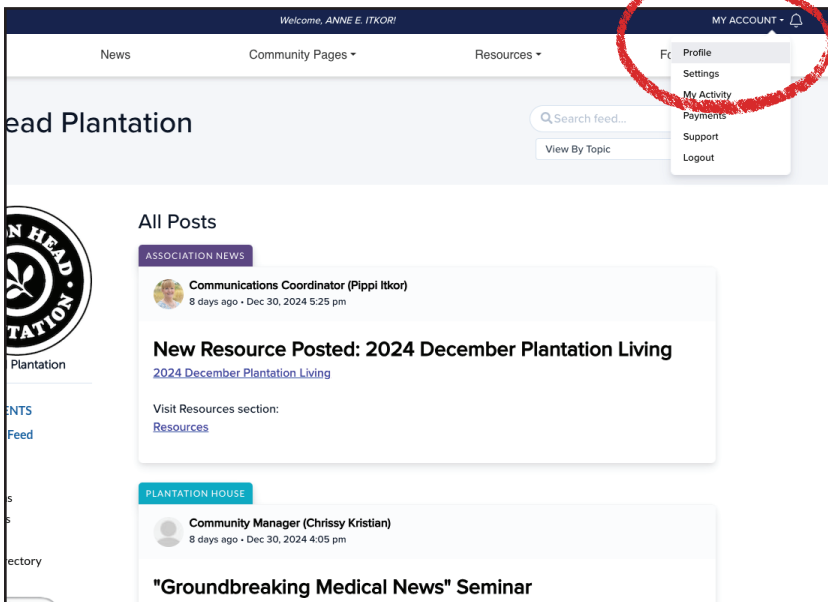
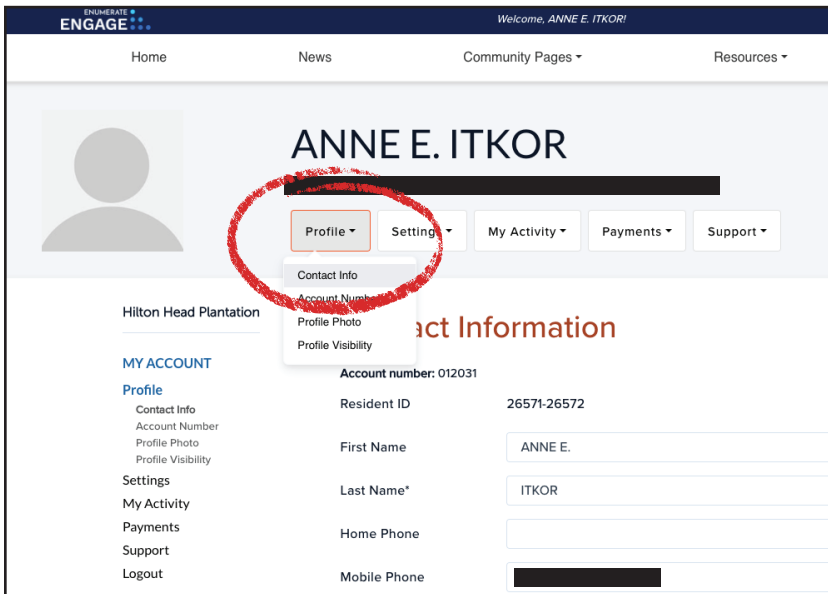


