



A Step-by-Step Guide to Create your TownSq Account & List Your Contact Information in the GCA Residents Directory

For Glenmore Residents WITHOUT a TownSq account to:

- **Create your TownSq account,**
- **Set your Profile and Notification Preferences, and**
- **Display your Contact Information in the Residents Directory**

With an account, you can access TownSq from any device (*your lap/desk top, smart phone or tablet*) and

- Get up-to-date community news and events,
- Easily communicate with community managers,
- Manage your account and pay online,
- Request and review status of Messages, Requests 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 entered for the Residents Directory.

Creating an TownSq Account

To create a **Town Sq** account go to <https://app.townsq.io/login>

Click on **Sign up with account number**.

This will take you to the **Sign up with your account number** page.

Sign up with your account number

townSq

Sign up for TownSq

- 1 Find your account**
Use your community account number and ZIP/postal code.
- 2 Review profile details**
Check details associated with your profile.
- 3 Create a password**
Choose a safe password.

Where can I find my account number?

To locate your account number, refer to your coupon book or statement provided by your community

Sign up with account number

Enter your ZIP / postal code and account number to continue

ZIP/Postal code

Enter your property ZIP/postal code.

Account number

Refer to your coupon book or statement for your property account number. [FAQ - Account number and ZIP Code](#)

Continue

Now follow the easy instruction in the left column.

Enter your ZIP code (usually **22947**).

And your Associa account #.

Don't know your Associa account number? Follow the prompts in the left column and to find your account number OR contact Thelma Washington, 434-956-3895 or [email her](#) to get your Associa account #.)

Let us know who you are

townSq

Sign up for TownSq

- ✓ Find your account**
Use your community account number and ZIP/postal code.
- 2 Review profile details**
Check details associated with your profile.
- 3 Create a password**
Choose a safe password.

Let us know who you are

This account has multiple owners, select one:

Piper Glenmore

Peter Glenmore

Continue

After a short delay, the next page will display the names of the owner(s) on file with Associa for your Glenmore address.

Select an **owner** and click **Continue**.

Create password

The screenshot shows the 'Create password' step of the TownSq sign-up process. On the left, a sidebar titled 'Sign up for TownSq' lists three steps: 'Find your account', 'Review profile details', and 'Create a password' (the current step, marked with a '3'). The main content area shows a form with a back arrow, the title 'Create password', and the instruction 'Create a password to finish signing up'. There are two password input fields: 'Password' and 'Confirm password'. A red arrow points to the 'Password' field with the text 'Create and'. Another red arrow points to the 'Confirm password' field with the text 'Confirm Password'. A third red arrow points to the 'Sign up' button with the text 'and click Sign up.'. Below the 'Password' field, there is a requirement: 'Your password must have: At least 8 characters'.

Your profile is ready!

The screenshot shows the 'Your profile is ready!' page of the TownSq sign-up process. On the left, the same 'Sign up for TownSq' sidebar is visible, with the 'Create a password' step now marked with a checkmark. The main content area features a laptop displaying a green checkmark and a robot character. Below the laptop, the text reads 'Your profile is ready!' and 'Login to begin exploring TownSq'. At the bottom, there is a green button labeled 'Explore TownSq'. A red arrow points from the text 'Click on Explore TownSq' to the button. Another red arrow points from the text 'TownSq's Log in page will appear.' to the same button.

Log in TownSq

Since you now have a new TownSq account, choose **Log in**

And **log in** to TownSq using your email and the password you just created.

