

Welcome to TownSq

Experience Community Your Way



What is TownSq?

- Our new, all-in-one technology solution for managed communities
- Empowers community management teams, board members and residents to:

CONNECT • COLLABORATE • STAY UP-TO-DATE



How Do You Access TownSq?

- Access on any device
- Visit the website from your desktop: www.townsq.io
- Download the app :



Getting Started

- Login:

- From the TownSq website
- From My Account on Associaonline.com
- Or, using the TownSq app

- Register:

- Using your Account number*
- Zip code

**Can be found on coupon book or statement*

The screenshot shows the TownSq website interface. At the top, there is a navigation bar with the following items: 'LOGIN' (circled in orange), 'CONTACT SALES', and 'Questions? 1-844-281-1728'. Below this, the main content area features the TownSq logo, the tagline 'Live better together.', and a paragraph of text: 'At TownSq we believe that being neighborly is more than just waving hello and goodbye - it's getting to know your neighbors. TownSq combines the social and administrative aspects of community living. Meet your neighbors, manage your account, and access the resources you need for better community living, all through one user-friendly app - any time on any device.' To the right of this text is a photograph of a diverse group of people sitting around a table, smiling and talking. At the bottom of the page, there is a dark green banner with the text 'Join TownSq to start experiencing community your way!' and a red 'Request a demo!' button. The banner also features several icons representing community features like a sun, a house, a building, and a food truck.

Now that you're logged in, you're ready to:

CONNECT • COLLABORATE • STAY UP-TO-DATE



Getting Started (cont'd)

The screenshot displays the TownSq Home Screen interface. On the left is a vertical navigation menu with sections: 'Feed' (Residents, Groups), 'COMMUNICATION' (Announcements, Requests, Messages, Forum, Polls), 'TOOLS' (Reservations, Access Control, Documents), and 'ADMINISTRATION' (Assignments, Units, Reports, Settings). The main content area features a 'Shortcut Buttons' bar with icons for 'Create announcement', 'Create poll', 'Authorize visitor', 'Open request', 'Create topic', and 'Book amenity'. Below this is a 'Feed window' showing a series of posts from 'Bonnie Garcia' with a 'Comment...' field and a 'Send' button. To the right, there are two announcement cards: one for a 'watch party' and another for 'New Pool Keys'. At the bottom right, a 'My reservations' card shows a table of reservations.

Home Screen

Features Tabs

Shortcut Buttons

Feed window shows all communications for your community

Announcements posted by CAM or Board

Reservations for amenities appear here

Date	Amenity	Time
8 Jun	Resident Facility	6:00 AM - 7:00 AM
21 Jun	Upper Pool	

Manage Your Account

- Link accounts
- Review transactions
- Customize your communication settings

SEE ALL
TRANSACTIONS

Accounts

See all transactions

Center
CURRENT BALANCE 168.32

937 Northland
CURRENT BALANCE -3095.81

Add account

See all transactions

Recurring Charges

Please be advised that online balances are for effect 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.

Oct 2017

11 Center | 8001071951 - Alan Perez

TYPE	REFERENCE	COMMENTS	
2nd	CCARD	ch_1B8WnSBVlpqvMb7Q	Credit Card Payment - \$11

Sep 2017

11 Center | 8001071951 - Alan Perez

TYPE	REFERENCE	COMMENTS	
28th	ECHECK	py_1B72i0BvlpqvMb7n	ACH Payment - \$100
28th	CCARD	ch_1B72hhBvlpqvMb7Q	Credit Card Payment - \$100

11 Center | 8001071951 - Alan Perez

TYPE	REFERENCE	COMMENTS	
8th	ECHECK	py_1AzrpnBvlpqvMb7q	ACH Payment - \$13.05

ACCOUNTS

Manage Your Account (cont.)

- Review your account balance
- Make a one-time payment or schedule recurring payments:
 1. Click **accounts**
 2. Select an **account**
 3. Click **make a payment**
 4. Add your preferred payment method (Credit Card or ACH) to our secure environment
 5. Pay online instantly with a one-time payment or set up recurring payments with auto pay

The screenshot displays the townSq user interface. At the top right, the user's profile is shown as 'Don Barbour Bennett Commons' with a red circle '1' next to the name. Below this, the 'Accounts' section features a card for '13 Bennett Common Way' with a red circle '2' next to it. A green 'Add account' button is positioned below the card. To the right, a summary box for the account shows the address '13 Bennett Common Way', a balance of '\$0', and a 'Make a payment' button with a red circle '3'. Below the summary, a table lists account details: ACCOUNT 1003873 - Don Barbour & Ann Barbour, LAST PAYMENT OF \$ 376.16, and RECEIVED ON 1/3/2017. A 'Recurring Charges' section is also visible. The main content area shows a 'Make a payment' screen with a red circle '4' next to the title. The screen prompts the user to follow payment instructions and offers three options: ACCOUNT DETAILS, PAYMENT METHOD, and CONFIRM PAYMENT. Under 'Pay with:', there are three radio button options: Mastercard (ending in 4444), American Express (ending in 8431), and ACH account (ending in 6789). A 'create a new payment account.' link is also present. Below the options are 'Cancel' and 'Continue' buttons. A second 'Make a payment' screen is overlaid on the first, with a red circle '5' next to the title. This screen shows a payment summary for a Visa card (ending in 4242): Payment amount \$150.00, Convenience fee \$8.20, and a TOTAL of \$158.20. Below the summary is a confirmation checkbox and text: 'I, Alan Perez, confirm that the payment information is correct and per the Terms and Conditions authorize ATGPly to debit the amount of \$ 158.20 from my credit card ending in 4242. Payments typically process in 1-2 business days.' 'Cancel' and 'Continue' buttons are at the bottom.