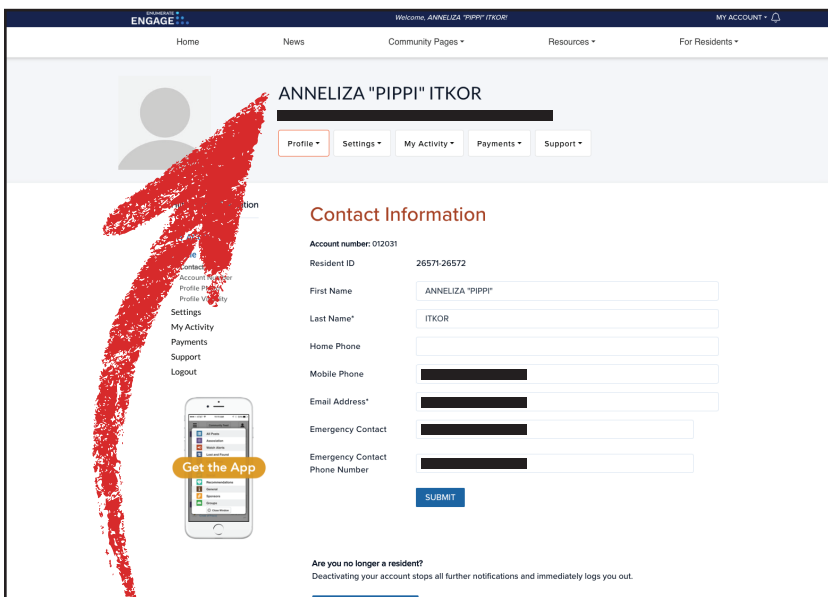
# ENUMERATE ENGAGE 101 – My Account



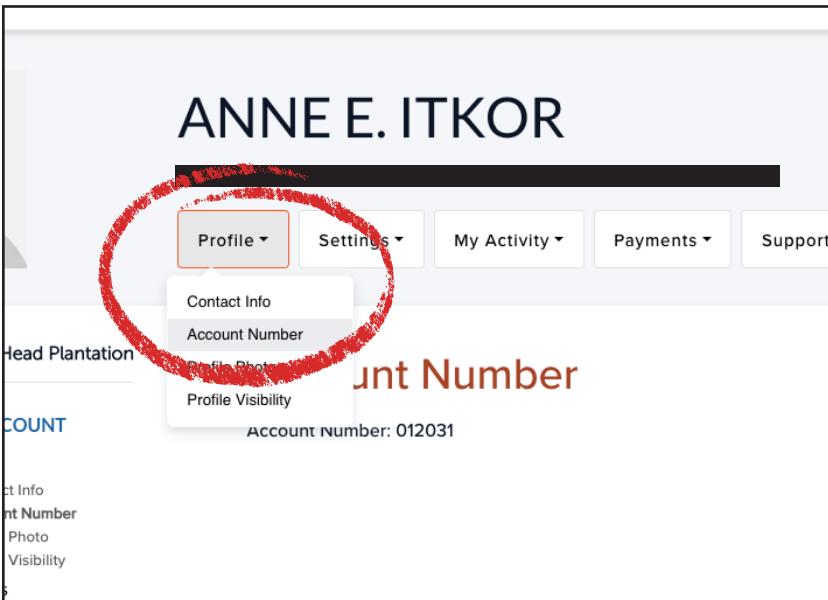
Let's first explore making desired changes to our profile. Under **My Account**, select **Profile**.



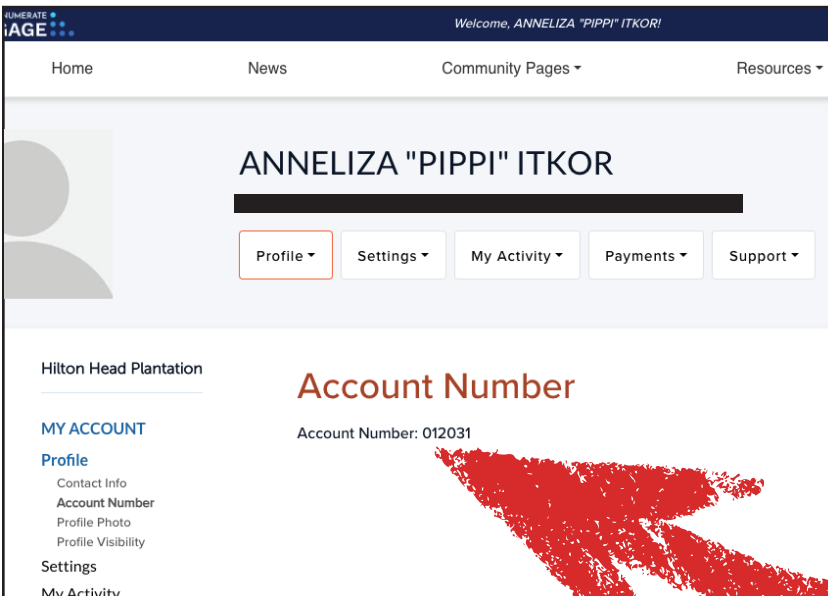
Under **Profile**, select **Contact Info**.



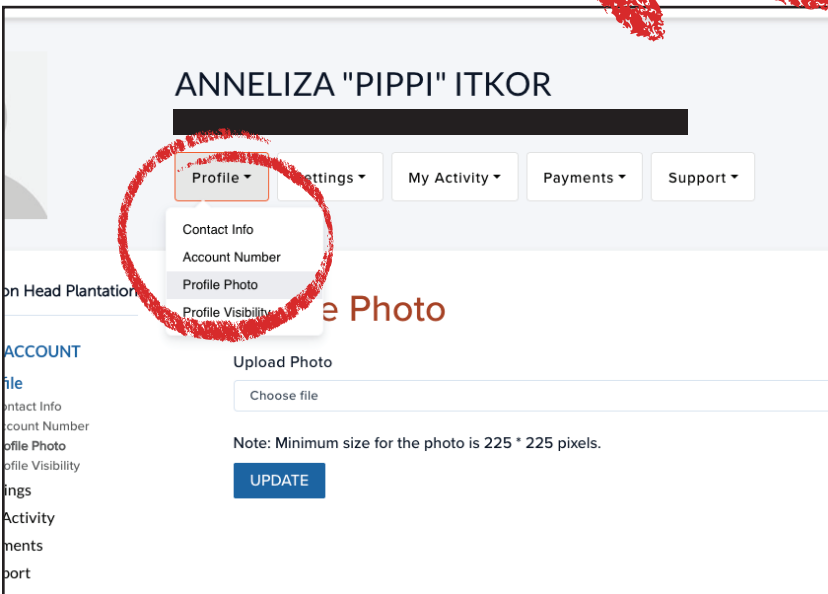
My legal name is Anne E. Itkor, but everyone in the community knows me as either Anneliza or Pippi. When I change my first name to Anneliza "Pippi", you can now see that reflected in the heading next to my profile image.



