HOAMPAGE

The Complete Hoampage Admin Guide

POWERED BY

Keeping Communities On The Same Page.

Page Per Page, a leader in HOA printing and mailing, now offers Hoampage, a digital community platform, providing essential online management tools for community management companies and self-managed HOAs. More importantly, Hoampage allows homeowners to stay informed about their community, engage with management and connect with neighbors.

Inside this document, we guide you through the simple process of creating and managing your Hoampage communities all from your Page Per Page account.

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FEATURE LIST



Profile Invite homeowners to join, create and manage their profile

Payment Portal Provide payment portal access through secure, verified link



Messages Send and receive messages with registered users



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Board Members Display board member profiles

Calendar Post upcoming community events

Directory Allow homeowners to be published in the community directory

Documents Upload important community documents





Forms Upload community forms and manage submissions



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News Keep homeowners up-to-date on community news



Useful Links Create and organize list(s) of useful links and resources



MANAGE NEIGHBORS

Groups Allow homeowners to create and join interest/social groups within the community



For Sale Allow homeowners to list items for sale



Forum Allow homeowners to view and participate in a community forum

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CREATING A HOAMPAGE COMMUNITY

Once logged into your Page Per Page account, locate Hoampage in the left-hand menu. Click the New Hoampage button, at the top right, and follow the simple (4) step process to create your Hoampage community:

Step 1: Overview

The Overview is just that - a brief description of community information, including:

- Name
- City, State, and ZIP of where the community is located.

- Demographics H

| Number of Homes* | | Average Age of the Homeowner(s)* | |
|---------------------------|--------------|----------------------------------|--|
| Select One | - | Select One | |
| Average Household Income* | | Average Home Value* | |
| Select One | | Select One | |
| Type* | | | |
| Select One | * | | |

Step 3: Add Properties

Adding properties by uploading your CSV file is necessary for homeowners to register their Hoampage account, both easily and securily. You have the option to upload your homeowner CSV file now, or skip and complete this step at another time. *See Below.*

Step 4: Save & Build

Review the information from the previous steps, and either edit* any necessary information or click Finish.

Head on over to the Editor (Page 3) to start building your new Hoampage community!

You can edit the above settings at any time in the Communities tab. Locate the community you would like to edit, expand the row by clicking the dropdown arrow on the left, and select 'Edit Settings' at the far right of the expanded row.



In order for homeowners to successfully register for your Hoampage community, you will need to add properties by uploading a homeowner CSV file.

After selecting your file, you will be prompted to tell the system whether the first row in your file is either a:

Description Row: The row contains a Description of the column's content (i.e. First Name)

OR

Homeowner Row: The row contains unique Homeowner information (i.e. Jane)

The final step is selecting the column from your file that correctly matches the following fields:

Homeowner Information

- Homeowner First Name
- Homeowner Last Name
- **OR** Homeowner Full Name (combined)
- Account Number (or unique identifier)
- Email Address (optional, but recommended, for the invitation process)

Property Information

- Mailing Address Line 1
- Mailing Address Line 2 (optional)
- City
- State
- ZIP
- OR City, State, ZIP (combined)
- Property Address

THE EDITOR

Go to Hoampage in the left-hand menu, and select the Communities tab. You will notice a table on the right, populated with all of your Hoampage communities. Locate the community you wish to edit, and click the Quick Links menu *** at the far right-hand side of the row. Select Add or edit content.

| Select menu items to |
|--|
| ← Add/edit board member profiles |
| ← Add/edit upcoming calendar events |
| Add/edit contact information, including community manager profile |
| ← View/edit community directory entries |
| ← Upload and manage important community documents |
| ← Add/edit frequently asked questions and answers |
| ← Upload and manage important community forms |
| ← Post news alerts and/or images |
| ← Manage community payment portal link |
| ← Add/edit useful community links |
| ← Manage Rules & Guidelines and feature visibility (Groups, For Sale, and Forums) |
| |

Previewing & Saving Changes

When adding and/or editing content within a feature, you will notice two buttons at the top right - Save Changes and Preview. At any time during the editing process, clicking **Preview** will open up the feature in a separate browser window to show you how that feature will appear to homeowners.

Once you are done adding or editing content within a feature, click **Save Changes** to publish the feature with the most recent edits/changes.

Turning Features ON or OFF

Administrators can turn community features on or off at any time. Turning a feature ON, will make it visible to all registered users in your community. Turning a feature OFF means the feature doesn't exist for that community. To manage this setting, locate the feature you wish to modify within the Editor, and modify the OFF / ON toggle located at the top left of the editing window.

Managing Neighbors Settings

Page Per Page will assist you in ensuring a safe and secure online environment by providing a detailed Rules and Guidelines policy.

