

# Glenmuir Homeowners Website User Guide

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## INTRODUCTION

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The Glenmuir Homeowners Association (HOA) currently provides two websites for the benefit of Glenmuir homeowners, each separately maintained and serving a specific purpose. This document begins by describing the difference between the two websites, then provides instructions for using the Board-maintained site.

## GLENMUIR FSR WEBSITE

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One of our websites is operated by Glenmuir's management company, FirstService Residential (FSR). The **primary purpose** of the FSR website is to provide homeowners with access to their HOA account information, including:

- HOA account balance and payment history
- Profile information (contact numbers, email addresses, occupant list)
- Billing information
- Vehicle information

This site also currently contains forms and documents related to the HOA, but those documents should also be available on the Board website (see below).

To visit the FSR website, use your web browser to navigate to <http://fsrsouth.fsrconnect.com/glenmuirhoa>.

*\* If you are a Glenmuir resident and you have not yet received a passcode for the site, contact the FSR representative, Sunday Wright (<mailto:sunday.wright@fsresidential.com>), to request one.*

## GLENMUIR HOA BOARD WEBSITE

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Our other website is operated and maintained by the Glenmuir Board of Directors and can be reached by browsing to either <https://glenmuirhoa.org> or <https://glenmuirhoa.com>. The purpose of this site is twofold:

1. To advertise Glenmuir to potential future homeowners
2. To provide existing homeowners with quick and easy access to important community information

*NOTE:* The HOA Board website does not contain any information related to your HOA financial account (payments, fines, billing) or violation notices. If you have a question about your financial account or violation notices, you must contact our management company, FirstService Residential, or login to the FSR website (<http://fsrsouth.fsrconnect.com/glenmuirhoa>).

Some areas of the Board website are accessible to the general public while other areas are restricted to residents (members) only. The following pages are available to everyone:

- Our Community (home page)

- Our Community → Community Management
- Our Community → Mission, Goals, and Objectives
- Calendar
- Contact Us
- Contact Us → Feedback
- Search
- Help

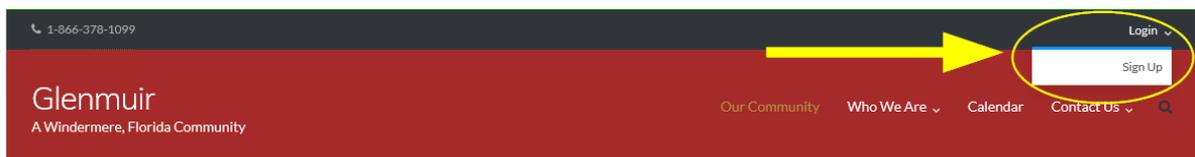
The remaining pages on the site are available only to residents who have registered on the site and have successfully logged in:

- HOA Members (landing page after login)
- Our Community → Board of Directors
- Our Community → Architectural Review Board
- Our Community → Fine & Hearing Committee
- Forms
- Documents
- Documents → Architectural Guidelines
- Documents → Board Meeting Documents
- Documents → Contract Documents
- Documents → Financial Documents
- Documents → General
- Documents → Legal/Governance/Policies
- FAQ
- Welcome → Members Page
- Welcome → Update My Profile
- Welcome → Change My Password
- Welcome → Logout

## SIGN UP ON THE BOARD WEBSITE

If you would like to have access to the members-only areas of the board website, you need to be a registered resident of the community and you need to sign up on the website. To do that, browse to the Registration page by one of the following 2 ways:

1. Hover over the Login link in the menu bar at the top right of any page on the website, then click “Sign Up”



2. Click the Login link; this will take you to the Login page, where you can click the “Sign Up” button

Complete the registration form (all fields are required) then click the Register button. **NOTE: This is a separate registration from the FSR website.**

An email will be sent to the website administrator with the details of your registration request. The administrator will review the request, verify your residency, and, if valid, will approve your registration. You will receive an email confirming your approved registration after which you will be able to login to the website with the Username (Email Address) and Password you selected when you registered.

