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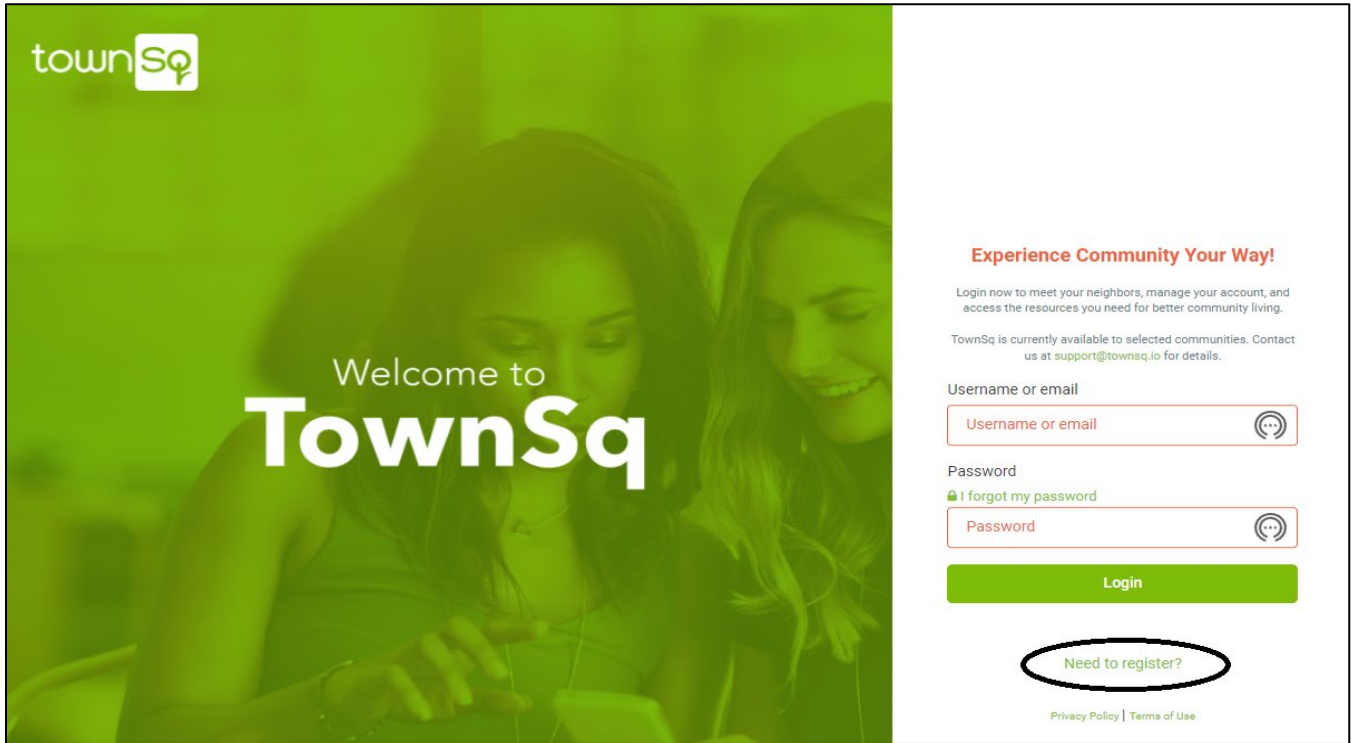
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# Registering On TownSq

As a first-time user, you'll need to register your TownSq account. Simply click on "Need to register" and fill in the information requested.



The image shows the TownSq login and registration interface. On the left, a green-tinted photo of two women looking at a phone is overlaid with the TownSq logo and the text "Welcome to TownSq". On the right, the login form includes a "Need to register?" link circled in black. Below the form are links for "Privacy Policy" and "Terms of Use".

**townSq**

Welcome to **TownSq**

**Experience Community Your Way!**

Login now to meet your neighbors, manage your account, and access the resources you need for better community living.

TownSq is currently available to selected communities. Contact us at [support@townsq.io](mailto:support@townsq.io) for details.

