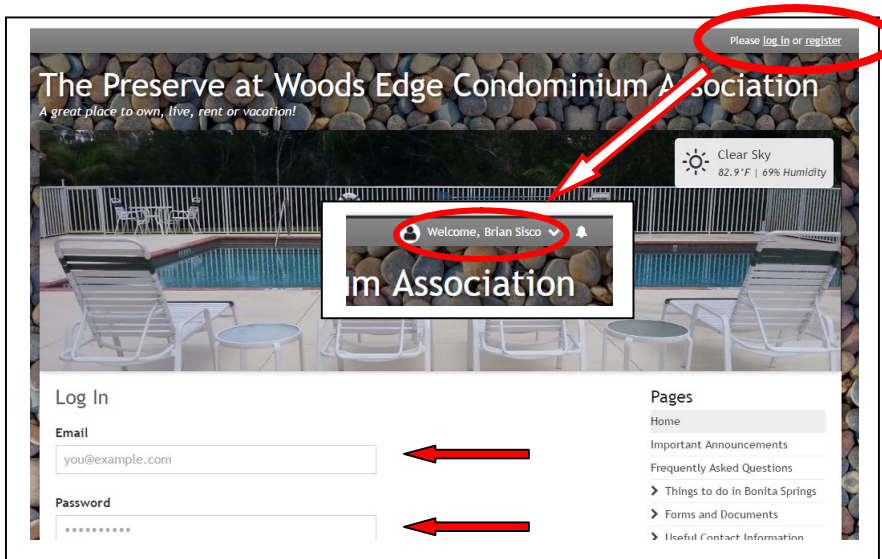


# Website Usage Tutorial

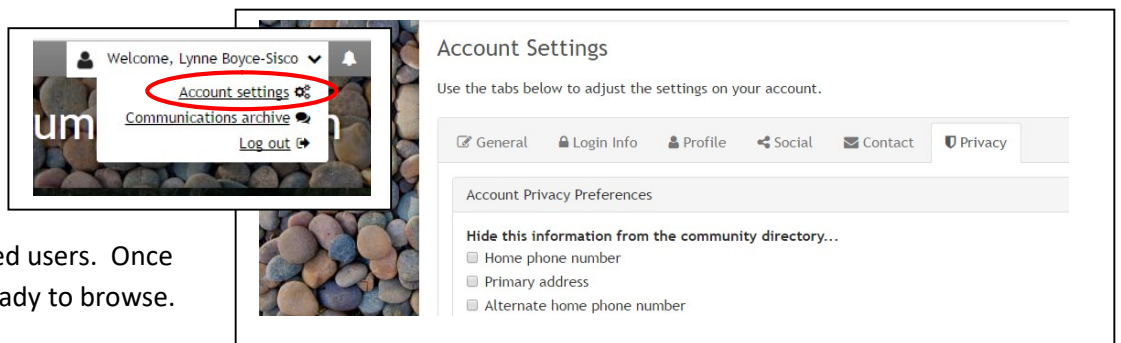
The website is a mechanism for owners, to improve access to information, increase communication and reduce costs associated with management processes. In an effort to improve website utilization, the Board has developed this tutorial as an overview of information, documents and tools on the site. The site features both public and private (locked) information dependent on log in credentials. The public has access to some elements of the website but cannot see other items that are restricted to Homeowners or the Board. For instance, anyone can see the condo documents but only registered homeowners can see the financials and only the Board sees Monthly financial reports from GBMS.



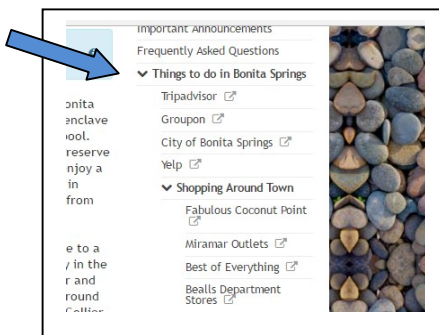
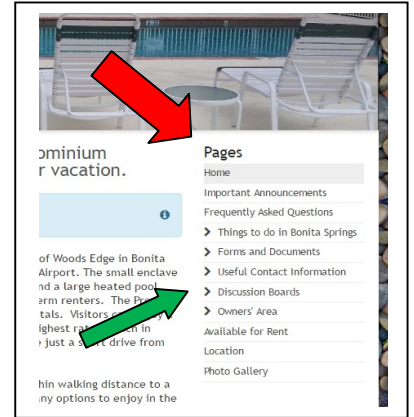
It is important that registered owners log in when visiting the site. If you are uncertain whether you are properly logged in, look to the top right corner of the webpage. If you see “Please Log In or Register”, you are only viewing information available to the public. Clicking Log In will allow users to fill in email and password fields, as shown by the red arrows, gaining access the full site. If you click the Remember Me option prior to

logging in, the website may recognize your device and complete the log in process automatically. If you see “Welcome, Your Name” as indicated in the inset picture, then you have full access to the site based on your credentials.