## LOGIN TO THE WEBSITE

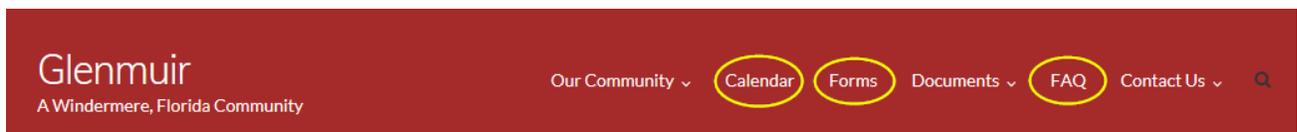
To access the members-only areas of the website, click the Login link in the menu bar at the top right of any page on the website.



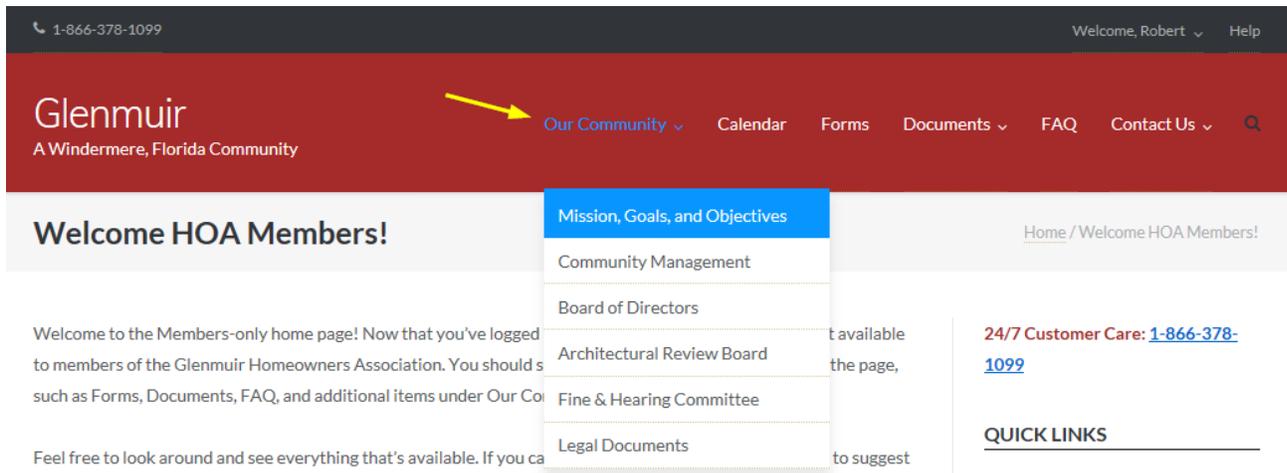
This will take you to the Login page. Enter your Username (Email Address) and Password, then click the Login button. If the Username and Password you entered are valid, you will be taken to the “HOA Members” landing page. From there you will be able to navigate all areas of the website.

## NAVIGATING THE WEBSITE

Navigating around the website was designed to be user-friendly and easy. The primary way to navigate to a page is to use the menu links located near the top of every page in the header area. Some menu items are stand-alone and clicking them will take you to a single page (for example, Calendar, Forms, or FAQ):



Other menu items have sub-menus that appear when you hover your mouse over them (for example, “Our Community”, Documents, or “Contact Us”); in those cases you can click either the top menu item (“Our Community” for example) or the sub-item (“Community Management”) to navigate to the desired page:



There are also other links throughout the site that can be clicked to navigate to other pages, some of which are within the Glenmuir HOA site and others of which are external websites. For example, the right-hand sidebar of every page contains "Quick Links" and “Local Resources” sections that include links to different sites that may be of interest to homeowners or potential homeowners; some of these links go to Glenmuir pages and others go to other websites:

### QUICK LINKS

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[Website Help](#)

[Architectural Review Application Forms](#)

[Gate Access Procedures](#)

[FSR Account Login](#)

### LOCAL RESOURCES

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[Town of Windermere](#)

[Orange County Government](#)

[VisitOrlando.com](#)

## PUBLICLY ACCESSIBLE PAGES

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This section provides a brief description of each page on our website that is accessible to anyone without logging in.

