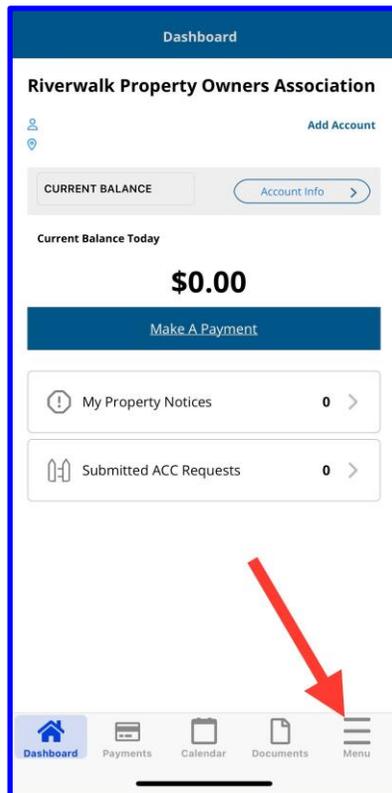


****For new card purchases, please close this tutorial and reach out to board members Terrye and/or Karen to see if discounted cards (\$4) are still available.****

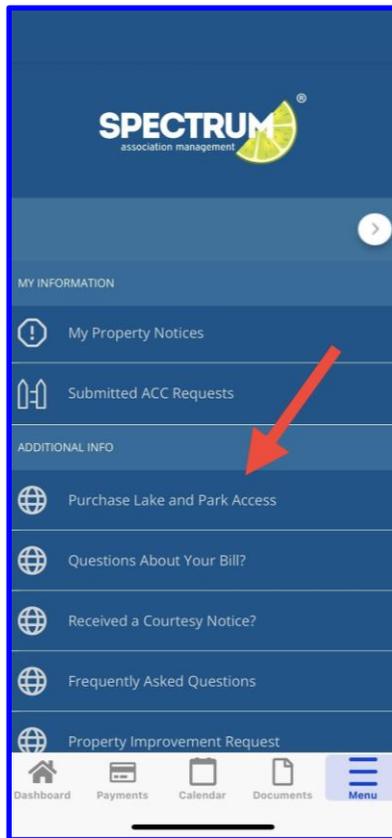
Please keep in mind that renewal requests require 48 business hours for Spectrum to complete, once submitted.

To reset your card, follow the instructions below:

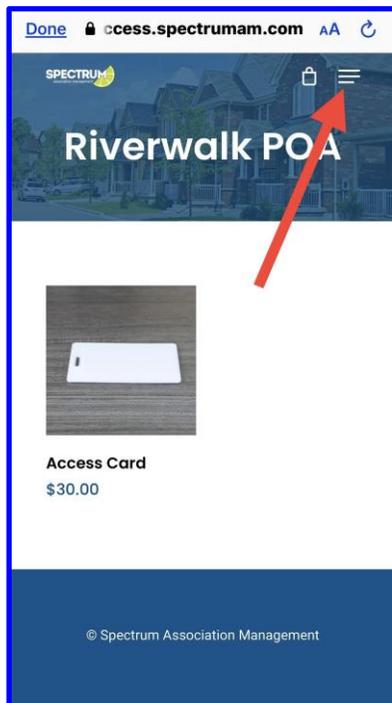
- 1. On your device, open the Spectrum App. Click on the menu icon on the bottom right.**



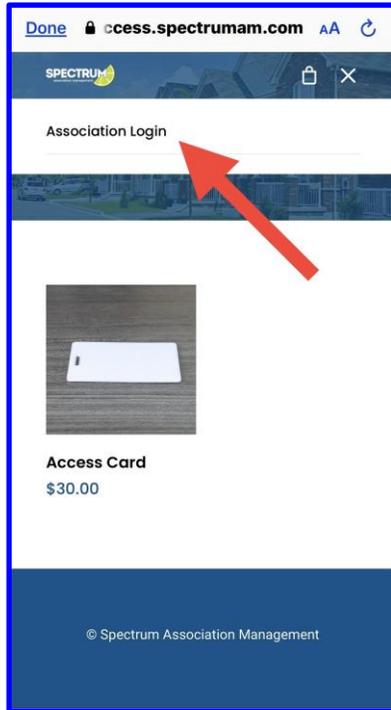
2. Click “Purchase Lake and Park Access” from the navigation options.



