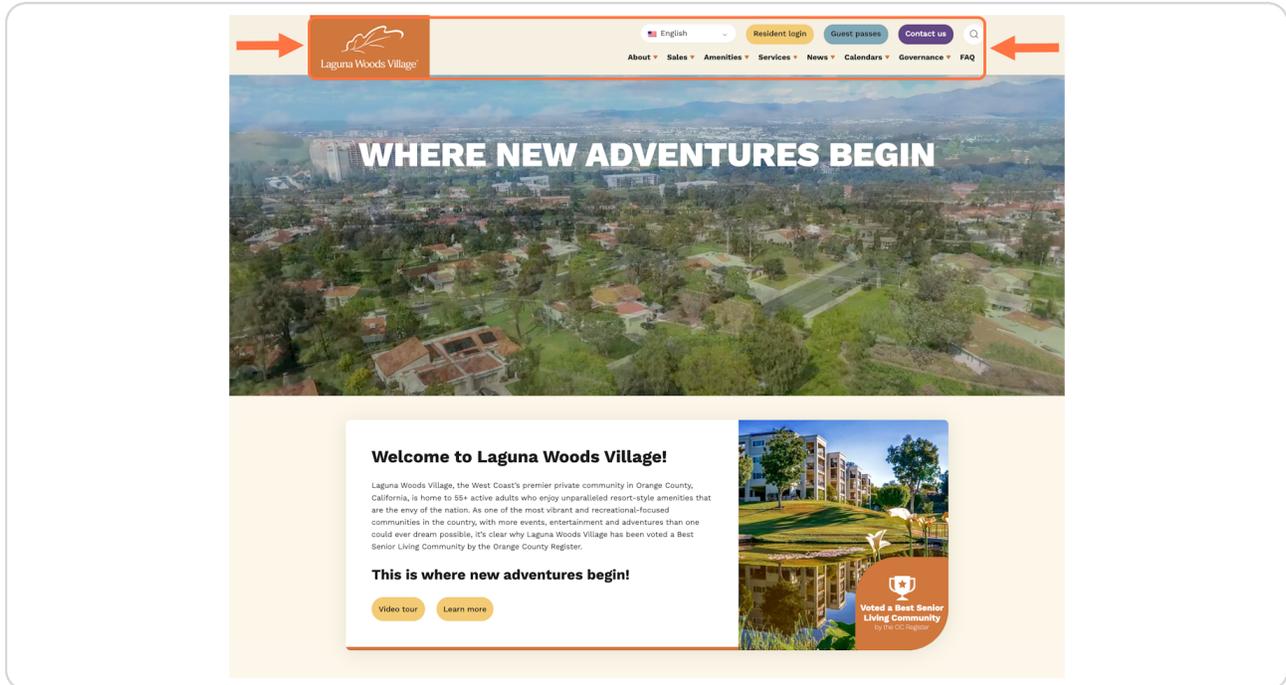


STEP 1

Go to lagunawoodsvillage.com.

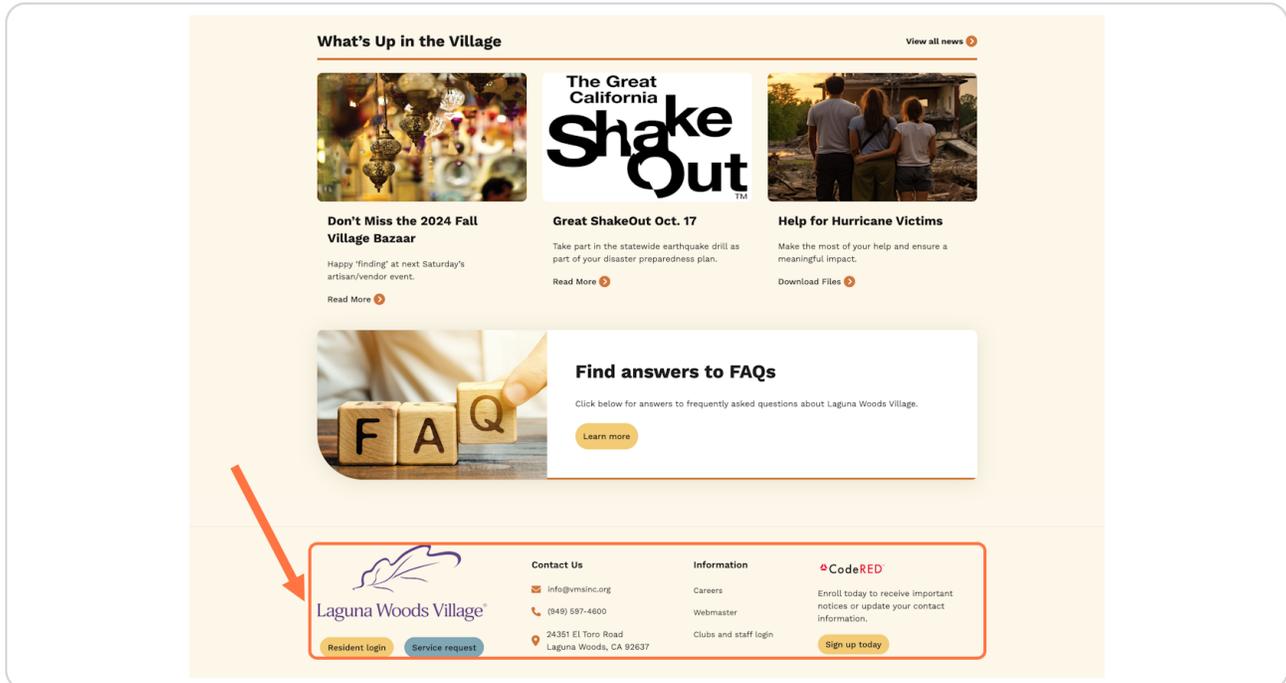
Our main menu bar includes enhanced language translation services, quick links to Resident login (the resident portal), Guest passes and Contact us. The main menu bar also features About, Sales, Amenities, Services, News, Calendars, Governance and FAQs.