When logged into the site, users have the ability to customize their experience using the Account Settings option. To access this feature, simply click on the arrow next to your name and choose Account Settings. Users can update their general information like mailing and billing address, Login Info, Profile picture and background, link to various social media pages, the types of email you wish to receive and under Privacy, the information that will be visible in the owner directory. This directory is only available to registered users. Once logged in, you are ready to browse.



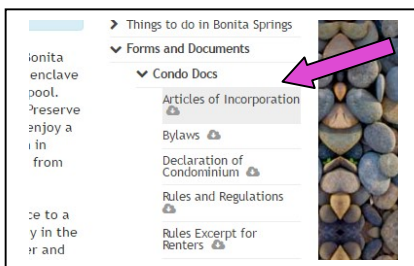
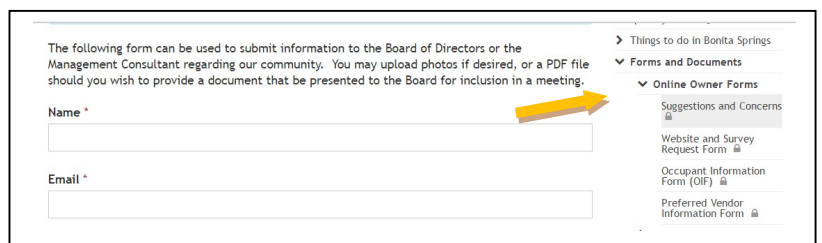
The site is organized into “Pages” that are accessed via a drop down menu located on the right side of every page, just below the header picture as illustrated by the red arrow to the right. Each page is of a specific type and function; such as the Important Announcements page, which is document page. When you click on that page, you are taken to a list of documents that contain information about an event, such as the Notice of the Annual General Meeting or other information the Board wished to share, such as the Draft Changes to the Rules and Regulations. The Frequently Asked Questions is a basic text page, with Questions and Answers. Visitors can access the Pages from anywhere on the site allowing you to browse without using the Back button or returning to the Home Page. Certain pages allow owners to add information, the Classified Page (Available for Rent) where owners can list their own unit for rent or the Photo Gallery where owners can upload photos and the Community Alert page for emergencies. Discussion Boards allow owners to post a topic for discussion where other owners may reply. A map is also available to help people looking for the Association.



Another type of Page used on the Website is called a Folder Page, where several similar Pages can be placed inside a folder to help organize the drop down menu. Folder Pages have an arrow head (>) next to them signifying other pages inside. The green arrow above shows an example. When a folder page is opened, the Arrow rotates 90 degrees and shows other pages inside the folder as demonstrated by the blue arrow to the left. In this example, under Things to Do in Bonita Springs, the user will find links to Trip Advisor, Groupon, City of Bonita Springs and Yelp as well as other folders for Shopping, Beaches, and Dining options. Clicking on these links will open a new window and take the user to an external website. The symbol here indicates that the destination is a link to another webpage. Clicking on the rotated arrow will close the folder but following an external link will generally require the user to return to the Preserve website by changing tabs in the browser windows.

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There are also Online Form Pages, such as the Occupant Information Form as shown with the orange arrow. These forms were created to allow Owners to submit information to the board or management as may be required by the condominium documents, to submit suggestions and concerns, or request a survey of owners. Another type of page is a File Page, as shown by the purple arrow below. Clicking on these pages will automatically open a file that has been stored on the website. Users may then view the file, download it to their desktop or mobile device and print the file if they have capacity to do so. The symbol for a stored document file is this.



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## How to find what you are looking for?

With More than 70 pages on the website, including a dozen Document Pages housing nearly 100 documents, navigating the webpage isn't as straightforward as desired. Unfortunately, in an effort to force administrators to organize their website, our supplier does not provide a Search Option. Owners need to guess where things might be stored. While efforts have been made to simplify this process, and those efforts continue every time something new is added, the very nature of the website requires owners to look for the content they desire. The following is a summary of where owners will find information and hopefully provide insight into naming conventions and placement logic.

