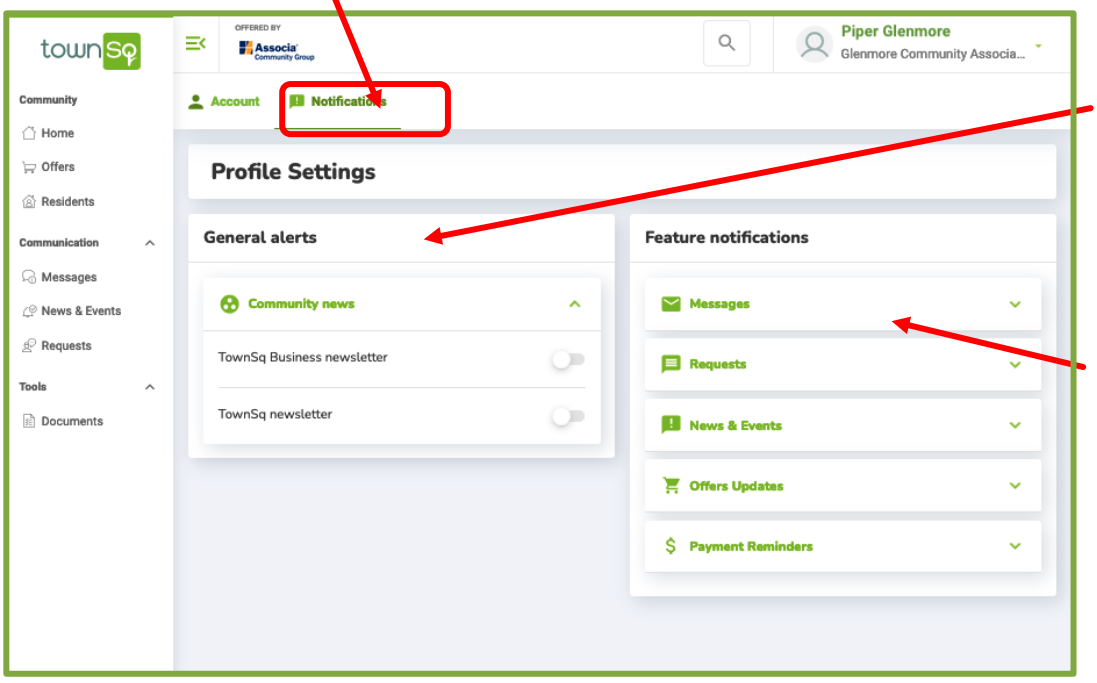
Note: You may change your privacy settings or any other settings at any time.

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, 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.**