STEP 2

Scroll down to the website's "footer."

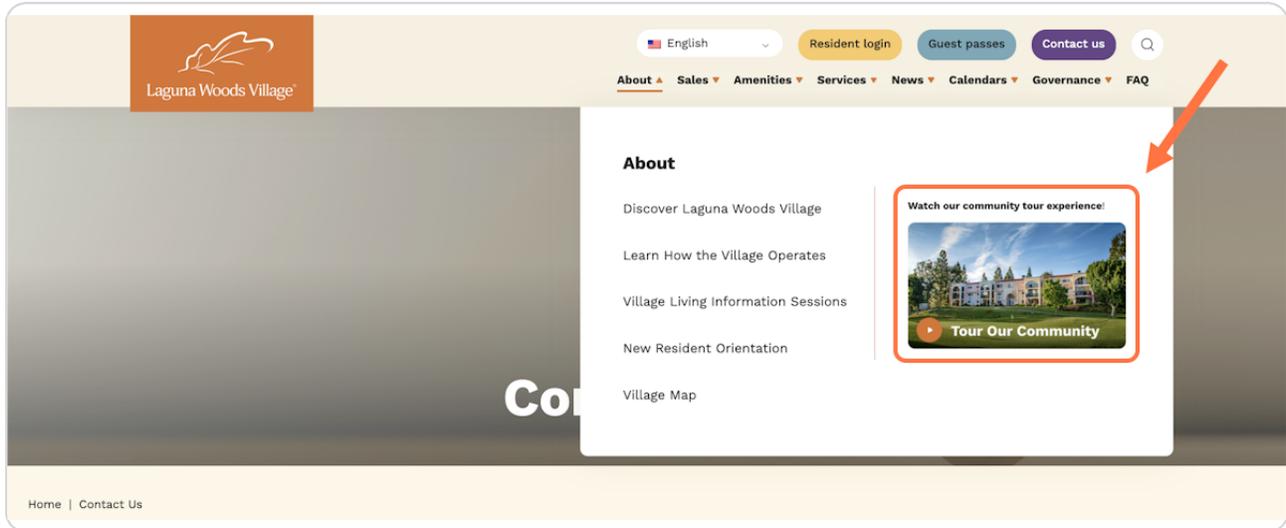
In the footer, users can sign in to Resident login (the resident portal) or click Service request to complete a Resident Services form to initiate a landscaping or maintenance ticket (residents can also initiate tickets/work orders at the resident portal). Users can also email VMS Inc. for general information, check out the VMS Inc. Careers page or enroll in CodeRED.



STEP 3

Click on Tour Our Community.

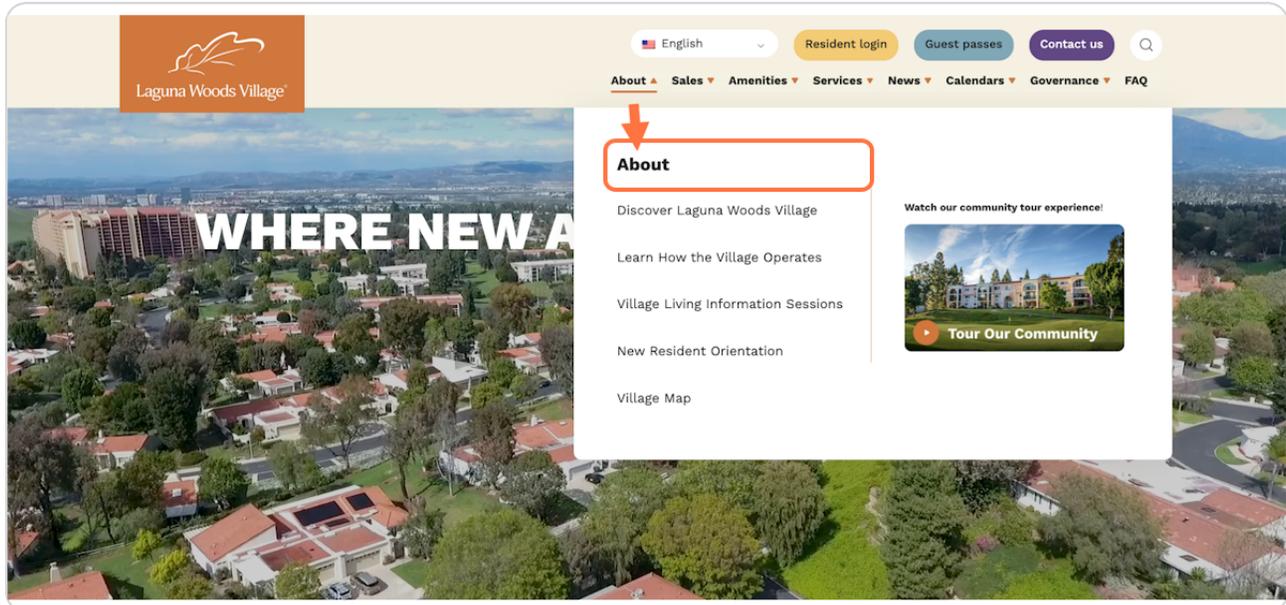
Whether you've lived in the Village for a while or are a new resident, check out Tour Our Community, a comprehensive video featuring most amenities, community information, service offerings and so much more.



