



Our website is: <https://www.sierracanyonhoa.com/> (bookmark or make this a favorite).

**NOTE: If you have received an email indicating you have an account, follow the instructions in the email then start on page two, "Logging In."**

### Registering Your Account For The First Time -

Go to our website using the above link; click on the [register](#) link on the top line.

#### Initial fields Section

1. Select what type of account you are creating.  
Usually you are choosing either Homeowner, Renter or Other Resident. Only Employees who are NOT Sierra Canyon Residents should choose the Employee type of account.
2. Fill out the rest of the fields.  
Click Reveal on the Password field to ensure your password is entered correctly.

#### Additional Household Members Section

If you are creating an account for your spouse/partner, then continue with this section; otherwise, skip down to the *Address(es) Section*.

1. Click on Add Member.
2. If your spouse/partner has a separate email address, then choose Joint member and:
  - a. Fill out the rest of the information for the additional member.
  - b. They will receive an email about setting their password.
3. If your spouse/partner does not have a separate email address, then choose Joint member (no email) and:
  - a. Fill out the rest of the information for the additional member.
4. You can use the Add Member to add your pet(s) at this time or you can add your pet(s) later.

#### Address(es) Section

1. Click on Add Address and select Inside the community.
2. Start typing in your Sierra Canyon property address and choose your address when it appears.
3. Check the Preferred mailing address box.
4. Click on the Register button.
5. An email will be sent to you indicating your request to join our website has been submitted. If our Communications Coordinator can verify your



information, another email will be sent to you, indicating you are approved. You may log in to our website at any time.

### **Logging In -**

Go to our website using the above link; click on the [log in](#) link on the top line.

1. Type in your email address and password.
2. If you are not on a public computer, then check the Remember me box.
3. Click on the Log In button.

### **Forgot Your Password -**

Go to our website using the above link, click on the [log in](#) link on the top line.

1. Click on the Forgot Password? link.
2. Type in your email address and then click on the Submit button.
3. You will receive an email shortly that contains a button link that says Reset my account password. Click on that link.
4. You will then go to our website allowing you to enter a new password. Press the Reveal link so you can see what you are typing.
5. Once you have entered your desired password, press the Reset button.

### **Changing your Member and Account Settings (usually a one-time step) -**

Once you are logged in to our website, you can maintain your membership and account settings by clicking on your name and choosing:

#### Member Settings

General:

Change your name, email address (your login id) and/or phone number.

Profile:

Upload a personal photo, add your employer's name, write a short description about you, provide any/all of your social media links.

Password:

Use the Reveal option to ensure correct spelling.

Contact:

See the table on the next page for recommended settings.



General    Profile    Password    Contact    Privacy

**Receive these types of emails...**

- Notification emails (*forum replies, contact forms, etc.*)
- Emails from administrators (*newsletters, announcements, etc.*)
- Alerts from residents via the alert page (*burglaries, warnings, etc.*)
- Administrative communications (*only if you are an admin*)

**Receive these types of text messages...**

- Text messages from administrators (*announcements, alerts, etc.*)

**Receive instant email notifications for...**

- New forum topics
- New forum comments on topics

**What's Happening email frequency** (*recent activity + upcoming events*)

- Recommended (*chosen by website admin*)
- Weekly
- Monthly
- Never

When finished, click Save.

Privacy:

Select options affecting your resident directory listing.

Admin:

Only when you are given communication privileges will you see this tab.

## Account Settings

Address:

You can change or add addresses.

Members:

You can add additional members of your household including pets.

If you are adding your pet, have a picture ready to upload.

Privacy:

Select options to hide specific information from your resident Directory listing.



### [Communications archive](#)

Click here to review all emails sent to you from the website's communication module (Office Admin and Group Admin emails.)

### **Menu List (Page List) -**

The website uses a simple menu or page system listed down the right margin of the browser window. To refresh or return to the Home Page, click on Home.