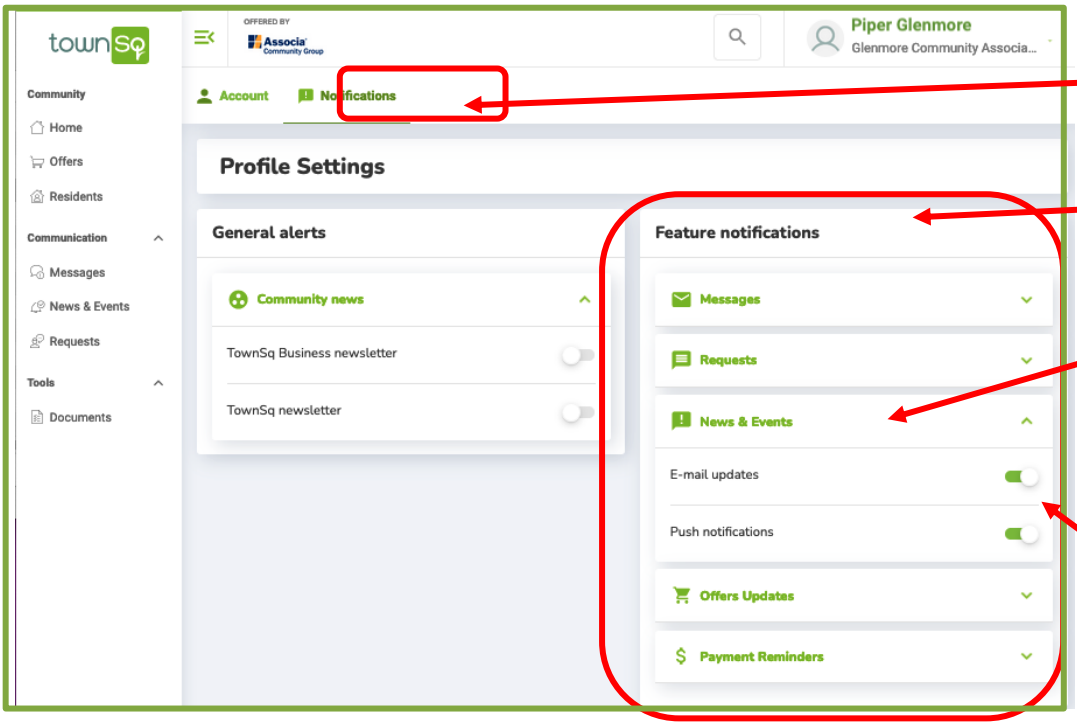
General alerts

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

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

Of the several feature notification options, News & Events will be the most important to Glenmore residents. To set your preferences to receive **News & Events** emails, do the following:



Click on the **Notifications** tab,

Locate the **Feature Notifications**

Click on **News & Events** to see 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 **Message, 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

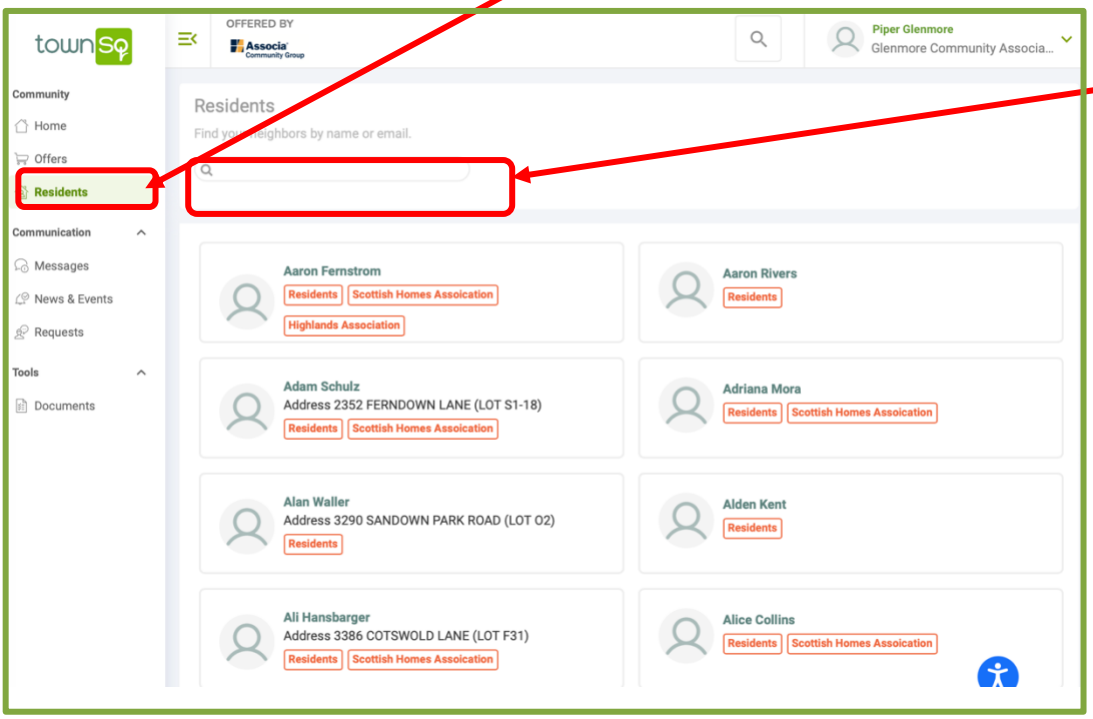
Recommended **General alert** settings – none.

If you choose any at all, TownSq newsletter is written for members of Home Owners Associations, while the TownSq Business is for Management and Boards.