Enter your TownSq email

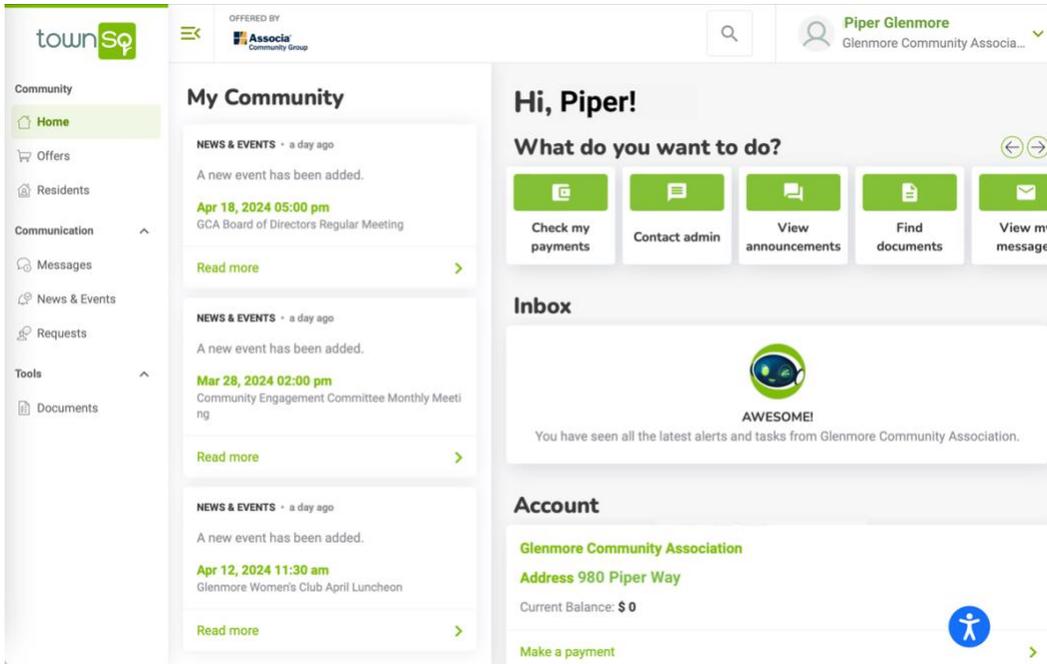
Enter your TownSq password

After a brief pause, your TownSq Home page will load! (next page).

From this page you can access TownSq's features and set your account preferences

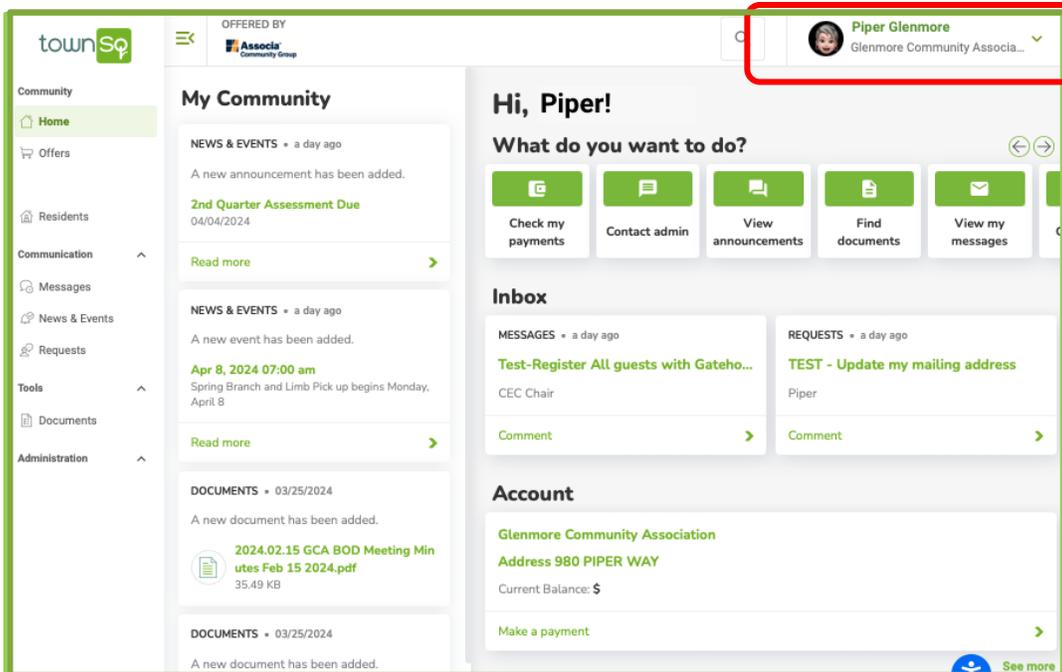
Piper Glenmore (a fictitious property owner) has set preferences, Her information is displayed as an example, only.