## OUR COMMUNITY

This is the home page for the website. It contains a description of the community, photos, and a description of nearby amenities to appeal to potential homeowners.

Navigation:

- Browse to <https://glenmuirhoa.org> or <https://glenmuirhoa.com>
- Click "Our Community" in the header menu bar on any page

## OUR COMMUNITY --> MISSION, GOALS, AND OBJECTIVES

This page describes the mission, goals, and objectives of the Glenmuir Homeowners Association that have been set by the Board.

Navigation:

- Hover over "Our Community" in the header menu bar, then click the "Mission, Goals, and Objectives" sub-menu item

## OUR COMMUNITY --> COMMUNITY MANAGEMENT

This page explains where the authority for management of the community is derived from and how the community is managed on a day-to-day basis.

Navigation:

- Click "Our Community" in the header menu bar on any page

## CALENDAR

This page displays a calendar of events for the community. When first displayed, it shows events for the current month in a one-month view. You can change the view to show events for a single day or as a list by clicking "View As" in the top right corner and selecting the desired view.

In each of the calendar views, you can search for an event by date by clicking in the search box to the left of "View As" and entering the date to search for.

Navigation:

- Click "Calendar" in the header menu bar on any page

## CONTACT US

This page shows contact information for the management company, FirstService Residential (FSR).

Navigation:

- Click "Contact Us" in the header menu bar on any page

## CONTACT US --> FEEDBACK

This page displays a form that can be used to send feedback on the website to the site administrator.

**IMPORTANT NOTE:** This form is *not* to be used for any questions regarding your HOA account, payments, violations, or any other matter between you and the HOA. Questions of that nature will not be answered from the community website and should be directed to FirstService Residential. Visit the "Contact Us" page for FirstService Residential contact information.

Navigation:

- Hover over "Contact Us" in the header menu bar, then click the "Feedback" sub-menu item

## MEMBERS ONLY PAGES

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### HOA MEMBERS

This is the landing page for members after successfully logging in to the site. It contains a welcome message and a brief description of how to use the site.

### OUR COMMUNITY --> BOARD OF DIRECTORS

This page lists the current members of the Board of Directors for the HOA.

Navigation:

- Hover over "Our Community" in the header menu bar, then click the "Board of Directors" sub-menu item

### OUR COMMUNITY --> ARCHITECTURAL REVIEW BOARD

This page lists the current members of the Architectural Review Board for the community. The Architectural Review Board is a standing committee that reviews and approves all requested property modifications.

Navigation:

- Hover over " Our Community" in the header menu bar, then click the "Architectural Review Board" sub-menu item

## OUR COMMUNITY --> FINE & HEARING COMMITTEE

This page lists the current members of the Fine & Hearing Committee for the community. The Fine & Hearing Committee is a standing committee that reviews and approves fines levied by the Board of Directors for Use & Restriction violations.

Navigation:

- Hover over " Our Community" in the header menu bar, then click the "Fine & Hearing Committee" sub-menu item

## FORMS

This page contains links to all of the Forms that Glenmuir residents might need to complete. Forms are in PDF format.

Navigation:

- Click "Forms" in the header menu bar

## DOCUMENTS

The HOA publishes a variety of documents each year related to the different activities conducted and sponsored by management and the Board of Directors. These documents are organized into several different categories and the Documents page contains links to each of the categories. The category pages contain links to the individual documents.

Navigation:

- Click "Documents" in the header menu bar

## DOCUMENTS --> ARCHITECTURAL GUIDELINES

This page contains links to all documents related to architectural guidelines established by the Board and forms used to request property changes requiring approval from the ARB.

Navigation:

- Hover over "Documents" in the header menu bar, then click the "Architectural Guidelines" sub-menu item

## DOCUMENTS --> BOARD MEETING DOCUMENTS

This page contains links to Board Meeting documents published by the HOA, which are primarily Meeting Minutes and Monthly Management Reports.

