



COMMUNITY CONNECT RESIDENTIAL

*America's Most Advanced
Association and Property Management Technology for
Managing Resident Requests, Questions and
Information*



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TECHNOLOGIES

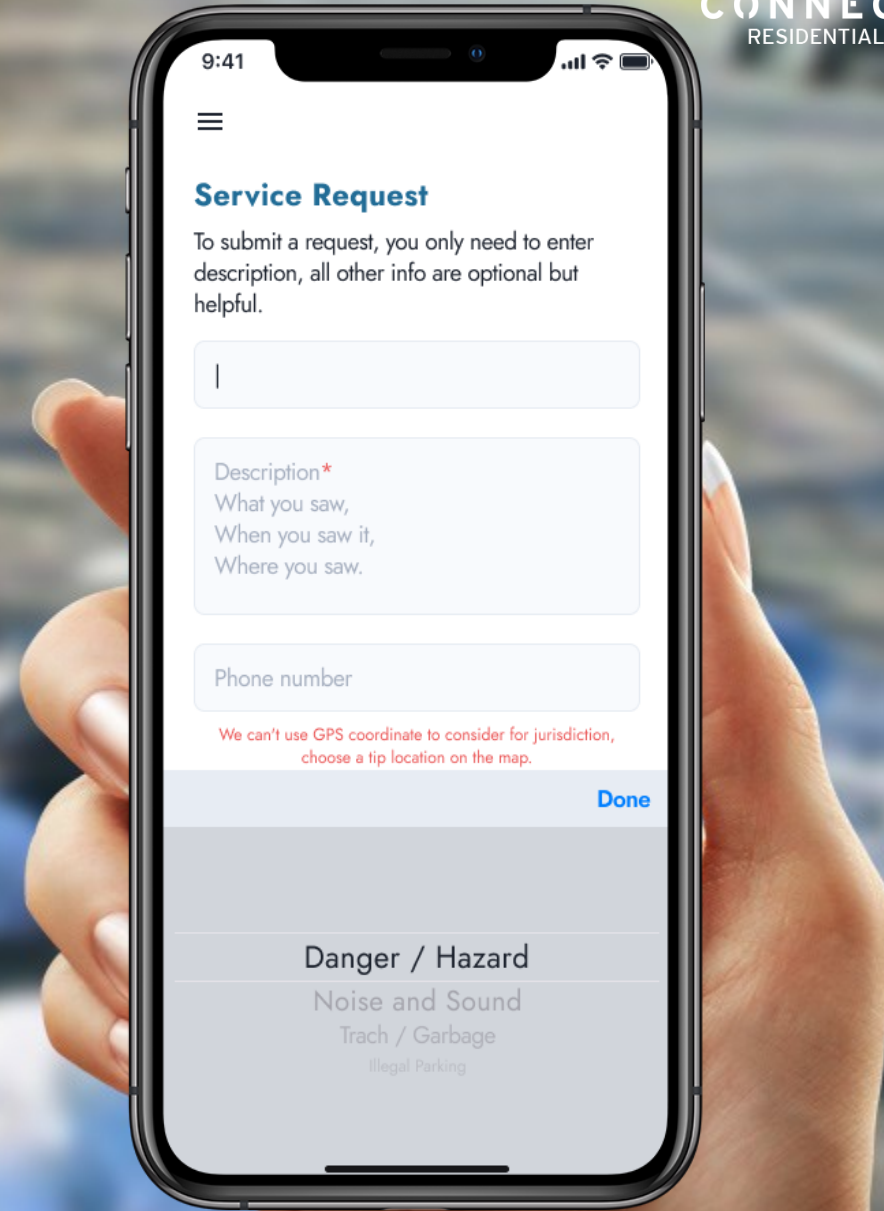
www.shieldgrouptech.com/residential

Receive, Manage and Respond to Resident Information & Requests: Fast, Accurately and Personally.

With Community Connect Residential technology, residential communities have powerful control over the real-time flow of resident requests, information and communications.

Emails and repetitive phone calls are replaced with a simple to use App that directs residents' requests and complaints, with exact information and GPS location, to the exact Property Manager, Maintenance, Security or other pre-designated person with everything they need to know.

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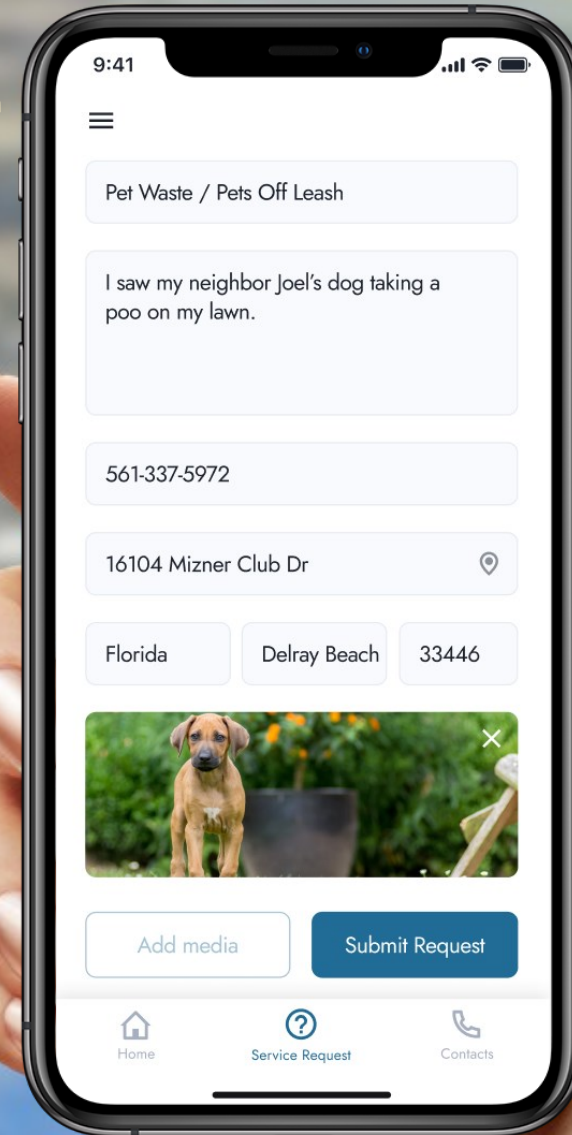
Know the Exact Location Where the Reported Issue is with GPS-Tagged Photos and Videos Sent from Residents

Know Exact Locations for Reported Issues with GPS-Tagged Photos and Videos

When residents report a problem or issue, anything from flooding and irrigation to pet waste to equipment malfunctions, they simply take a photo and tap the App. The issue, with comments and photo, is attached and automatically prioritized and forwarded.