STEP 4

Click on About.

Here users can Discover Laguna Woods Village, Learn How the Village Operates, how to register for Village Living or New Resident Orientation events, and quickly view/download the Village Map.

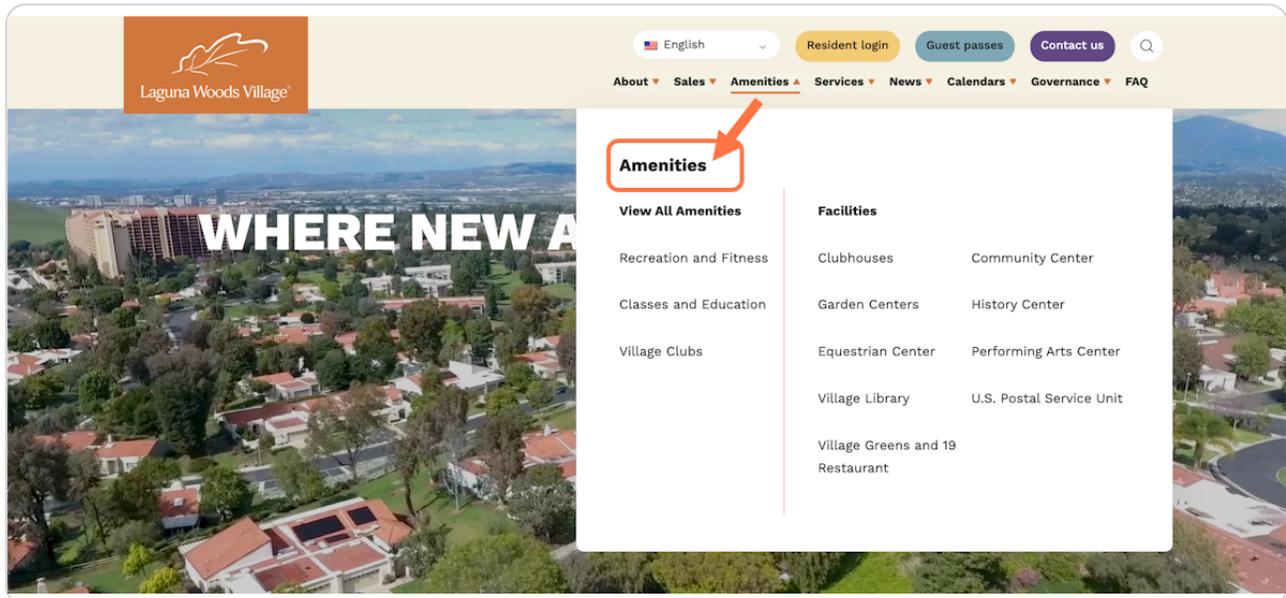


STEP 5

Click on Amenities.

Excitement awaits! Our Amenities menu includes all things Recreation and Fitness, Classes and Education for links to Village and Emeritus classes and ActiveNet. Click Village Clubs to browse alphabetically, filter by type, or search via a keyword.

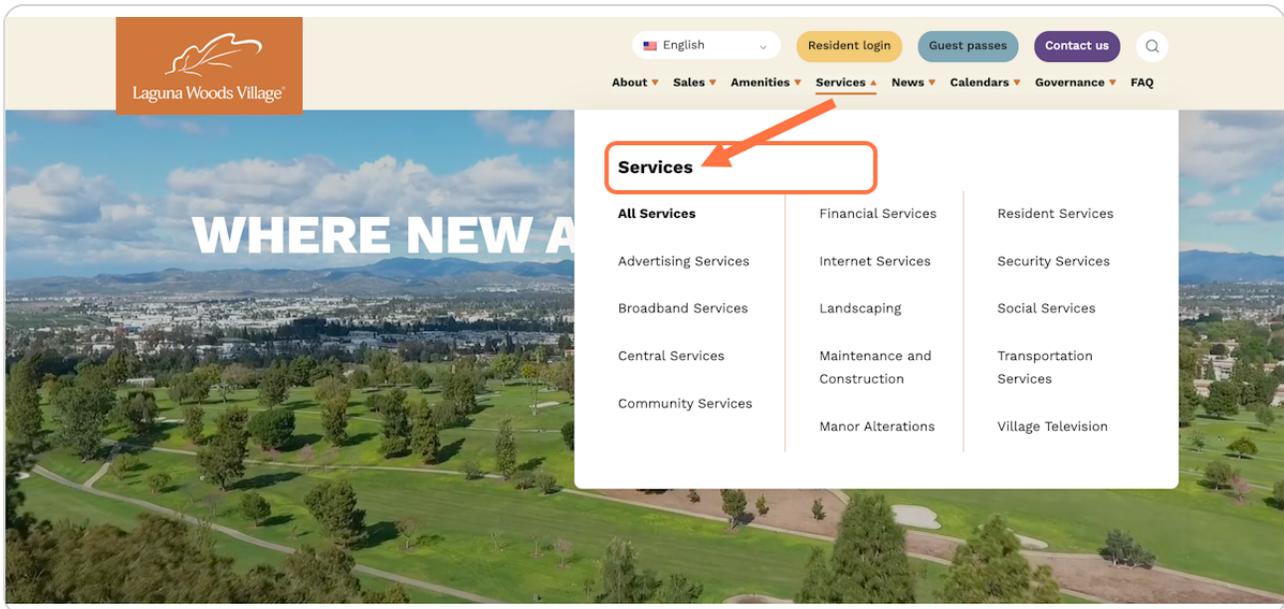
For a deeper dive, under Facilities, view Clubhouses, Garden Centers, Equestrian Center, Village Library, Village Greens and 19 Restaurant, Community Center, History Center, Performing Arts Center, and the U.S. Postal Service Unit in the Performing Arts Center parking lot.



