



RESIDENT SERVICES

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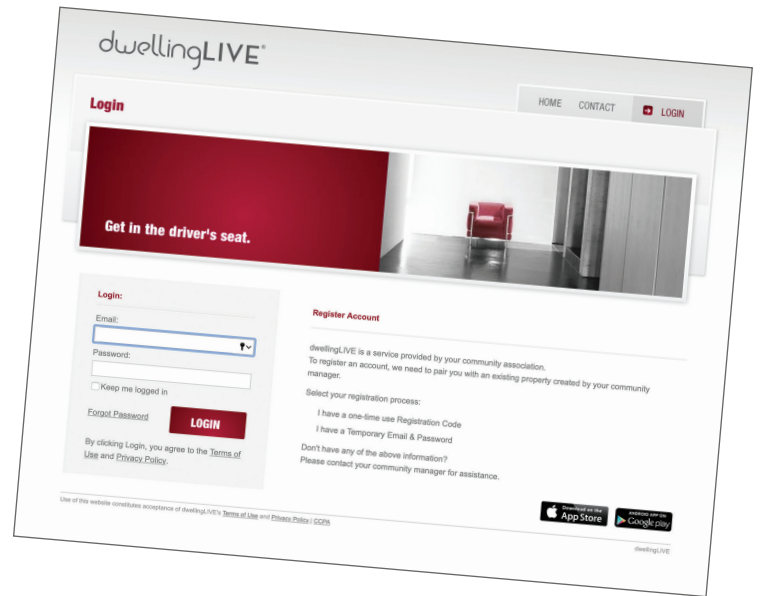
DwellingLive IS OUR FRIEND

ENROLL to simplify guest access and overnight parking.

Did you know you can register guests online, and print access and overnight parking passes (OPP) 24 hours a day, seven days a week, using a computer, tablet or smartphone? It's easier than you think!

Guest Passes via DwellingLive

- Visit lagunawoodsvillage.com on your computer, tablet or smartphone.
- Click on the Guest Passes tab at the top right corner of the home page.
- Follow the onscreen instructions to call Gate Clearance or register a guest online.
- Use your email and resident ID to log in.
- First-time DwellingLive users can enroll by following the registration instructions.
 - Use your email address of record and default password (your resident ID number).
 - If you don't know your email address on file, or you want to change your information, contact Resident Services at residentservices@vmsinc.org or call 949-597-4600.
- Once you are logged in, select guest and pass type, and fill in the appropriate information.
- Click Save.
- Your guests are now entered into the system and will be cleared when they come through the gate.
- Download the DwellingLive app for iPhone and iPad at the App Store, and for Android devices at Google Play.

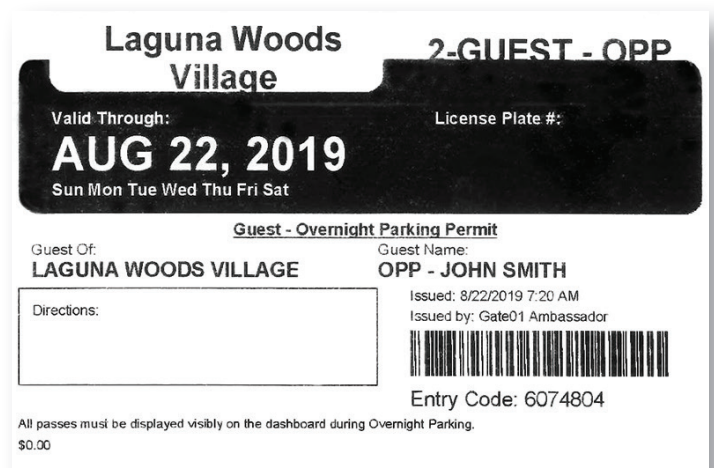


Overnight Parking Passes (OPP) via DwellingLive

Overnight guests, even those who have a multiday pass or are on your annual guest list, still need an Overnight Parking Pass (OPP) for every night they park in the Village. Even if guests have already cleared the gate with an annual pass and later decide to stay the night, you still must call and request an OPP.

If either an OPP or annual pass is lost or forgotten, printing a new pass renders the old pass invalid.

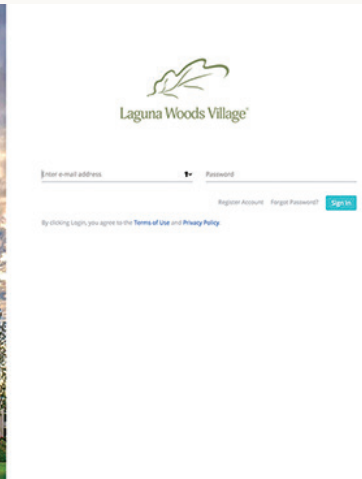
Easily register guests online with DwellingLive at your convenience 24 hours a day.



How to Set Up and Access the Resident Portal

The Village website resident portal allows residents to submit service requests and view scheduled, opened and completed work orders, view account balances, view and print assessment statements, pay assessments or chargeable services via credit card, and enter emergency contact information.

For more information, call Resident Services at [949-597-4600](tel:949-597-4600).



1. From the Laguna Woods Village website main page, click Login in the upper right-hand corner, next to Contact Us.
2. For a first-time login, register your account.
3. Enter the email you have on file with Resident Services. Click Verify Email. If you don't know the email address you have on file, contact Resident Services at [949-597-4600](tel:949-597-4600).
4. Check your email account for an email from the Village that contains a prompt to reset your password. Then return to the Login/Sign In page of the Village website. Enter your email and password.
5. After entering your email and password and clicking Sign In, you will be taken to the Dashboard Page for account details. A dropdown menu is available for Residents who own more than one property. Your personal information will appear in each field. Navigate the Dashboard Page using the left-hand full menu or the icon menu.
6. Select Payments from the left-hand menu to visit the Payments Page, where you can view assessments and other charges. Click Pay Now to pay any charges. You will be taken to Payment Details.
7. Under Payment Details, enter your credit card information and click Submit Payment.
8. Select the Statements Page to download and view current and past statements (pdf format) for your property/properties.
9. Select Work Order to view Scheduled Work Order, Open Work Order or Completed Work Order, or Create New Work Order for your property/properties.

There are two ways to obtain an OPP:

Online

- Follow the Guest Passes instructions.
- Your guests are now entered into the system and will be cleared when they come through the gate for an OPP.
- Gate Ambassadors can print out the OPP at the gate, or residents may email the OPP to their guests via DwellingLive.

Email

Residents may also add guests to the Gate Clearance list by emailing their information to community-access@vmsinc.org.

Telephone

If you do not have access to a computer, tablet or smartphone, call Gate Clearance at [949-597-4301](tel:949-597-4301).