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**.**

Go to the Left Side bar and click on **Residents.**



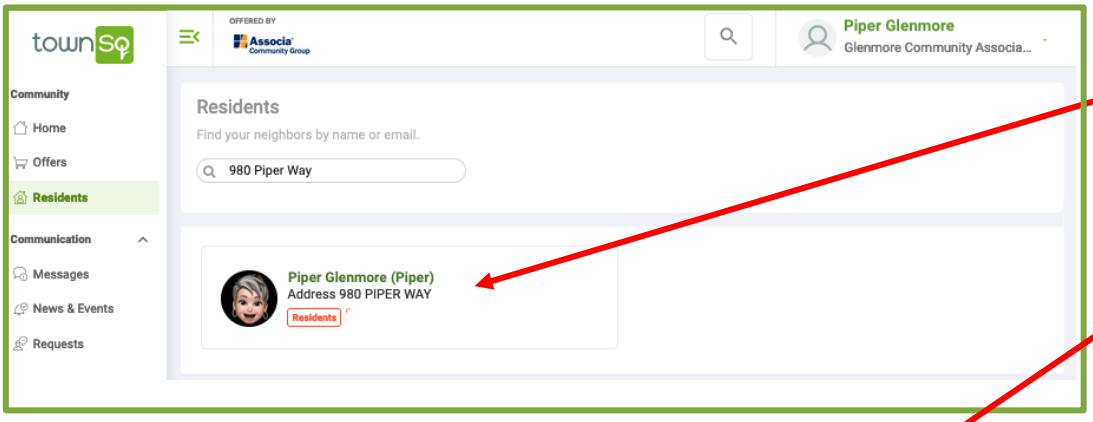
In the **search box ,** type in your **first and last name** or **email.**

After a brief pause, your name will be found.

BTW - You can also search by Street Address.

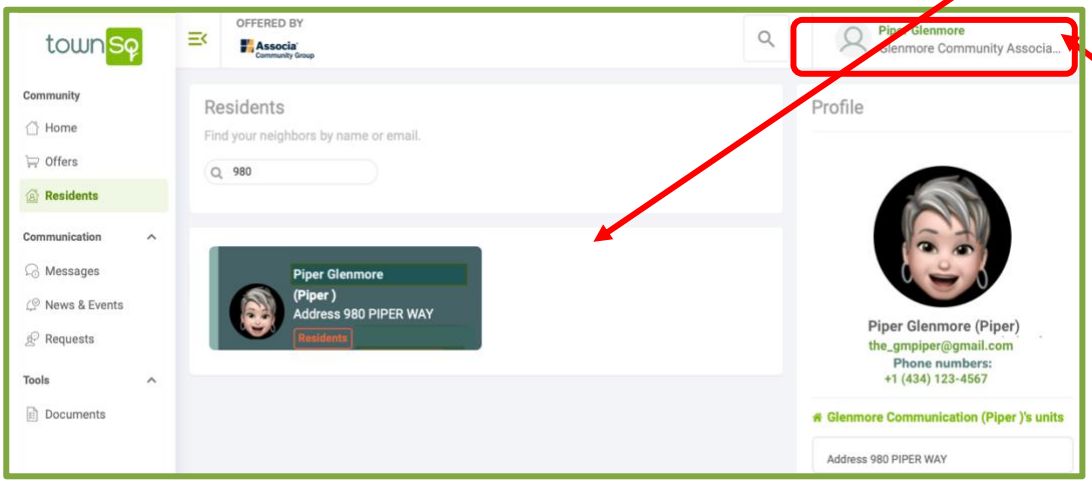
The results of your search will look the next screen shot, except it will be your name!

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



To see your full profile. click on your name.