STEP 6

Click on Services.

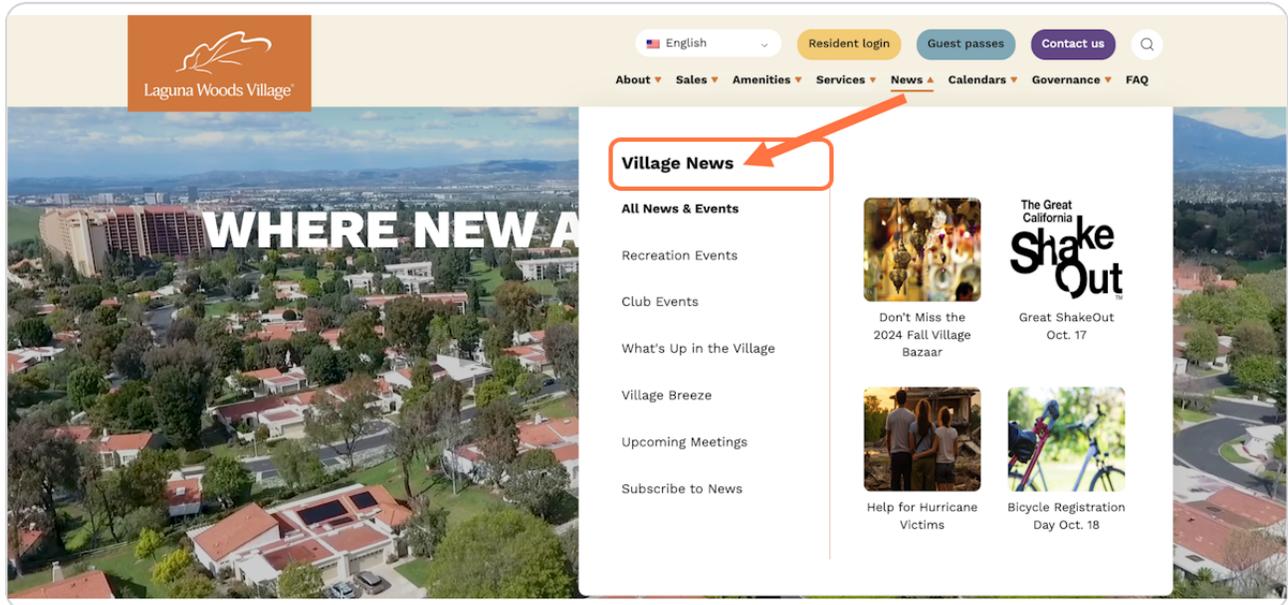
Here, find information for all VMS Inc. departments and services, including Manor Alterations, Resident Services, Village Television, Transportation and more.



STEP 7

Click on Village News.

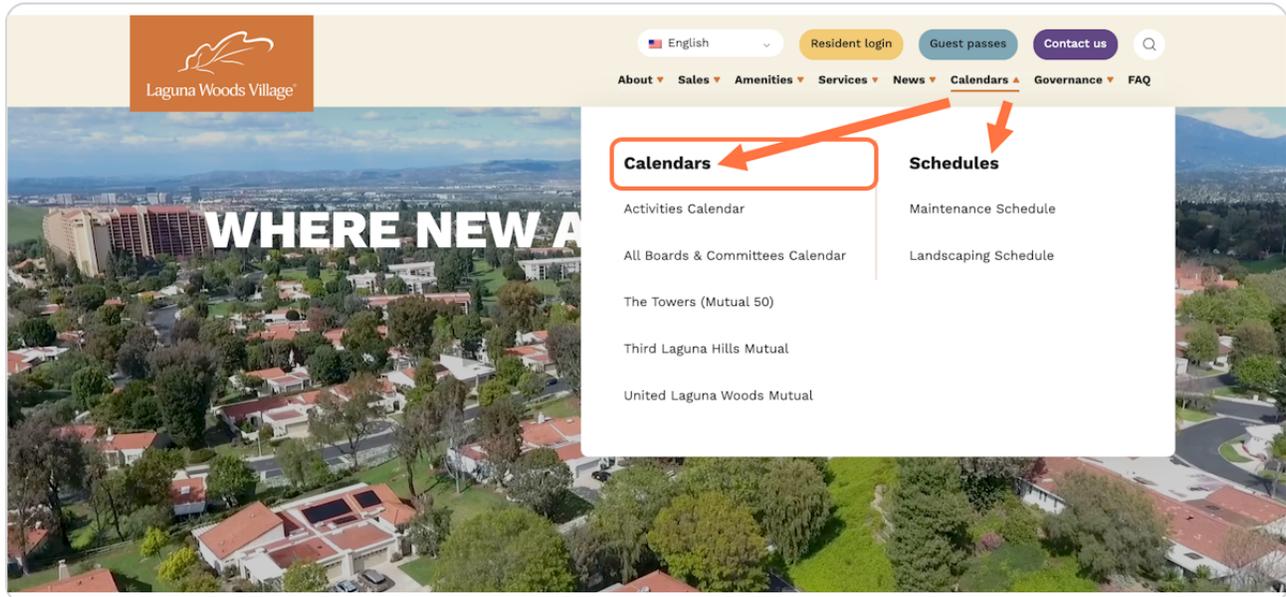
Don't ever miss important news or exciting events! At Village News, users can browse all news and events (or specifically recreation or club events), read the Village Breeze magazine online, view Upcoming Meetings and subscribe to "What's Up in the Village" weekly e-newsletter.