Username or email

Password

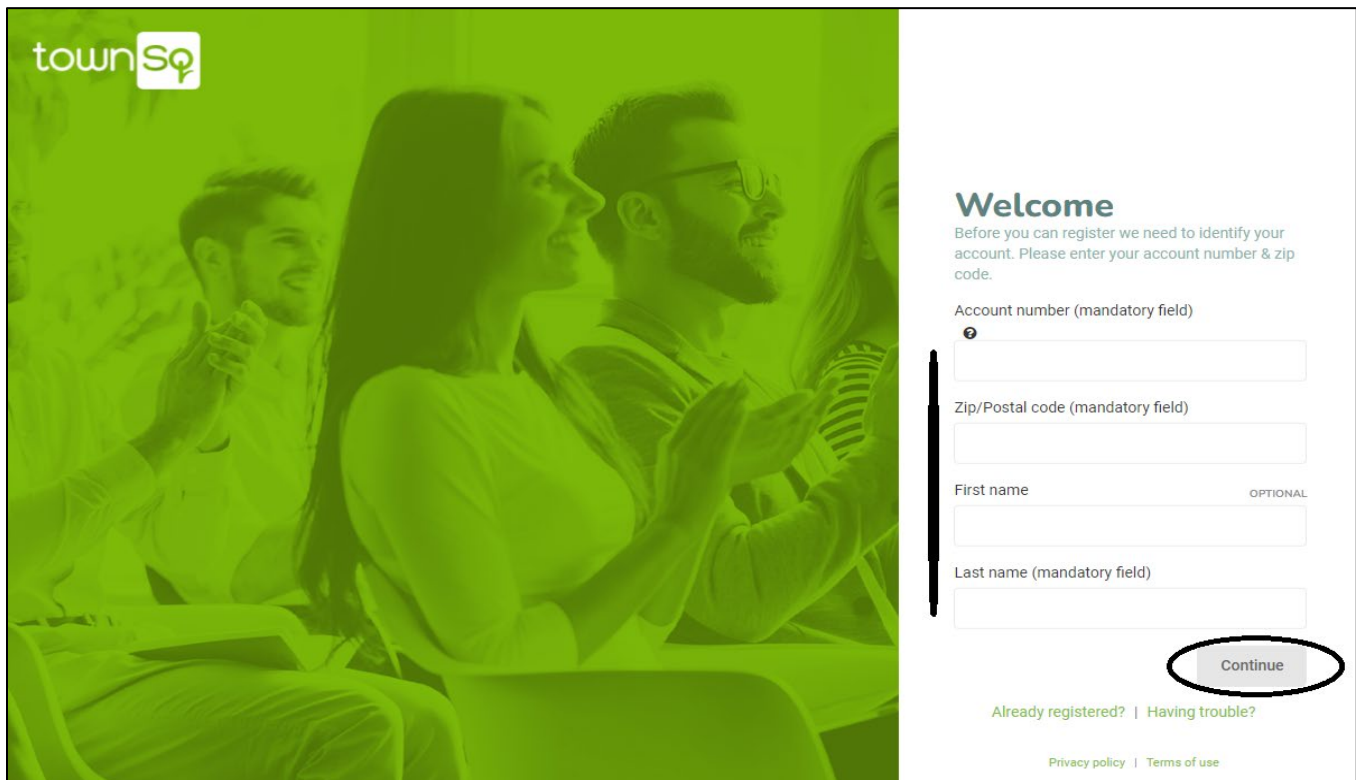
[I forgot my password](#)

Login

**Need to register?**

[Privacy Policy](#) | [Terms of Use](#)

Click "Continue" and confirm your name as shown in your management company's records.



The image shows the TownSq registration screen. On the left, a green-tinted photo of a group of people is overlaid with the TownSq logo. On the right, the registration form includes a "Continue" button circled in black. Below the form are links for "Already registered?" and "Having trouble?", and links for "Privacy policy" and "Terms of use".