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Service Requests Customized to Your Association, Club or Property

Property Manager pre-set service and information requests can be specific (with GPS) or general information reports and requests. Pre-sets and information requests are fully customizable and include:

- Danger/Hazard
- Noise and Sound
- Trash/Garbage
- Illegal Parking
- Street Signs and Lights
- Pet Waste/Pets Off Leash
- Sidewalk Cracked/Raised
- Graffiti or Mischief
- Environmental Issues
- Flooding/Irrigation
- Bees, Rodents or Pests
- Landscape Attention
- Code Compliance
- Street Maintenance
- Wildlife
- Fountains/Drainage

Other issues are customizable to topic and categories specific to your Association or environment.

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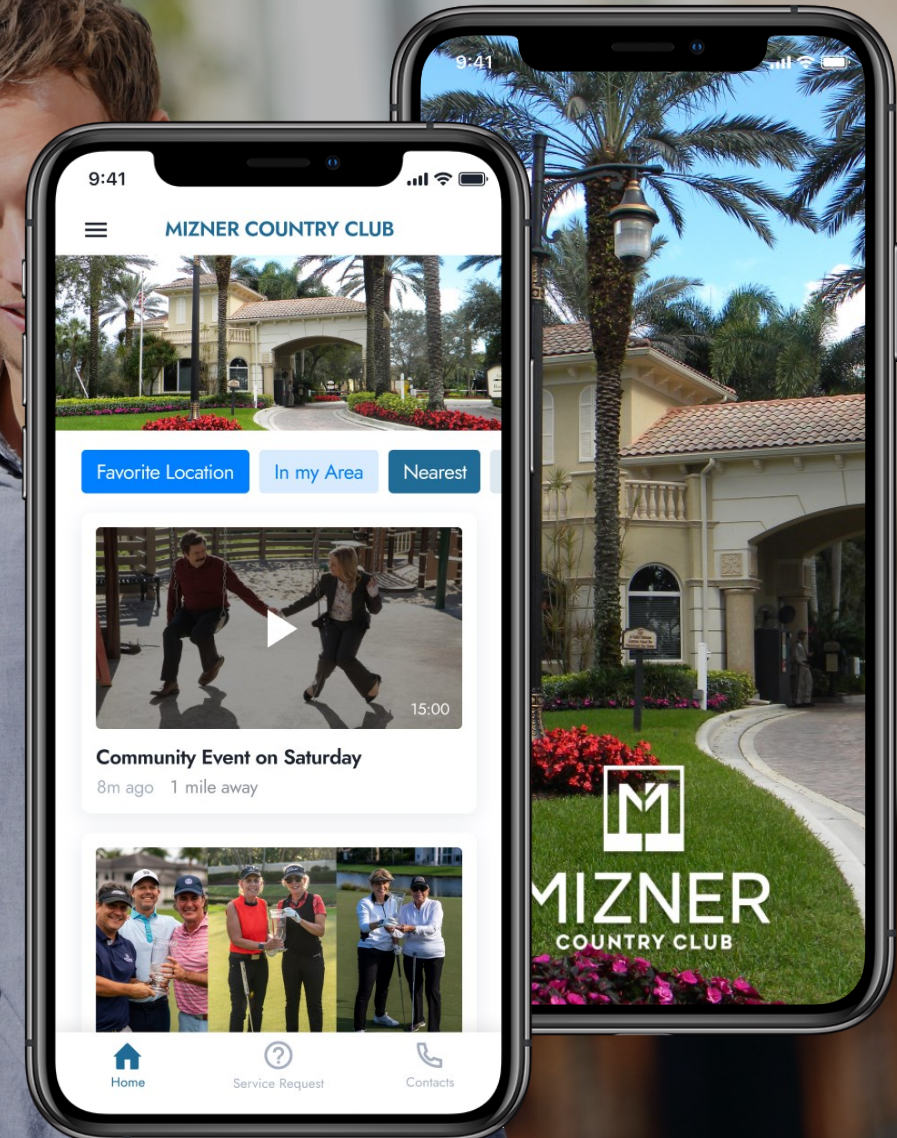
Integrates Seamlessly with Most Association & Property Management CRMs.

Community Connect Residential is available with an API (Advanced Programming Interface) that delivers all incoming information & requests for service directly to your CRM (Customer Relations Management) or work order management software.

Send Residents Geo-targeted Communications & Information.

Community Connect Residential technology empowers Association's, and management to send out communications to residents based on the geography of where in the community they live.