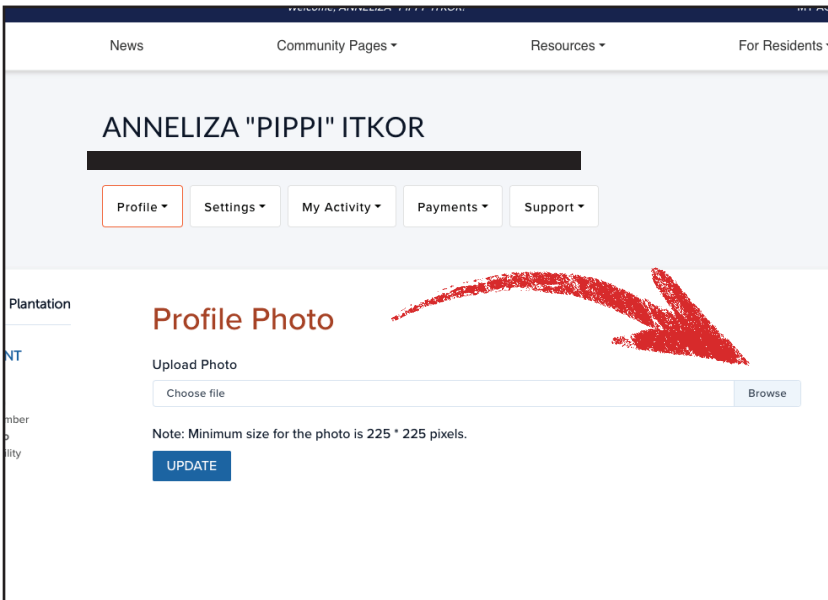
Now, let's check out what is under the **Account Number** selection.



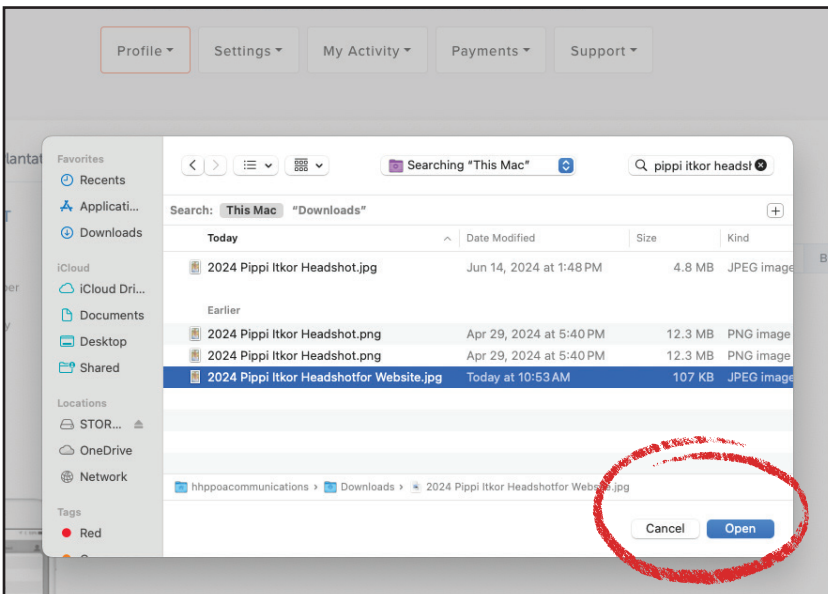
This account number is the same number you will find on your HHP ID card.



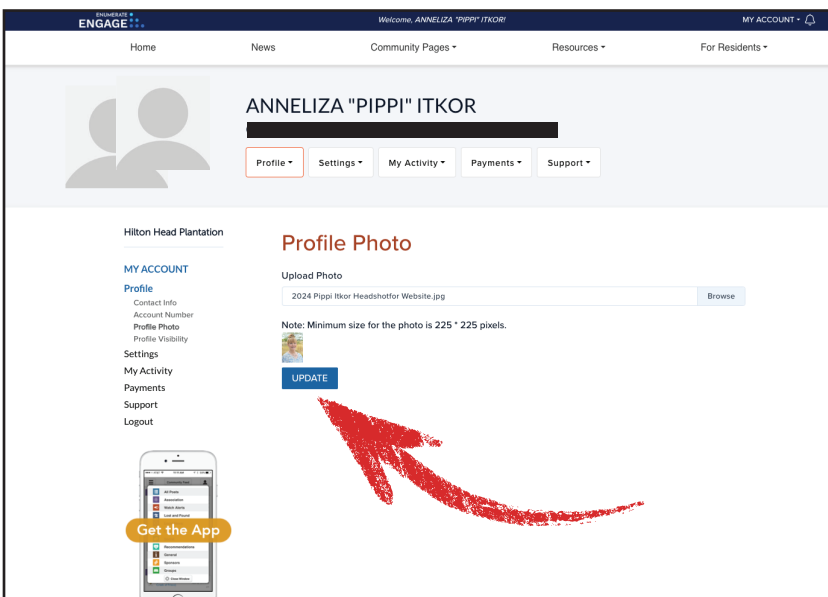
Uploading your profile picture is a piece of cake! Select **Profile Photo** under the Profile dropdown.



