

*Getting to Know TownSq*

townsq  
experience  
community your way

# About TownSq

TownSq connects neighbors, board members and management teams to easy, proven, collaborative tools designed to enhance the community experience.

This guide includes everything you need to know to get your community up and running with TownSq!



# *What's Inside:*

- Getting Started
- How Boards Use TownSq
- How Residents Use TownSq
- Additional Features

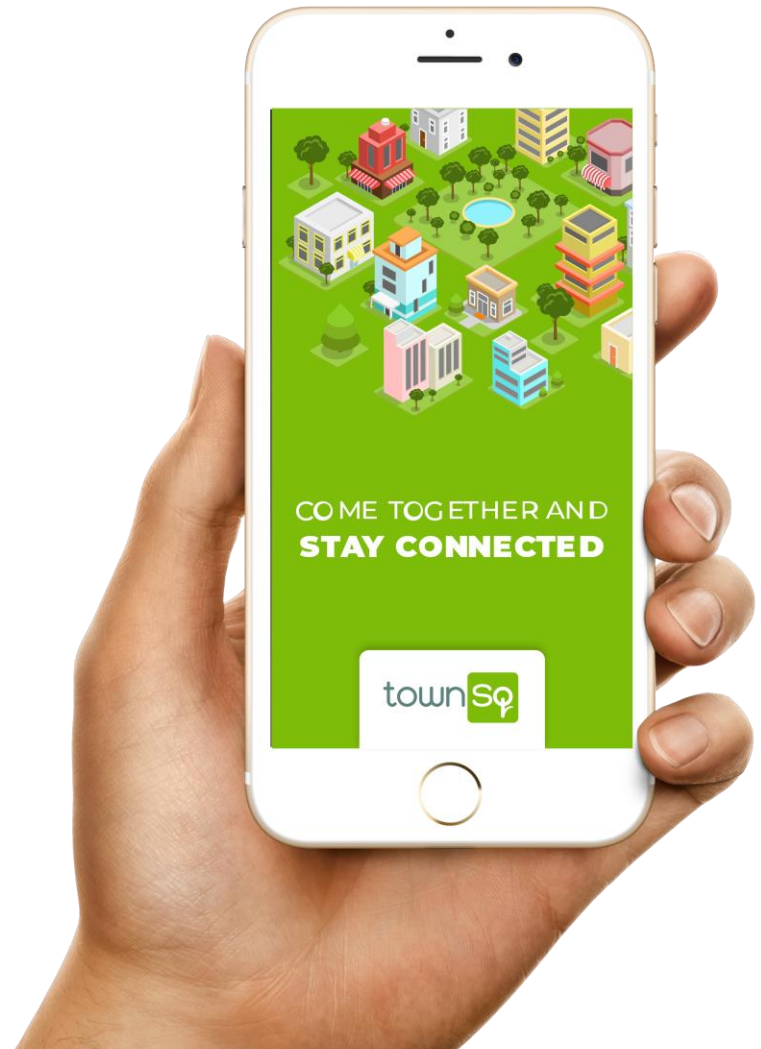
A photograph of three people sitting around a table, smiling and looking at a document held by a woman in a striped shirt. The man on the left is wearing a blue denim shirt, and the woman on the right is wearing a yellow top. The scene is brightly lit, suggesting an indoor setting like a meeting room or office.

# *Getting Started*

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# Accessing TownSq

- TownSq can be accessed any time and on any device
- Visit the website from your desktop: [www.townsq.io](http://www.townsq.io)
- Or download the app:

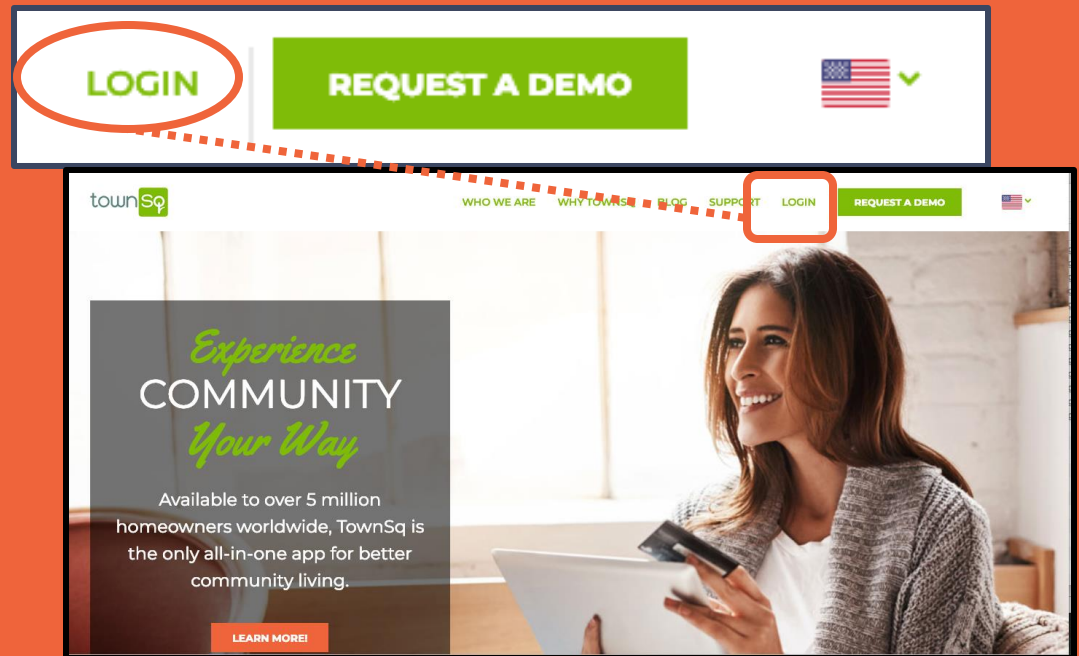


# Registering for TownSq

Your account is already set up and ready to use.

- Register on the app or website using your account number and zip code
- Login

*Notes: Your account number can be found on in coupon book or on your statement.*



# Managing Your Account

- Link accounts
- Review transactions
- Customize your communication settings

The screenshot displays the townSq user interface for account management. On the left is a navigation sidebar with categories 'OPERATIONS' and 'ADMINISTRATION'. The main content area shows account details for 'Address 45 SKUNK TRAIL' with a current balance of 400. Below this is a table of transactions categorized by month, including room rentals and an online ACH payment.

**Accounts**

**Address 45 SKUNK TRAIL** CURRENT BALANCE 400

Add account

Please be advised that online balances may not reflect upcoming assessments due and should not be used for resale processing. Please pay the balance reflected on your most recent billing statement or coupon book. For final payoff amounts, please contact your management company.