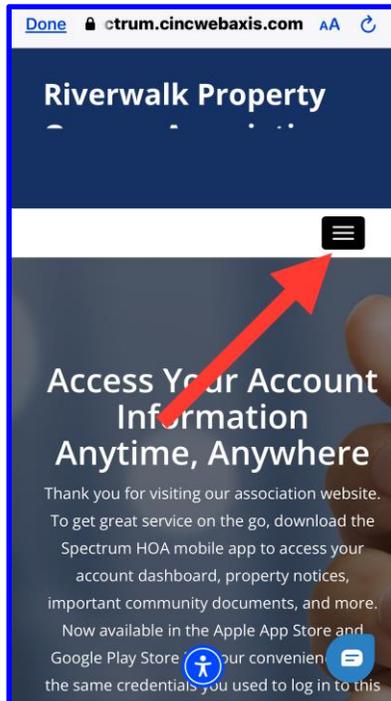
3. Click on the menu icon on the top right.



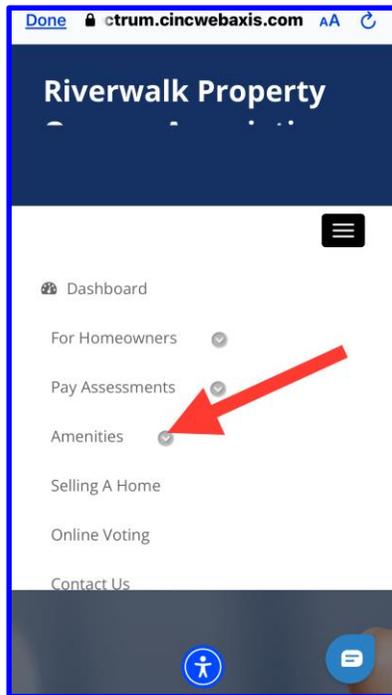
4. Click on “Association Login” and complete your login using the same User ID and Password entered previously on the Spectrum App.



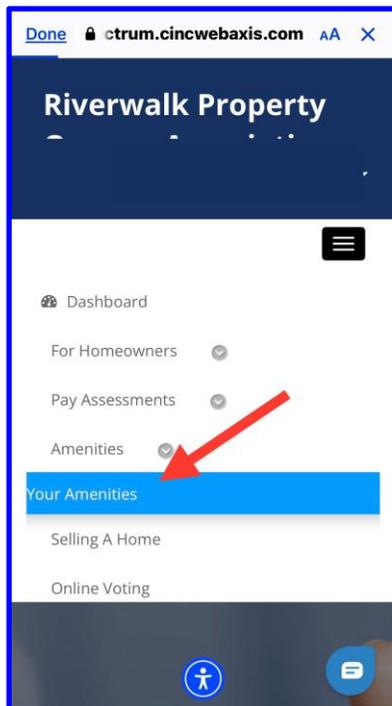
5. Click on the menu icon on the top right.



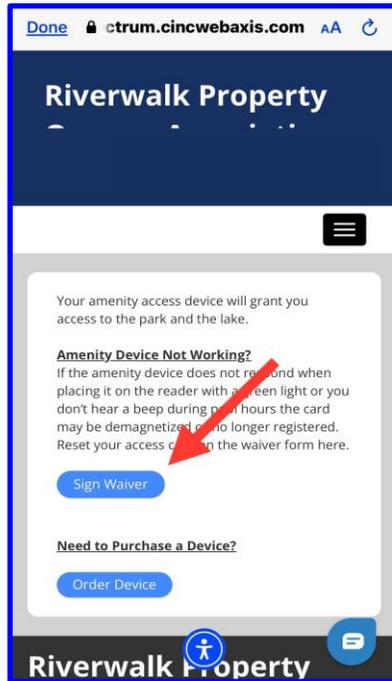
6. Click on the dropdown for “Amenities” from the navigation options.