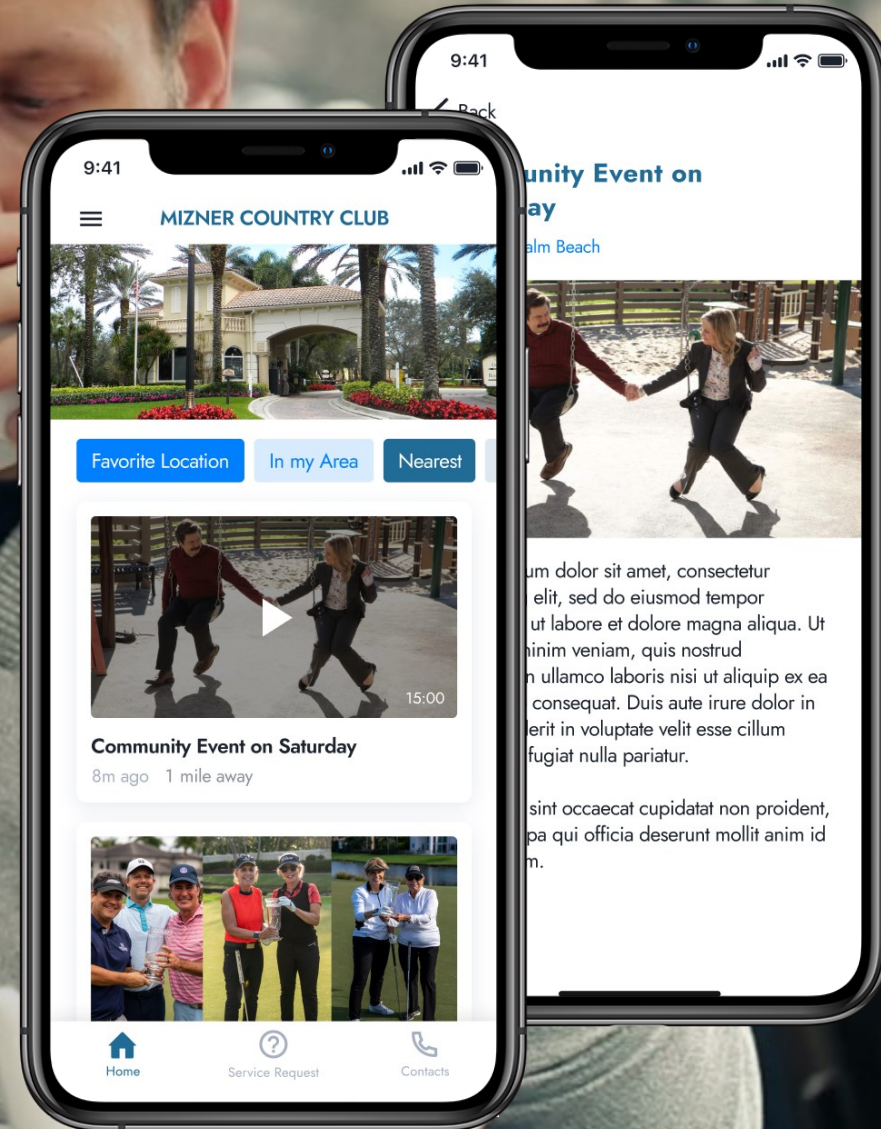
With Community Connect Residential, residents living in one area of a community can be provided information that may not be relevant to those living in another area. This helps to prevent "information overload" that can keep users from reading the information they need to know.



Send Audio, Video or Text Information to Residents

Providing photo and video images enables Associations, Boards of Directors and Executives to inform residents or members about:

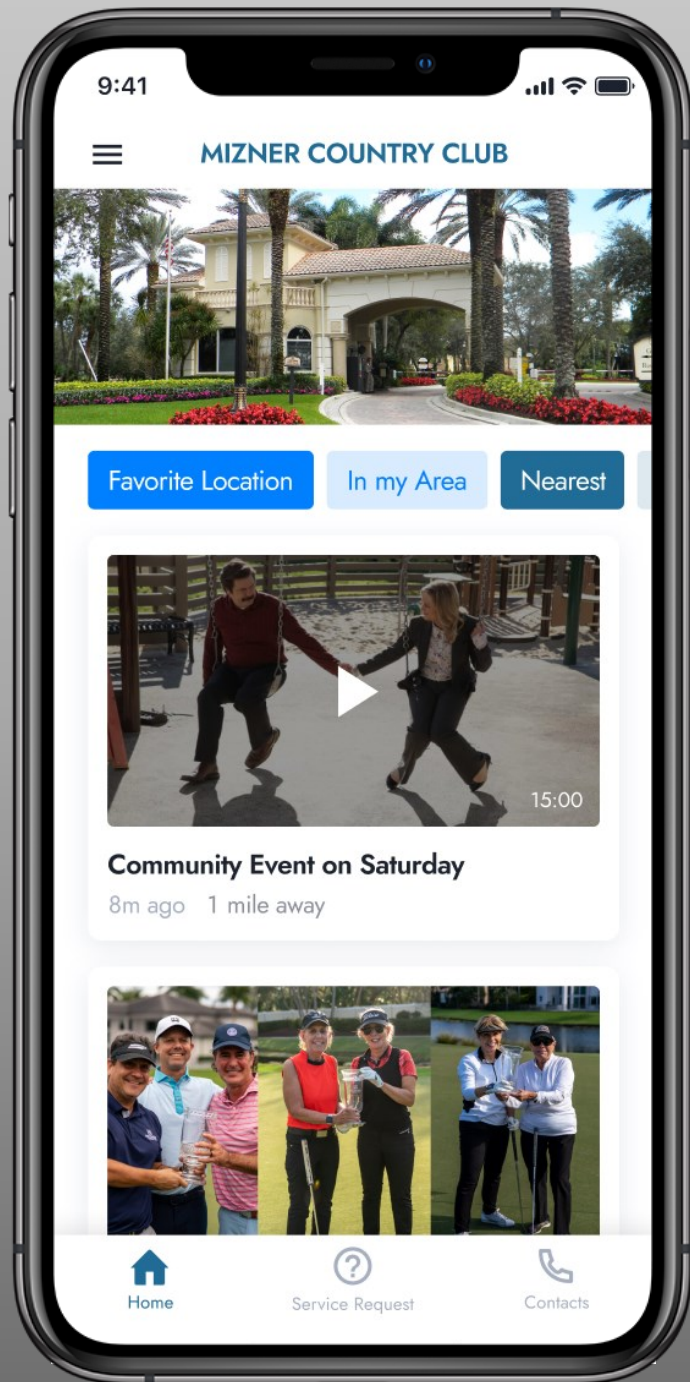
- Upcoming Events
- Board or other Meetings
- Changes to Rules and Regulations
- Construction, Street Work or other Alerts
- Security Alerts, Bulletins and Issues



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Mobile Application Overview

Platforms: iOS, Android



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01. GEO-Targeted Notifications

All information reported by the resident to the Association or organization is listed in priority, chronologically or by distance from the resident's location as determined, in advance, by the Property Manager.

