

COMMUNITY CONNECT RESIDENTIAL

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



SHIELD GROUP
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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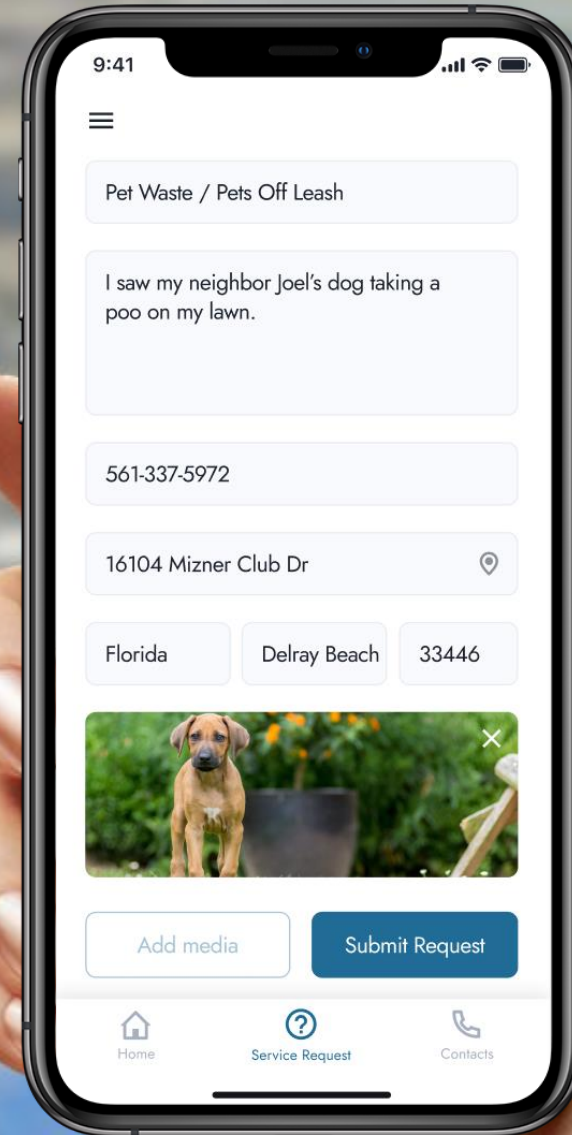
A hand is holding a smartphone that displays the 'Service Request' form of the Community Connect Residential app. The phone's status bar at the top shows the time as 9:41, along with signal and battery icons. The app interface includes a hamburger menu icon in the top left. The main heading is 'Service Request', followed by instructions: 'To submit a request, you only need to enter description, all other info are optional but helpful.' Below this is a text input field for the description, which contains a vertical line cursor. Underneath is a section for 'Description*' with placeholder text: 'What you saw, When you saw it, Where you saw.' This is followed by a 'Phone number' input field. A red error message states: 'We can't use GPS coordinate to consider for jurisdiction, choose a tip location on the map.' A blue 'Done' button is positioned to the right of this message. At the bottom, there is a list of request categories: 'Danger / Hazard', 'Noise and Sound', 'Trash / Garbage', and 'Illegal Parking'.

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.