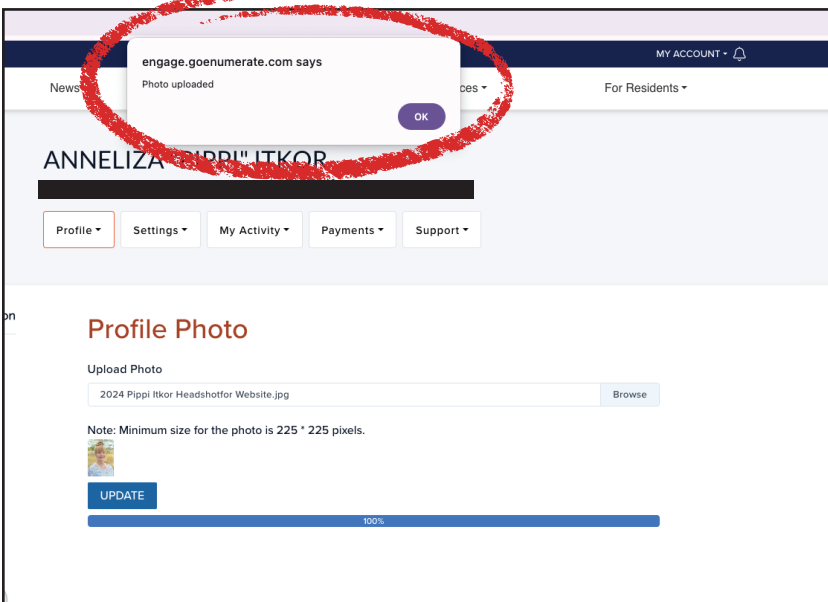
Now click **Browse** to upload a file. Note: the MIMINUM size for a photo is 225x225 pixels. It also must be under 5MB in size.



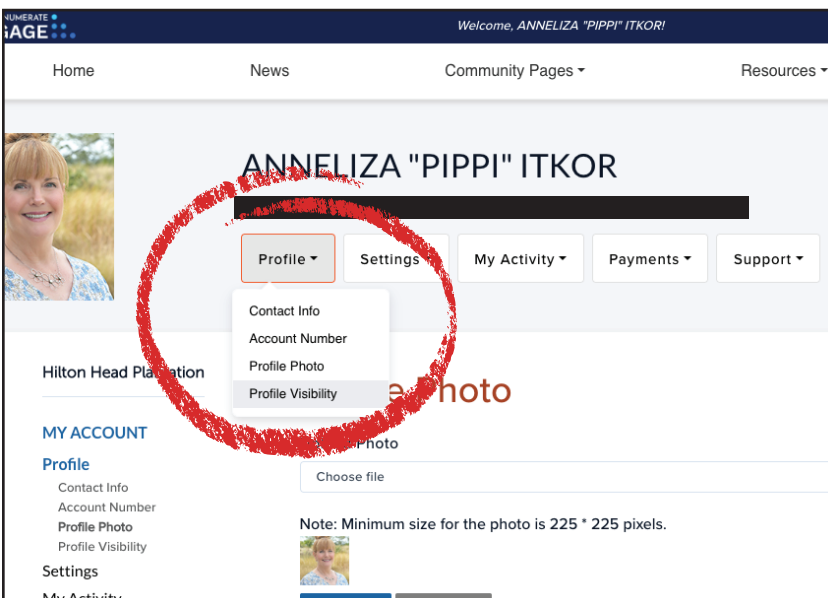
In the finder window that pops up, find and select the file you would like to use, single click on the file to select it, then click **Open**.



