

Good afternoon Naples Reserve,

As we approach the weekend we wanted to send an update regarding the Zuul app that is used for guest/visitor access into the community. The Zuul app has been experiencing a technical difficulty that is the result of an issue with a third party resulting in a "gray" screen for some users. Not everyone is affected by the issue. The technical support team at Zuul has been trying to identify the problem but has so far been unsuccessful. For most iPhone users the solution is to delete the app, restart the phone and reinstall the app. For Android users the solution is much more difficult and varied. Should you find that the listed solution does not work for you please call the Zuul support line at (561) 501-3503 and they will be glad to assist you. We, and the Zuul team, apologize for the inconvenience and hope to find the cause as soon as possible. Have a great weekend.

Sincerely,

Naples Reserve Management Team