

TownSq Helpful Tips for Owners

TownSq is Waccamaw Management’s integrated online and mobile platform that owners log into to view their account ledger, make payments, communicate with management and more!

LOGIN

TownSq is available on an Android or iOS smartphone, tablet or desktop computer. Visit <https://app.townsq.io/login> to login or register, and download the app.



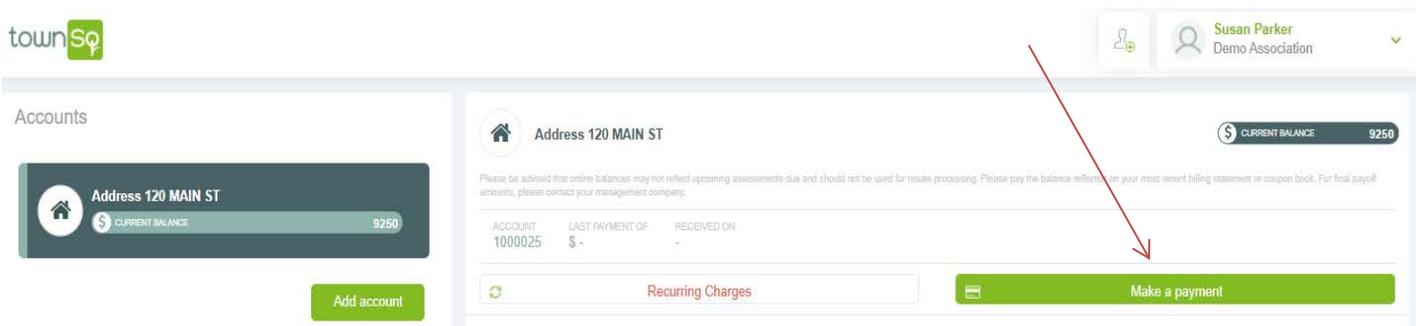
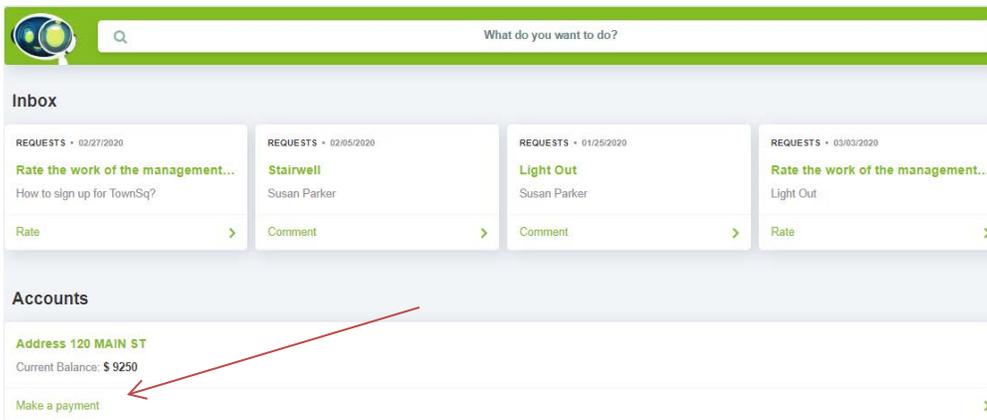
TownSq may also be accessed by visiting www.waccamawmanagement.com and clicking on the Login/Pay Online link. **Please note that TownSq is not compatible with Internet Explorer.**

PAYMENTS

If you wish to pay online, you may do so through TownSq, which uses ATGPay to process homeowner payments. You can pay your open balance, set up a recurring payment, or make a one-time custom payment. Convenience fees apply.

1. Log into TownSq.
2. Click “Make a Payment” below your property address.
3. Click “Make a Payment” and follow the prompts.