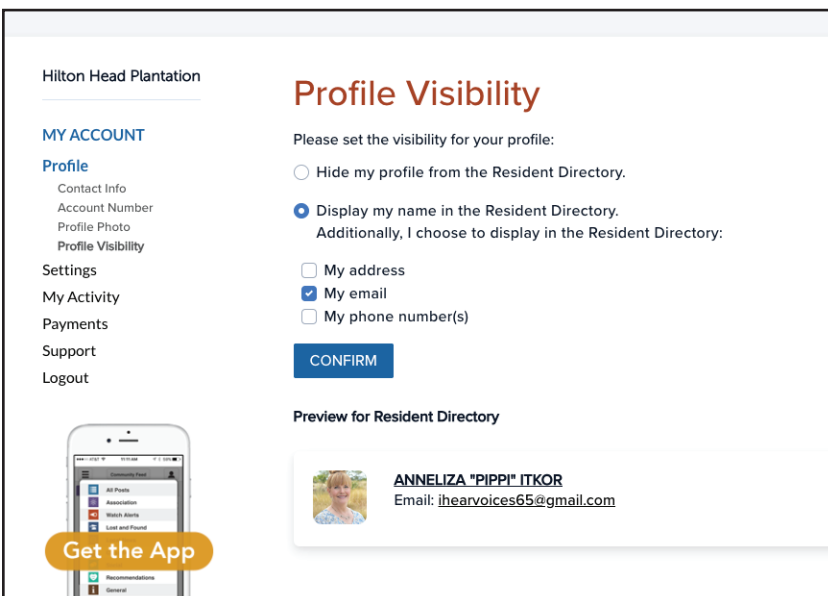
Click the blue **Update** button that is located below the thumbnail of the photo you have selected and..



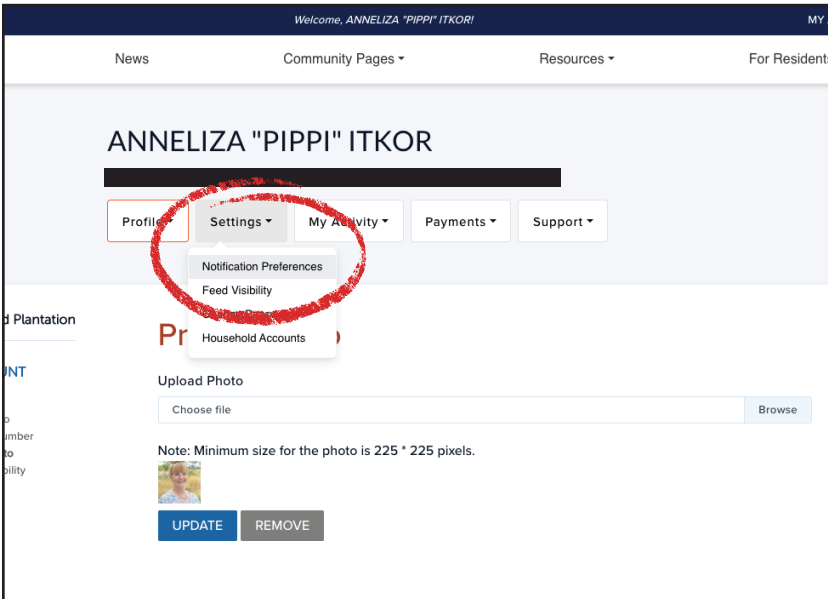
A pop-up window will appear at the top of your screen indicating that the photo has been uploaded. Click **OK** and you are ready to roll. Note: All Engage alert windows will appear at the top of your screen.



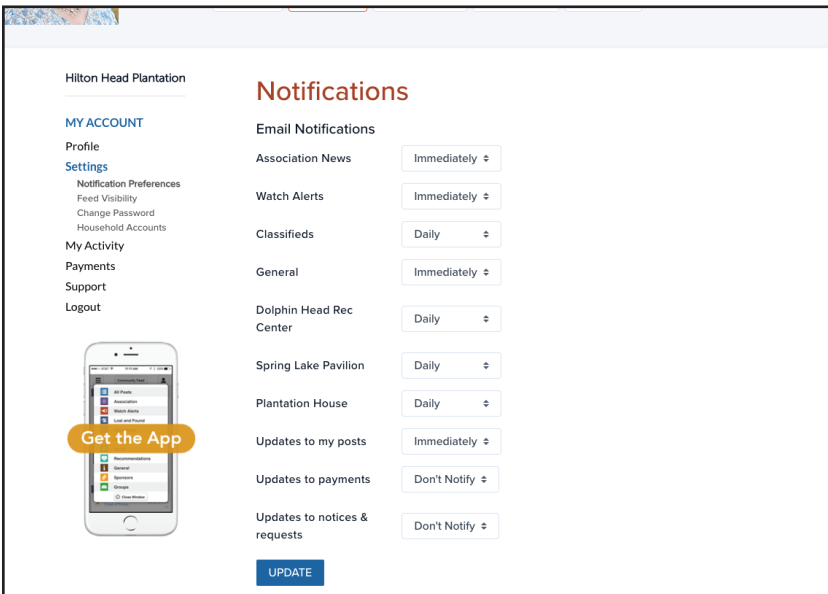
Next, let's walk through how to control your profile visibility. Select **Profile Visibility** under the **Profile** dropdown.