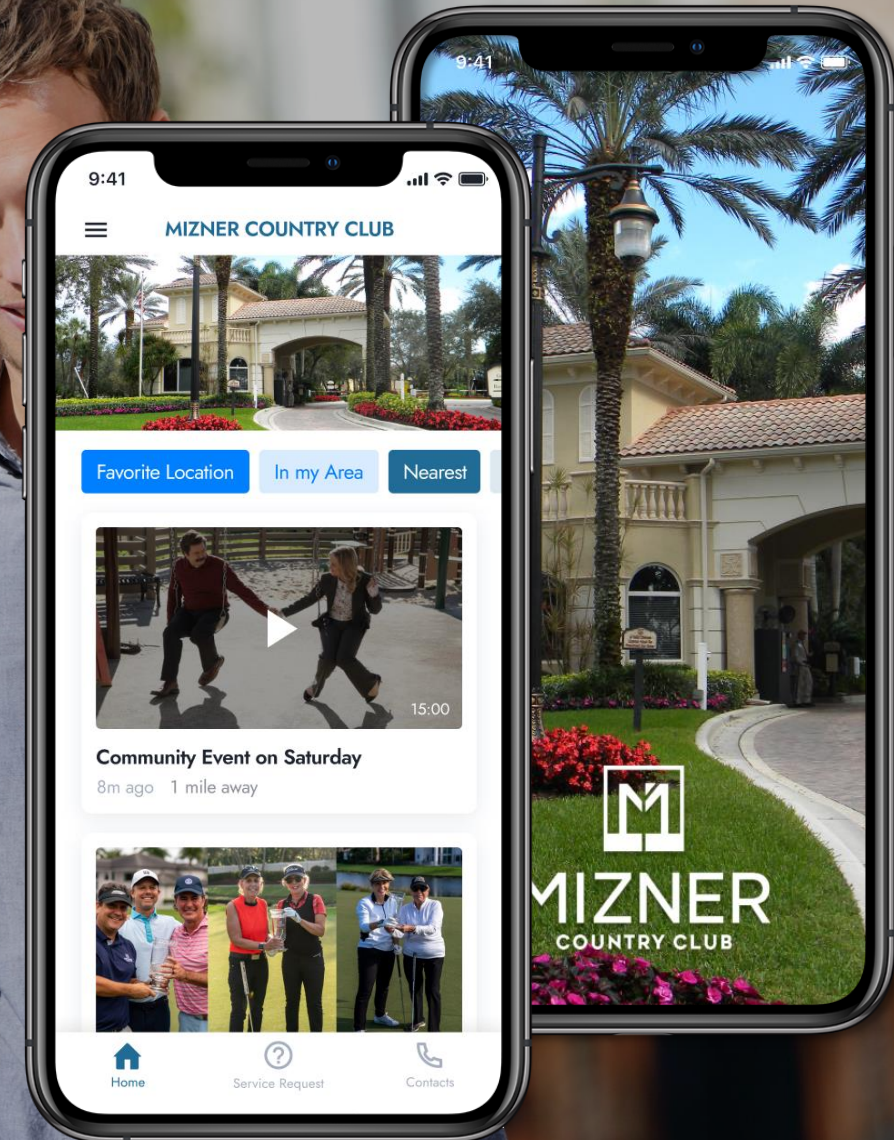
Integrates Seamlessly with Most Association & Property Management CRMs.

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.

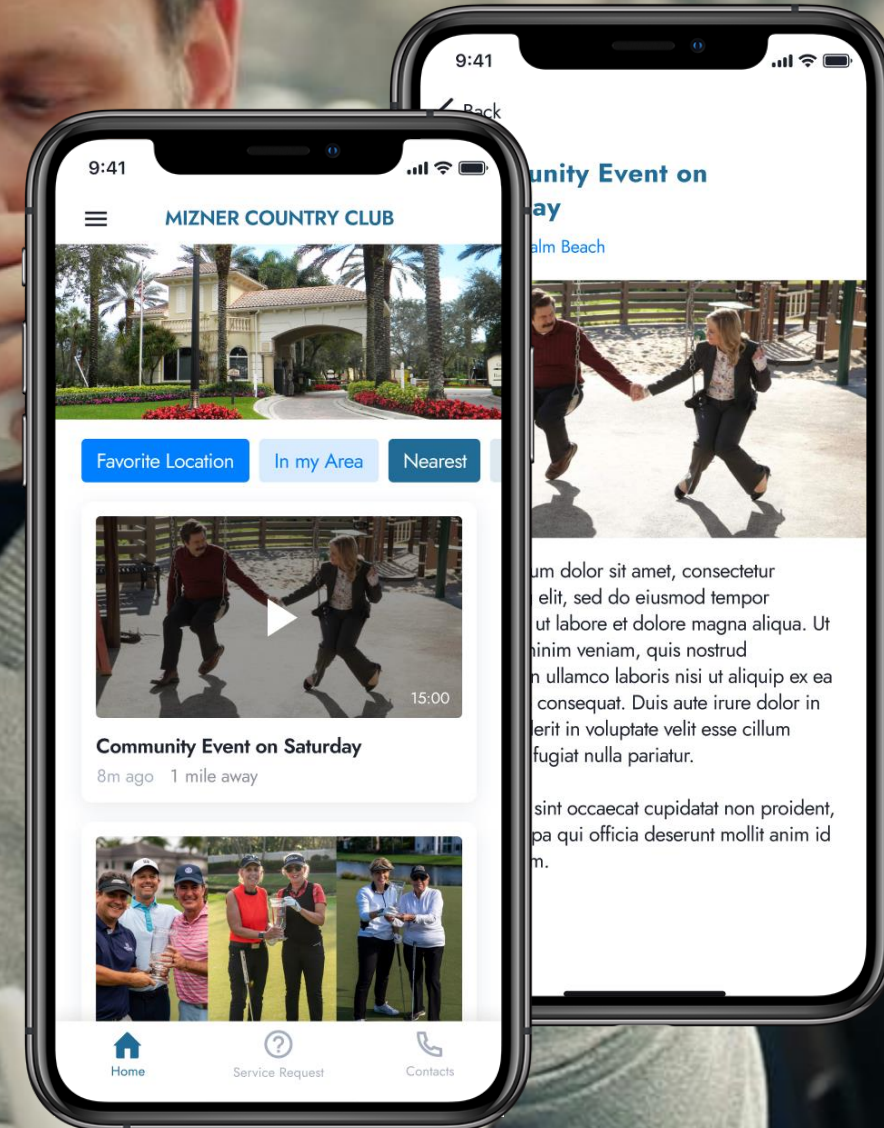
With Community Connect Residential, residents living in one area of a community can be provided information that may not be relevant to those living in another area. This helps to prevent "information overload" that can keep users from reading the information they need to know.