**townSq**

**Welcome**

Before you can register we need to identify your account. Please enter your account number & zip code.

Account number (mandatory field)

Zip/Postal code (mandatory field)

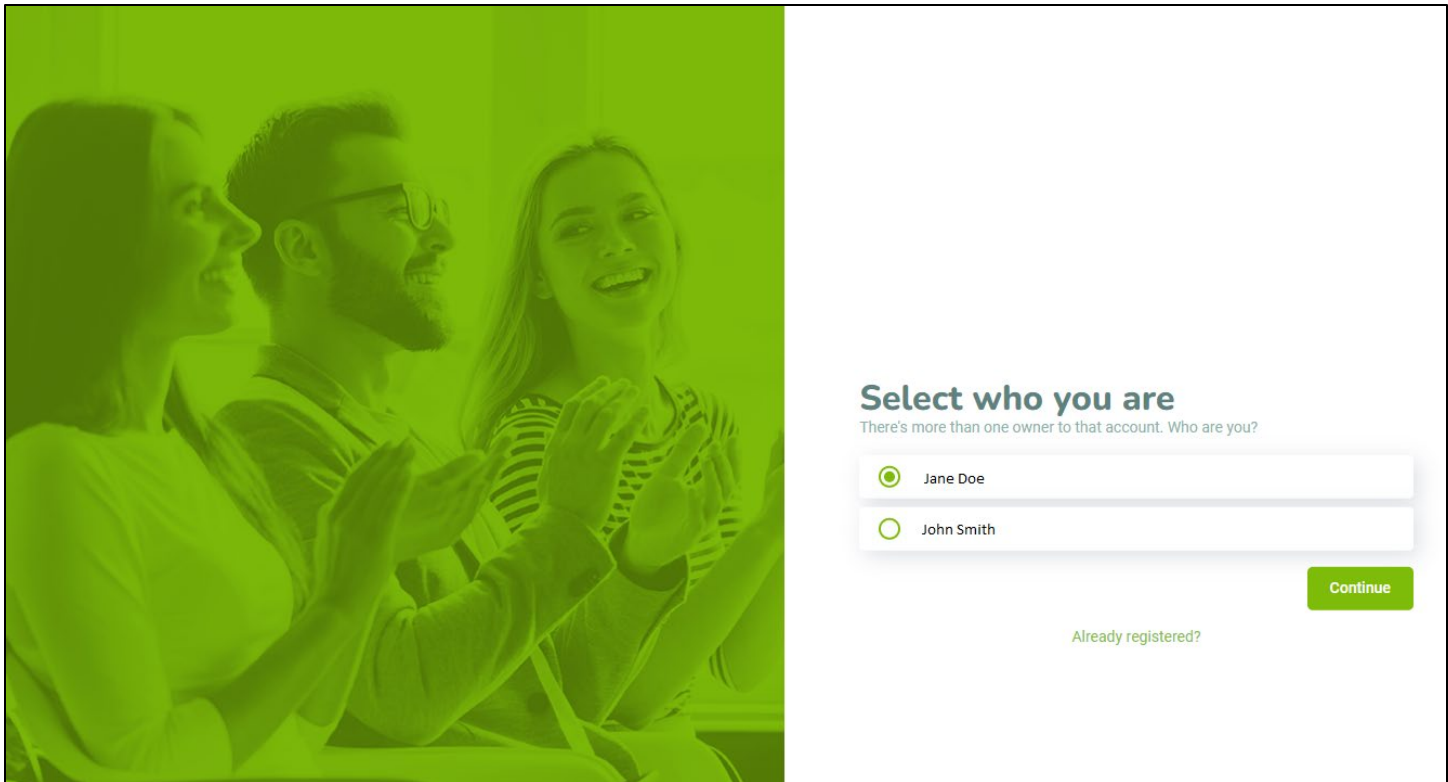
First name OPTIONAL

Last name (mandatory field)