Opt In/Out Preferences: Homeowner

The screenshot shows the townsq homeowner dashboard. On the left is a navigation menu with categories: Feed, Residents, COMMUNICATION (News & Events, Requests, Messages, Forum, Polls), and OPERATIONS (Package control, Access Control, More Options). The main content area includes an 'Invite neighbor' button, a user profile dropdown for 'John Doe' (Hillwood Demonstration), and a row of action buttons: REQUEST CAR, AUTHORIZE VISITOR, OPEN REQUEST, BOOK AMENITY, and CREATE TOP. Below this is an account summary for '5 Carroll Boulevard' with a current balance of 0. The feed shows two posts: one by Lisa BoardMember about 'Light Out' and one by Joshlyn D Boardmember about 'Community BBQ'. On the right, there are sections for 'Recent' posts and 'My authorizations', including one for Joy Anderson (Guest) with a 'Send invitation' button. A callout box with a large number '1' points to the 'John Doe' profile dropdown and the 'Edit profile' button below it.

townsq

Invite neighbor

John Doe
Hillwood Demonstration

Edit profile

1

Click your profile and select Edit profile

REQUEST CAR

AUTHORIZE VISITOR

OPEN REQUEST

BOOK AMENITY

CREATE TOP

ACCOUNT
5 Carroll Boulevard

CURRENT BALANCE
0

a month ago | Sep 21, 2018

Lisa BoardMember
modified the status of the request **Light Out**

Comment...

Send

2 months ago | Aug 30, 2018

Joshlyn D Boardmember
created a new announcement **Community BBQ**

BYOBeverages and meet us at the gazebo to get to know your neighbors! Hot dogs and burgers are provided. Please bring any additional items to pass or grill!

Published on Aug 13, 2018 1:16 PM

South Gate Closed For Repairs

Gate closed today from 1-5 pm, please use ...

Published on Aug 1, 2018 1:19 PM

My authorizations

Joy Anderson
Guest

Send invitation

Opt In/Out Preferences: Homeowner

The screenshot displays the townsq homeowner profile page. The left sidebar contains navigation options: Feed, Residents, COMMUNICATION (News & Events, Requests, Messages, Forum, Polls), OPERATIONS (Package control, Access Control), TOOLS (Reservations, Documents), and ADMINISTRATION (Assignments). The main content area is divided into sections: BASIC INFORMATION (profile picture, first/last name, phone numbers), ADVANCED INFORMATION (E-mail, Facebook link), and PRIVACY. The PRIVACY section is highlighted with a red box and contains three toggle switches: 'Show my address' (off), 'Show my telephone' (off), and 'Show my email' (on). A 'Save' button is located at the bottom right of the page.

2

Under the **PRIVACY** section, toggle each option on or off to share or hide information