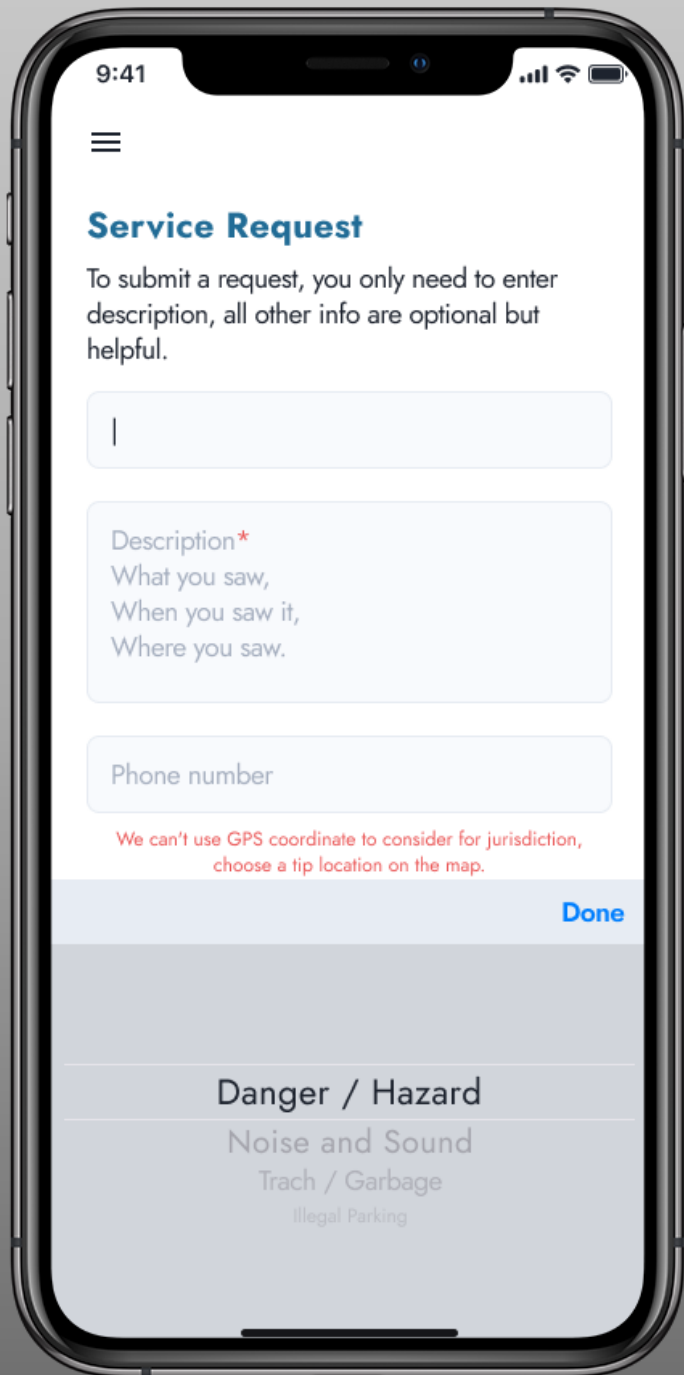


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02. Detail of GEO-Targeted Bulletins

Once an Association alert has been sent to the user, a simple click provides all current information.



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03. Service Requests

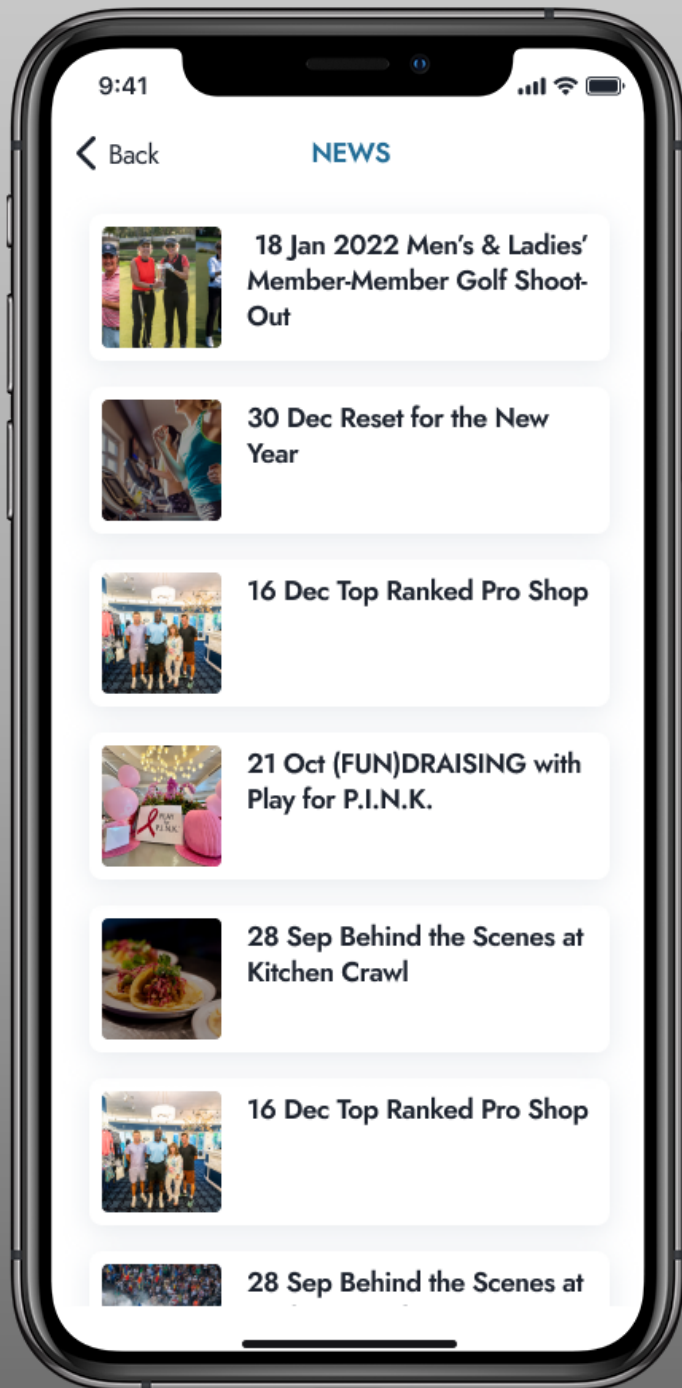
Powerful ability for residents to send service requests to the Association and management that include precise location. All requests for service include any photos and documents if necessary.