**Online Forms** – to easily communicate with the Board, Owners may complete various Forms online. These may be found under Owner Forms and Documents -> Owner Online Forms.

**Useful Contact Information** – This area provides contact information for the Management Companies, Board of Directors and Management Company.

**Public Information and Documents** - Owners can also find Condo documents and various supporting documents including insurance forms which may yield discounts when provided to your carrier.

**Owner Administrative Info** - is where the majority of relevant documents and Pages are located. Are you looking for a copy of past financials or want to review what is included in lawn maintenance, janitorial, or pool cleaning contracts? You'll find that here. Want to see the Action Item Worksheet used by the Board or open a discussion topic; they are in the Owner Administrative info section.

**Event Calendar** - Are you wondering when the next board meeting will be, or concerned that someone is on the property that shouldn't be? The Calendar is located in the Owner Administrative Info section. If owners have submitted the Occupant Information Form as required by the condo docs, it will be documented on the calendar.

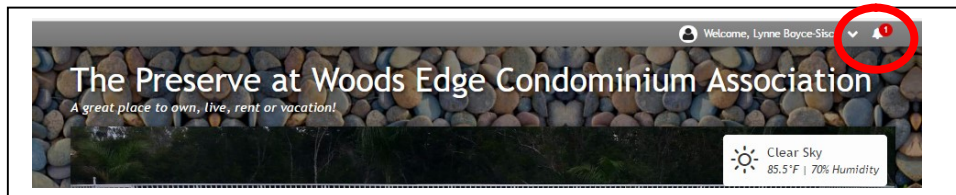
**Policies and Procedures** – The Board has worked to create Policies on various subjects that outline what owners can expect regarding everything from Nuisance Animals to Budget Planning. You'll find that information in Public Forms and Documents -> Condo Docs.

**Frequently Asked Questions** - Do you have questions about recycling or how to change the BBQ tank? Check the FAQ section of the website.

While it is impossible to include all possible elements of the website in this tutorial, the Board hopes this overview helps you navigate the page. The website is a living document and is only made better by the contributions of owners. Owners are encouraged to post pictures, open discussion topics or simply provide suggestions on things to do in Bonita, places to eat, upcoming events etc.

# Surveys

One of the most important features of the website is the ability to conduct owner surveys. The committees established by the association lack volunteers to staff them; therefore the Board has decided to use surveys to gauge owner sentiment on certain issues. Only registered owners will have the opportunity to provide a response and while there is no guarantee the Board will act according to the majority response on a survey, the feedback should shape discussion and be taken into account in the decision making process.



Any owner, committee, Board member or the management company can request a survey be conducted. When a survey

has been posted on the website, the notification icon next to your name will change, as shown inside the red circle above. The number of available surveys will appear next to the user name at the top of the window. Clicking on the icon will show how many surveys are available to take, and another click will open the survey page for the user. Once on the survey page, an arrow will appear to the right of each survey and clicking the arrow will take the user directly to that survey. If there is more than one survey, users can click the notification icon to return to the survey page.

### Survey Results

An issue before the Board recently was a request to remove the towing sign placed at the entrance in 2015. No motion was put forth and the sign remains. Arguments for keeping the sign include being a deterrent to people using our parking lot without permission and without the sign, the association cannot tow a vehicle. In favor of removing the sign are the argument that it is unsightly and creates a negative image for people entering the community, such as renters, guests and potential buyers. The process to have a vehicle towed involves an owner reporting a violation (see policy and procedure - parking) to the management company, who will visit the property and issue a warning. If the vehicle owner does not comply with the warning, the management company may then have the vehicle towed. To date, the association has never actually towed a vehicle and has only threatened to tow a vehicle once.

Answer	Count	Percentage
Yes, I'd like to permanently remove the sign.	3	33%
No, I think the sign should remain	2	22%
I think the sign should be removed from the post and reinstalled if parking violations become problematic.	4	44%

Survey results are visible to the Board, Web administrator, and Management; however, nobody knows which owner voted for which options. An example of the survey results is at the left. There are various ways that owners are notified of surveys being created on the website, should an owner log in to the website, the notification icon appears, surveys

are included in the monthly What's Happening Email and the Board may choose to send an email to registered owners indicating a new survey has been posted, especially if the survey topic is due to be considered at a board meeting prior to the next What's Happening email. Owners are encouraged to complete surveys in order to have their opinions considered. Owners that are not registered on the website still have the option of attending a board meeting to express their opinions.