STEP 8

Click on Calendars.

Be in the know about what's going on in your community. Under the Calendar menu, users can view the recreation/activities calendar, maintenance schedules (carport cleaning and street sweeping) and landscaping schedules (mowing, shrub and weeding, slope work, tree trimming, etc.)



STEP 9

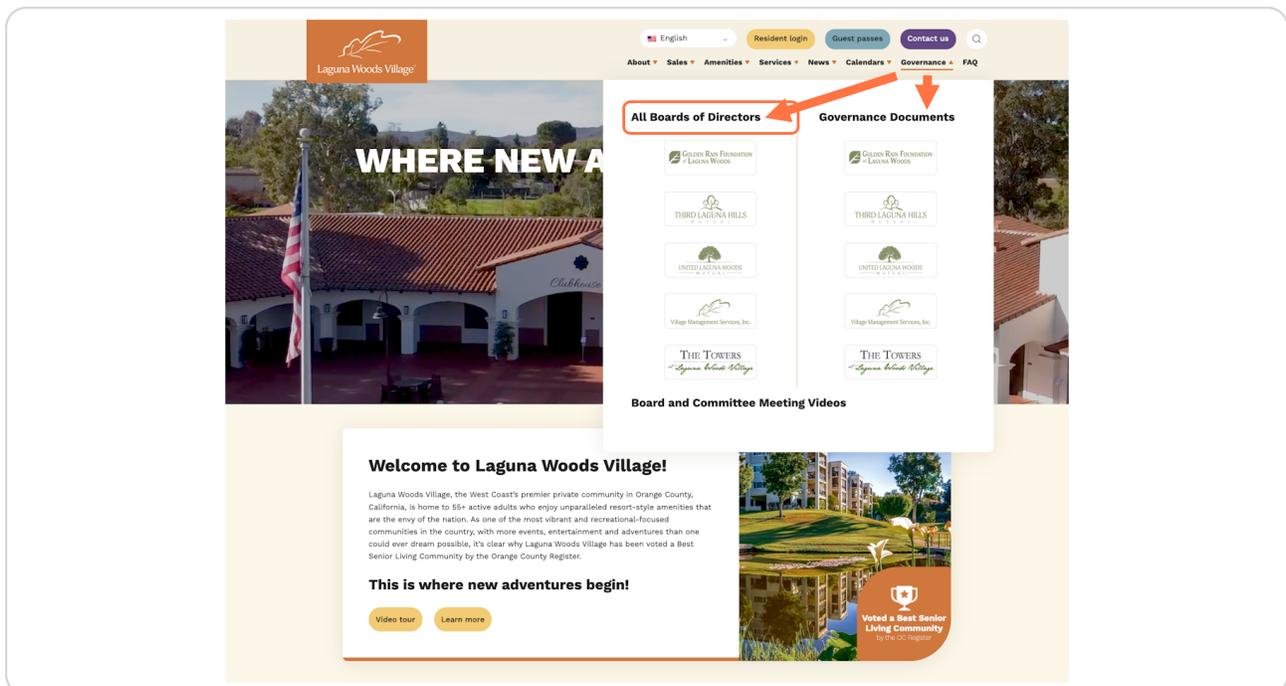
Click on All Boards of Directors.

Find everything you need to know about your boards of directors and related activity at the Governance menu. However, one important thing has changed: All sensitive documents, including agendas, minutes and reports, as well as financial documents, are protected from the public behind a single sign-on feature (a session and user authentication service that permits a user to use one set of login credentials).

Residents who use the resident portal can log on using those same credentials.

First-time users can click Resident login, click Register Account, enter your email on file with Resident Services. Click "Verify Email." If you don't know the email address you have on file, email Resident Services at residentservices@vmsinc.org.

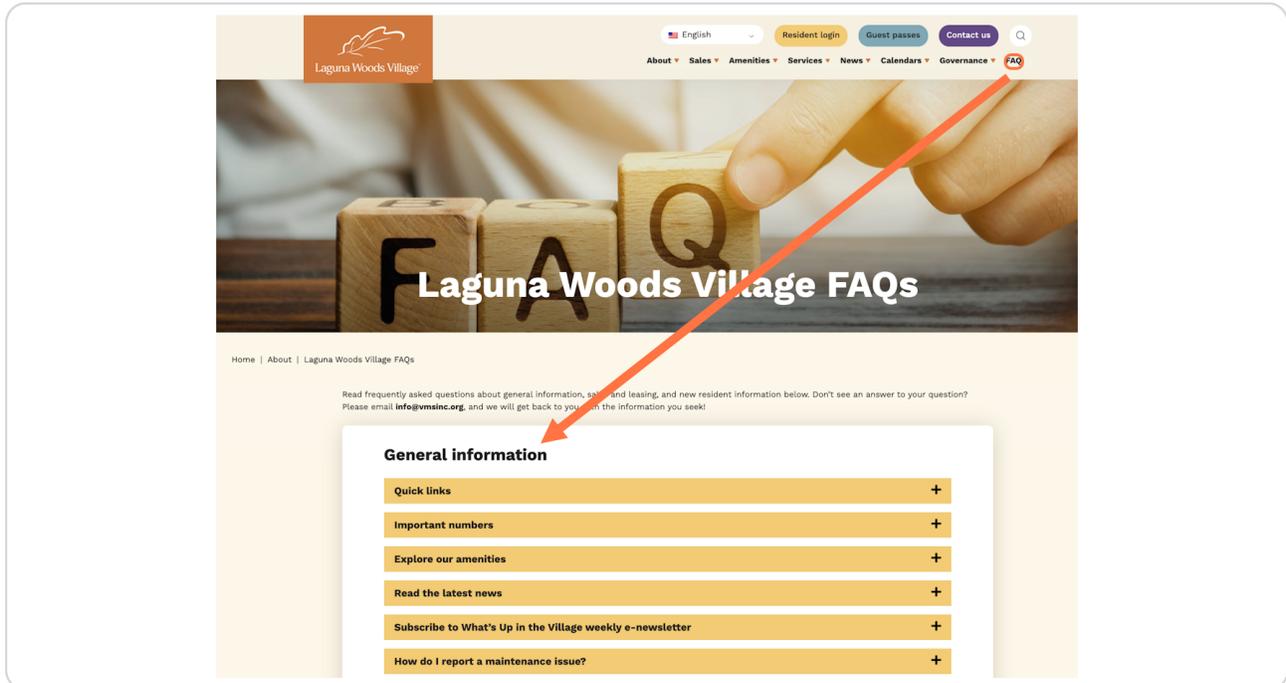
View a step-by-step tutorial at bit.ly/4937s4U or watch a [video tutorial](#).