The Home page contains who we are, The Aspen Lodge information and the latest News & Announcements.

Use the right-hand scroll bar to view and/or read long pages.

Use the <Ctrl - F> keys (for Windows) or <Cmd - F> keys (for Apple) to help you find a specific word or phrase inside a long page.

### **Frequently Asked Questions (FAQ's) -**

Living in Sierra Canyon:

Common questions regarding everyday living in Sierra Canyon are discussed here.

About the Website:

Frequent questions regarding the use of this Website and where to find User Guides are discussed here.

### **News and Announcements -**

Read the latest News and Announcements.

### **Advertisements -**

Resident & non-resident local area businesses pay to advertise on our Website and place flyers in The Aspen Lodge kiosk. You may wish to view each business website by clicking on its respective image. The Application to Advertise and important Advertisement Disclaimer legalese can also be found here.

### **Presidents Letters -**

This page lists general prior correspondence from the Board of Directors President. Left click on any document to view.

### **Upcoming Events -**

Click on this page to view the latest activities planned especially for Sierra Canyon residents or the whole Somerset community.



## Zen Planner Calendar -

This page links to the Zen Planner calendar showing the current week of activities. This is where you can determine the availability of any upcoming class & event and make a reservation if required.

## Monthly Meetings Calendar -

The recurring monthly schedule for Board and Committee meetings are listed on this page starting with the current month. Click on the meeting to view relevant information such as the agenda, Board packet and call-in information if a Zoom meeting.

## Reserve Activities -

—When this page is clicked on, a drop-down page menu is opened to reveal several activities requiring reservations during the COVID-19 crisis. Current & upcoming Governor mandates will, essentially, make all this information & reservations non-applicable.

## COVID-19 Information -

This page lists documents from the state Governor, Association Management company and Board of Directors offering guidelines and general correspondence regarding COVID-19 restrictions. CAVEAT: Information may not be current.

## Directories -

**NOTE:** If you click on a person's email address in the Resident Directory, your computer will try to send an email based on your "Mail To" settings. Most people do not have this setup and, therefore, should simply copy and paste the person's email address into your email system then send your email from there.

Resident Directory:

Has search capabilities. Click on a person(s) name to display their contact info.

Aspen Lodge Staff / Info:

Displays The Aspen Lodge info and Staff info.

Board of Directors:

Displays BOD members and their contact info.

Pet Directory:

Displays all of the pets and their owner info; helps to identify lost pets.



### Committees and Groups Info -

#### Committees and Groups List

This is a listing of all the Committees and Groups including contact information for each committee member and Group Administrator. Committees are listed first followed by the Resident Groups then Village Groups.

#### Form pages

Use the appropriate form to submit your information. Simply fill in the fields as instructed on the form, check the recipient(s) at the bottom of the form then click Submit.

- Application to Join a Committee
- Join or Leave a Group
- 2021 Group Update Form
- 2021 New Group Form

### Discussion Forums

#### Website Forums – Policy and Rules

This page opens, “Sierra Canyon Association Discussion Forum Policies and Rules,” explaining the purpose of the website forum and how best to conduct oneself when sharing information with others through this venue.

#### General Discussion Forum

This Forum is for the community members to discuss current issues, proposals, suggestions and any other topic ... all in a respectful manner. No personal attacks or foul language is permitted, per the policy noted above. You may opt out of this forum by using the Contact Communications Coordinator form and indicating you want to opt out of this forum.

#### Helpful Tips

This Forum is for the community members to offer tips or pose questions where the answer might benefit the entire community.

*“I found a great Thai restaurant called xxxxxx located at zzzzzzz”*

*“Can anybody recommend a good plumber?”*

No personal attacks or foul language is permitted, per the policy noted above. You may opt out of this forum by using the Contact



Communications Coordinator form and indicating you want to opt out of this forum.