The TownSq Home Page (example)



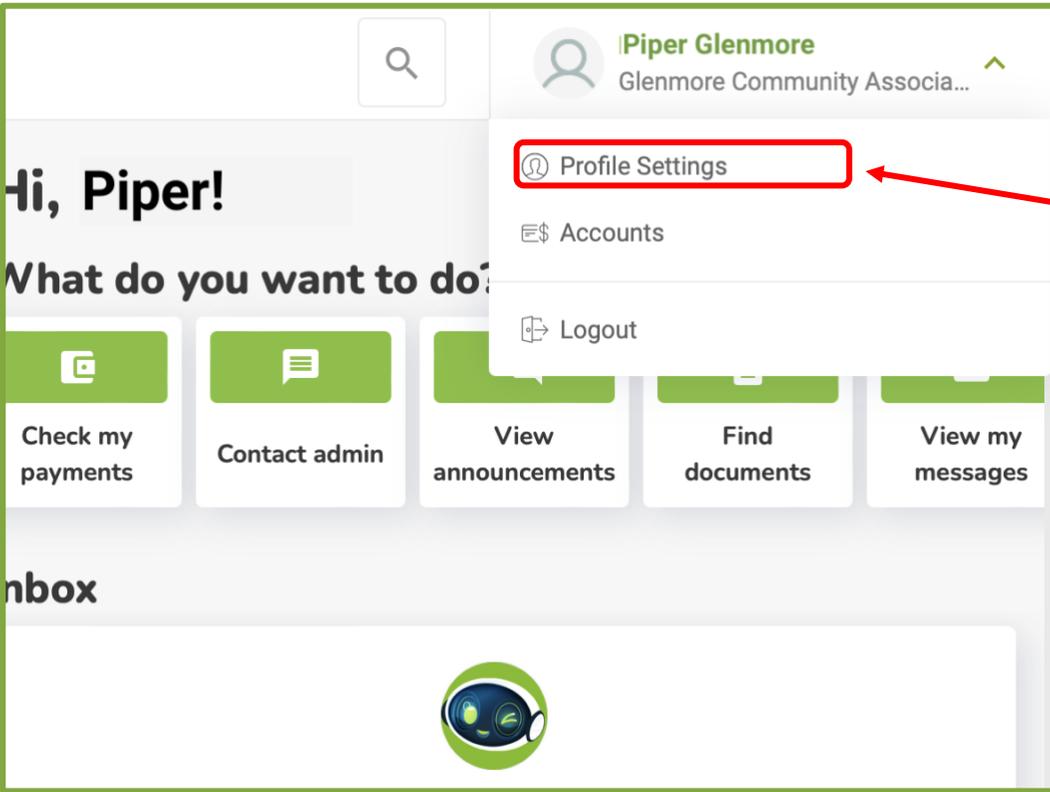
Setting your TownSq preferences

Now that you have created a TownSq account, let's create your listing in **Residents** directory and then set your Notifications preferences.



On your Home page, locate your **Name** in the upper right corner and click on your **Name** to reveal a pull-down menu.