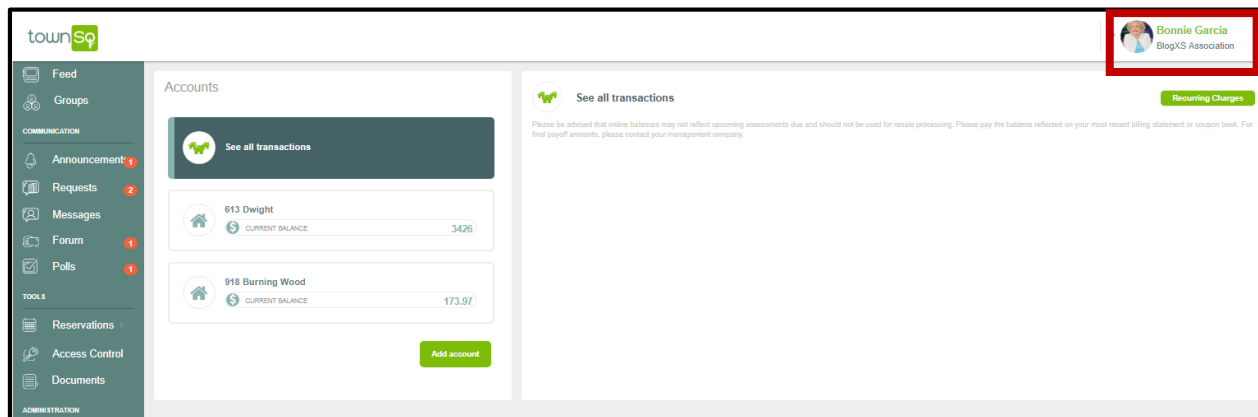
3 Click Save

Save

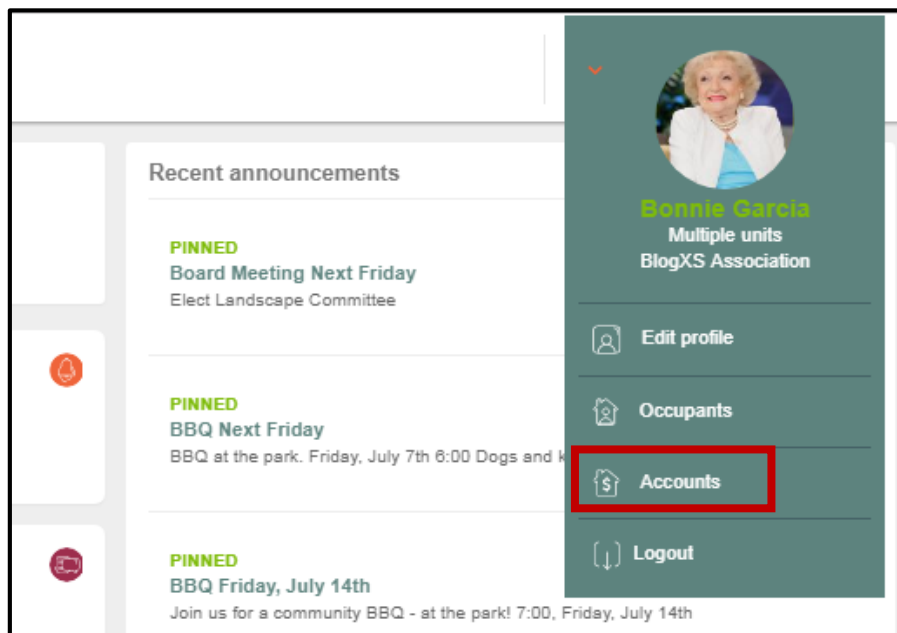
Linking Multiple Homeowner Accounts

This job aid is designed to help you assist homeowners who have multiple accounts or units to link them in TownSq. This functionality provides a single sign in and prevents users from having to log into each account separately.

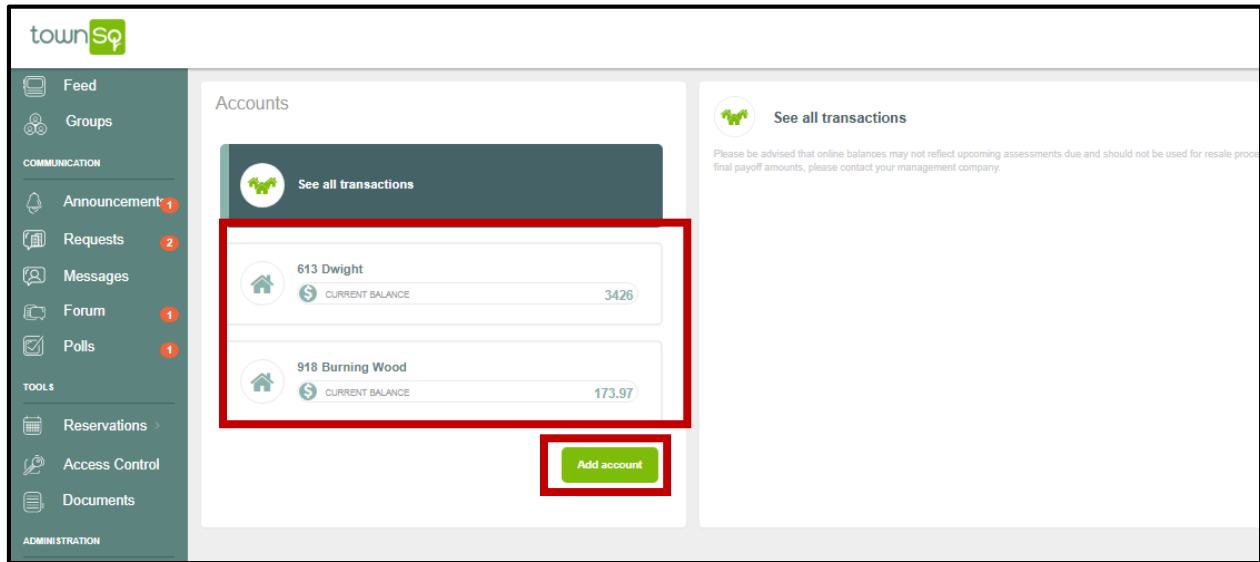
1. When the homeowner logs in to TownSq, on the main feed screen they will click on their profile.