### **My Group Forums**

As the title implies, when you click on this page, a drop-down menu of forum pages opens for all the groups you belong to. Each group may use its forum page for different purposes. For example the Golf (Mens) group uses their forum for announcing golf outings and to allow group members to sign up for a particular outing.

### **Online and Printed Forms**

This section contains Online and Printed Forms commonly used that are not contained elsewhere on the website.

### **Association, Mgmt & BoD Documents**

This drop-down menu lists document pages pertaining to our HOA, current management company and association Board. It also contains past association newsletters - Canyon Courier, financial statements and Board meeting information (agendas, minutes and Board packets.) Feel free to explore this drop-down menu to understand where documents are placed. Ever wonder which Village your home is in? Open the Village Maps page then click to open "Street Address to Village No."

### **Committee & My Group Documents**

This page opens a drop-down menu where users can view stored documents for every Committee and those groups which the user has joined, including their Village group. Documentation typically includes agendas, meeting minutes, links to meeting recordings, general correspondence, presentations and some contact forms.

### **Community Photos**

The association and groups may create Photo Albums showcasing their activities. Each album covers a single event on its own individual page under this selection. The first page in the drop-down menu is an application for either association staff or a Group Administrator requesting the Website / Technology Committee to create a photo album page(s). Once completed, the applicant may then post their photos.



### Surveys

The Board, management, committees, groups and even a village or group of villages may wish to create then email surveys to association members. A link to the survey may be provided under this selection, and a link to the final results of this and all past surveys is offered for members to view. Community-wide surveys currently require Board approval.

### Recipes

This selection allows any member to upload and share their favorite recipe(s) under the appropriate category or find a new recipe for a different epicurean experience.

### Local Community Resources

This section contains many useful website links to local resources, including our Master Association, Somerset. For example, under Government Agencies you will find the link to the Neighborhood Advisory Board (NAB), Ward 5, which covers the area where we live.

### Contact Us

Aspen Lodge Staff Contact Info

Displays Aspen Lodge info and Staff contact info.

Contact Communications Coordinator (website support)

This is an easy way to send info or submit a question to the Communications Coordinator who is also the webmaster for our community website.

Suggestion/Comment/Question Box

This is an easy way to send info or submit a question to the Lodge Management Staff or Board. Select the appropriate box (or both) prior to sending the message.

Report Fire Fuel Hazard

This is a public form for residents and area travelers to report their concerns regarding fire fuel reduction issues in the Sierra Canyon area to Management and to the Fire Fuels Reduction Committee.

Report Irrigation Problems

This is a public form for residents and area travelers to report their concerns regarding irrigation/water issues in the Sierra Canyon common area to Management and designated Board member(s).

Report Maintenance Needs

This is a public form for residents and area travelers to report their





## Sierra Canyon - Resident Website Guide

Updated 05/20/2021



concerns regarding maintenance problems in/around The Aspen Lodge and Sierra Canyon common areas to Management and designated Board member(s).

### GrandManors Portal

This direct link allows the user to log into their GrandManors Owner / Resident Portal account to view billing and other information.

## Website Help & Guides

### Contact Website Support

Use this form to report any issues with the website.

### Resident Website Guide

This contains important website information for resident users.

### Zen Planner Resv. System User Guide

This guide is a “How To” manual. It will help resident users to register, change their password, reserve a class, what happens when they move from a waitlist to the “confirmed going” list and establish a digital punch card account to be used for fee-based exercise classes held at The Aspen Lodge.

### Group Administrator Website Guide (seen only by Group Admins)

This contains the Website Guide for Group Administrators.

### Webmaster Website Guide (seen only by webmasters)

This contains the Website Guide for the Website Support Team.

### Frequently Asked Questions (FAQ's)

This FAQ page is a duplicate of the one titled, “About The Website,” listed under the Frequently Asked Questions (FAQ's) page.

## Website Help Videos

This selection opens a drop-down menu containing various “How To” videos explaining various functions of the website, including registration, using the menu and how to join or leave a group.