

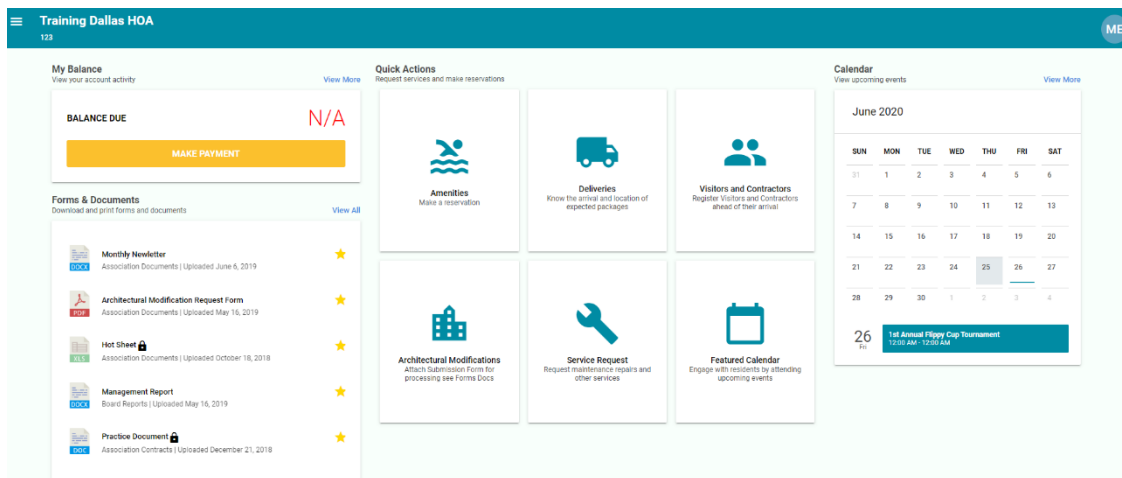
SmartWebs Resident User Guide

Using the Connect Resident Portal for Arch Mod Requests (leveraging the SmartWebs integration)

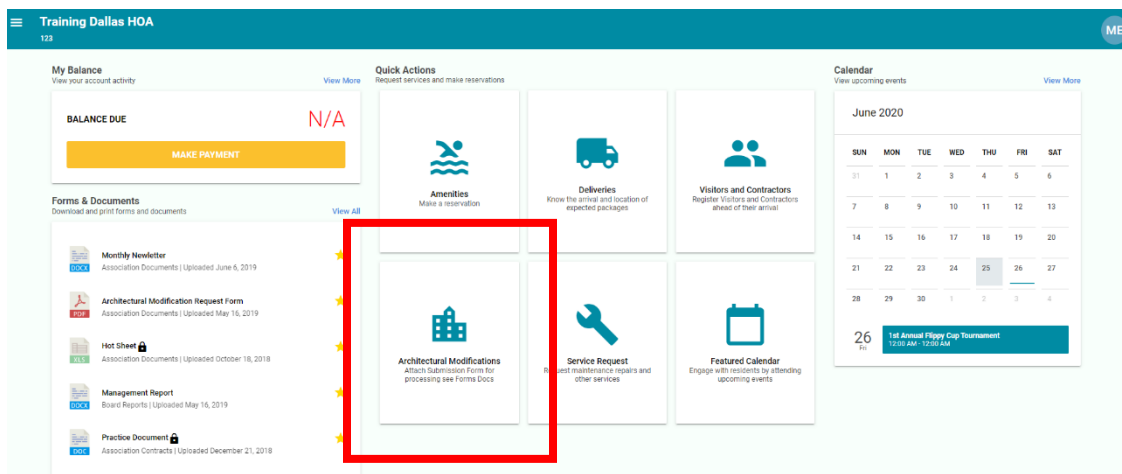
We are very excited to share with you a how-to guide illustrating the **steps required for a resident to successfully submit an Architectural Modification Request using the Connect Resident Portal** when the Smartwebs integration is used, as well as examples of what the experience is, once submitted.

As a resident, it is extremely important to complete all required fields (fields identified in red) throughout the form. Failing to complete all the required fields will prohibit the resident from successfully submitting the request.

1. Go to your Resident Portal Dashboard (if you need guidance to access/setup, please contact 800.870.0010 for support)



2. Find and click on the Arch Mods “widget”



3. Complete the Request Form with full details (the forms may vary)

The screenshot shows a web form with the following sections and fields:

- Project Name:** Riley's Training Dallas 2
- User Info:**
 - First Name:** Victor
 - Last Name:** Riley
 - Email:** @ vi***@***.com
 - Address:** 125 Grand Road
- Project Info:**
 - Need to update email or phone?:** A text area with a red warning message below it: "Please provide a new email or phone if yours is incorrect in the above section".
 - Project Start Date:** Jul 22, 2020
 - Project End Date:** Jul 22, 2020
 - Who will perform the work?:** A text area.
 - Project Type:** A dropdown menu.
 - Project Description:** A text area.