NOTE: Recurring payments are drafted on the 5th of each month. The payment must be set up by the 4th at 1 p.m. EST to start drafting on the 5th. For example, if you set up a draft on the 20th of the month, it will not draft until the following month on the 5th. You would need to make a separate one-time payment for the current month’s assessment.



PROFILE SETTINGS

Owners may change how often they receive notifications and choose what information displays in the owner directory (if your association has this feature):

1. Log into TownSq
2. Click on your name in the upper right-hand corner.
3. Click "Edit Profile".
4. Under "Emails" set how often you would like to receive notifications.
5. Under "Privacy" you may hide your property address, phone number, and email.

LINKING ACCOUNTS

Should an owner have more than one account, they can be linked under one username and password.

1. Log into TownSq (it doesn't matter which account you create first).
2. Click on your name in the upper right-hand corner.
3. Click "Accounts".
4. In the center of the page under the property address, click "Add account".
5. Enter the account number, property zip code and last name, then click "Continue".
6. Confirm the information is correct and click "Continue".
7. Agree to the terms of use, click "Link" and you've added an additional account.
8. You will be prompted to log in again and will have access to all linked accounts.

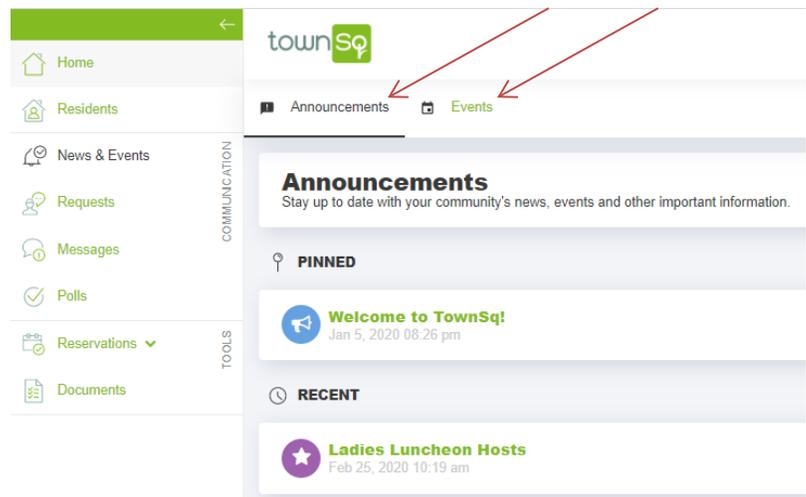
ADDING AN OCCUPANT (Family Member or Tenant)

1. Log into TownSq (it doesn't matter which account you create first).
2. Click on your name in the upper right-hand corner.
3. Click "Occupants".
4. Click "Create Occupant".
5. Enter the occupant's first and last name, e-mail address and phone number.
6. Click "Create Occupant" and the occupant will receive an e-mail to assist them with logging in.

NEWS & EVENTS

"Announcements" is where e-blasts for the community can be found.

"Events" is where happenings in the community can be found (if your association has this feature).



