

eUNIFY

ENHANCING MEMBERSHIP SERVICE

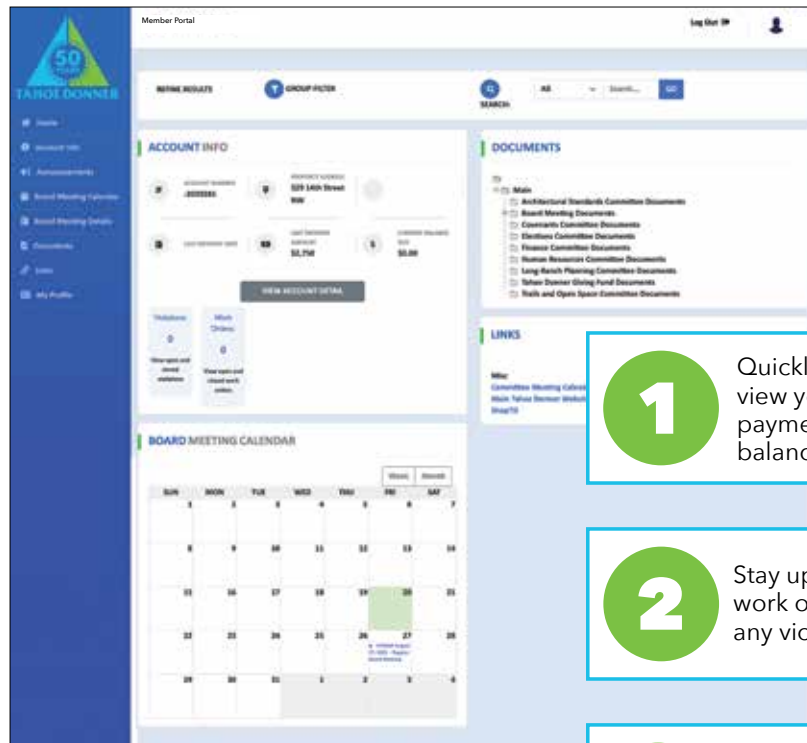
After member and board feedback illuminating how a secure member portal was desired, staff reviewed more than a dozen different software options this year to fill the needs of the association. Tahoe Donner is excited to introduce eUnify, coming this October.

A new member portal, eUnify is a cloud-based property management software for community associations, HOAs and property management companies to allow members to manage their accounts on their own terms – and their own time. Once live, members will need to sign up and will be able to pay their 2022 Annual Assessment in the new system.

▶ FEATURES

With a member portal to be used at any time, Tahoe Donner members can view and pay bills and manage their accounts online when it is convenient for them. Exciting features of eUnify include:

- View and submit online payments for Annual Assessments – starting with the 2022 Annual Assessment in November
- See a complete history of payments, ASO permits and violations
- Update member profile information directly, including contact information and mailing addresses
- Access association documents securely and more!



1 Quickly and easily view your latest payments and any balances due.

2 Stay updated on work orders and any violations.

3 View board meeting documents from your home screen.

4

Edit your profile and contact information 24/7 at your convenience.

The screenshot shows the 'Member Profile' page in the Member Portal. The page is titled 'Member Profile' and has a 'General' tab selected. The form is divided into two main sections: 'Mailing Address' and 'Unit Address'. The 'Mailing Address' section includes fields for 'Firstname', 'Lastname', 'Street Address' (with the value '123 First Street'), 'City' (Truckee), 'State' (CA), and 'Zip' (96161). The 'Unit Address' section includes fields for 'Account Id', 'Street Address' (529 14th Street NW), 'City' (Truckee), 'State' (CA), 'Zip' (96161), and 'Country' (United States). There are also fields for 'Email' and 'Country' at the bottom of the form. The left sidebar contains navigation links: Home, Account Info, Announcements, Board Meeting Calendar, Board Meeting Details, Documents, Links, and My Profile.

▶ SIMPLIFIED + EFFECTIVE SERVICE

eUnify's features are designed to streamline common processes such as paying Annual Assessments and self-managing your membership details online. Thanks to 24/7 desktop and mobile access, members can avoid troubleshooting phone calls and trips to the Northwoods Clubhouse.

Because Member Services staff will have access to member account information (not previously available), they will be able to support the vast majority of membership needs, reducing the necessity to transfer to other departments and ultimately saving member time.

From a staff standpoint, the new software comes with tremendous behind-the-scenes modernization and efficiency benefits as well, including an integrated accounting software that merges two previously siloed software systems into one. Additional information about eUnify—including efficiencies gained in Member Services, Accounting and Architectural Standards Offices—can be found at tahoedonner.com/eunify.

▶ A PORTAL FOR ALL MEMBERS

All Tahoe Donner members will be required to create a member portal account. The portal will be a separate account from ShopTD. Once the portal goes live in October, a link will become available on the Tahoe Donner homepage and information will be communicated to members through emails and other platforms about how to sign up. Each member in your household can have their own unique login if desired to access your homeowner information.

▶ FREQUENTLY ASKED QUESTIONS

WILL I BE ABLE TO USE THE eUNIFY PORTAL TO MAKE MY NEXT ANNUAL ASSESSMENT PAYMENT?

The eUnify portal will go live in October 2021. Members can look forward to utilizing the portal to make their 2022 Annual Assessment payment.

HOW WILL I ACCESS THE eUNIFY PORTAL ONCE IT LAUNCHES?

All members will be required to create an account to access the portal. The credentials to access the portal will be separate from those used to access ShopTD. A link will become available on the Tahoe Donner homepage and information will be communicated to members once the portal goes live.

HOW WILL I LEARN HOW TO USE THE eUNIFY PORTAL FEATURES?

Over the coming months, how-to information will be published on the Tahoe Donner website. Watch your email inbox and read upcoming *Tahoe Donner News* issues for updates. Once the portal is live, FAQ documents and other information will become available to help members get the most out of the new system.

More FAQs and other information will become available online. Learn more at tahoedonner.com/eunify.