STEP 10

Click on FAQ.

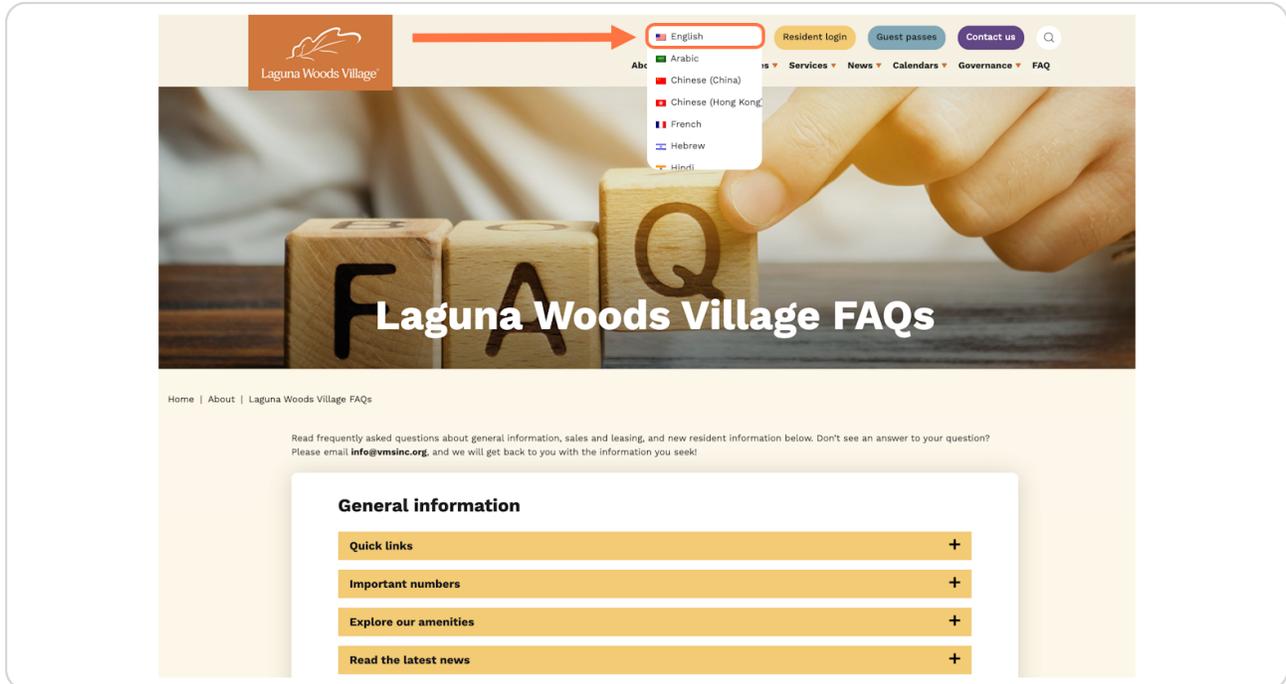
At Laguna Woods Village FAQ, find answers to frequently asked questions here, including topics related to general information, sales and leasing, and prospective residents. Click the "plus" sign to the right of each topic to view answers. If you can't find what you need, please email info@vmsinc.org or residentservices@vmsinc.org for more information.



STEP 11

Click on the enhanced language capability link to view lagunawoodsvillage.com in your native language.

This feature includes Arabic, Chinese, French, Hebrew, Hindi, Japanese, Korean and Spanish.



