

LakeRidge Falls

4200 LakeRidge Blvd.
Sarasota, FL 34243

02-16-2024

Here are the more important stories we had this past and upcoming weeks:

Presidents' Day – The Community Relations Committee (CRC) is seeking the assistance of members and residents in placing/removing American Flags in honor of Presidents' Day. All those who are willing to assist in this important endeavor are kindly asked to please come to the Association Clubhouse at 11 a.m. tomorrow. We wish to thank you in advance for your cooperation on this essential matter.

New Gate Access System – Just a reminder, and just in case you haven't done so by now, please make sure to provide us with an updated RESIDENT SECURITY FORM. Please make sure to fill out his form and drop it or email it to our offices. The sooner, the better. This way we can ensure we have the most recent and up-to-date information on each resident which will tremendously assist in the seamless administration of vendors and guests. Thank you so much for your attention and assistance on this important matter.

Engage Portal – In recent days, some inquiries have been presented regarding setting accounts for those who reside at the same address. Here is the issue at hand and how one should address it.

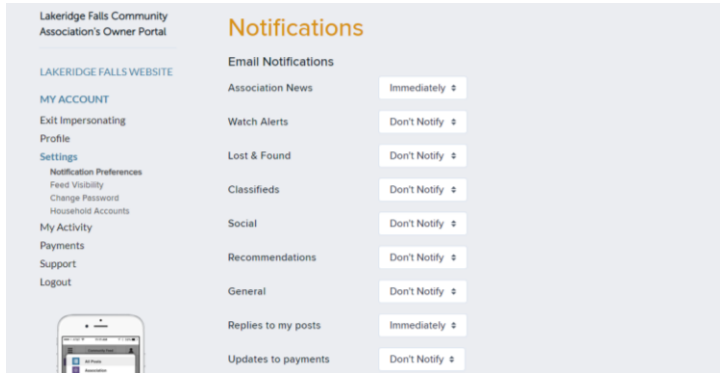
As you know, 399 welcome notice emails were sent to all members of the community. As one may conclude with the 399 figure above, the emails were sent based on addresses. That is, each household was sent one welcome email to one of the emails the Association has on file. Therefore, members who share a household, but wanted to have their own separate accounts were facing technical difficulties in doing so. This is quite understandable considering this is a new system. Like most new systems, it takes time to master. The following example should help, we hope, to make things easier for those who wish to establish a new account.

Let's use a silly example to make things simple. The Wows is a married couple who live on Cascade Falls Drive. The Wows don't share an email address. That is, Mr. Wow has his email address, i.e., JohnWow@Aol.Net, and Mrs. Wow has her own, i.e., JoenneWow@Aol.Net. So assuming the Wows were legit residents of the Association, the welcome email would have been sent to one of their email addresses. For this exercise, let's assume the email was sent to Mrs. Wow email, i.e., JoenneWow@Aol.Net.

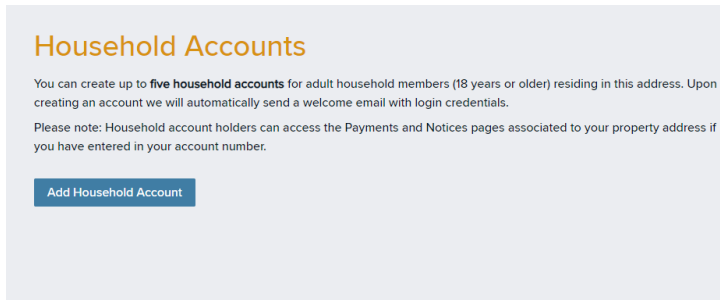
After Mr. Wow came to learn how useful the new portal is, he wanted to set up his own account so he could receive emails, post his artwork on the community feed, and follow the CRC meetings schedule. Here are the steps on how Mr. Wow could establish his own account. For this, Mr. Wow would need Mrs. Wow's help.

- First, the Wows would need to log into Mrs. Wow's established Engage Portal account.
- On the top right corner, they would need to click on the tab "My Account," which is just to the left of the bell icon:

- A new page would be opened. They would have to look for the word “Settings,” which appears in blue on the left mid-section of the page, they would have to click on “Household Accounts:”



- This would take them to a new page with a blue rectangle box that says “Add Household Account,” which they would need to click on:



- This will automatically take them to a page in which they can add Mr. Wow’s email so he can enjoy all the features of this new portal and once filled out would need to make sure to click on the blue rectangle “Submit”.

We hope the above will assist those who wish to establish new accounts on the Engage Portal, but are facing some hardship in the process. Of course, members are always welcome to contact this office for assistance. As before, we encourage all members to set up their accounts so they can take advantage of this great service tool.

Have a healthy and safe weekend.

Sincerely,

Oded Neeman - CAM
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