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04. Information About Association Leaders and Management



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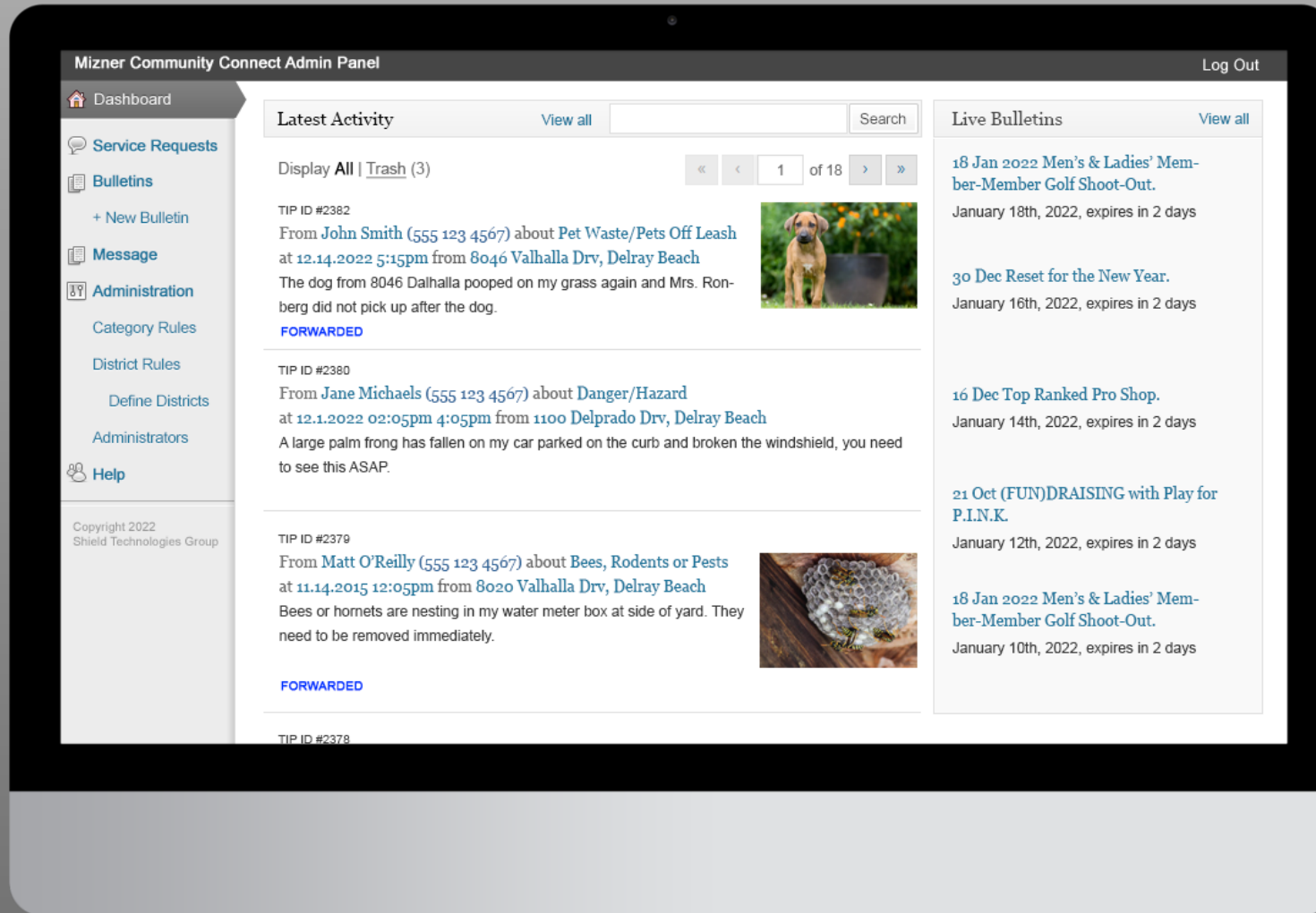


05. News from the Association

News section promotes the news and information that needs to be shared with the community.

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Admin Control Dashboard Overview



01. Admin Dashboard Home Screen

The Dashboard is for authorized personnel only and is an overview of all information posted both incoming from residents and outgoing from your community.

All information, photos and reports from residents or users are located in one place, prioritized and set-up for automatic distribution to the person assigned to address this issue.