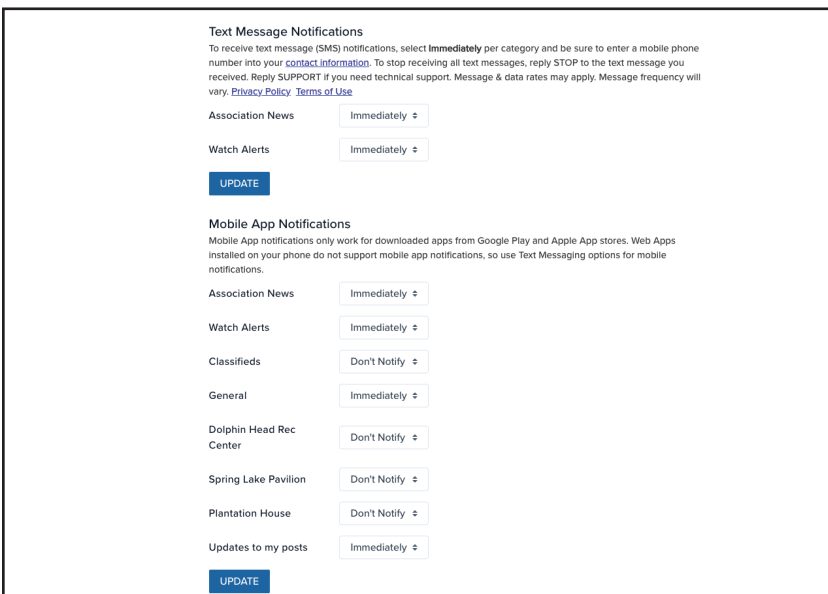
Here, you can choose what information you would like to appear in the Resident Directory. You can also choose to opt out of the directory. Note: The Resident Directory is only available to HHP residents who are part of the Engage community. Viewing this information requires a logging into Engage as a resident.



Moving on to the **Settings** dropdown menu, let's tackle **Notification Preferences**. **Notification Preferences** refer to how and what kind of communication alerts you want to receive in your email, your text messaging and your mobile device screen notifications.

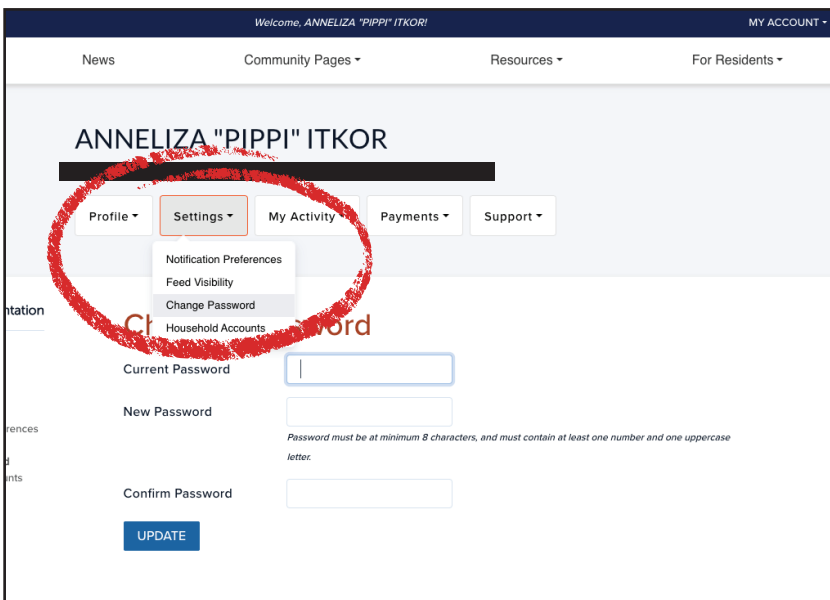


Under **Email Notifications** you can select how frequently your want to receive emails from the different communication channels. Please see the reference page at the end of this document for an explanation of what kinds of communications will come from which channels. This will eventually replace the current e-blast system we use.

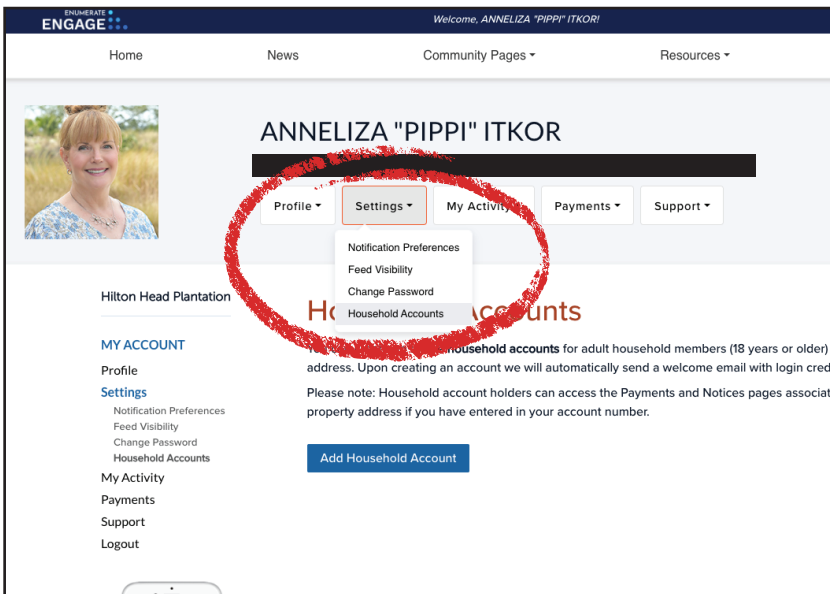


**Text Message Notifications** will send you a text when a message has been sent out via the two channels that have the most urgency: Association News and Watch Alerts.