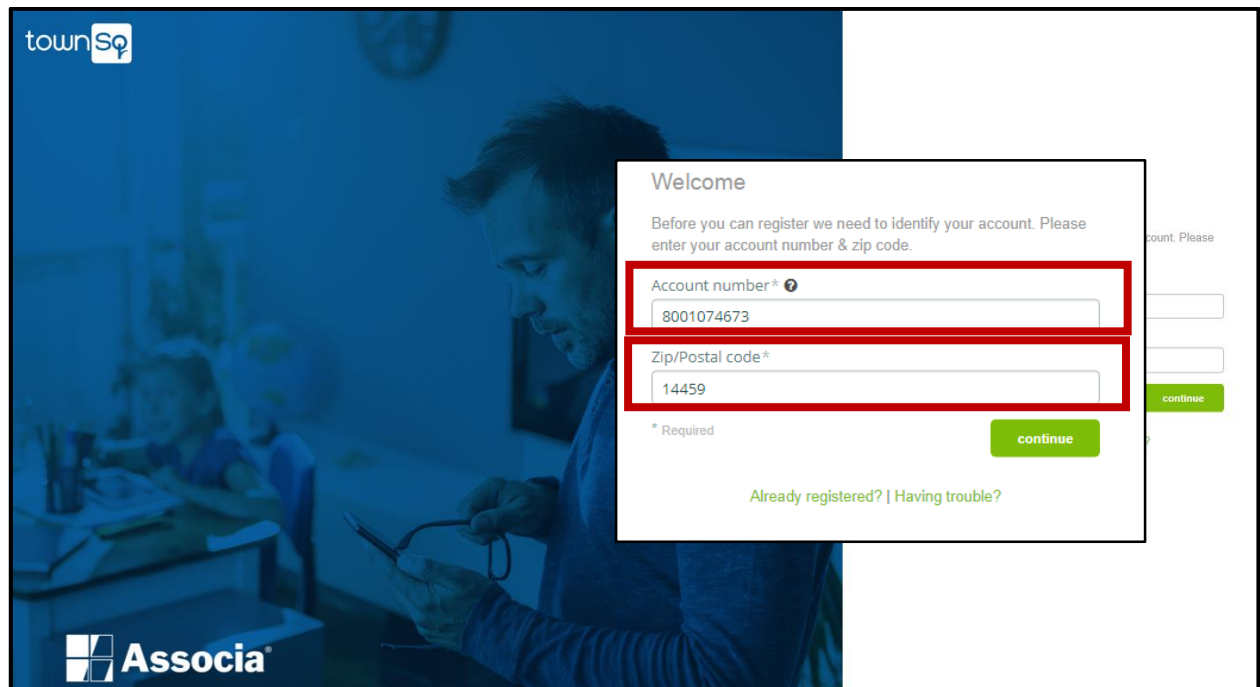
2. Once the profile drop down pops up they will need to click on Accounts.



3. Once they have reached the “accounts” screen they will be able to see all of the accounts that have been linked to their profile. To add a new account, they will need to click on “Add Account”.



4. Once the owner clicks on “Add account” they will be taken to another login screen, where they will need to enter the Account Number for the new account they would like to link and the Zip Code of the account the unit belongs to. Click continue.



5. The homeowner will receive a confirmation message asking them to verify that the account provided is actually theirs. Click OK.

This isn't you?

Account information

Name
Brenda Cruz

Account # Zip Code
8001074673 14459

Address
25 Dahle, Spring, TX

Add this account to your TownSq user

Great, now you can confirm that you wanna add this account to your TownSq user.

TownSq user email*

bonnie.garcia@socialcondo.com.br

OK

Already registered?

6. The account has now been linked to the owners' login and they will need to only log in once to access all of the linked accounts. To verify, the owner will go back to their profile and click on "Accounts" to be taken to a listing of their accounts.

The screenshot shows a user profile for Bonnie Garcia. The profile includes a circular profile picture, the name 'Bonnie Garcia', and the text 'Multiple units BlogXS Association'. Below the profile information is a menu with four options: 'Edit profile', 'Occupants', 'Accounts', and 'Logout'. The 'Accounts' option is highlighted with a red rectangular box. To the left of the profile is a section titled 'Recent announcements' with three pinned items: 'Board Meeting Next Friday', 'BBQ Next Friday', and 'BBQ Friday, July 14th'.

The new account will now appear in the “accounts” screen.

Accounts

[See all transactions](#)

	613 Dwight	CURRENT BALANCE	3426
	918 Burning Wood	CURRENT BALANCE	173.97
	25 Dahle	CURRENT BALANCE	400

[Add account](#)

[See all transactions](#)

Please be advised that online balances may not reflect upcoming assessments due and should not be used for resale coupon book. For final payoff amounts, please contact your management company.

Inviting a Family Member or Tenant: Homeowner

NOTE: Only homeowners can invite family members or tenants to TownSq.

1 Click your profile and select **Occupants**

townSq

Invite neighbor

John Doe
Hillwood Demonstration

Edit profile

Occupants

ACCOUNT
5 Carroll Boulevard

CURRENT BALANCE
0

a month ago | Sep 21, 2018
Lisa BoardMember
modified the status of the request **Light Out**

Comment... Send

2 months ago | Aug 30, 2018
Joshlyn D Boardmember
created a new announcement **Community BBQ**

BYOBeverages and meet us at the gazebo to get to know your neighbors! Hot dogs and burgers are provided. Please bring any additional items to pass or grill!

South Gate Closed For Repairs
Gate closed today from 1-5 pm, please use ...