Navigation:

- Hover over "Documents" in the header menu bar, then click the "Board Meeting Documents" sub-menu item

## DOCUMENTS --> BOARD POLICIES

This page contains links to documents describing policies approved by the Board of Directors.

Navigation:

- Hover over "Documents" in the header menu bar, then click the "Board Policies" sub-menu item

## DOCUMENTS --> CONTRACT DOCUMENTS

This page contains links to major contracts entered into by the Board of Directors.

Navigation:

- Hover over "Documents" in the header menu bar, then click the "Contracts" sub-menu item

## DOCUMENTS --> FINANCIAL DOCUMENTS

This page contains links to various financial documents related to the HOA, such as Annual Audits, Annual Budgets, and Monthly Financial Statements.

Navigation:

- Hover over "Documents" in the header menu bar, then click the "Financials" sub-menu item

## DOCUMENTS --> GENERAL

This page contains links to various documents published or made available by the HOA that do not fit in any other the other document categories.

Navigation:

- Hover over "Documents" in the header menu bar, then click the "General" sub-menu item

## DOCUMENTS --> LEGAL/GOVERNANCE/POLICIES

This page contains links to the legal documents establishing and governing the Glenmuir Homeowners Association, such as:

- Declaration of Covenants, Conditions and Restrictions

- Amendments to the Declarations
- Articles of Incorporation
- By-Laws
- Rules and Regulations

Navigation:

- Hover over "Documents" in the header menu bar, then click the "Legal/Governance/Policies" sub-menu item

## FAQ

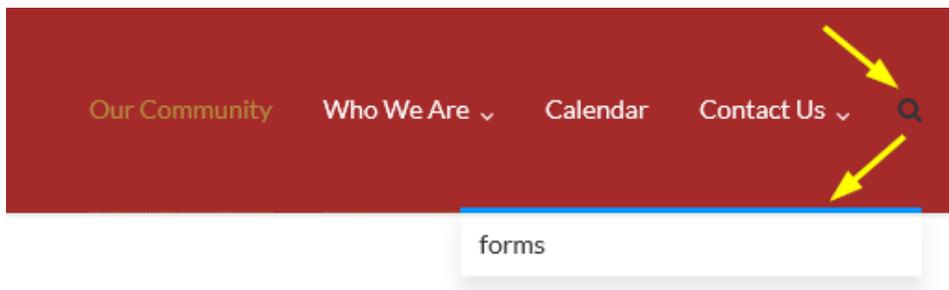
This page contains a list of Frequently Asked Questions from residents that have been compiled over many years, along with the answer to each question. Questions are grouped into categories for easy reference.

Navigation:

- Click "FAQ" in the header menu bar

## SEARCH

To search for pages on the website containing specified text, click the magnifying glass icon in the header menu. This will pop-up a search box:



Enter the word or phrase you want to search for and press Enter on your keyboard. You will be taken to the Search Results page, which will display a list of all pages containing the search terms. Click on any of the results to navigate to that page.

Sample Search Results page:

Search Results for: forms Home / Search results for "forms"

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Forms

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Welcome HOA Members!

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Contact Us

**24/7 Customer Care: 1-866-378-1099**

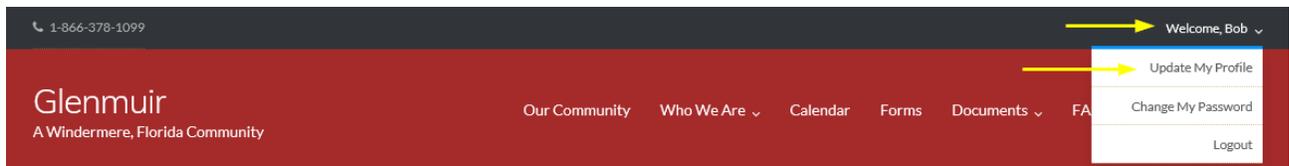
**COMMUNITY NEWS**

**Upcoming Board Meeting**  
The next HOA Board meeting is scheduled for Thursday, January 19, 2017 at 6:30 PM. All residents are invited and... [Read more...](#)