All fields are required to be completed

Update Email or phone – Update information or state current information is correct.

Project Start and End Date – Desired dates. Work should not begin without approval.

Project Type – Click on drop down arrow and choose an option matching your request

Project Description – Please be as detailed as possible; insufficient details will delay the process.

Materials - Please provide the brick/masonry color, paint color or stain color of the project.

Additional Details – Any additional details defining exactly what your project request includes.

Failing to complete all fields will prohibit the application from being submitted. It is very important to be as descriptive as possible, if there are any questions regarding the project, application will be returned causing delays in the approval status. The approval status clock will not begin until a complete request packet has been received.

Be sure to include all necessary documents to support request. (Pictures, samples and drawings and most important, your lot survey noting location of the change). “Drop Zone” is where you will include any documents that support your request. You can either drag and drop files into the drop zone or choose files from your computer to include.

Project Documents

drop zone

File
Choose Files No file chosen

If your project type is listed below, please also provide the additional information as indicated.

Roof: Select one of the approved roof shingles/colors or fill in requested shingle/color. If requesting a shingle not on the approved list, please provide manufacturer, specific product name, color, and length of warranty.

- Weathered Wood (Any manufacturer)
- GAF Timberline Slate
- GAF Timberline HD Pewter Grey
- Owens Corning Tm Definition Driftwood
- Owens Corning Tru Definition Colonial Slate
- Owens Corning Tru Definition Estate Grey

Pool: Please include pool plan diagram from your pool building contractor in addition to the required site plan. **IMPORTANT:** Plan diagrams must show the location of mechanical pool equipment behind a fence or otherwise screened from view from the street.

Fences: If shared fence is to be replaced, written approval is required from adjacent neighbors when fence post design is to be changed, height is altered, or there are other significant design or construction changes from original. Please state stain color in Materials section below.

Please read all that is required. Acknowledge by checking the box agreeing to provide required documentation and signing the bottom of the page.

Playground Equipment: Including, but not limited to jungle gyms, swing sets, basketball goals, trampolines. Please show location on site plan.

Storage Shed: Please show location on site plan. Show height and width dimensions. The Lakes of La Cima Deed Restrictions state that sheds cannot be visible above the fence line.

Patio Extension and/ or cover: Please show location and dimensions on site plan.

Landscaping: Show construction materials and/or types of plants on site plan.

Agreement to Provide All Necessary Information: I agree to provide the required documentation as stated for the specific projects above. I understand failing to provide necessary information may cause delays or possible rejection of the project.

Neighbor Awareness Signature(s) - In order to maintain harmony among neighbors, certain home improvements that might have an impact on adjacent neighbors will require you to make your neighbors aware of the project. When applicable, please have the neighbors sign and complete the following: Homeowner signatures should be uploaded in a separate attachment.

I understand that the HOA Architectural Control Committee will review and act upon this request within 30 days of receipt and will contact me in writing regarding their decision. I agree not to begin property improvement without written approval from the HOA. I understand that all construction must meet Town of Prosper codes and ordinances, and that all appropriate permits and inspections must be obtained:

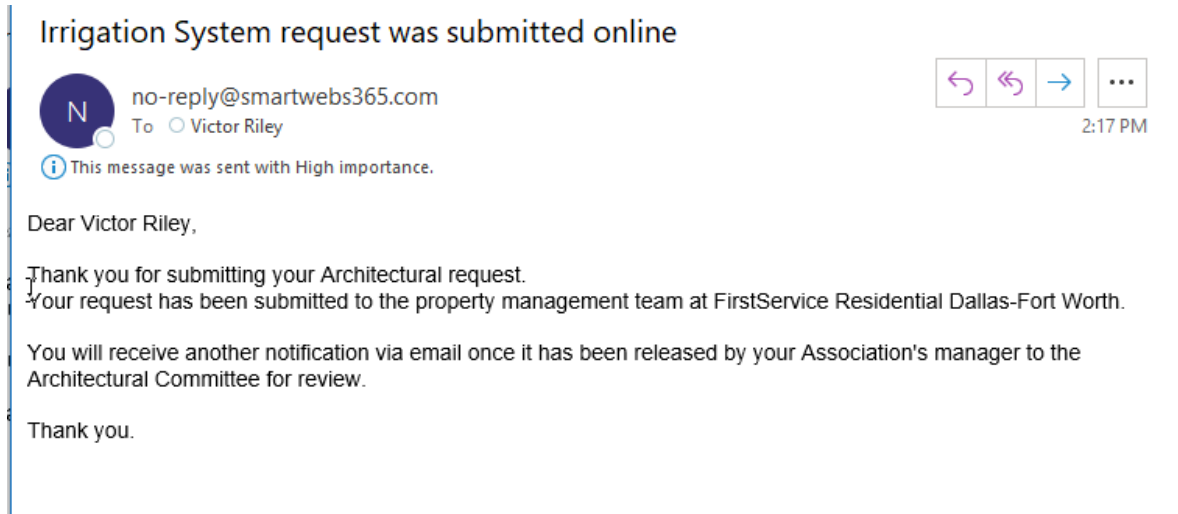
Signature

Once the form is completed, click on **“Tap here to sign”** to include your electronic signature; then select the submit button to submit the document for review.

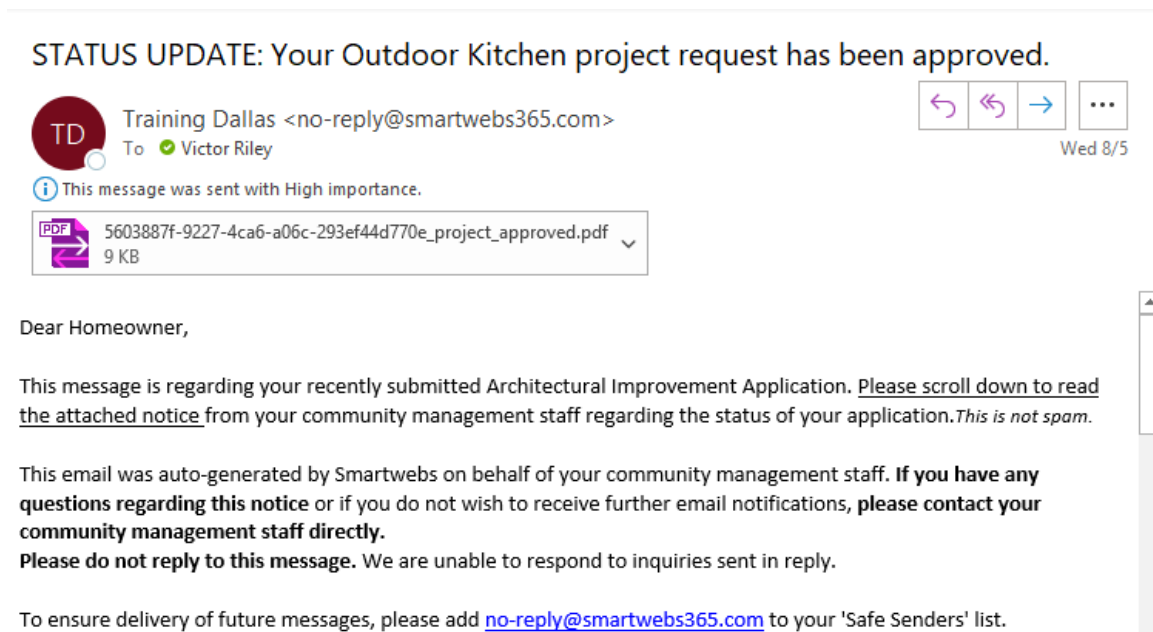
4. A confirmation of your submittal will display on the screen

Thank you for submitting your Architectural request. Your request has been submitted to your property management team. You will receive notification via email once it has been released by your Association's manager to the Architectural Committee for review.

5. Once you receive a confirmation of your submittal, you will immediately receive an email confirmation like the example below.



6. Upon approval, a letter will be sent to you like the example below.



If there is a status other than approved, you can expect a letter stating that decision and should contact your Community Manager for further details.

At any time you can visit the Resident Portal to check the Approval Status of your project. Select My Profile and click on My Architectural Modifications. All current and past submissions will be listed and you may click on "details" at the right for more information.

Architectural Modifications *Please note that new applications could take up to 24 business hours to show up on your portal*

Submitted	Category	From/To	Status	Details
08/18/2020	Stain Fence	- 08/18/2020	Plans Approved	Q
08/16/2020	Awning	-	Sent to Committee	Q
08/14/2020	Basketball Goal	- 08/14/2020	Plans Approved	Q
08/14/2020	Above Ground Pool	- 08/14/2020	Plans Denied	Q
08/06/2020	Add Tree(s)	- 08/06/2020	Plans Approved	Q
08/05/2020	Outdoor Kitchen	- 08/05/2020	Plans Approved	Q
08/05/2020	Landscaping	- 08/06/2020	Canceled	Q

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