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:

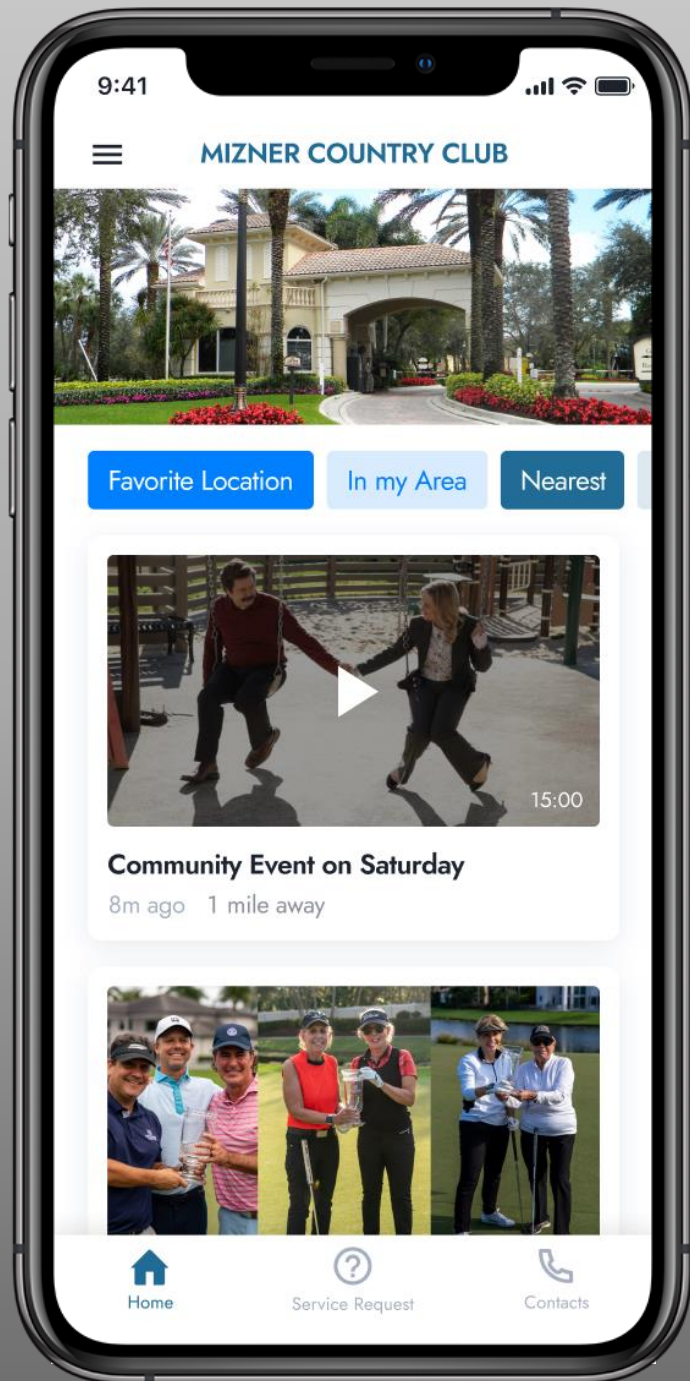
- Upcoming Events
- Board or other Meetings
- Changes to Rules and Regulations
- Construction, Street Work or other Alerts
- Security Alerts, Bulletins and Issues



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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.