Pull-Down Menu

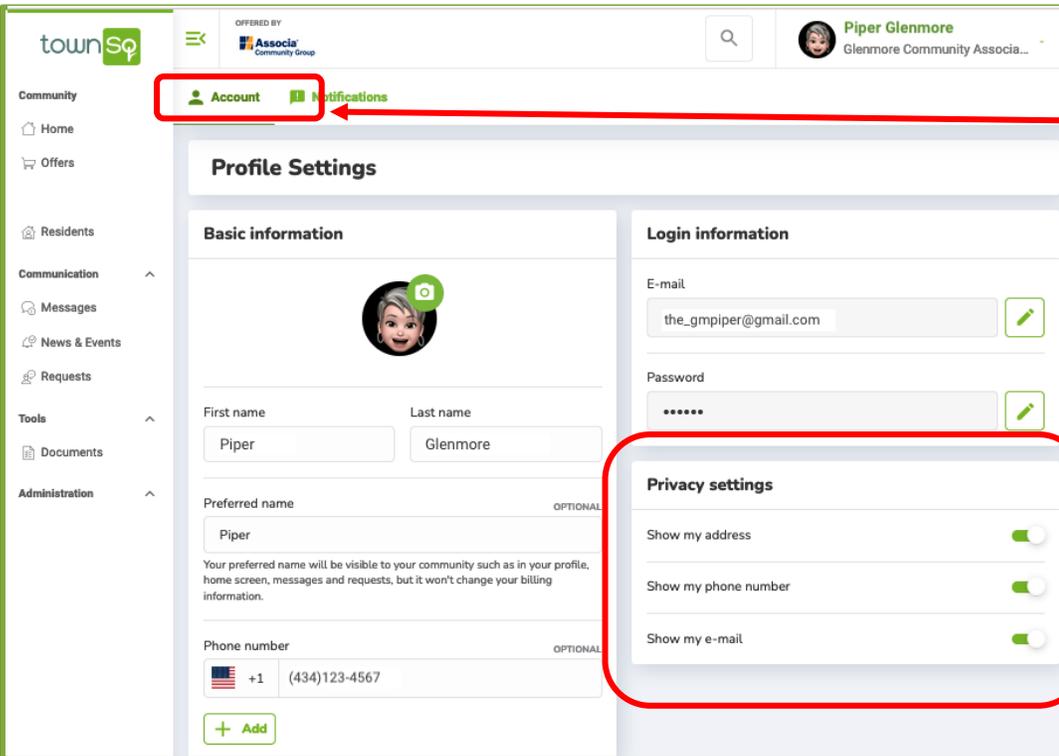


From the pull-down menu.

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)**.

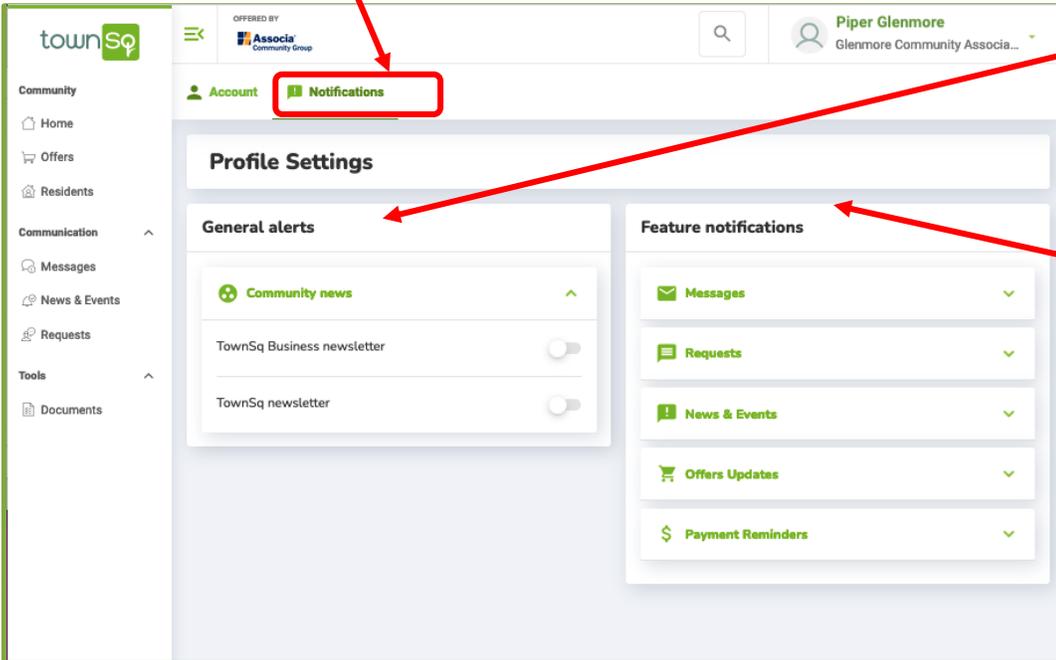
Note: You may change your privacy settings or any other settings at any time.