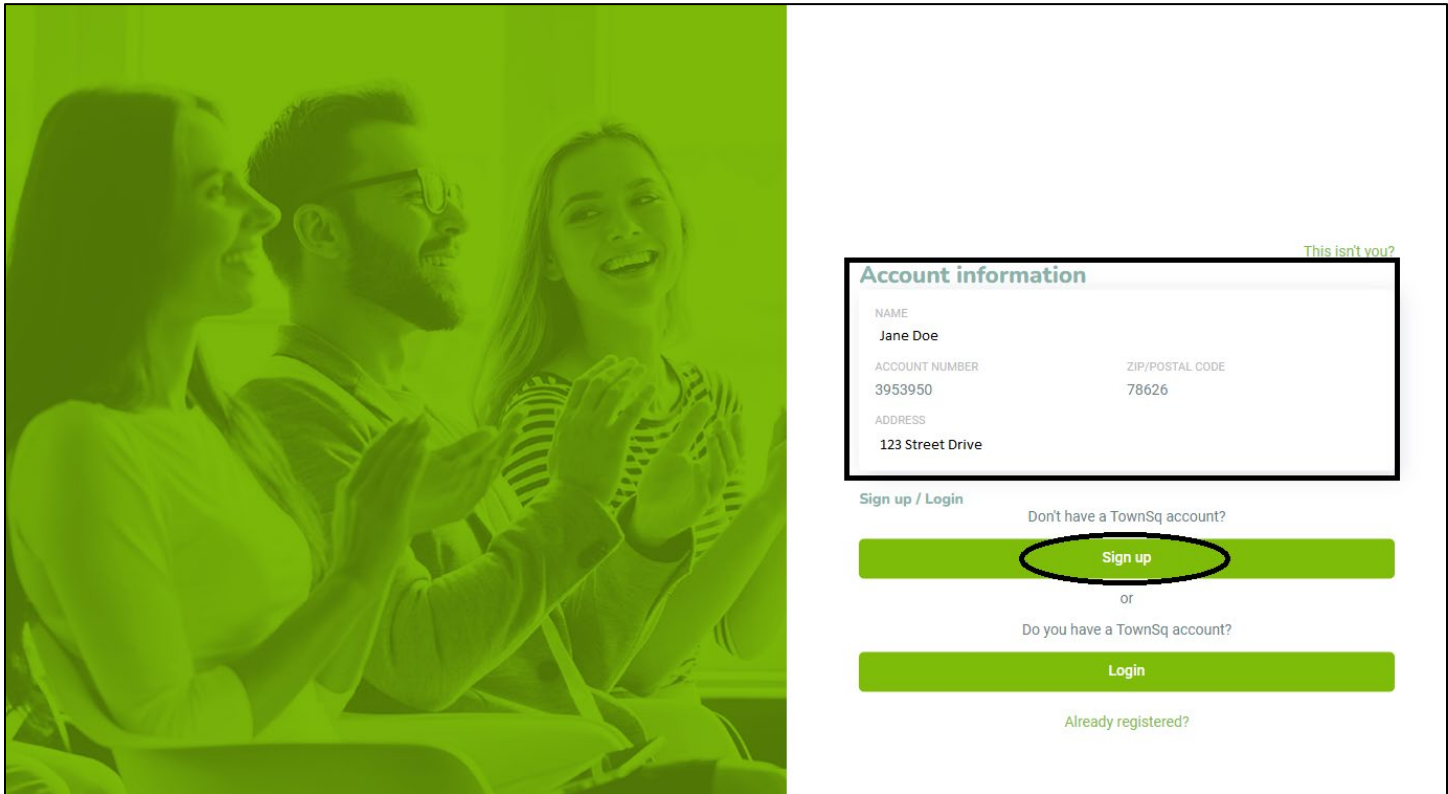
**Continue**

[Already registered?](#) | [Having trouble?](#)

[Privacy policy](#) | [Terms of use](#)



Once a name has been selected, click “Continue,” verify your account details, and “Sign up”.



The final step will require entering a valid email address, password, and clicking “Continue” to finalize everything. The system will then take you to the dashboard page. An email will be sent to your inbox where you can verify receipt.