You can turn these features ON or OFF, and/or customize the Rules & Guidelines at any time in the Editor's Neighbors section. *Learn more about moderating these features on Page 5.*

INVITING HOMEOWNERS

Once you have created your Hoampage community, added content and uploaded properties, you are ready to start inviting homeowners! While you can spread the word any way you'd like, Page Per Page is here to assist you in the process. Below are the available invite options:

Email Invite ONLY (Free): Invite delivered to valid email addresses associated with properties. This option will ONLY be presented if your uploaded CSV file includes valid email addresses.

Postcard Invite ONLY (\$1/postcard): 5"x8" color postcard printed and mailed to each property.

Postcard AND Email Invite (\$1/postcard): 5"x8" color postcard printed and mailed to each property. Email delivery included for properties with a valid email addresses.

To invite your homeowners through Page Per Page, go to the Communities tab under Hoampage in the main menu, then follow the steps below.

| ••• | Step 1: Locate your community, and click the Quick Links menu |
|--------------------------|--|
| | Step 2: Select Manage properties |
| Visit Hoampage community | Step 3: Locate and click the <u>Send Invites</u> button at the top right-hand corner of the page. <i>If your file does not contain email addresseses, you will skip step 4.</i> |
| Add or edit content | Step 4: Select your invitation method(s) |
| (Manage properties) | Step 5: Confirm quantity and invitation method(s) |
| View account information | Step 6: Click Send Invites |
| Delete community | Step 7: Page Per Page generates and sends proof |
| | Step 7: Approve Proof |

Sit back and wait for homeowners to join you on Hoampage!



HOMEOWNER SIGN-UP PROCESS



Hoampage Postcard Invite (Front)



After receiving an invitation, homeowners will simply follow the instructions provided on postcard and/or email.

By scanning the **QR code**, the Hoampage system automatically recognizes the homeowner name, community, property and account number. All that is left, is setting up login credentials.

Want more confidentiality?

The QR code was implemented to simplify the sign up process for homeowners of all ages and technology experience.

However, we understand the need for assurance when it comes to who can gain access to your Hoampage community.

In that case, please contact Page Per Page about removing the QR code or sending out a secure letter mailing.

HOAMPAGE Join your Hoampage community today, and stay up-to-date on community news and events, [Community Name] [Return Address]



maintain one-on-one communication with your community manager, make payments, and connect with your neighbors.

Or visit hoampage.com/signup When prompted, enter your ZIP code, select your community name, and property address.

Enabling Digital Delivery

With Hoampage's easy-to-use mobile and desktop application, every mailing placed through Page Per Page can be delivered instantaneously with Digital Delivery.

- Step 1: Select 'Include Digital Delivery' while placing any mailing order
- Step 2: Customize and schedule your digital delivery
- Step 3: Approve mailing, and Page Per Page will take care of the rest

All mailings including Digital Delivery, will be printed and mailed with instructions for homeowners on how to register for Digital Delivery.

Setting Up the Payment Portal

The Payment Portal will provide a direct link to where homeowners will need to go in order to pay their dues. To manage your Payment Portal link(s), first locate Settings under Hoampage in the main left menu.

Since some management companies have more than one Payment Portal links, you can add as many as necessary within a single Page Per Page account.

In order to display the Payment Portal link to your homeowners, you will need to go to the Editor and locate Payment Portal under the Community tab and select the correct Payment Portal Link and then Save Changes.

Sending & Receiving Messages

Messages are a simple and organized way for homeowners to communicate with their HOA and vice versa.

To send individual or group messages, or reply to homeowner messages, log into your Page Per Page account and locate Messages under Hoampage in the main left menu.

MODERATING NEIGHBORS

Offering Forums, For Sale and Groups to your homeowner is a great way to keep them engaged with neighbors and knowledgeable about the community. Ensuring a safe and secure online environment is vital to the success of your Hoampage community, and as the administrator, you also wear the hat of online moderator.

Homeowners will be able to flag any post in a Neighbor feature as inappropriate. Once a post has been flagged, the community Administrator will be immediately notified via Messages, and able to choose the appropriate way of moderating the post.

Administrators will also be able to **Moderate** a post directly from within the feature.

Moderating Options

- Send direct message to the user
- Edit the user's permissions (see image)
- Export post/discussion to keep on record
- Delete post/discussion

Rules & Guidelines

Hoampage provides a general Rules & Guidelines for all communities and their homeowners. As an admin, you can review and edit these Rules & Guidelines (*see page 3*), at any time, to suit the specific needs of your community.

| Edit Permissions |
|---|
| The following permission settings for this user, will apply to all Neighbor features (Forum, Groups, and For Sale). Once edited, the user will be notified. |
| Full Access |
| ○ Pause Access |
| User will not be able to post in any Neighbor feature for: |
| day(s) 👻 |
| ⊖ Block Access |
| User will not be able to view or post in any Neighbor feature for: |
| day(s) 👻 |
| |
| Save |



Page Per Page is here to help.

Thank you for your interest in Hoampage, a digital community platform. We are so excited to share this exciting venture with our clients and their homeowners. Please know that our team is here to help, whenever you need it.