Notifications preferences

While we're on the Profile screen, let's set up your **Notifications** 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**.



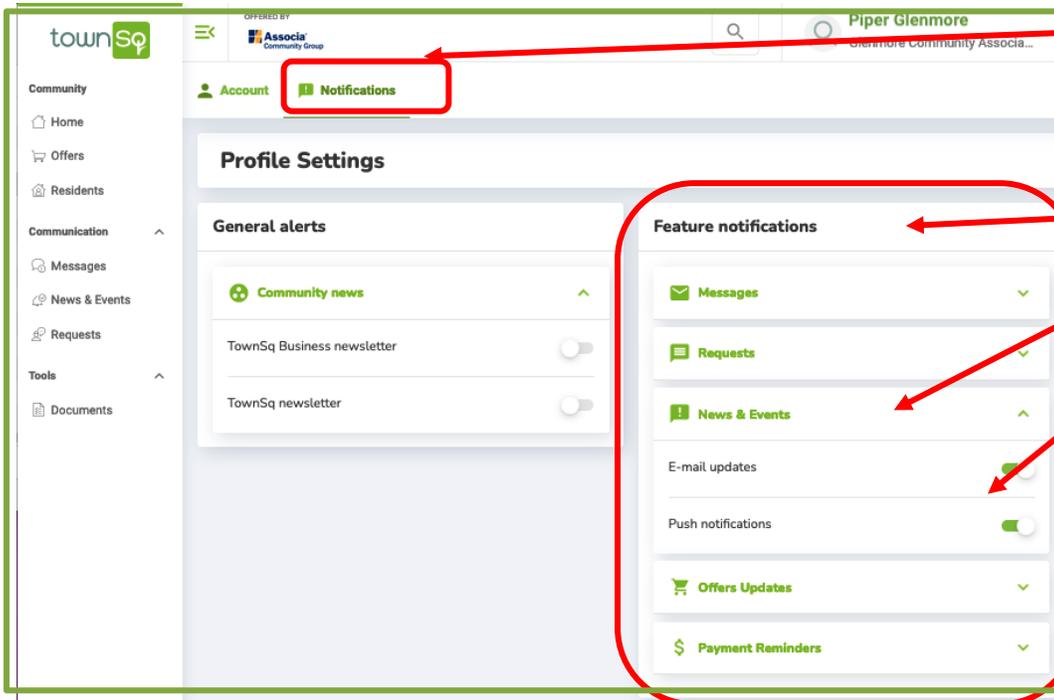
General alerts

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  when there's a new message from TownSq. Selecting **Push Notification** is recommended for **Messages, 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