### Create your login account

Great, we found your account. Enter the email and password you want to use to access TownSq.

Email (mandatory field)

Password (mandatory field)



Confirm password (mandatory field)

Continue

[Already registered?](#)

If for some reason you are already registered and/or previously signed in, you can click on “Already registered” at any time to go back to the main login page. From there you can click on “Forgot password” and reset using the email address on file. If any of your personal information is incorrect, please contact Goodwin & Company directly to update.

You can reach Goodwin & Company’s Customer Care Team via phone, email, or live chat as follows:

**Phone Number:** 855-289-6007

**Email Address:** [info@goodwintx.com](mailto:info@goodwintx.com)

**Live Chat:** Chat with us by going to [www.goodwintx.com](http://www.goodwintx.com) and clicking on the live chat button

**Hours of Operation:** 8:30am-5:30pm Monday-Friday





# **Making A Payment & Setting Up Autopay**

# Add a Bank Account Payment Method

Add payment method ×

Please, follow the payment instructions below.

 Credit card >


 Bank account >

5

Select **Credit card** or **Bank account**. If adding a bank account, proceed to step 6 to the right. If adding a credit card, [click here](#)

Add payment method ×

Please, follow the payment instructions below.

 Bank account

Account holder name  
George Cooper

Account type  
Individual

Routing number 110000000	Re-enter routing number 110000000
Account number 000123456789	Re-enter account number 000123456789

6

Enter requested data (all fields required)

7

Click **Add payment**


Add payment

# Make a Bank Account Payment

### Add payment method ×

Please, follow the payment instructions below.

---



Your payment method has been successfully added to your account.

[Go to Account payment](#)

**8** Click **Go to Account payment**

### Make a payment ×

Please, follow the payment instructions below.

---

One-time pay  
A

**9** Click **Manage autopays**

---

**Autopay**  
A payment that processes on a set schedule.

[Manage autopays](#)

---

**Payment methods**  
Add or remove a payment method.

[Manage payments](#)

---



## Set Up Autopay – Non-C3

Autopay ×

Please, follow the payment instructions below.

No recurring payments were found.

**Note:** Recurring payments will process on the 5<sup>th</sup> of each month

**10** Click **Add**

Autopay ×

Please, follow the payment instructions below.

**11** Select a **Start date** and **Payment type**

Start date:  ×

End date: **Until cancelled**

The selected payment method will be charged on the 5th of every month.

Payment type

Fixed amount

Open account balance

**12** Click **Continue**

TIP



## Set Up Autopay – Non-C3

Autopay ×

Please, follow the payment instructions below.

---

No recurring payments were found.

+ Add

Specify an **End date** or leave active until you choose to cancel

Autopay ×

Please, follow the payment instructions below.

1 ..... 2 ..... 3  
ACCOUNT DETAILS PAYMENT METHOD CONFIRM PAYMENT

Start date: August 2020 ×

End date: **Until cancelled**

The selected payment method will be charged on the 5th of every month.

Payment type

Fixed amount

Open account balance

Cancel Continue

**Fixed amount** pays specified amount  
**Open account balance** pays entire balance

## Set Up Autopay – Non-C3

### Autopay

Please, follow the payment instructions below.

ACCOUNT DETAILS    PAYMENT METHOD    CONFIRM PAYMENT

Choose payment method:

**VISA** Visa  
..... 4242

Bank account  
.....6789

[+ create a new payment account.](#)

Cancel Continue

13

Choose payment method or create a new payment account. Click **Continue**

### Autopay

Please, follow the payment instructions below.

ACCOUNT DETAILS    PAYMENT METHOD    CONFIRM PAYMENT

Payment start date	August 5th 2020
Payment end date	Until cancelled
Payment to be applied	Monthly
Recurring payment type	Open account balance
Next payment amount	Open account balance
Convenience Fee	\$2.95 + 3.5%
<b>TOTAL</b>	<b>Open account balance + \$2.95 + 3.5%</b>

I, **Bill Ross**, confirm that the payment information is correct and per the [Terms and Conditions](#) authorize ATGPay beginning **August 5th 2020** and on a recurring basis to debit the amount based on the above information. All recurring payments will be drafted on the 5th of the month. Payments typically process in 1-2 business days.