ACCOUNT	LAST PAYMENT OF	RECEIVED ON
2014683	\$ 199	2/26/2019

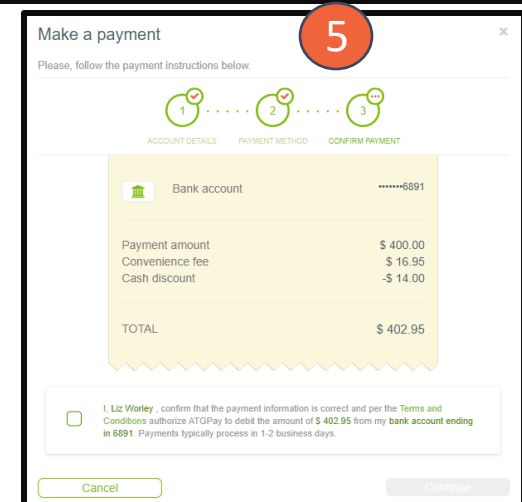
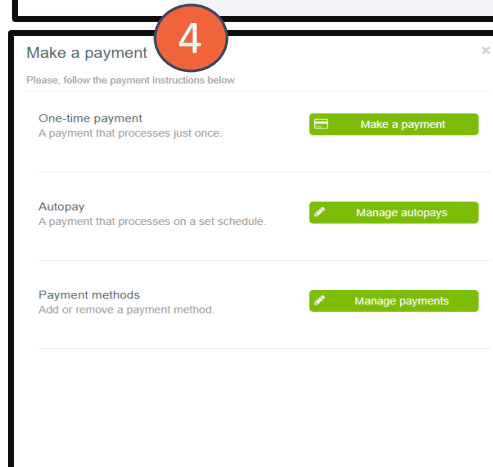
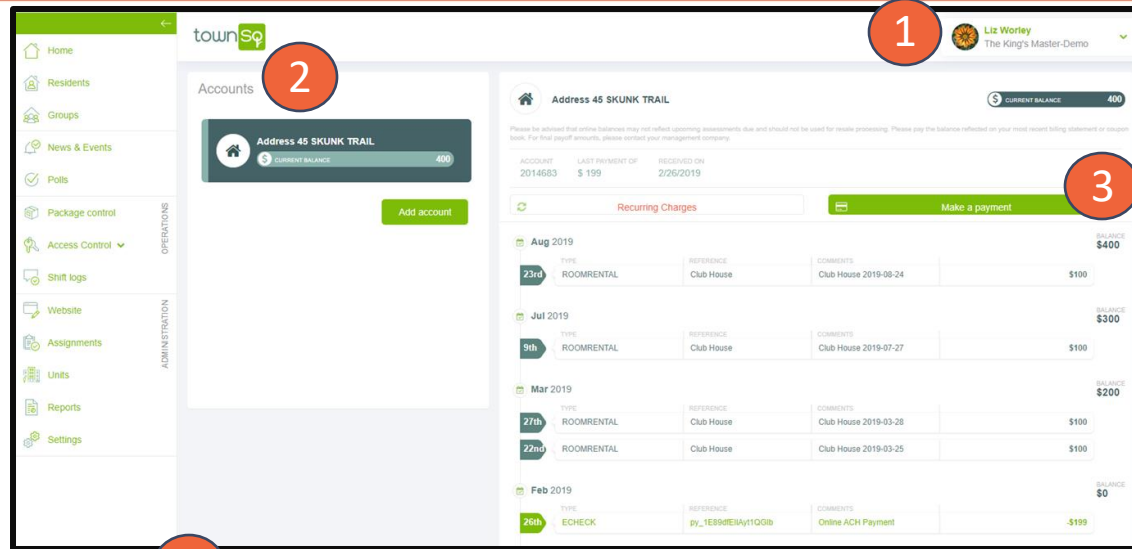
Recurring Charges      Make a payment

Month	Date	Type	Reference	Comments	Amount	Balance
Aug 2019						\$400
	23rd	ROOMRENTAL	Club House	Club House 2019-08-24	\$100	
Jul 2019						\$300
	9th	ROOMRENTAL	Club House	Club House 2019-07-27	\$100	
Mar 2019						\$200
	27th	ROOMRENTAL	Club House	Club House 2019-03-28	\$100	
	22nd	ROOMRENTAL	Club House	Club House 2019-03-25	\$100	
Feb 2019						\$0
	26th	ECHECK	py_1E89dfEIIAy1QGlb	Online ACH Payment	-\$199	

# Online Payments

- Review your account balance:

1. Login
2. View your account balance
3. Click “make a payment” at the top of the feed
4. Make a one-time payment or schedule recurring payments with autopay
5. Add your preferred payment method (Credit Card or ACH) to our secure environment



# *How Do Boards Use TownSq?*



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# Board Features

- **Messages:** Send private messages to board members and residents.

The screenshot displays the townSq Messages interface. At the top, the townSq logo is on the left, and the user profile for Liz Worley (The King's Master-Demo) is on the right. The main heading is "Messages" with a sub-description: "Send messages directly to a resident. For example delivery notices, notifications, fines, among others." A search bar and a "+ Create message" button are also present.

On the left, a navigation sidebar is divided into "COMMUNICATION" and "OPERATIONS". Under "COMMUNICATION", there are links for Home, Residents, Groups, News & Events, Requests, Messages, and Forum. Under "OPERATIONS", there are links for Package control and Access Control. A "MORE OPTIONS" button is at the bottom of the sidebar.

The message list shows three pending messages:

- Message 1:** PENDING • 15 DAYS AGO. Category: Test. From: Kevin Platt (No units). Status: General.
- Message 2:** PENDING • 15 DAYS AGO. Category: Test. From: Kevin Platt (No units). Status: General.
- Message 3:** PENDING • 20 DAYS AGO. Category: Fine.