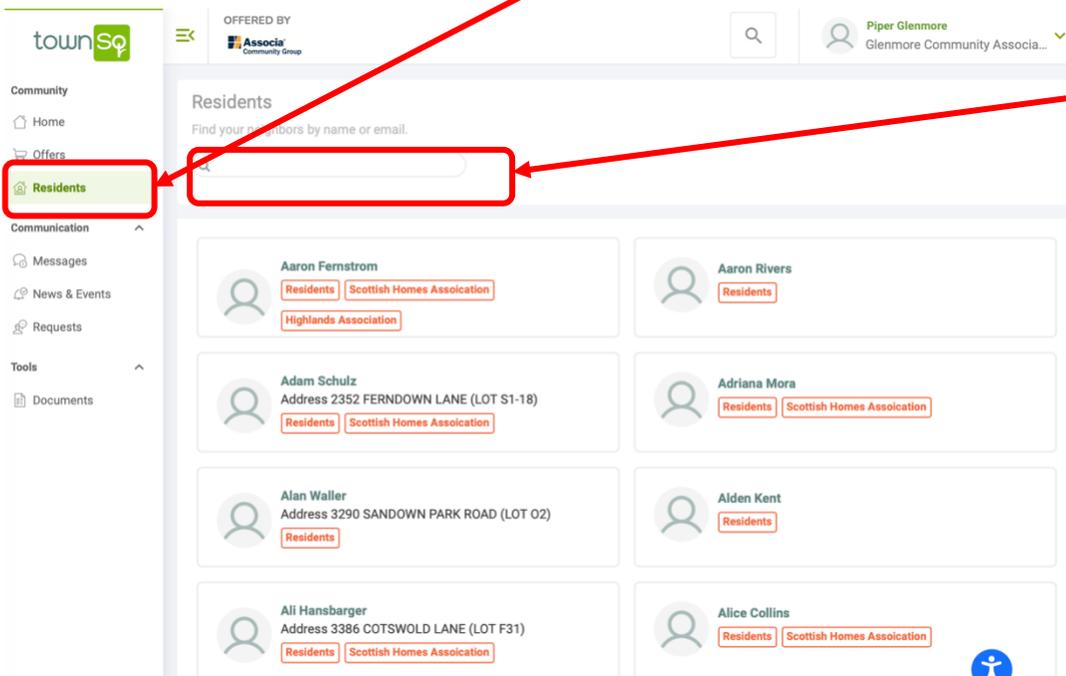
 Messages	Purpose: send message to GCA Management Team Settings: <i>New Messages – Individual; Messages response – Individual; Push Notifications</i>	▼
 Service Requests	Purpose: send a request from you to GCA Management Team Settings: <i>New service request - Individual; Service request response- Individual, Push Notifications</i>	▼
 Offers Updates	Purpose: Offers from various national vendor Settings: <i>None</i>	▼
 Payment Reminders	Settings: <i>None - Always ON</i>	▼

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**.



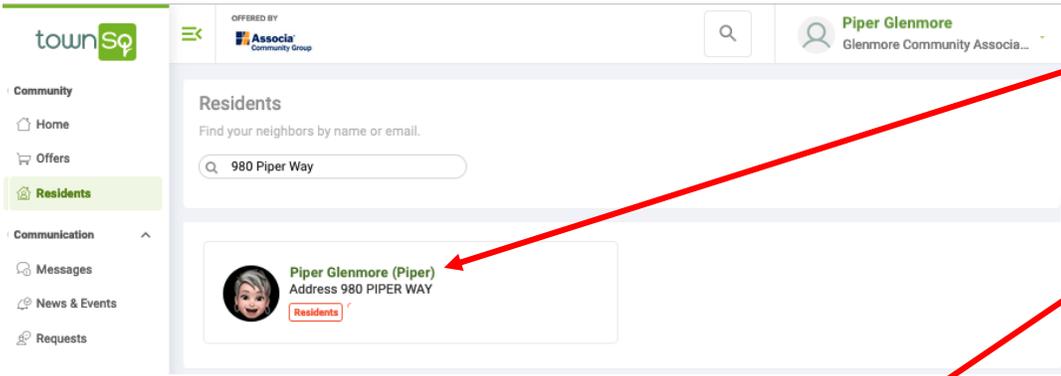
In the **search box**, type in your **first and last name** or **email**.

After a brief pause, your name will be found.

BTW, you can also search by street address.