Continue

14


Authorize payment and click **Continue**



## Set Up Autopay - Non-C3


**Autopay** ✕

Please, follow the payment instructions below.



Your payment has been successfully processed.

Please retain the information below for your records.

 Visa	..... 4242
Payment start date	Aug 20th 2019
Payment end date	Until cancelled
Payment interval	Recurring
Next payment amount	Recurring charges
Next total	Recurring charges + \$2.95 + 3.5%

Confirmation code  
sub\_FcKunl6NSt0mwH

[Go to Account payment](#)

Confirmation that payment was successfully processed

**TIP:** Save the **Confirmation code** for your records



# Service Requests

## Service Request: Homeowner

The screenshot shows the townsq homeowner interface. On the left is a navigation sidebar with categories: COMMUNICATIONS (Home, Residents, News & Events, Requests, Messages, Forum, Polls), OPERATIONS (Package control, Access Control, Access Control, Authorizations), and TOOLS (Reservations, Documents). The 'Requests' item is highlighted with a red box. A callout box with a green background and white text says '1 Select Requests'. The main content area shows the townsq logo, user profile for George Cooper, and a search bar. Below are sections for 'Your Community' with various polls and assignments, and a 'Mailbox' section with items like 'Dog Park' and 'Cluhouse'.



# Service Request: Homeowner

The screenshot shows the townsq user interface. At the top left is the townsq logo. At the top right, the user profile for John Doe (Hillwood Demonstration) is displayed. On the left side, there is a navigation menu with 'Categories' and 'Filter By' sections. The main content area is titled 'Requests/ Pending' and contains a search bar, a list of request topics, and a table of requests. A red box highlights the 'Open request' button, and a callout box with the number '2' and the text 'Click Open request' points to it.

**Categories**

- ▶ All
- Architectural Application
- Architectural Review
- Car request
- General
- Landscape
- Maintenance
- Pet Request
- Security
- Work Order
- Work Orders - Landscape

**Filter By**

- All
- ▶ Pending
- Open

**Requests/ Pending**

Do you have any problems, questions or suggestions to report? Submit a request to open a direct and private communication channel with your community's management.

**Open request**

TOPICS	OPENED BY
<b>Car Request</b>	<b>John Doe</b> Address 123 MAI

**2** Click Open request

## Service Request: Homeowner

Open request ✕

Title\*  
What do you wish to talk about?

Category\*  
Architectural Application  
General  
Landscape  
Maintenance  
Pet Request  
Security  
Work Orders - Landscape

Description\*  
Description...

Attachments  
+  
Pick a file  
or drag it to this area

Cancel Open request

3

Enter a **Title**, choose a **Category**,  
and enter a **Description**

**TIP:** You may include an attachment by clicking in the box and choosing a file to upload.

4

Select **Open request**





# Service Request: Homeowner

townsq John Doe  
Hillwood Demonstration

Categories

- All
- Architectural Application
- Architectural Review
- Car request
- General
- Landscape
- Maintenance
- Pet Request
- Security
- Work Order
- Work Orders - Landscape

Filter By

- All
- Pending

### Requests/ Pending

Do you have any problems, questions or suggestions to report? Submit a request to open a direct and reliable communication channel with your community's management.

Request created successfully! :) [Open request](#)

Confirmation that request was created.