# Board Features

- **News, Events & Announcements:** Communicate with all residents by posting an announcement or share important news items and schedule reminder notifications.

The screenshot displays the townSq dashboard interface. On the left is a navigation sidebar with a green header and a white background. It contains a list of menu items: Home, Residents, Groups, News & Events, Requests, Messages, Forum, Polls, Package control, and Access Control. The items are grouped into 'COMMUNICATION' (News & Events, Requests, Messages, Forum, Polls) and 'OPERATIONS' (Package control, Access Control). A 'MORE OPTIONS' button is at the bottom of the sidebar. The main content area has a green header with the townSq logo and a user profile for Liz Worley. Below the header are tabs for 'Announcements' and 'Events'. The 'Announcements' section features a search bar, a 'Create announcement' button, and a 'PINNED' section. Three pinned announcements are listed: 'Spring Fling' (Mar 11, 2020), 'Welcome to TownSq!' (Aug 20, 2019), and 'New and exciting Announcement' (Jan 17, 2020). Each announcement has an 'Unpin' button and a dropdown menu.

# Board Features

- **Requests:** Make, respond to, and see the status of requests.

The screenshot displays the townSq 'Requests' interface. On the left is a navigation sidebar with a 'COMMUNICATION' section containing Home, Residents, Groups, News & Events, Requests, Messages, Forum, and Polls, and an 'OPERATIONS' section containing Package control and Access Control. The top header features the townSq logo, a user profile for Liz Worley (The King's Master-Demo), and a search bar. The main content area is titled 'Requests' and includes a description: 'Organize and respond to requests from residents. This channel is private between the resident and management.' Below this are two request cards, each for a 'New Service' by John Rose, dated 03/16/2020 and in 'In process' status. The first card is for 'Architectural Application' and the second for 'Architectural Review'. A 'Car request' category is also visible in the sidebar. Buttons for '+ Open request' and 'Manage' are present at the top right of the main content area.

# Board Features

- **Documents:** Upload and access association documents.

The screenshot displays the townSq user interface. On the left is a sidebar with navigation options categorized into OPERATIONS (Forum, Polls, Package control, Access Control, Shift logs) and TOOLS (Reservations, Documents, Website, Assignments, Units). The main content area is titled 'Community' and shows 'My documents'. It includes a search bar, an 'Add document' button, and a 'Manage' button. Below this is a filter for 'All documents' and a table of documents.

DOCUMENT	FORMAT	SIZE	DATE	CATEGORY
imagejpeg_0004.jpg	JPG	237.54 KB	03/11/2020 09:58 AM	ACCOUNT DOCUMENTS
TownSq Logo.png	PNG	219.30 KB	01/29/2020 10:39 AM	FINANCIALS
back-to-school-celebration.jpg	JPG	468.14 KB	07/09/2019 10:04 AM	ANNOUNCEMENTS

# Board Features

- **Reports:** View financial reports

The screenshot displays the townSq web application interface. On the left is a navigation sidebar with a green header and a back arrow. The sidebar is organized into three sections: OPERATIONS (Polls, Package control, Access Control, Shift logs), TOOLS (Reservations, Documents), and ADMINISTRATION (Website, Assignments, Units, Reports, Settings). The main content area is titled 'Reports' and features a user profile for Liz Worley (The King's Master-Demo) in the top right. Below the title, there are five report sections: Overview (month-over-month financial metrics), Income and Expense Details (most recent fiscal month), Spend & Budget Analytics (posted transactions over time), and Delinquency Details (real-time association delinquencies).

townSq

Liz Worley  
The King's Master-Demo

## Reports

### Overview

View a month over month comparison of key financial metrics for your community.

### Income and Expense Details

View Income Statement details for the most recently closed fiscal month.

### Spend & Budget Analytics

Explore posted transactions over time and budget.

### Delinquency Details

View delinquencies in the association. This information is updated in real-time by the management company.

# Board Features

- **Polls.**

Get insight by creating polls

The screenshot shows the townSq web application interface. On the left is a navigation sidebar with categories: COMMUNICATION (Residents, Groups, News & Events, Requests, Messages, Forum) and OPERATIONS (Polls, Package control, Access Control, Shift logs, Reservations). The main content area is titled 'Polls/ Voting' and contains a search bar, a 'Create poll' button, and a large message: 'Oops! There is nothing to see here' accompanied by a pie chart graphic. The top right corner displays the user profile for Liz Worley, The King's Master-Demo.