Service Requests

Search



Please select the categories you'd like to see in the list below. You can also select to view valid or non-valid tips. Selected tips can be validated, deleted or exported in various formats.

Categories:

Danger/Hazard

Pet Waste/Pets Off Leash

Flooding/Irrigation

Noise and Sound

Sidewalk Cracked/Raised

Bees, Rodents or Pests

Trash/Garbage

Graffiti or Mischief

Landscape Attention

Illegal Parking

Environmental Issues

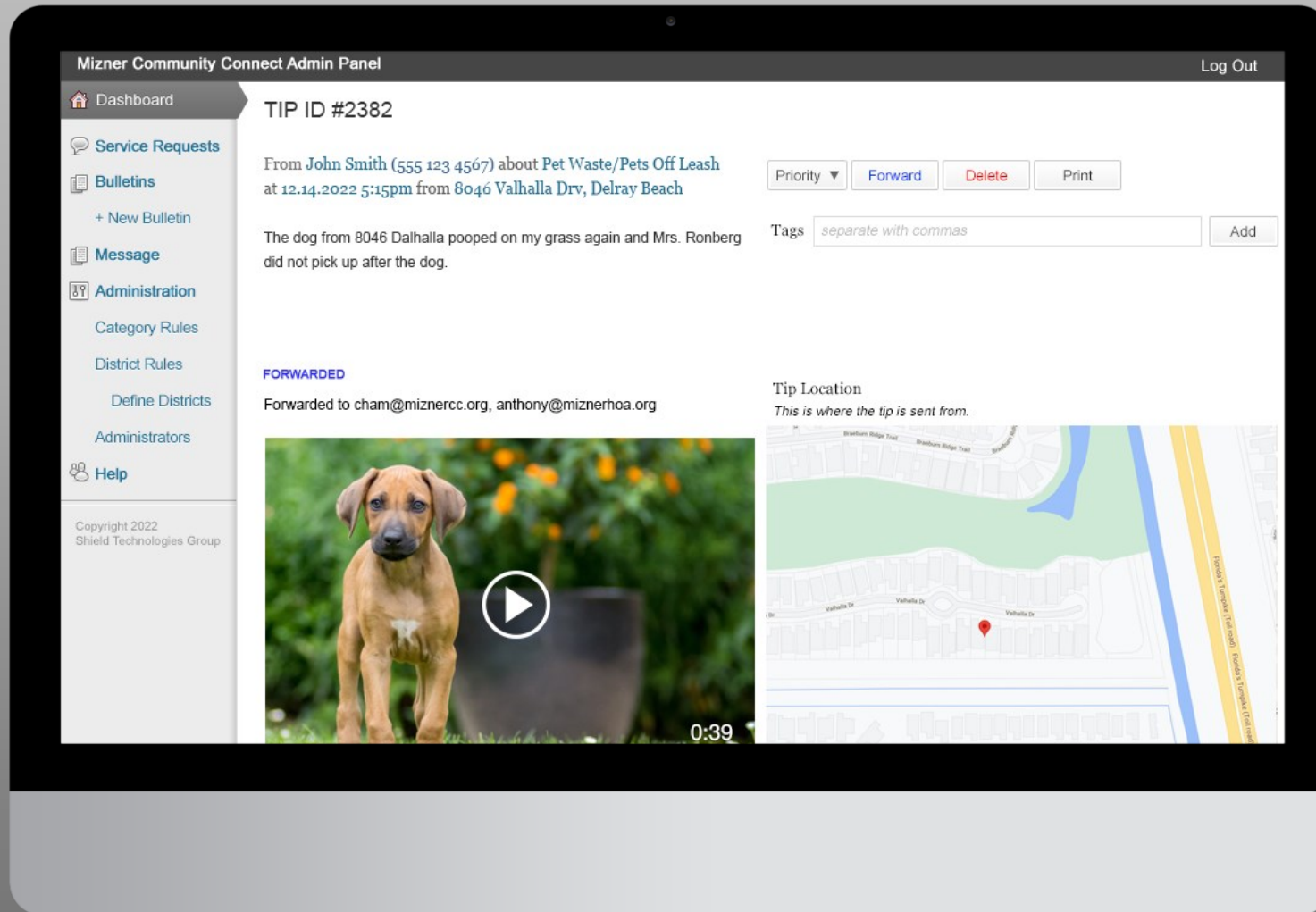
Code Compliance

Street Signs and Lights



02. Community Requests and Info (Inbound)

All reports are plotted on a map to monitor patterns and determine locations.



03. Activity Detail (Inbound Information)

Sample of an incoming activity report.

Mizner Community Connect Admin Panel Log Out

Dashboard

TIP ID #2382

From John Smith (555 123 4567) about Pet Waste/Pets Off Leash at 12.14.2022 5:15pm from 8046 Valhalla Drv, Delray Beach

Priority ▼ Forward Delete Print

The dog from 8046 Dalhalla pooped on my grass again and Mrs. Ronberg did not pick up after the dog.

Tags Add

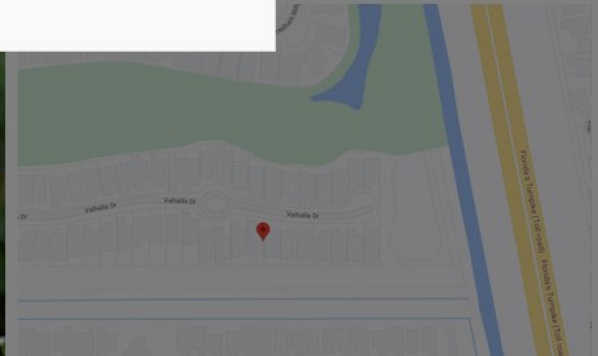
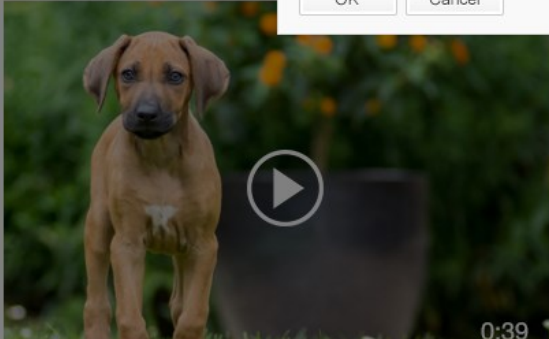
FORWARDED

Forwarded to cham@miznercc.org, and

Email addresses

Please enter email addresses you want to forward this tip to. Separate addresses with commas.