STEP 12

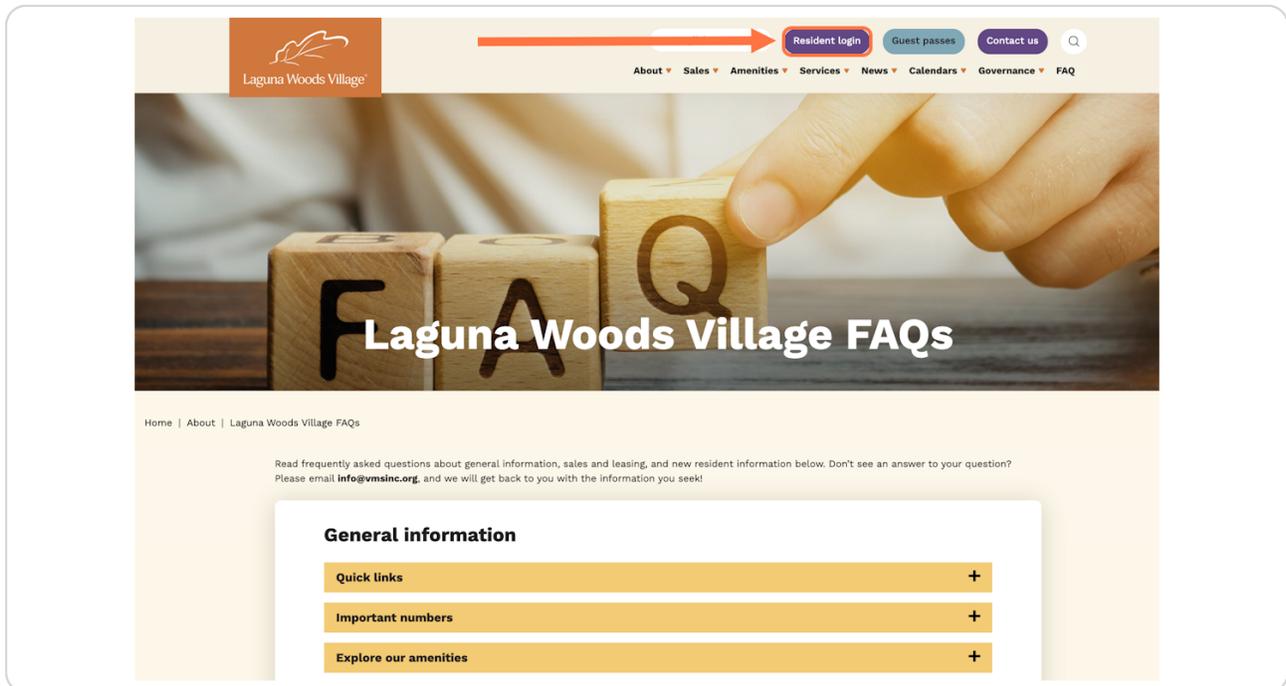
Click on Resident login.

Many services offered by Resident Services can be done from the convenience of your own home via the resident portal: process credit card payments, submit service requests, check account balances, review billing statements, pay assessments, print account statements, update emergency contacts and review resident/vehicle information.

Residents who use the resident portal can log on using those same credentials.

First-time users can click Resident login, click Register Account, enter your email on file with Resident Services. Click "Verify Email." If you don't know the email address you have on file, email Resident Services at residentservices@vmsinc.org.

View a step-by-step tutorial at bit.ly/4937s4U or watch a [video tutorial](#).



The screenshot shows the top navigation bar of the Laguna Woods Village website. The logo is on the left, and the navigation menu includes: About, Sales, Amenities, Services, News, Calendars, Governance, and FAQ. On the right, there are buttons for Resident login, Guest passes, and Contact us, along with a search icon. A red arrow points to the Resident login button. Below the navigation is a hero section with a background image of wooden blocks spelling 'FAQ' and the text 'Laguna Woods Village FAQs'. Below the hero section is a breadcrumb trail: Home | About | Laguna Woods Village FAQs. A paragraph of text reads: 'Read frequently asked questions about general information, sales and leasing, and new resident information below. Don't see an answer to your question? Please email info@vmsinc.org, and we will get back to you with the information you seek!'. Below this is a 'General information' section with three expandable items: Quick links, Important numbers, and Explore our amenities, each with a plus sign icon.

STEP 13

Click on Guest passes for gate entry.

Click this link to learn about ushering friends and family through the community gates. Learn to use dwellingLIVE, where users can register guests 24/7 via a smartphone, tablet or computer. Also find information about annual guest passes, RFID decals and more.

The screenshot shows the top navigation bar of the Laguna Woods Village website. The logo is on the left, and navigation links include 'About', 'Sales', 'Amenities', 'Services', 'News', 'Calendars', 'Governance', and 'FAQ'. Two prominent buttons are 'Guest passes' and 'Contact us'. Below the navigation are three content cards:

- Guest passes for gate entry**: A card with an image of an elderly couple in a car. Text: "Guests, visitors and residents driving a vehicle without an RFID decal must use our guest lanes. For faster clearance, register guests online 24/7 with **dwellingLIVE**, the easiest and fastest way to welcome friends and family to the Village. Residents can also call Gate Clearance at **949-597-4301**." A link for 'dwellingLIVE' is at the bottom.
- Start using dwellingLIVE today**: A card with an image of a laptop displaying the dwellingLIVE interface. Text: "Email or text gate passes to guests and vendors 24/7 using a smartphone, tablet or computer with dwellingLIVE. For more information on how to register your guests online, see a comprehensive **dwellingLIVE tutorial** or watch a Village YouTube channel **video tutorial**." A link for 'dwellingLIVE' is at the bottom.
- Secure annual guest passes**: A card with an image of a couple in a red car. Text: "Annual guest pass and nonresident owner applications are available online and at all clubhouses, the Towers, the Laguna Woods Village Library and the Community Center. A maximum of five annual passes can be issued per manor." A link for 'Guest pass application' is at the bottom.

STEP 14

Click on Contact Us.

Scroll to the Contact Us field, and select from among 20 drop-down topics that best suits your needs, whether it be recreation, maintenance, security, general inquiry or something else, populate the fields, and VMS staff will quickly follow up.