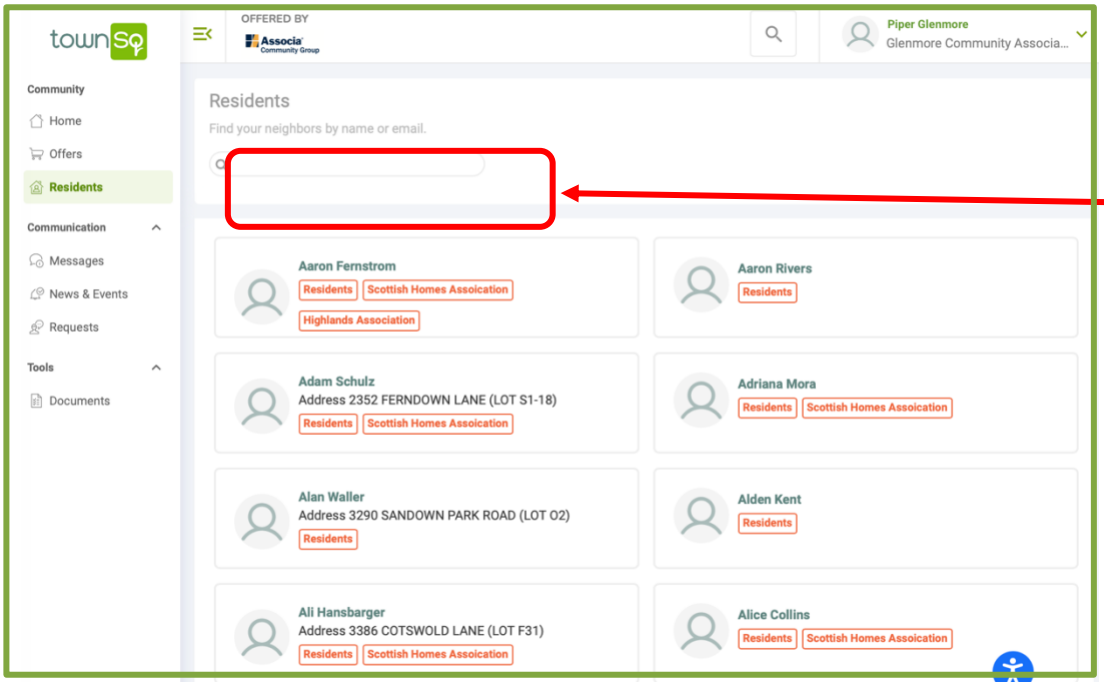
Click again to display all your information and see if it is displaying correctly.



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

Find a resident

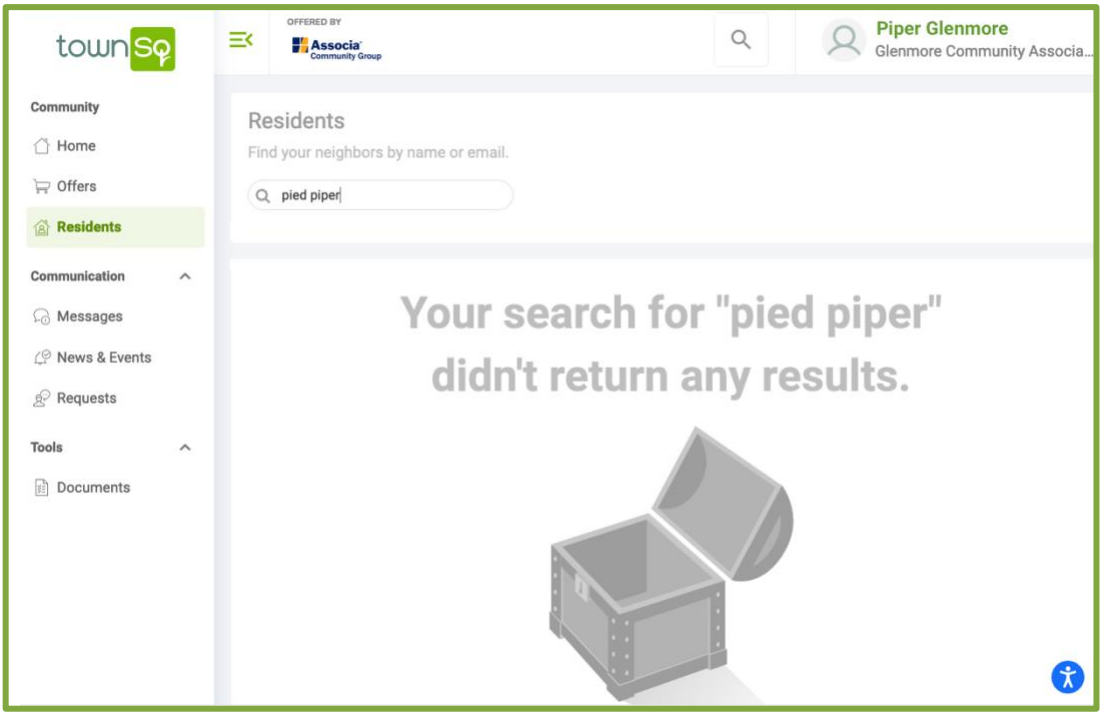
You can find any Glenmore resident *(who has created a TownSq account and provided their Contact Information)* by repeating the process detailed above.



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

If not, the resident you are searching for does not 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 each household 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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