7. Click on “Your Amenities” from the dropdown list in the Amenities section.



8. Click on “Sign Waiver” after determining that the Amenity Device Not Working? instructions apply to your situation.



9. Complete all items marked as required (*). On “Type of Device Requesting” section, dropdown available options.

The screenshot shows the Spectrum HOA App registration form. At the top, the URL 'spectrumam.com' is displayed. Below the URL, there is a banner for the Spectrum HOA App with a 'Download the App' button. The form includes a 'Zip Code' input field, a note 'If you receive mail at a different address', and an 'Ownership Status' section with radio buttons for 'Property Owner' (selected) and 'Tenant'. Below this is an 'Email' input field with a red arrow pointing to it. The 'Type of Device Requesting' section features a dropdown menu with a downward arrow. At the bottom of the form is a 'Comments' input field and a 'Submit' button. The footer of the page includes the Spectrum logo and a 'Chat Now' button.

10. Select "Pool".

spectrumam.com

Download the Spectrum HOA App for the best service experience and to keep in touch with your association. 

[Download the App](#)

Zip Code

If you receive mail at a different address

Ownership Status *

Property Owner Tenant

Email *

Type of Device Requesting *

Gate

Pool

Gate & Pool

[Submit](#)

 Chat Now

11. On "Type of Device", change the radio button to "Renewing Existing Device(s)".

spectrumam.com

Download the Spectrum HOA App for the best service experience and to keep in touch with your association. 

[Download the App](#)

Zip Code

If you receive mail at a different address

Ownership Status *

Property Owner Tenant

Email *

Type of Device Requesting *

Pool

Pool Access Agreement

Type of Device

Purchasing New Device(s)

Renewing Existing Device(s)

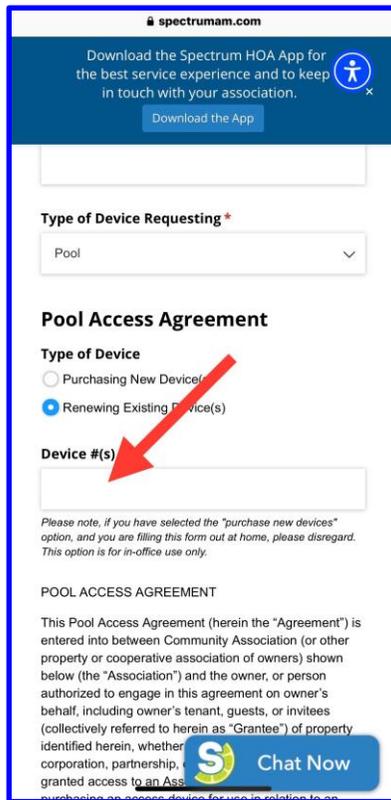
Device #(s)

Please note, if you have selected the "purchase new devices" option, and you are filling this form out at home, please disregard. This option is for in-office use only.

POOL ACCESS AGREEMENT  Chat Now

This Pool Access Agreement (hereinafter "Agreement") is

12. Enter your device number from the back of your card.



The screenshot shows the Spectrum HOA App interface. At the top, there is a header with the URL 'spectrumam.com' and a notification to download the app. Below this is a dropdown menu for 'Type of Device Requesting' with 'Pool' selected. The 'Pool Access Agreement' section is visible, with 'Type of Device' options: 'Purchasing New Device(s)' (unselected) and 'Renewing Existing Device(s)' (selected). A red arrow points to the 'Device #(s)' input field. Below the input field is a note: 'Please note, if you have selected the "purchase new devices" option, and you are filling this form out at home, please disregard. This option is for in-office use only.' At the bottom, there is a 'POOL ACCESS AGREEMENT' section with text explaining the agreement and a 'Chat Now' button.

13. Complete the remaining required questions once you have read and agree with the notes section. Click "Submit" to submit your form to Spectrum to process the request.

Please keep in mind that renewal requests require 48 business hours for Spectrum to complete, once submitted.