REQUESTS

Open request

Title

Category

Select category ▼

Description

In name of OPTIONAL

Attachments OPTIONAL

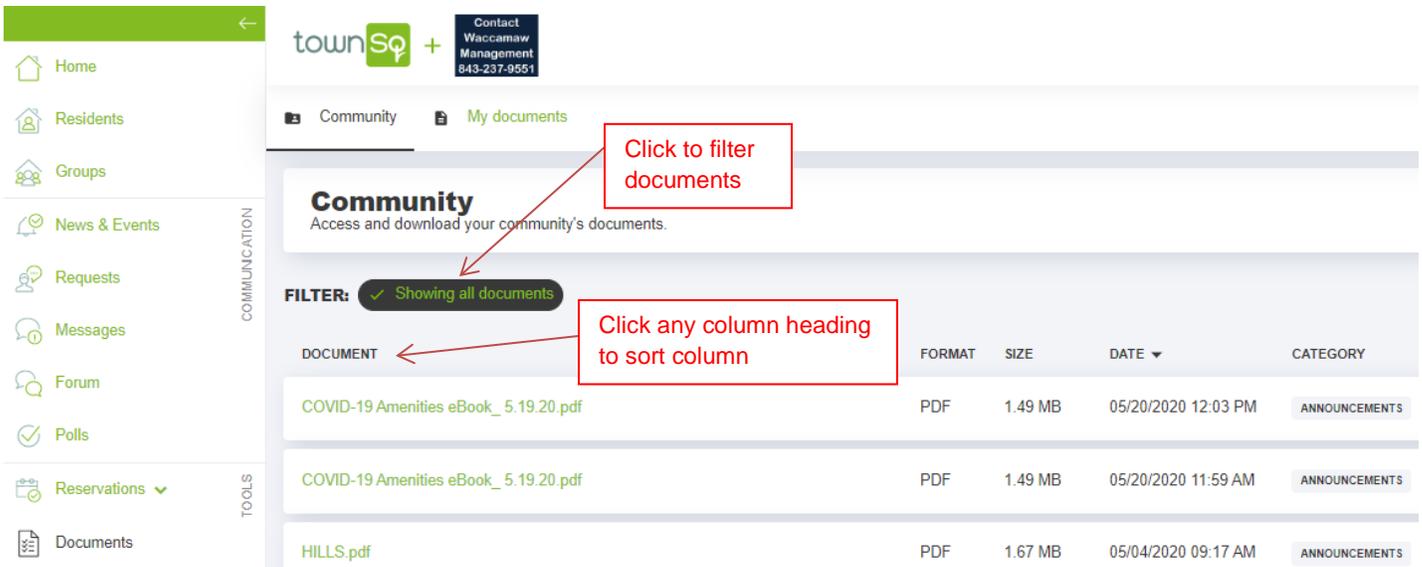



Owners can easily submit questions, concerns and maintenance requests online by selecting “Requests” on the left menu bar, then selecting “+ Open request”. Fill out the fields by selecting a request category, entering a description and attaching a file, if applicable.

The Customer Care Center and Management Team receives a notification when a request is submitted, will respond to the resident and change the status of the inquiry.

DOCUMENTS

Should your association have the Documents feature, it will appear as pictured below. You can click “All Documents” to sort by Category, Format or Date. You can click the column headings to sort as you see fit.



The screenshot shows the townsq interface with a left-hand navigation menu. The 'Documents' section is active, displaying a table of community documents. Two red callout boxes provide instructions: one points to the 'Showing all documents' filter button, and the other points to the 'DOCUMENT' column heading. The table lists three PDF documents, including COVID-19 Amenities eBooks and a document titled 'HILLS.pdf'.

DOCUMENT	FORMAT	SIZE	DATE	CATEGORY
COVID-19 Amenities eBook_ 5.19.20.pdf	PDF	1.49 MB	05/20/2020 12:03 PM	ANNOUNCEMENTS
COVID-19 Amenities eBook_ 5.19.20.pdf	PDF	1.49 MB	05/20/2020 11:59 AM	ANNOUNCEMENTS
HILLS.pdf	PDF	1.67 MB	05/04/2020 09:17 AM	ANNOUNCEMENTS

RESERVATIONS

Should your association use TownSq for amenity reservations, you may request a reservation for a certain time period.

1. Click “Reservations”.
2. Click “Amenities”.
3. Click the amenity you would like to reserve. (ex. Clubhouse)
4. Read the terms of usage.
5. Click the date you would like to reserve.
6. Click the time slot you would like to reserve.
7. Enter the event description (ex. type of event, # of guests, requested start and end time, contact info).
8. Click to accept the terms of usage.
9. Click “Reserve”.

Once your amenity reservation is reviewed by management, you will receive notification of the approval status.

ASSISTANCE

Should you need assistance with TownSq, please e-mail our Customer Care Center at info@waccamawmanagement.com.