Published on Aug 1, 2018 1:19 PM

My authorizations

Joy Anderson
Guest

Send invitation

Inviting a Family Member or Tenant: Homeowner

The screenshot displays the townSq web application interface. At the top left is the townSq logo. On the right, there is an 'Invite neighbor' button and a user profile for 'John Doe' from 'Hillwood Demonstration'. The left sidebar contains navigation options: Feed, Residents, COMMUNICATION (News & Events, Requests, Messages, Forum, Polls), and OPERATIONS (Package control, Access Control). The main content area is titled 'Occupants' and includes a search bar and a 'Create occupant' button. A callout box with a green background and white text contains the number '2' and the instruction 'Click Create occupant'. The main content area also features the text 'The more the merrier!' and an illustration of a person covering their eyes, with the message 'TownSq works better with more people. Register your family members and tenants :)'. The 'Create occupant' button is highlighted with a red border.

Inviting a Family Member or Tenant: Homeowner

Residents / Create occupant

Occupant type*

Family Member Tenant

First name*

E-mail*

Phone numbers

(123) 456-7890

+ Add more

Create occupant Cancel

3 Select Family Member OR Tenant icon

Residents / Create occupant

Occupant type*

Family Member Tenant

4 Enter First name, Last name, and E-mail

First name*

Last name*

E-mail*

Phone numbers

(123) 456-7890

+ Add more

Create occupant Cancel

NOTE: Phone numbers of the new occupant are optional.

NOTE: + Add more is used for additional phone numbers for this occupant.

5 Click Create occupant

Inviting a Family Member or Tenant: Homeowner

The screenshot shows the townSq interface with a sidebar on the left containing navigation items: Feed, Residents, COMMUNICATION (News & Events, Requests, Messages, Forum, Polls), and OPERATIONS (Package control, Access Control). The main content area is titled 'Occupants' and includes a search bar and a list of occupants. A green notification box in the top right corner states: 'Fran's user was added to TownSq. An e-mail with instructions of how to access will be forwarded to fmorse@gmail.com'. A callout box points to a user card for 'Jane Doe' with a 'Family Member' tag, containing the text: 'NOTE: Once the Tenant or Family Member signs on and registers, they will appear in the Residents tab and be listed with No Units.' Another callout box points to the notification, stating: 'Confirmation that new occupant was created.'

Deleting a Family Member or Tenant: Homeowner

The screenshot displays the TownSq homeowner dashboard. On the left is a navigation menu with categories: Feed, Residents, COMMUNICATION (News & Events, Requests, Messages, Forum, Polls), and OPERATIONS (Package control, Access Control, More Options). The main content area includes an 'ACCOUNT' section for '5 Carroll Boulevard' with a 'CURRENT BALANCE' of 0. Below this are two announcements: one by Lisa BoardMember regarding a 'Light Out' request and another by Joshlyn D Boardmember regarding a 'Community BBQ'. On the right, a user profile for 'John Doe' is shown with a dropdown menu containing 'Edit profile' and 'Occupants'. A red box highlights the 'Occupants' option. A green callout box with the number '1' points to this menu, with the text 'Click your profile and select Occupants'. A central note states: 'NOTE: Only homeowners can delete family members or tenants from TownSq.' The 'Invite neighbor' button is also visible at the top right.

townSq

Invite neighbor

John Doe
Hillwood Demonstration

Edit profile

Occupants

1 Click your profile and select Occupants

NOTE: Only homeowners can delete family members or tenants from TownSq.

REQUEST CAR

AUTH

CREATE TOPIC

ACCOUNT
5 Carroll Boulevard

CURRENT BALANCE
0

a month ago | Sep 21, 2018

Lisa BoardMember
modified the status of the request **Light Out**

Comment...

Send

2 months ago | Aug 30, 2018

Joshlyn D Boardmember
created a new announcement **Community BBQ**

BYOBeverages and meet us at the gazebo to get to know your neighbors! Hot dogs and burgers are provided. Please bring any additional items to pass or grill!

South Gate Closed For Repairs
Gate closed today from 1-5 pm, please use ...