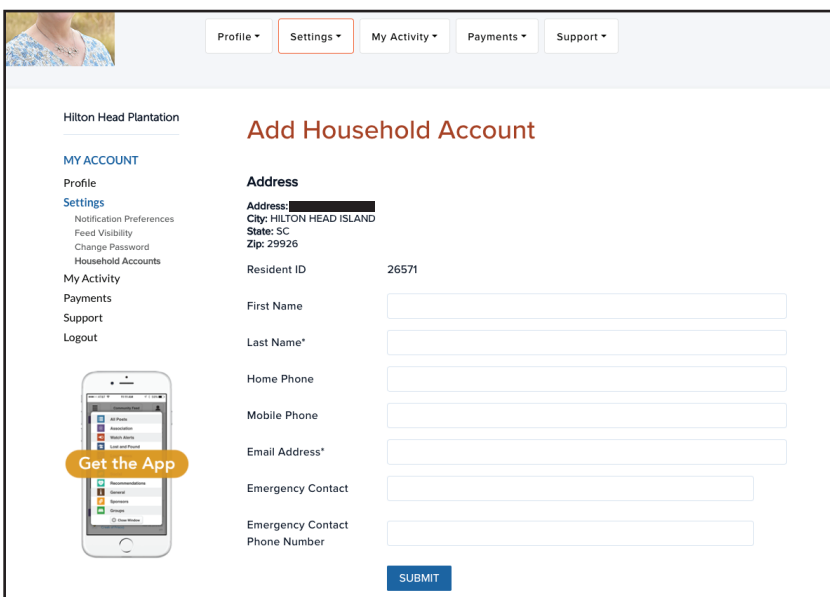
**Mobile App Notifications** will allow for screen notifications when you are using the Engage App that has been downloaded from Google Play or the Apple App Store.



If you need to change your password, you will find **Change Password** right underneath the **Settings** dropdown. Fill in the boxes accordingly and click **Update**.

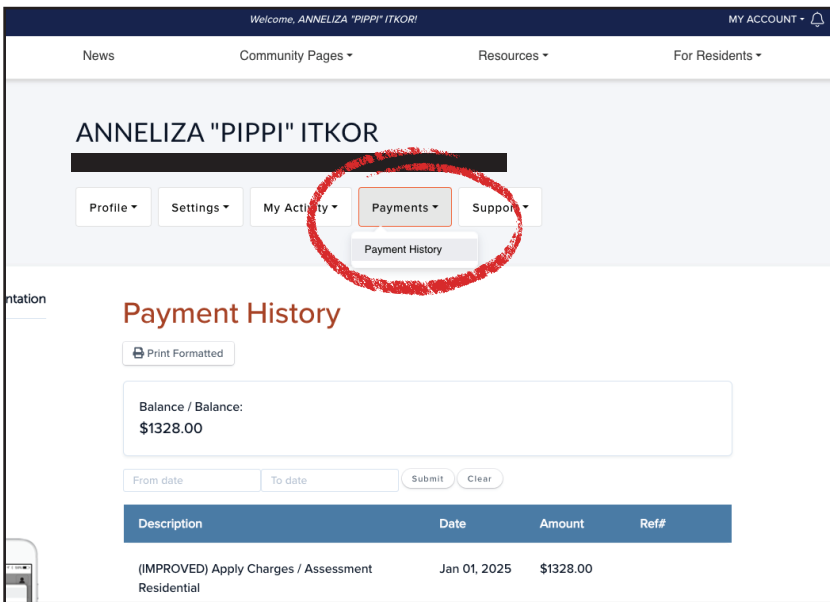


**Household Accounts** is an important setting for those who have multiple household members, or perhaps a long-term renter, who wish to become a part of the HHP Engage community.