OK Cancel



04. Activity Forwarding

Activity reports can be easily and automatically forwarded to persons inside and outside the Association by text or email.

Mizner Community Connect Admin Panel Log Out

Dashboard

Service Requests

Bulletins

+ New Bulletin

Message

Administration

Category Rules

District Rules

Define Districts

Administrators

Help

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Live Bulletins

You can create bulletins for your community in this screen. Use Duplicate button to use a previously created bulletin.

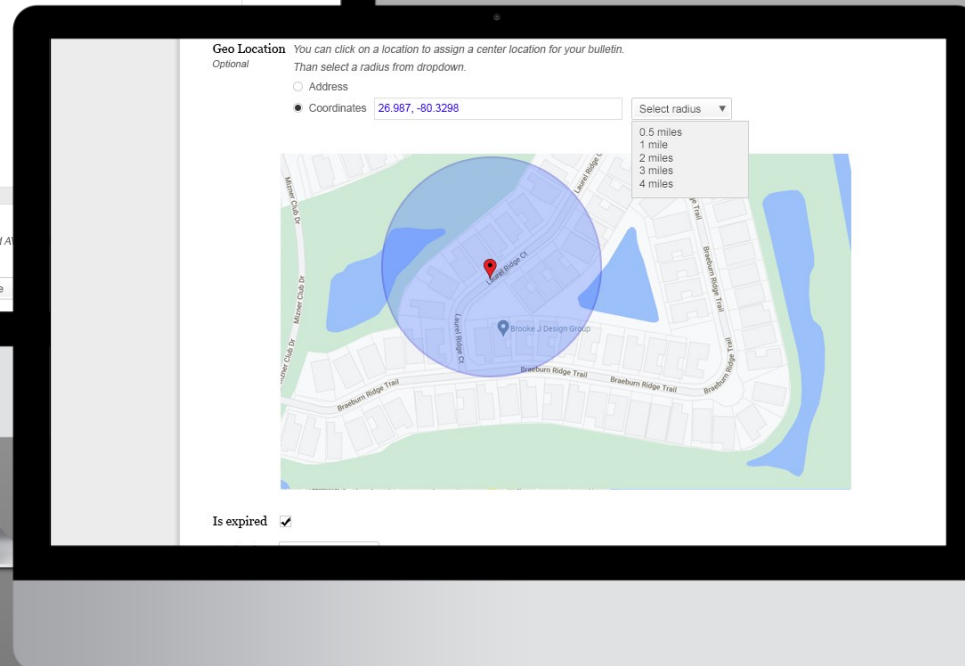
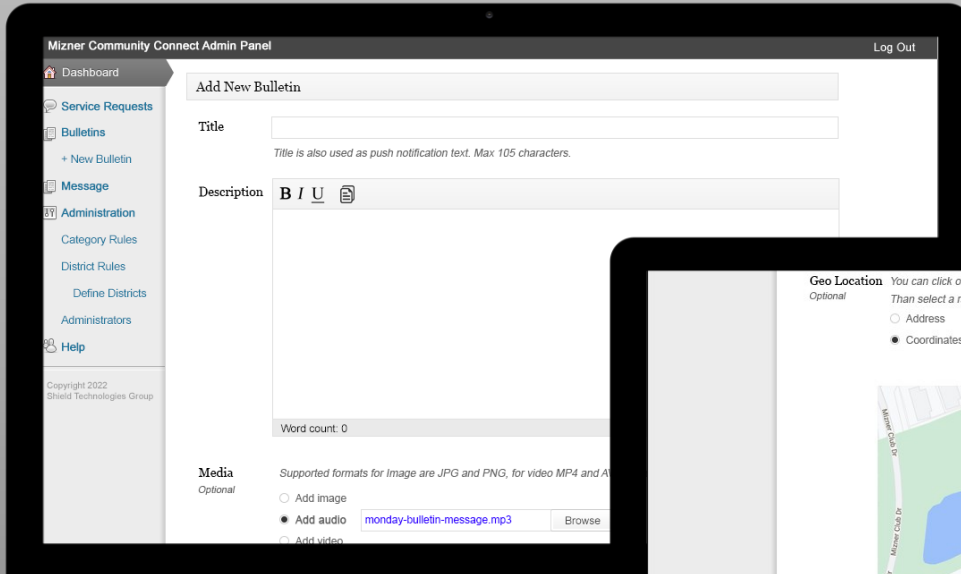
Select **All** | None

« < 1 of 18 > »

<input type="checkbox"/>	2022 Men's & Ladies' Member-Member Golf Shoot-Out: The Men's and Ladies' Golf Member-Member Tournament are the premier member events of the year. 2-partner teams compete...	<input type="button" value="Edit"/>	<input type="button" value="Push"/>
<input checked="" type="checkbox"/>	Reset for the New Year: Written by Daniyel Gavrilov, Director of Fitness & Spa It's about that time of year again where many want to press the reset button on their health and wellness. 12.15.2022 02:05pm Expires in 1 day	<input type="button" value="Edit"/>	<input type="button" value="Push"/>
<input type="checkbox"/>	Top Ranked Pro Shop: We are honored to be ranked #15 as a Top Pro Shop in the Nation. The #1 Tennis Pro Shop on the list! Congratulations Vernon Gettone Jr., Director of Tennis Posted at 12.14.2016 02:05pm Expires in 1 day	<input type="button" value="Edit"/>	<input type="button" value="Push"/>
<input type="checkbox"/>	Mizner Achieves The Hallmark of Excellence Award from Distinguished Clubs On November 2, 2022, an esteemed group of 100 national elite Club Executives came to	<input type="button" value="Edit"/>	

05. Geo-Targeted, Push Bulletins (Outbound)

Information is simple to Edit and Push to residents as a group or Geo-Targeted by area.