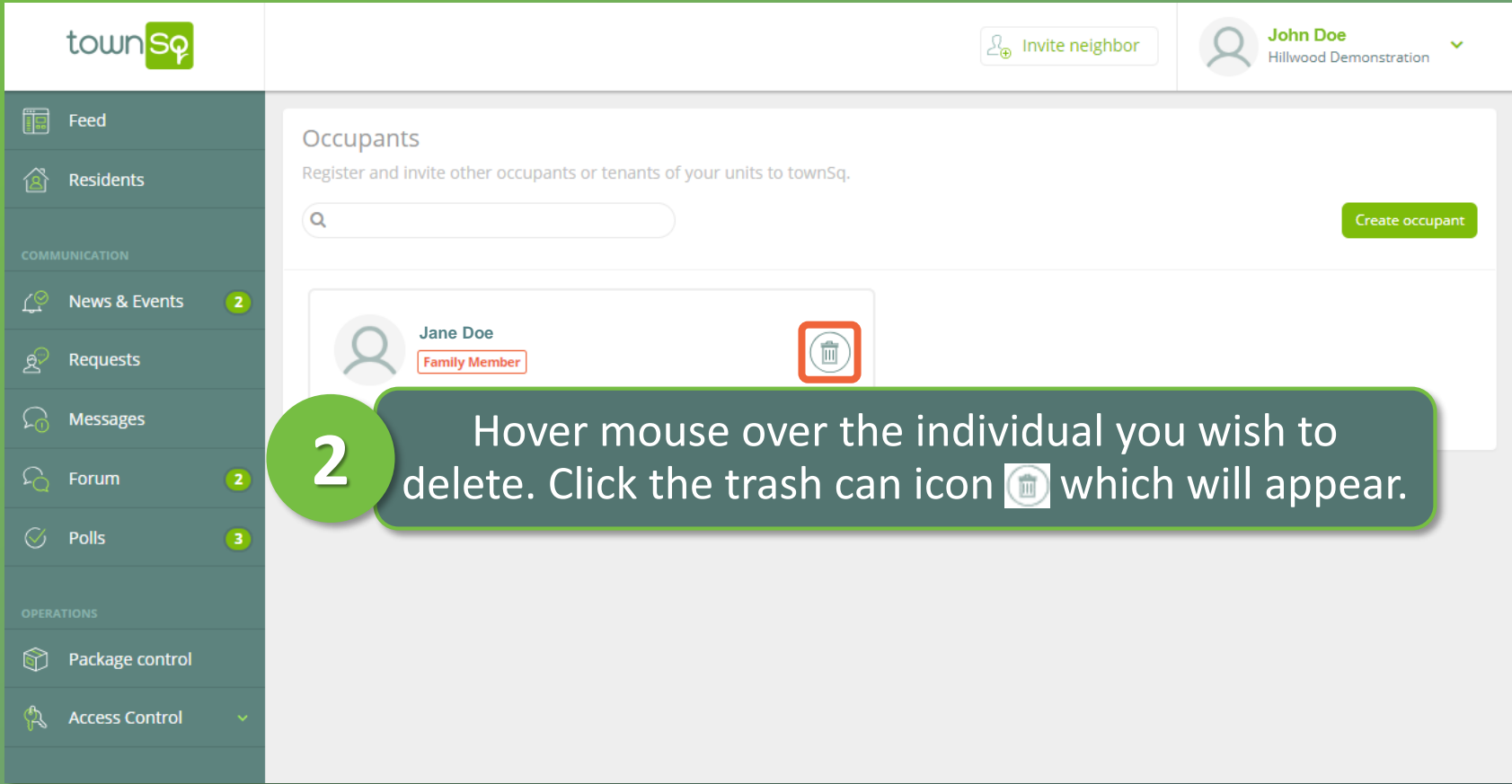
Published on Aug 1, 2018 1:19 PM


My authorizations

Joy Anderson
Guest

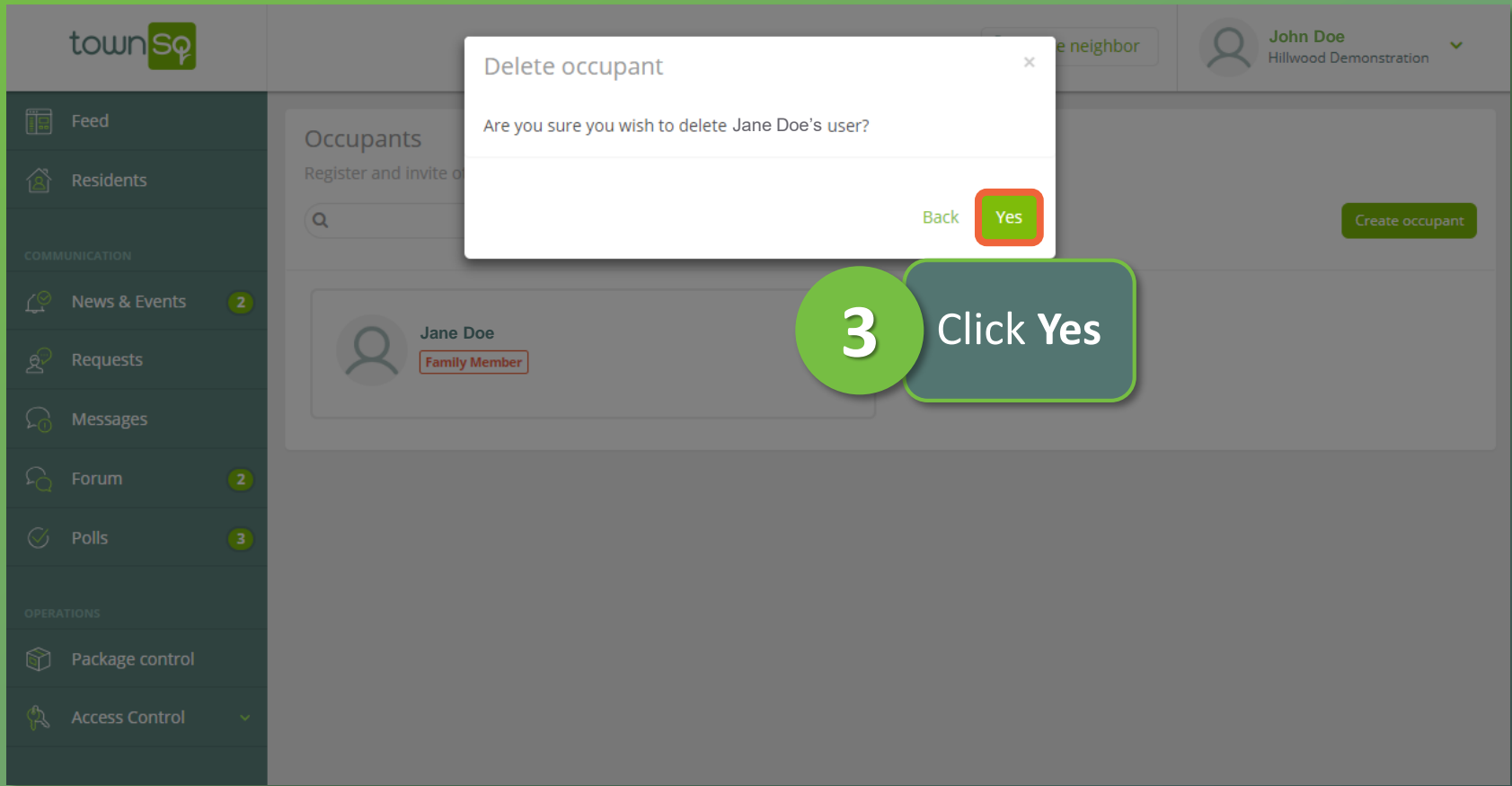
Send invitation

Deleting a Family Member or Tenant: Homeowner



The screenshot shows the townSq interface for a homeowner. The left sidebar contains navigation options: Feed, Residents, COMMUNICATION (News & Events with a '2' badge, Requests, Messages, Forum with a '2' badge, Polls with a '3' badge), and OPERATIONS (Package control, Access Control). The main content area is titled 'Occupants' and includes a search bar and a 'Create occupant' button. A list of occupants is shown, with one entry for 'Jane Doe' labeled as a 'Family Member'. A red box highlights a trash can icon next to her name. A green callout box with the number '2' contains the text: 'Hover mouse over the individual you wish to delete. Click the trash can icon  which will appear.'