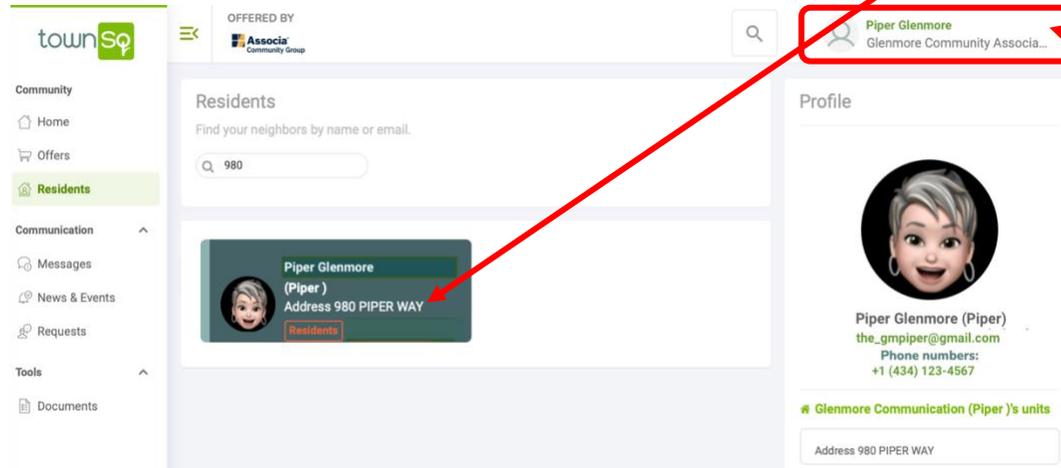
The results of your search will look the next screen shot, except it will be your name!

Results for search by address — Piper Glenmore (example).



To see your full profile, click on your name.

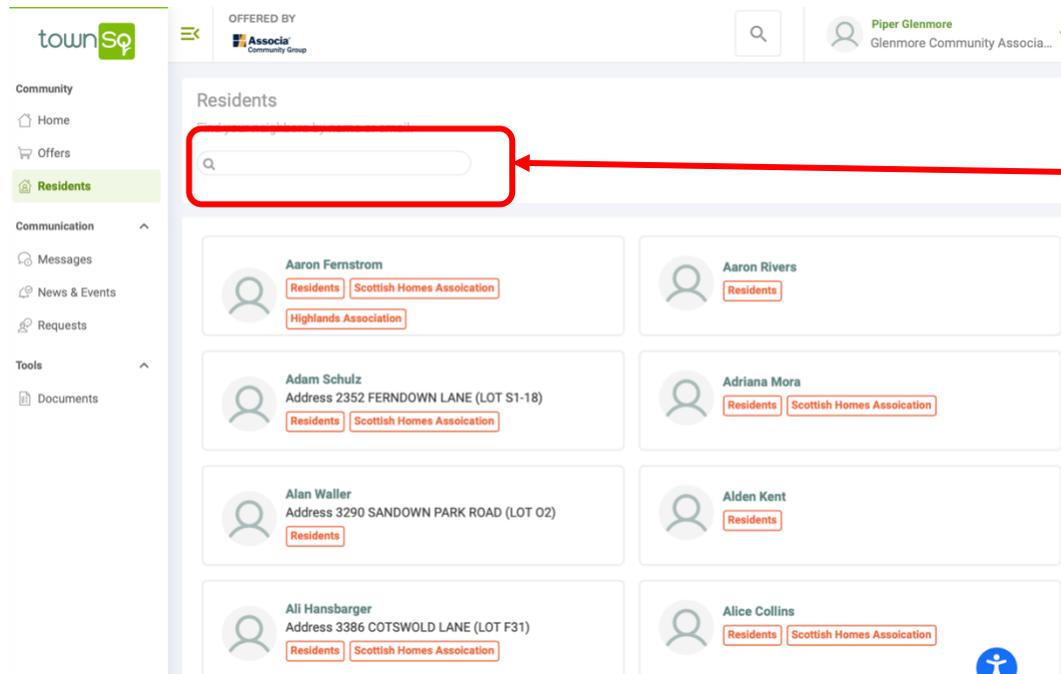
Click again to display all your information and see if it is displaying correctly.



