



HOW TO COMPLETE YOUR PAXTON AMENITY ACCESS REQUEST IN 3 SIMPLE STEPS

1 COMPLETE THE 'AMENITY ACCESS ISSUANCE FORM' AND RETURN IT TO THE HOA OFFICE

To access the form visit our HOA Website WolfRanchHOA.org. Under the HOA tab, select: *Forms and Documents*, then select: *Amenity Access Issuance Form - Homeowner*.

Once completed, attach your form in an email to Alyssa Haro (alyssa.haro@fsresidential.com). ***Please note:** due to the volume of requests we receive, you will not receive a response to your initial request unless there is an issue with your form.

If you prefer, you can also drop your form off at the HOA Office located at: 129 Canyon View Rd.

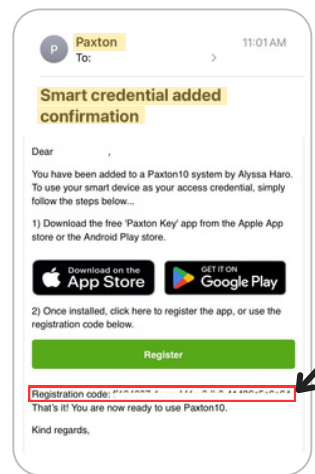


2 DOWNLOAD THE PAXTON KEY APP AND AWAIT AN EMAIL FROM PAXTON CONTAINING YOUR REGISTRATION CODE

Visit the Apple App Store or Google Play Store to download the [Paxton Key](#) app. This app will act as your digital key.

Within 48 Business Hours, your registration code should arrive in your inbox. The sender will be 'Paxton' and the subject will be "Smart credential added confirmation".

Use the registration code provided at the bottom of the email, to register your mobile device. ***Please note:** all registration codes are unique and can only be used on a single device.



3 REGISTER YOUR APP AND YOU'RE ALL SET!

Once you enter your registration code, your app should say "Activated and ready". Your mobile device is now registered and ready to use, giving you access to all of your wonderful amenities!





PAXTON AMENITY ACCESS REQUEST

FREQUENTLY ASKED QUESTIONS

CURRENTLY, CAN I USE MY PHONE TO ACCESS OUR AMENITIES?

We are in the process of transferring over to our new technology and expect the new system to go live in early May 2023. In the meantime, for your convenience, the Den and Pool are open during normal operating hours.

WILL I BE ABLE TO ACCESS RIVER CAMP USING MY PHONE?

Yes, all of our amenities across Hilltop and South Fork will be accessed using your Paxton Key app.

WHAT DO I DO WITH MY OLD KEY FOB?

Your old key fob will not work with our new technology, so feel free to dispose of your old key fob(s) in any way you choose.

I SUBMITTED MY FORM, BUT I HAVEN'T RECEIVED MY CODE YET. WHERE IS IT?

Each request is processed manually, therefore please allow 48 Business Hours for processing. If you still have not received an email from Paxton containing your unique registration code, please email alyssa.haro@fsresidential.com

I ONLY RECEIVED ONE REGISTRATION CODE FROM PAXTON, HOW CAN THE OTHER MEMBERS OF MY HOUSEHOLD RECEIVE ACCESS AS WELL?

We are currently granting access to each adult member of your household. Children over the age of 14 and/or additional members of your family can also be granted access to our amenities via Paxton Key as long as they permanently reside at your address. Please note these individuals on your Amenity Access Issuance Form and indicate which adult homeowner to nest them under - the registration code for additional individuals will be sent to the email address of the adult homeowner indicated by you on your form.

I HAVE TENANTS, HOW DO THEY GAIN ACCESS TO THE POOL?

As a homeowner with tenants, you will be required to complete our "Absentee Owner Statement - Facilities Use Agreement for Tenants" form. You can find this form on our HOA Website WolfRanchHOA.org. Under the "HOA" tab select "Forms and Documents" then "Absentee Owner Statement - Facilities Use Agreement for Tenants". Once we have this form completed and returned to our office, we would be happy to grant your tenants amenity access.

Once your tenants have attended a New Owner Orientation and completed an Amenity Access Issuance Form, they will be given access to the pool on our other amenities.