06. Creating an Outgoing Bulletin

It's easy to distribute a completely Geo-Targeted information bulletin to a specific area.

Dashboard

Service Requests

Bulletins

+ New Bulletin

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Category Rules

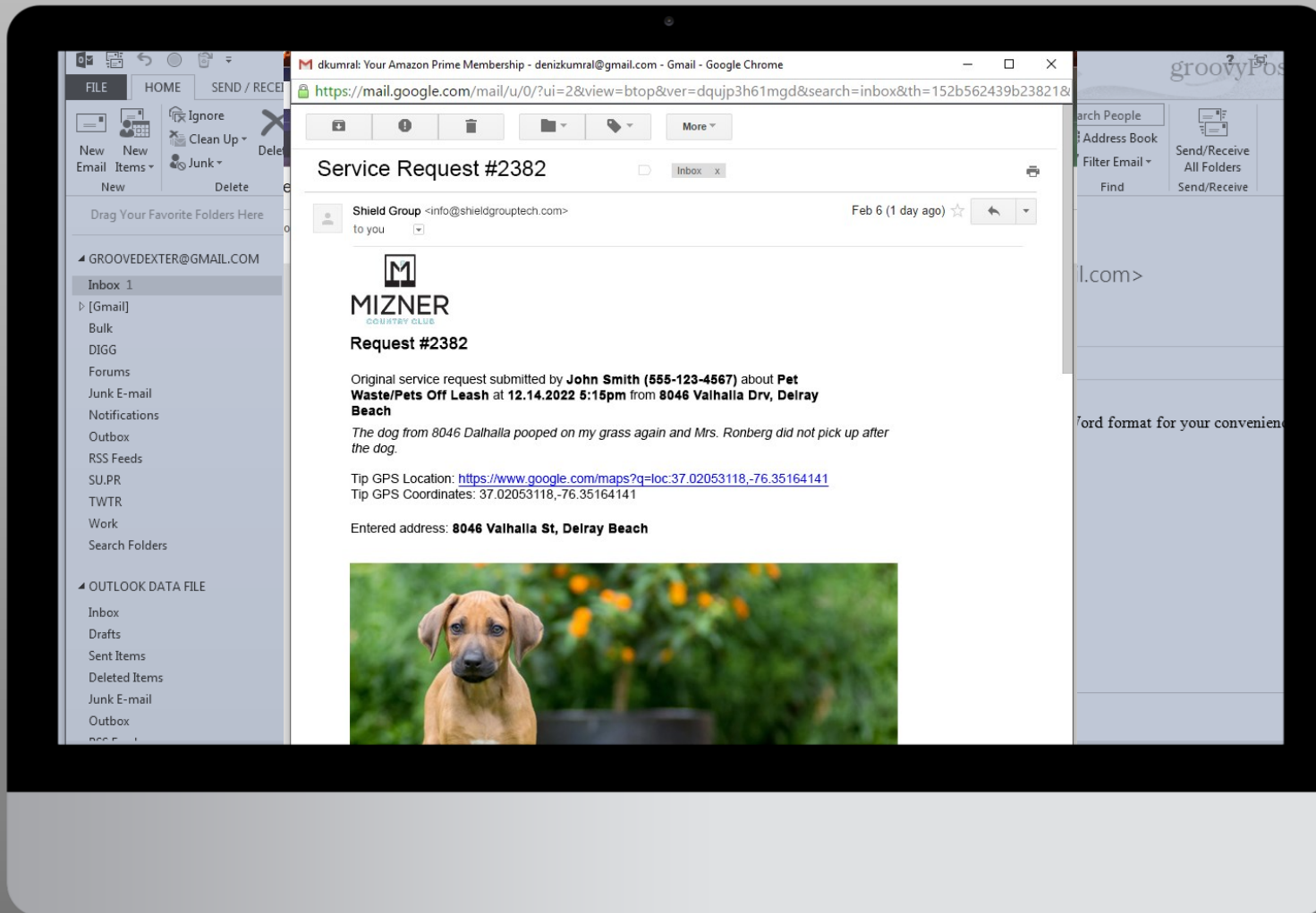
You can enter the addresses you want the tips in a particular category to be forwarded to. All future tips coming to this category will be forwarded to entered email addresses. Click on  icon to add/edit email addresses or shift hours. If no emails or hours are defined, notification emails will go to default admin email address.

Forward all suspicious activity categorized as

DANGER/HAZARD category to	charm@miznercc.org, anthony@miznerhoa.org between 08:00am and 06:00pm in shift 1	
	general@hoa.org between 06:00pm and 08:00am in shift 2	
NOISE AND SOUND category to	no one between undefined hours in shift 2	
	no one between undefined hours in shift 2	
TRASH/GARBAGE category to	charm@miznercc.org, anthony@miznerhoa.org between 08:00am and 06:00pm in shift 1	
	general@hoa.org between 06:00pm and 08:00am in shift 2	
ILLEGAL PARKING category to	no one between undefined hours in shift 2	
	no one between undefined hours in shift 2	

07. Forwarding Rules for Categories

Set-up who receives incoming service tickets based on the category of the tip or location it came from. Management can change distribution list based on hours of the day.



07. Forwarded Activity

Incoming service tickets can be designated to automatically be routed to any email or by text message. All details provided by the resident are included.

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