9:41

≡

Service Request

To submit a request, you only need to enter description, all other info are optional but helpful.

|

Description*

What you saw,
When you saw it,
Where you saw.

Phone number

We can't use GPS coordinate to consider for jurisdiction,
choose a tip location on the map.

Done

Danger / Hazard

Noise and Sound

Trach / Garbage

Illegal Parking

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03. Service Requests

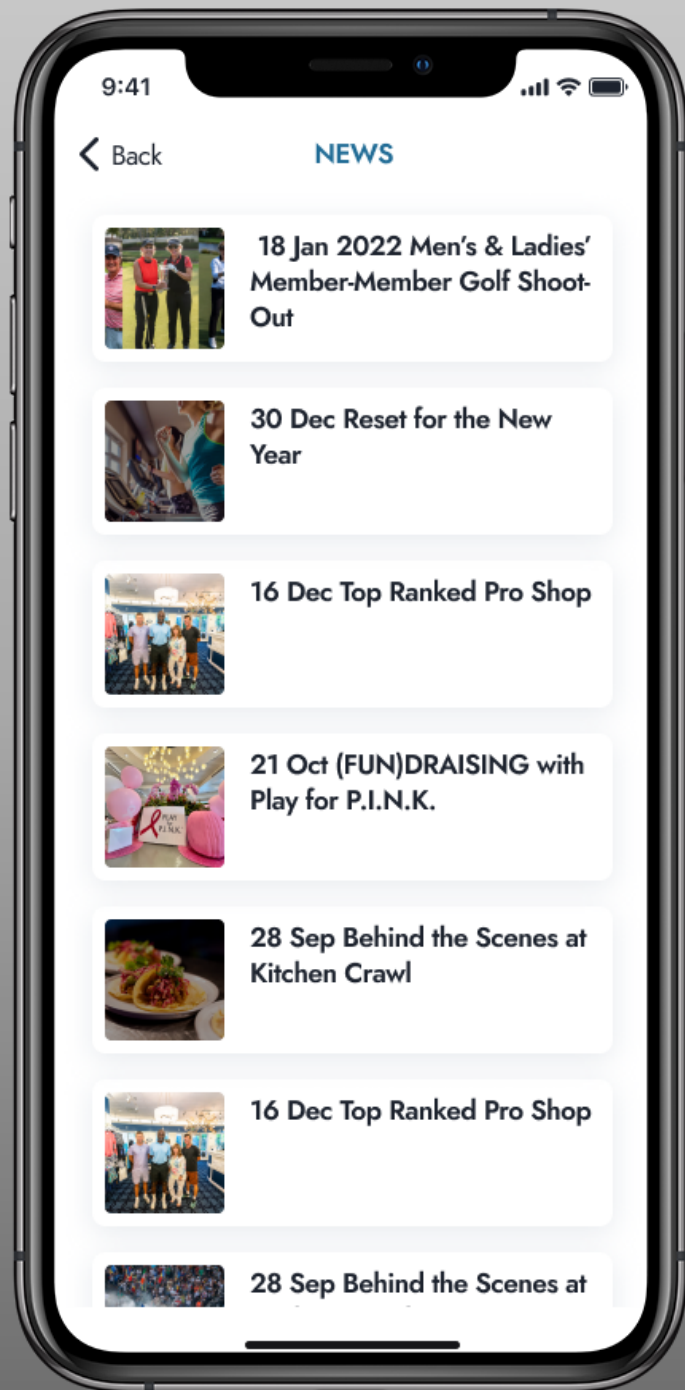
Powerful ability for residents to send service requests to the Association and management that include precise location. All requests for service include any photos and documents if necessary.