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

Find a resident

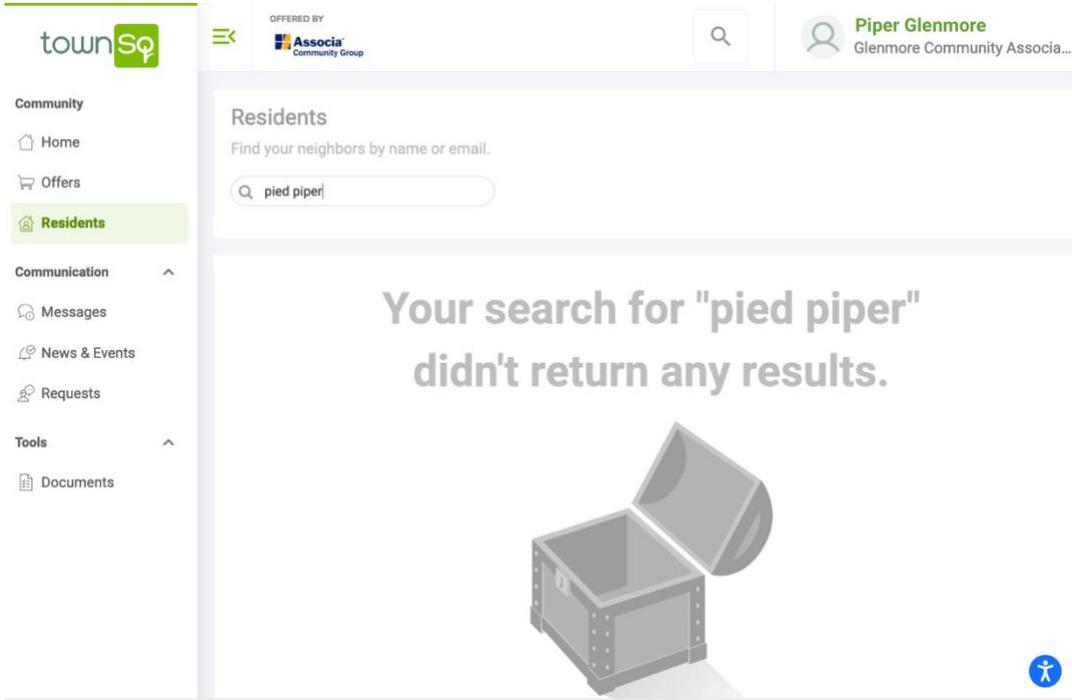
You can find any Glenmore resident (*who has created a TownSq account and provided their Contact Information*) by repeating the process detailed above.



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 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.

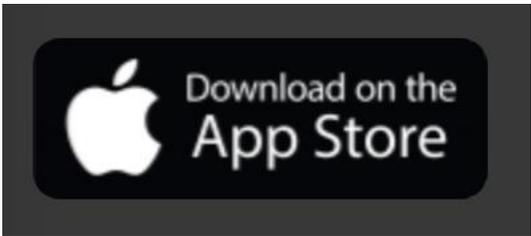
Our goal is to list contact information for each household in Glenmore, promoting efficient, effective community-wide communications.

Many households have listings for the co-owners. Please register both owners for your property, so your friends and neighbors can find/contact you and your spouse/partner. Instructions for adding a co-owner are attached.

(Each Owner must have separate email account).

TownSq App

Finally, to receive TownSq notifications on your smart phone or tablet, download the TownSq app from your favorite app store and sign in with your TownSq email and password. The great convenience of the TownSq app is, once you log in, you are 'in' and can receive communications from the GCA anytime, anywhere you have a cell or wi-fi connections.



GCA Board of Directors, the Associa management team and the Community Engagement Committee hope you find this Guide useful. If you have further question or need help creating your account, do not hesitate to contact Nancy Gansneder, Chair, Community Engagement at communications@glenmore-community.com