TOPICS	OPENED BY	UPDATED ON	CATEGORY
Street Light Out	<b>Lisa BoardMember</b> No units	Oct 22, 2018 <a href="#">Open</a>	<a href="#">Maintenance</a>
Car Request	<b>John Doe</b> Address 123 MAIN STREET	Oct 17, 2018 <a href="#">In Process</a>	<a href="#">Car request</a>
Lights out on Main street	<b>Mike Smith</b> Address 128 MAIN STREET	Sep 21, 2018 <a href="#">In Process</a>	<a href="#">Common Area Maintenance Requests</a>
water leak	<b>Barbara Jacobs</b> Address 143 MAIN STREET	Sep 21, 2018 <a href="#">In Process</a>	<a href="#">Work Order</a>
		Sep 18, 2018	



# **Inviting Family Members & Tenants**

## Inviting a Family Member or Tenant: Homeowner

**NOTE:** Only homeowners can invite family members or tenants to TownSq.

The screenshot displays the TownSq web application interface. On the left is a navigation sidebar with categories: COMMUNICATION (Home, Residents, Groups, News & Events, Requests, Messages, Forum, Polls), OPERATIONS (Package control, Access Control, Shift logs), and TOOLS (Reservations, MORE OPTIONS). The main content area is titled 'Your Community' and features three poll cards: 'Club house paint' (dated 03/26/2019), 'Which date would you be able to attend our Summer Picnic?' (dated 03/14/2019), and 'Barn Color' (dated 03/13/2019). On the right, there is an 'Inbox' section with an 'ASSIGNMENTS' card for 'Dog Park' (dated 04/03/2019). A user profile dropdown menu is open, showing the user 'George Cooper' from 'Hillwood Demonstration' and options for 'Edit profile', 'Occupants', and 'Logout'. A large green circle with the number '1' is overlaid on the 'Occupants' option, and a callout box points to it with the instruction: 'Click your profile and select Occupants'.

1

Click your profile and select **Occupants**



# Inviting a Family Member or Tenant: Homeowner

The screenshot shows the townSq interface for managing occupants. At the top left is the townSq logo. At the top right, the user profile for John Doe is shown, with the address Hillwood Demonstration. Below the header, the page title is 'Occupants' with a subtitle 'Register and invite other occupants or tenants of your units to townSq.' and a search bar. A red box highlights the 'Create occupant' button in the top right corner. A callout box with a green circle containing the number '2' and the text 'Click Create occupant' points to this button. The main content area features the text 'The more the merrier!' above a 'face with hands over mouth' emoji. Below the emoji, it says 'TownSq works better with more people. Register your family members and tenants :)'. The entire interface is set against a light gray background with a white content area.

# Inviting a Family Member or Tenant: Homeowner

Residents / Create occupant

Occupant type\*

Family Member  Tenant

First name\*

E-mail\*

Phone numbers

(123) 456-7890

+ Add more

Create occupant Cancel

**3** Select Family Member OR Tenant icon

Residents / Create occupant

Occupant type\*

Family Member  Tenant

4 Enter First name, Last name, and E-mail

First name\*

Last name\*

E-mail\*

Phone numbers

(123) 456-7890

+ Add more

Create occupant Cancel

**NOTE:** Phone numbers of the new occupant are optional.

**NOTE:** + Add more is used for additional phone numbers for this occupant.

**5** Click Create occupant



# Inviting a Family Member or Tenant: Homeowner

townSq

John Doe  
Hillwood Demonstration

### Occupants

Register and invite other occupants or tenants of your units to townSq.

q

Jane Doe  
Family Member

**NOTE:** Once the Tenant or Family Member signs on and registers, they will appear in the Residents tab and be listed with No Units.

Confirmation that new occupant was created.

✓ Fran's user was added to TownSq. An e-mail with instructions of how to access will be forwarded to fmorse@gmail.com



# Linking Multiple Accounts

# Linking Multiple Homeowner Accounts from VMS



## Welcome

Before you can register we need to identify your account. Please enter your account number & zip code.