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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

Mizner Community Connect Admin Panel Log Out

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Latest Activity View all

Display All | Trash (3)

«

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1

>


»

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

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

FORWARDED



TIP ID #2380

From Jane Michaels (555 123 4567) about Danger/Hazard at 12.1.2022 02:05pm 4:05pm from 1100 Delprado Drv, Delray Beach


A large palm frong has fallen on my car parked on the curb and broken the windshield, you need to see this ASAP.

TIP ID #2379

From Matt O'Reilly (555 123 4567) about Bees, Rodents or Pests at 11.14.2015 12:05pm from 8020 Valhalla Drv, Delray Beach

Bees or hornets are nesting in my water meter box at side of yard. They need to be removed immediately.

FORWARDED



TIP ID #2378

Live Bulletins View all

18 Jan 2022 Men's & Ladies' Member-Member Golf Shoot-Out.

January 18th, 2022, expires in 2 days

30 Dec Reset for the New Year.

January 16th, 2022, expires in 2 days

16 Dec Top Ranked Pro Shop.

January 14th, 2022, expires in 2 days

21 Oct (FUN)DRAISING with Play for P.I.N.K.

January 12th, 2022, expires in 2 days

18 Jan 2022 Men's & Ladies' Member-Member Golf Shoot-Out.

January 10th, 2022, expires in 2 days

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.

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Service Requests

Search... 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 <input type="checkbox"/> | Pet Waste/Pets Off Leash <input type="checkbox"/> | Flooding/Irrigation <input type="checkbox"/> |
| Noise and Sound <input type="checkbox"/> | Sidewalk Cracked/Raised <input type="checkbox"/> | Bees, Rodents or Pests <input type="checkbox"/> |
| Trash/Garbage <input type="checkbox"/> | Graffiti or Mischief <input type="checkbox"/> | Landscape Attention <input type="checkbox"/> |
| Illegal Parking <input type="checkbox"/> | Environmental Issues <input type="checkbox"/> | Code Compliance <input type="checkbox"/> |
| Street Signs and Lights <input type="checkbox"/> | | |

Map **Satellite**

John Smith

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

[More Info](#)

02. Community Requests and Info (Inbound)

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

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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

separate with commas


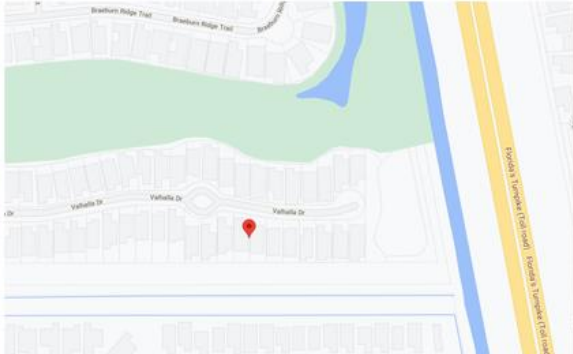
Add

FORWARDED

Forwarded to cham@miznercc.org, anthony@miznerhoa.org

Tip Location

This is where the tip is sent from.

03. Activity Detail (Inbound Information)

Sample of an incoming activity report.

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TIP ID #2382

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

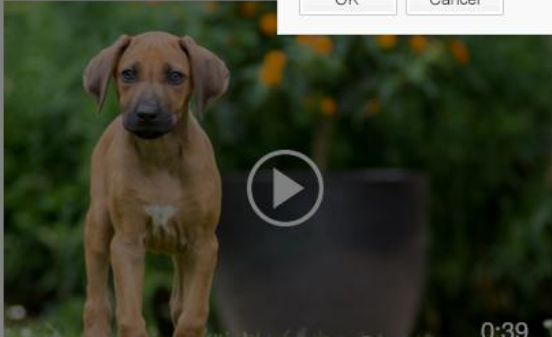
FORWARDED

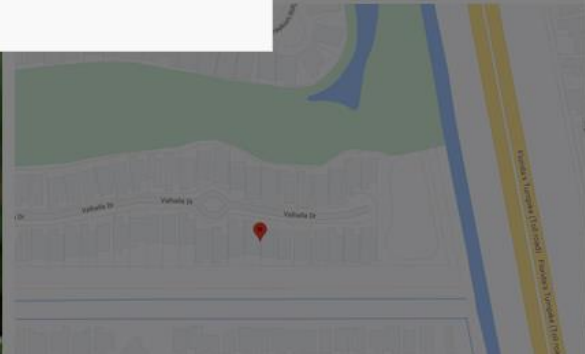
Forwarded to cham@miznercc.org, and

Email addresses

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

[OK](#) [Cancel](#)

 0:39



04. Activity Forwarding

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

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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.