**ARC Meetings**  
The Architectural Review Committee (ARC) meets via telephone conference every Monday evening at 6:30 PM. To join the conference, simply... [Read more...](#)

## UPDATE YOUR WEBSITE PROFILE

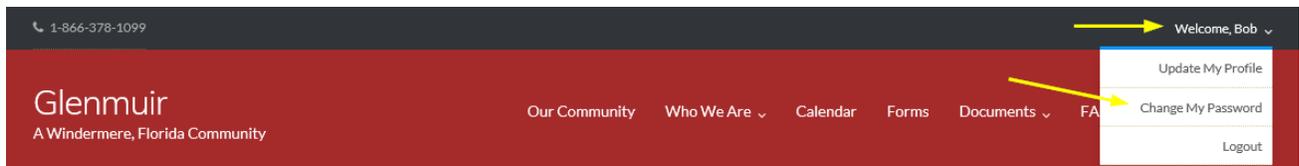
Your profile consists of your First Name, Last Name, Username, and Email Address. If you are logged in, you can change each of these, except for your Username, by updating your profile. To do that, hover over the "Welcome, <Username>" item in the top menu bar, then select "Update My Profile". This will take you to the Profile page.



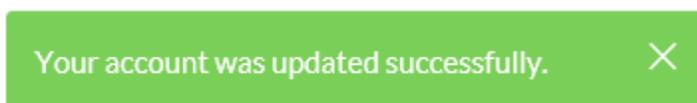
On the Profile page, make the changes desired then click the "Update Account" button.

## CHANGE YOUR PASSWORD

You can change your password if you are logged in. Hover over the "Welcome, <Username>" item in the top menu bar, then select "Change My Password". This will display the change password fields on the Profile page.

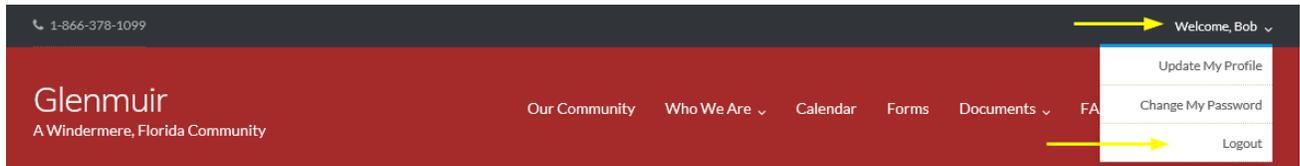


Enter Current Password, New Password, and Confirm New Password, then click the "Update Password" button. You should see a success message on the Profile page:



## LOGOUT OF THE WEBSITE

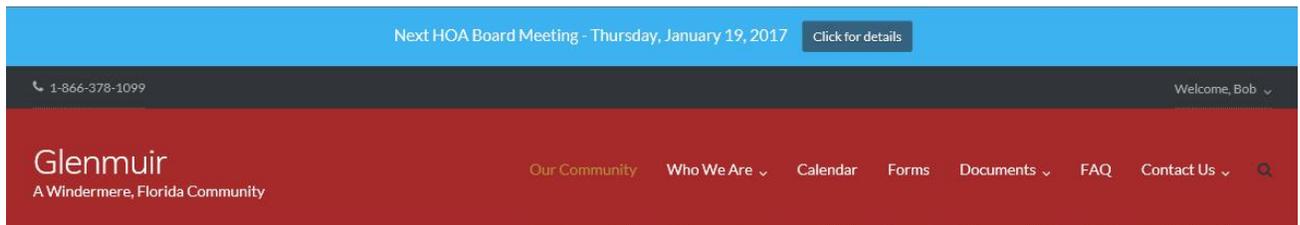
Hover over the "Welcome, <Username>" item in the top menu bar, then select "Logout".



You will be taken to the "Our Community" home page.

## ALERT MESSAGES

From time to time messages will be posted on the website to alert visitors to a particular event, to communicate important information, or simply to convey a special message to the community. These messages will generally be displayed at the very top of a page, above the top menu bar, in a different background color. A sample alert message is shown below:



24/7 Customer Care: 1-866-378-1099

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### HELPFUL LINKS