Account number (mandatory field) 

Zip/Postal code (mandatory field)

First name (mandatory field)

Last name (mandatory field)

[Continue](#)

[Already registered?](#) | [Having trouble?](#)

[Privacy policy](#) | [Terms of use](#)



# Linking Multiple Homeowner Accounts from VMS



The screenshot shows the townsq registration interface. On the left, a green-tinted image of a group of people is overlaid with a large green circle containing the number '2' and a dark blue rounded rectangle containing the text 'Enter account information'. Below this, a white rounded rectangle contains a 'NOTE:' stating that 'Account number' and 'Zip/Postal code' must match the account information in VMS. On the right, the registration form is visible, featuring a 'Welcome' heading, a brief instruction, and four input fields for 'Account number', 'Zip/Postal code', 'First name', and 'Last name', all marked as mandatory. A green 'Continue' button is located at the bottom right of the form area. A second green circle with the number '3' and a dark blue rounded rectangle with the text 'Click Continue' is positioned at the bottom right of the image, pointing towards the 'Continue' button.

**2** Enter account information

**NOTE:**  
"Account number" and "Zip/Postal code"  
must match the account information in VMS

**3** Click Continue

**Welcome**

Before you can register we need to identify your account. Please enter your account number & zip code.

Account number (mandatory field) 

Zip/Postal code (mandatory field)

First name (mandatory field)

Last name (mandatory field)

**Continue**

ing trouble?

of use



# Linking Multiple Homeowner Accounts from VMS

The screenshot shows the TownSq interface for linking an account. On the left, a green-tinted image of a group of people is overlaid with a 'townSq' logo. Two callout boxes are present: a green circle with the number '4' and a dark blue rounded rectangle containing the text 'Confirm account information', and another green circle with the number '5' and a dark blue rounded rectangle containing the text 'Click Continue'. On the right, the actual web page is shown. It features a 'townSq' logo in the top left, a 'This isn't you?' link in the top right, and a section titled 'Account information'. This section is enclosed in a red border and contains the following details: NAME: George Cooper; ACCOUNT NUMBER: 00249-4100; ZIP/POSTAL CODE: 85740; ADDRESS: 103 SADDLE LANE. Below this is a section titled 'Add this account to your TownSq user' with the text 'Great, now you can confirm that you want to add this account to your TownSq user.' and a 'TownSq user email' field containing 'george.cooper@gmial.com'. A green 'Continue' button is located at the bottom right of the page.

townSq

4 Confirm account information

5 Click Continue

townSq

This isn't you?

**Account information**

NAME  
George Cooper

ACCOUNT NUMBER      ZIP/POSTAL CODE  
00249-4100              85740

ADDRESS  
103 SADDLE LANE

**Add this account to your TownSq user**

Great, now you can confirm that you want to add this account to your TownSq user.

TownSq user email  
george.cooper@gmial.com

Continue



# Linking Multiple Homeowner Accounts from VMS

The screenshot shows the townSq account linking process. On the left, a green-tinted image of a family is overlaid with a 'townSq' logo. On the right, the account information form is displayed. A red box highlights the checkbox for 'I understand and wish to continue'. A red 'Link' button is visible at the bottom right. Two callout boxes are present: a green circle with the number '6' and a dark blue box with the text 'Select I understand and wish to continue', and another green circle with the number '7' and a dark blue box with the text 'Click Link'.

**6** Select I understand and wish to continue

**7** Click Link

townSq

This isn't you?

### Account information

NAME  
George Cooper

ACCOUNT NUMBER      ZIP/POSTAL CODE  
00249-4100              85740

ADDRESS  
103 SADDLE LANE

Linking this user will add the unit **103 SADDLE LANE** and account **00249-4100** to your user **george.cooper@gmail.com**. **This cannot be undone.**

I understand and wish to continue

Link



# Linking Multiple Homeowner Accounts from VMS

The screenshot shows the TownSq login interface. On the left, a green-tinted image of two women looking at a phone is overlaid with the TownSq logo and the text "Welcome to TownSq". On the right, the login form includes a "Login using Facebook" button, a "Username or email" field containing "george.cooper@gmail.com", a "Password" field with masked characters, and a "Login" button. A "Forgot my password" link is also visible.

**8** Enter email and password

**9** Click Login

**NOTE:**  
Both accounts will be registered under the same TownSq login.