The screenshot shows the contact form on the Laguna Woods Village website. At the top left is the logo for Laguna Woods Village. A navigation bar at the top right includes links for About, Sales, Amenities, Services, News, Calendars, Governance, and FAQ, with a 'Contact us' button highlighted. Below the navigation are two expandable menu items: 'Resident Services' and 'Miscellaneous'. The main content area features a 'Contact Us' form. The title 'Contact Us' and the dropdown menu 'What can we help you with?' (currently set to 'General Inquiry') are circled in red. The form includes a note: '** Indicates required fields'. The form fields are: Name (First and Last), Email, Phone, and Manor Number. Below these is a large text area for the message and a 'Submit' button.

STEP 15

Click on Service request

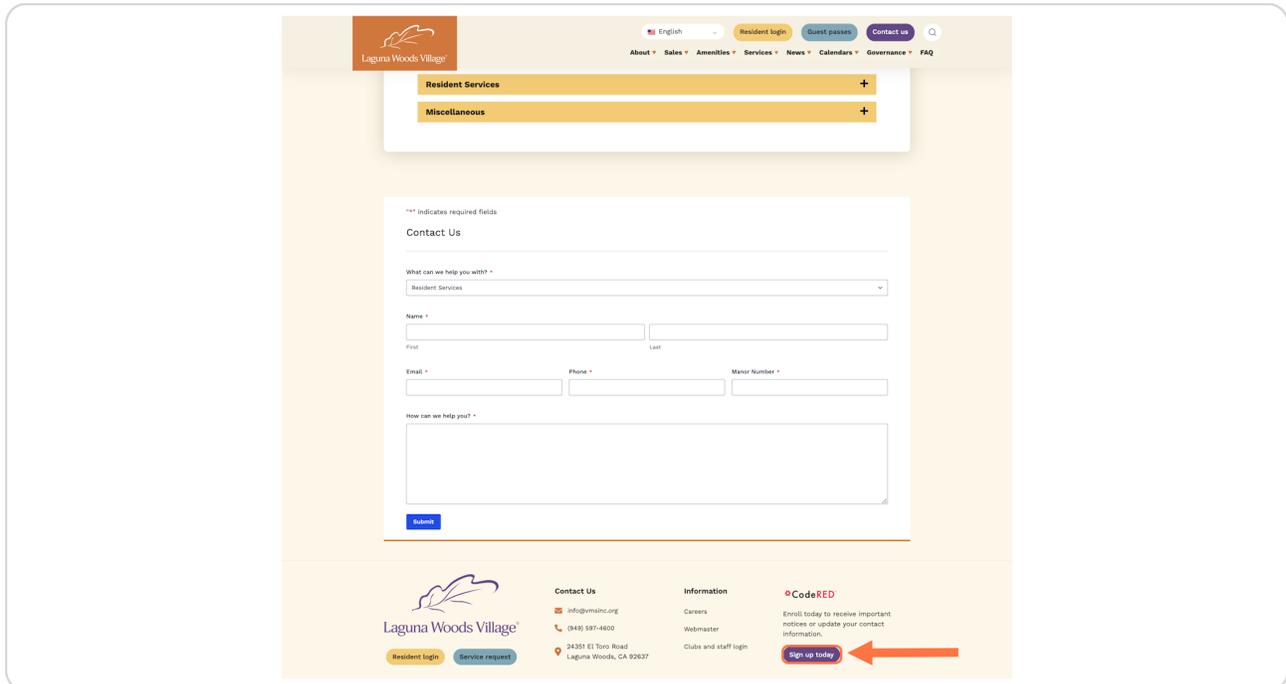
Easily initiate a work order/ticket for landscaping or maintenance needs. After completing the form, service request emails go directly to Resident Services, which begins processing these requests.

The screenshot displays the Laguna Woods Village website interface. At the top, there is a navigation bar with the logo on the left and links for 'English', 'Resident login', 'Guest passes', and 'Contact us' on the right. Below this is a secondary menu with links for 'About', 'Sales', 'Amenities', 'Services', 'News', 'Calendars', 'Governance', and 'FAQ'. A dropdown menu is open, showing 'Resident Services' and 'Miscellaneous' with plus signs. The main content area features a 'Contact Us' form with a dropdown menu for 'What can we help you with?' (set to 'General inquiry'), fields for 'Name' (First and Last), 'Email', 'Phone', and 'Manor Number', and a large text area for 'How can we help you?'. A blue 'Submit' button is at the bottom of the form. At the bottom of the page, there is a footer with the Laguna Woods Village logo, contact information (info@vmsinc.org, 949-587-4800, 34351 El Toro Road, Laguna Woods, CA 92657), and a 'Service request' button highlighted with an orange arrow. Other footer links include 'Information', 'CodeRED', and 'Sign up today'.

STEP 16

Click on CodeRED.

Click on CodeRED to easily enroll in the community's emergency notification system.



The screenshot displays the Laguna Woods Village website interface. At the top, there is a navigation bar with the site logo, a language selector (English), and buttons for 'Resident login', 'Guest passes', and 'Contact us'. Below the navigation bar are two expandable menu items: 'Resident Services' and 'Miscellaneous'. The main content area features a 'Contact Us' form with the following fields: a dropdown menu for 'What can we help you with?' (set to 'Resident Services'), 'Name' (split into 'First' and 'Last'), 'Email', 'Phone', and 'Master Number'. A large text area is provided for 'How can we help you?'. A blue 'Submit' button is located at the bottom of the form. The footer contains the Laguna Woods Village logo, contact information (info@yminc.org, 949-597-4600, 2430 El Toro Road, Laguna Woods, CA 92657), and a 'CodeRED' section with a 'Sign up today' button. An orange arrow points to the 'Sign up today' button.