*How Do Residents  
Use TownSq?*

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# Resident Features

- **Forum.**  
Easily connect with neighbors in the forum
- **Requests.**  
Submit work orders, service and architecture requests with no hassle
- **Access Control.**  
Authorize guests
- **Reservations.** Reserve common areas and amenities
- **Personalization.**  
Manage and update your account
- **Online Payments.**  
Pay online and review account balances
- **News & Events.**  
Receive real-time updates on important news and events
- **Polls.**  
Participate in community polls
- **Documents.**  
Access association documents



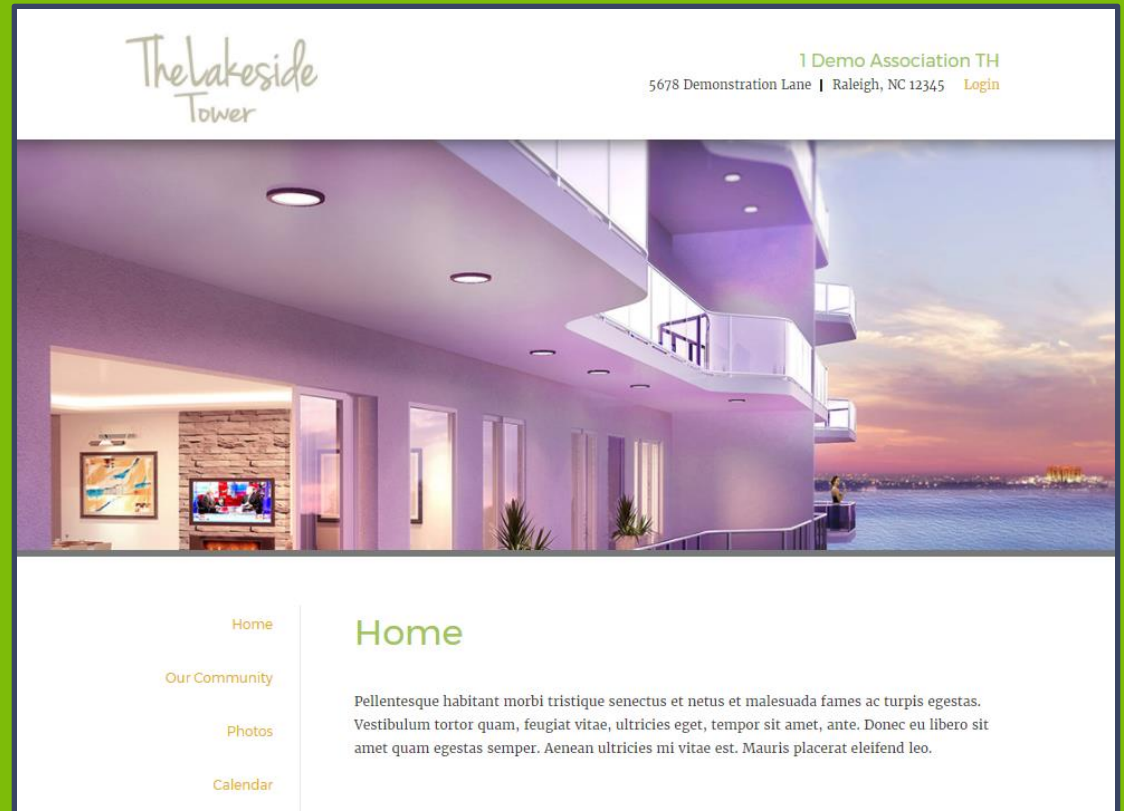


*Additional Features*

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# Community Websites

Promote your community with a completely custom, mobile-friendly website.



# Community Websites

- Fast and easy to set up and update
- Multiple themes, fonts and colors to choose from
- 7 page templates to choose from
- Preview content for approvals before publishing
- Responsive web design for easy-to-read mobile and tablet view
- Unique subdomains available with support for custom domain masking
- SEO enabled



*Thank You!*

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experience  
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