New Bulletin

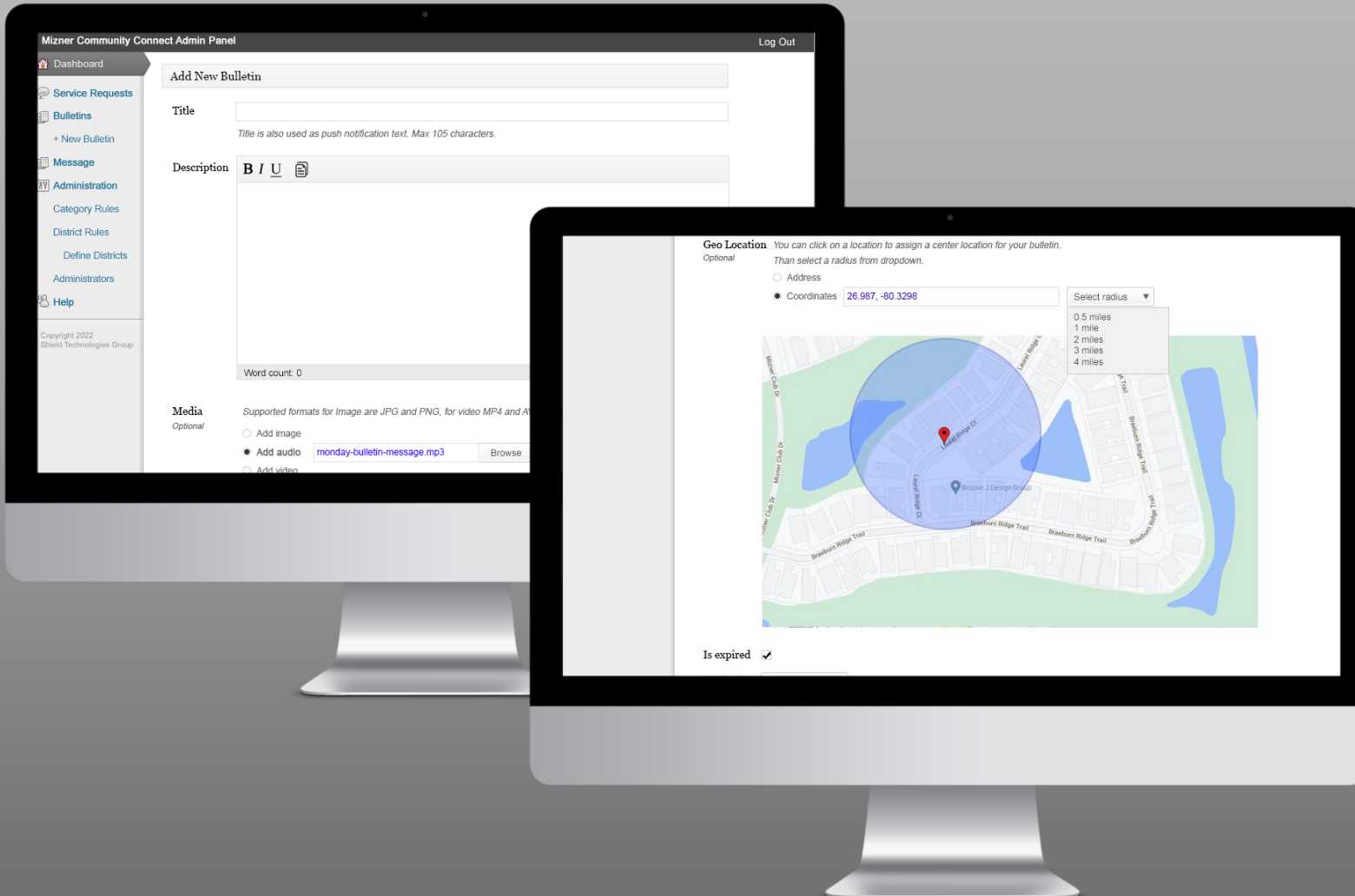
Select [All](#) | None Duplicate Delete

« < 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... | Posted at 12.14.2022 02:05pm Expires in 1 day | Edit Push |
| <input checked="" type="checkbox"/> | Reset for the New Year: Written by Daniyel Gavrillov, 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 | Edit 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 | Edit Push |
| <input type="checkbox"/> | Mizner Achieves The Hallmark of Excellence Award from Distinguished Clubs | | 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.