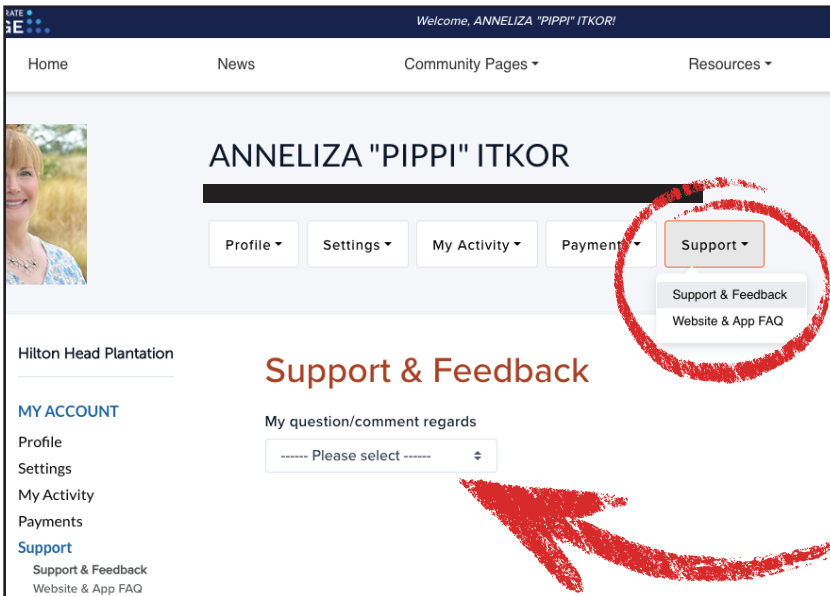


In this area, you can add up to 5 household accounts.

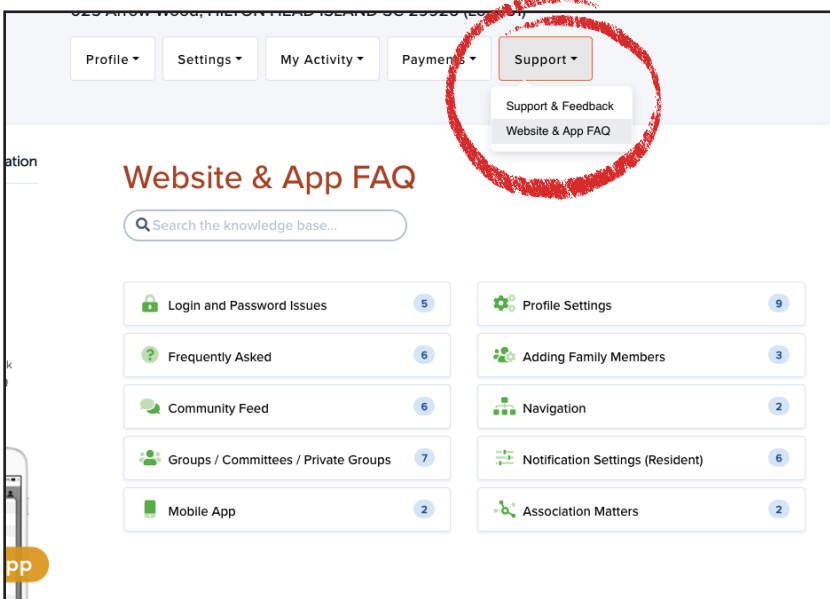
When you add an account, the system will email the new account's login credentials automatically to the resident. You can edit or delete the account (in case of an entry error), if the household member has not logged in. You cannot edit or delete the account after the user has activated their account.



**Payment History**, found under the **Payment** dropdown, will show if there is a balance due on your account. In time, you will be able to make online payments, but in the meantime, this can help you track if payments you have made have been applied to your balance due.



The **Support** dropdown offers incredibly helpful information. **Support and Feedback** is in development and will be covered in a separate document.



The **Website & App FAQ** selection takes you to an expansive library of FAQ answers. It is recommended you check here for solutions prior to reaching out to Pippi for assistance. HOWEVER, please know that Pippi is always ready to assist if you are in need.

## COMMUNICATION CHANNEL REFERENCE

**These are the topics that fall under the community feed.**

### **Association News - will include:**

- Announcement of the posting of the digital Plantation Living newsletter
- Announcement of the posting of Committee and Board minutes
- Announcement of the posting of new documents and forms
- Announcements of upcoming HHP community events of a particular significance

### **Watch Alerts - will include:**

- Urgent announcements pertaining to weather, safety or security
- Announcements pertaining to power, water outages or roadwork
- Any other communications that the General Manager determines to have a high priority.

### **Classifieds - the new home for HHP's classifieds:**

- Over the next couple of weeks Pippi will be migrating the listings currently on our website into the new platform. Instructions will be forthcoming on how to post new classified listings. In the meantime, please continue to submit classified requests at [hiltonheadplantation.com/the-classifieds](http://hiltonheadplantation.com/the-classifieds).

### **General - will include:**

- HHP community-wide event reminders (like 4th of July and free concerts)
- Special events and fundraisers offered by clubs and organizations within the HHP community
- Island-wide events that may be of interest to our community
- Helpful information regarding HHP participation (for example, voting)
- Other general information

### **Spring Lake Pavillion - will include:**

- Announcements pertaining to any events, classes or activities that will be happening at the Spring Lake Pavillion

### **Plantation House - will include:**

- Announcements pertaining to any events, classes or activities that will be happening at the Plantation House

### **Dolphin Head Rec Center - will include:**

- Announcements pertaining to any events, classes or activities that will be happening at the Dolphin Head Rec Center

### **Groups - will include:**

- Announcements from clubs to their members and the community at large