Deleting a Family Member or Tenant: Homeowner

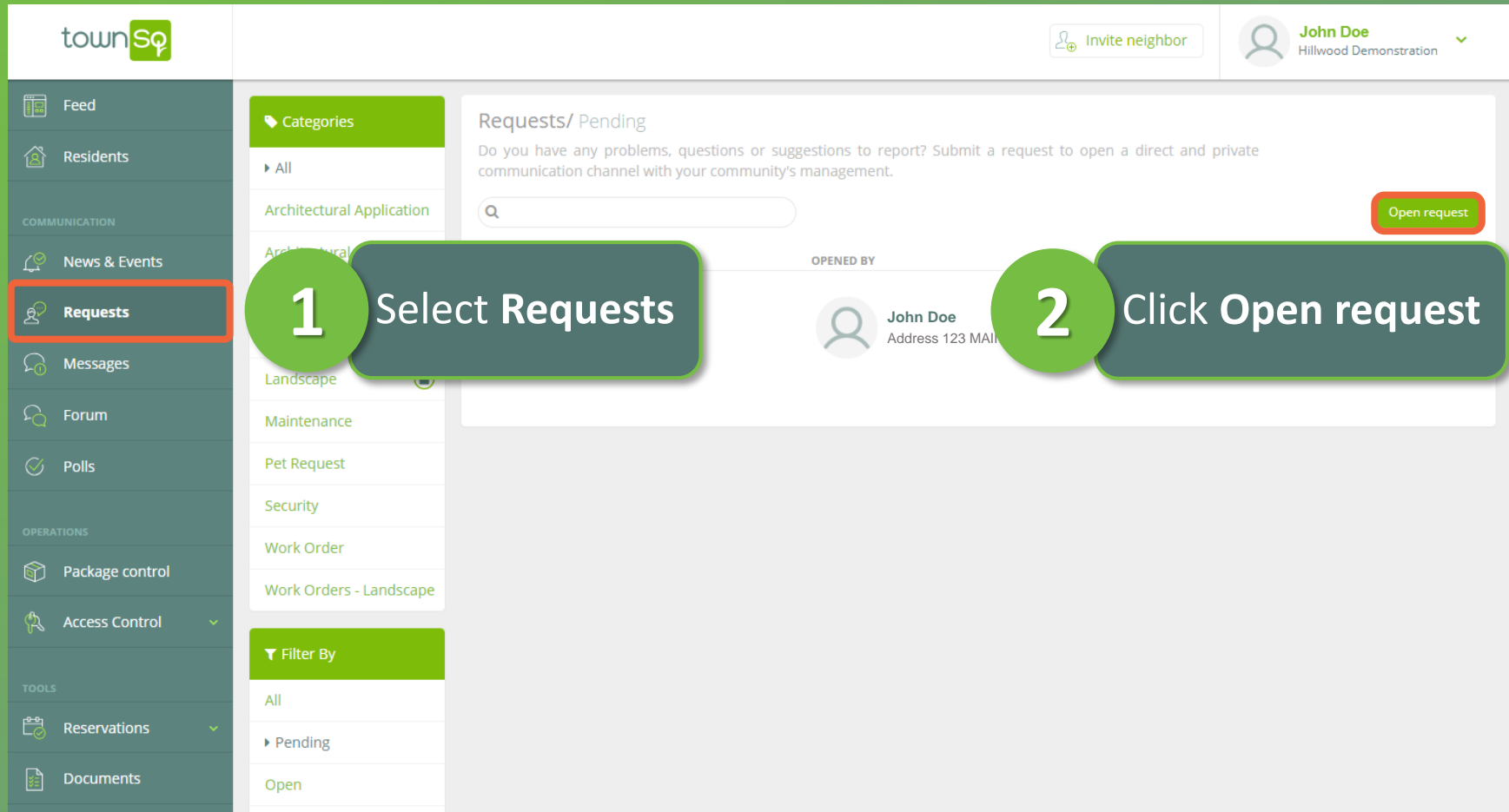


The screenshot displays the townsq web application interface. A modal dialog box titled "Delete occupant" is centered on the screen, containing the text "Are you sure you wish to delete Jane Doe's user?". Below the text are two buttons: "Back" and "Yes". The "Yes" button is highlighted with a red border. A callout box with a green background and white text, containing the number "3" and the text "Click Yes", points to the "Yes" button. The background interface shows the "Occupants" section with a search bar and a list of occupants. The user profile "John Doe" is visible in the top right corner. The left sidebar contains navigation options such as "Feed", "Residents", "News & Events", "Requests", "Messages", "Forum", "Polls", "Package control", and "Access Control".

Deleting a Family Member or Tenant: Homeowner

The screenshot displays the townSq interface for a homeowner. The top navigation bar includes the townSq logo, an "Invite neighbor" button, and a user profile for "John Doe" from "Hillwood Demonstration". The left sidebar contains navigation options: Feed, Residents, COMMUNICATION (News & Events with 2 notifications, Requests, Messages, Forum with 2 notifications, Polls with 3 notifications), and OPERATIONS (Package control, Access Control). The main content area is titled "Occupants" and includes a search bar. A large green notification box with a checkmark states: "The user Jane Doe was removed from the HOA Hillwood Demonstration :)". Below this, a "Create occupant" button is visible. A callout box points to the notification with the text: "Confirmation that occupant was deleted." The background features a large graphic of a person covering their eyes with their hands, with the text "The more the" and "TownSq works better with more people. Register your family members and tenants :)" overlaid.

Service Request: Homeowner



The screenshot shows the townsq web application interface. On the left is a navigation sidebar with categories like 'COMMUNICATION' and 'OPERATIONS'. The 'Requests' menu item is highlighted with a red box. A green callout bubble with the number '1' and the text 'Select Requests' points to this menu item. The main content area is titled 'Requests/ Pending' and contains a search bar, a list of request categories (Architectural Application, Landscape, Maintenance, etc.), and a list of requests. One request is shown, opened by 'John Doe'. A green callout bubble with the number '2' and the text 'Click Open request' points to a red 'Open request' button in the top right corner of the request card.

1 Select Requests

2 Click Open request

Service Request: Homeowner

Open request ✕

Title*
What do you wish to talk about?

Category*
Architectural Application
General
Landscape
Maintenance
Pet Request
Security
Work Orders - Landscape

Description*
Description...

Attachments
+
Pick a file
or drag it to this area

Cancel Open request

3


Enter a **Title**, choose a **Category**,
and enter a **Description**

TIP: You may include an attachment by clicking in the box and choosing a file to upload.


4

Select **Open request**

Service Request: Homeowner



Invite neighbor


John Doe
Hillwood Demonstration





- Feed
- Residents
- COMMUNICATION
- News & Events
- Requests
- Messages
- Forum
- Polls
- OPERATIONS
- Package control
- Access Control
- TOOLS
- Reservations
- Documents

- Categories
- All
- Architectural Application
- Architectural Review
- Car request
- General
- Landscape
- Maintenance
- Pet Request
- Security
- Work Order
- Work Orders - Landscap e
- Filter By
- All
- Pending

Requests/ Pending

Do you have any problems, questions or suggestions to report? Submit a request to open a direct and personal communication channel with your community's management.

Open request

TOPICS	OPENED BY	UPDATED ON	CATEGORY
Street Light Out	 Lisa BoardMember No units	Oct 22, 2018	Maintenance
Car Request	 John Doe Address 123 MAIN STREET	Oct 17, 2018	Car request
Lights out on Main street	 Mike Smith Address 128 MAIN STREET	Sep 21, 2018	Common Area Maintenance Requests
water leak	 Barbara Jacobs Address 143 MAIN STREET	Sep 21, 2018	Work Order
		Sep 18, 2018	

✓ Request created successfully! :)

Confirmation that request was created.