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Category Rules

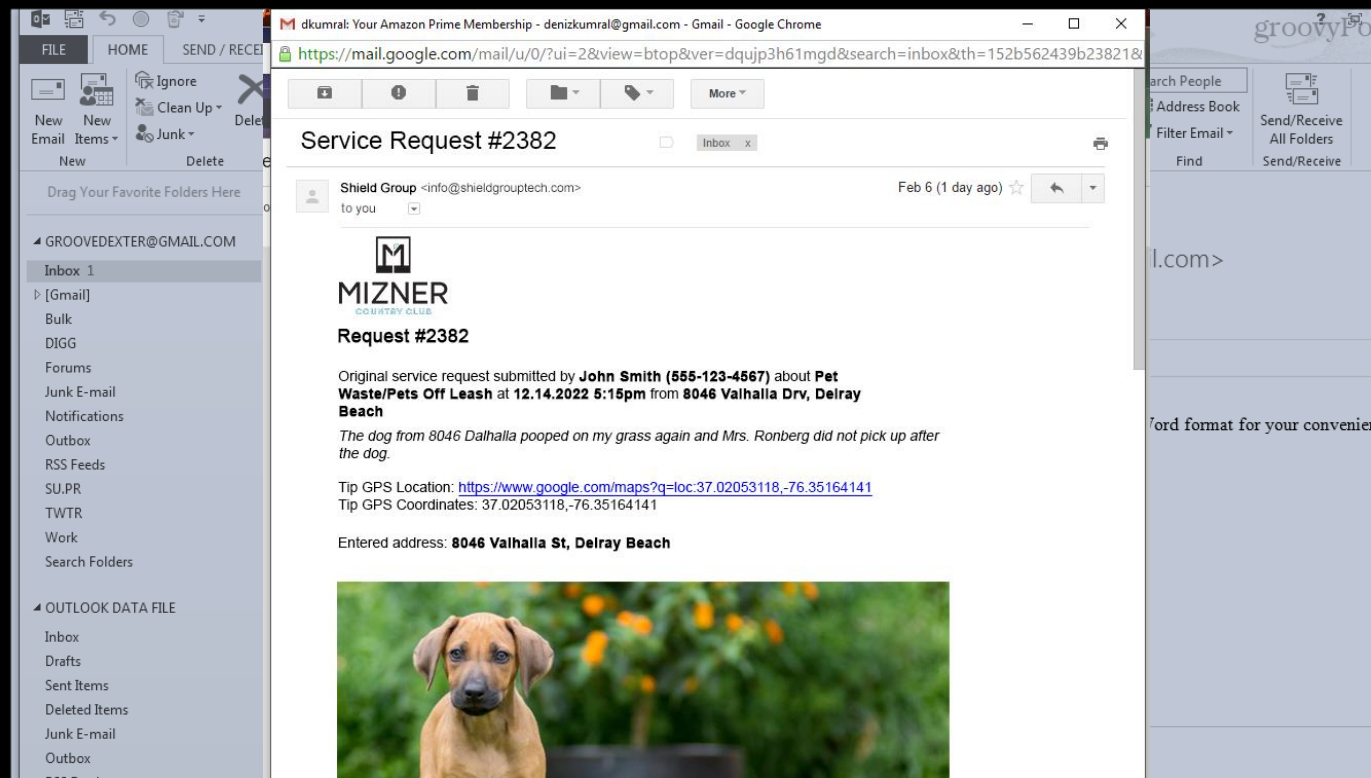
You can enter the addresses you want the tips in a particular category to be forwarded to. All future tips coming to this category will be forwarded to entered email addresses. Click on  icon to add/edit email addresses or shift hours. If no emails or hours are defined, notification emails will go to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