



## **Community Security Portal User Manual**

**Dear Woodridge Forest Resident,**

It is our mission to keep you and your assets safe. Public Safety Solution Texas, LLC and Security Solutions Consulting, LLC, who manages and coordinates your supplemental security patrols, is adding an additional tool for your safety use. This new feature will allow you to communicate directly with your neighborhood security team to request extra patrols, vacation watches, ask general law enforcement questions, etc. We believe that opening additional lines of communication with residents is key to the success of safety in your neighborhood.

To access the new **Community Security App** on your mobile phone:

1. **Click on this link from the phone:**

<https://c0ect240.caspio.com/dp.asp?AppKey=eeda3000f0b57bfe55424494859f>

2. **Enter:**

Username: **WFCWAPP**

Password: **thebestresidents2025**

**Note: Only the password is case-sensitive**

Once logged in, you will find the following topics to choose from: **SECURITY CONCERN, VACATION WATCH, AND PARKING COMPLAINT**. Click on any tab and fill in the required boxes following the instructions listed below.

**To save this app to your mobile device home screen: • Android Users:**

Using Google Chrome, you will have three vertical dots just to the right of the address of the app, up top. Simply click the three dots and several options will appear. Choose "Add to Home Screen" and rename the App to what you wish. • **iPhone Users:** At the top right of your screen, you will have a small box with an upward pointing arrow (You may need to scroll up

or down for it to appear). Once clicked, this opens options, scroll down if needed, and select “Add to Home Screen”. It will also allow you to remember the username and password for faster access in the future.

### **REPORTING SECURITY CONCERNS or REQUESTING EXTRA PATROLS**

- DO NOT USE this APP to dispatch patrol officers to an incident. In the case of an active event needing law enforcement, you should contact the Montgomery County Sheriff’s Office (MCSO) at:
  - **911** for emergency needs
  - **936-760-5800, OPTION #3** for non-emergency needs
- USE this APP for general law enforcement related questions such as civil matters, follow-up on incidents, reporting on-going suspicious activity at a residence or location, any other public safety concerns, and extra patrol requests. NO calls to service for incidents that are in progress unless you have already reported them to the Montgomery County Sheriff’s Office (MCSO).
- If you would like to request a follow up or update from the patrol officer, please type in an e-mail address in the “name and phone number” AND indicate that in the box. Failure to do so will result in no return contact.

### **REQUESTING A VACATION WATCH ON THE APP**

- Complete the fields as requested and provide any additional comments/details in the boxes (example: if any packages may arrive, pet sitters, yard workers, pool cleaning personnel, ect).

### **REQUESTING A PARKING COMPLAINT ON THE APP**

- Complete the fields as requested and provide any additional details in the boxes. Any information about who the owner of the vehicle is or what property address it is associated with is critical - IF IT IS CERTAIN. Please provide this information so your HOA can address this with the property owner/resident. Please specify in the details box what type of parking complaint it is, for example, but not limited to: an abandoned vehicle,

overnight street, parked too close to a fire hydrant, parked too close to a crosswalk, parked facing the wrong direction, ect.

- Please note that patrols are not on duty 24/7, therefore if you believe you need immediate assistance with a parking complaint, please contact **MCSO** at the non-emergency number of **(936) 760-5800, OPTION #3**.

If you have any questions, concerns or would like to follow up on anything please email us at [woodridgeforestpatrol@gmail.com](mailto:woodridgeforestpatrol@gmail.com) and we will get back to you as soon as possible.

Thank you,

The Woodridge Forest Patrol Team