

POOL COMMITTEE IMPORTANT ANNOUNCEMENT

We are excited to announce that we are launching a new membership management system that will allow homeowners and associate members to go online to update your family membership information, photos and purchase guest passes from your home (passes may be also purchased at the pool's front desk). The system will track the number of passes you have, the number of guests you bring in, and number of times you come to the pool. This information can also be seen online by the member as well as pool management. You will still get your free passes, which are accounted for offline. It is important that everyone logs into the system and updates their information to avoid long lines at the check-in desk before opening day. If we find there is a need, we will host a couple of registration days at the pool before opening.

As part of the pre-launch process, we have worked hard to clean our records and import all of your existing account data into the new system. We are not able to transfer the family pictures from the old site[,] so please take a close headshot of each family member and load to your hard drive before signing into your account. See instructions below on how to load pictures into the system. We ask that when you first log into the new system, to please take a moment to verify all of your account information and make any necessary corrections. You will be required to change your password and add an email address to the billing member (Primary member) only. Please follow the instructions below. If you have any questions or need assistance with anything, please contact us at tanterrapool@hotmail.com.

Instructions to log into your new account:

- **Logging In:** Visit <https://tanterra.membersplash.com> and click on the *Log In* button at the top right of the page. If accessing from a mobile device, click the three lines to view the drop-down menu.
- Your Username: **Your Current 4-digit PIN number that you use to enter the pool**
- Your Temporary Password: **Tanterra (T is upper case)**
- **Please change your Password on your first login. Click on the Change Password link. Or you can change your Password by clicking the three dots to the right of Account Summary.**

Note, when you log in, your dues payment status will be shown as "Paid". Please disregard this. Your dues are to be paid as instructed by the invoice that is mailed from the Tanterra HOA clerk. *IMPORTANT: If you ever lose your password, you can use the *password reset link* found on the login page, but this requires a valid email address on file. Add an email address to the primary member by clicking the three dots to the right of the member's name and clicking the *edit* icon next to their name on the member account screen. Please do not add email addresses to other members as there is a limit to the number of emails that can be sent out as a group emails may be sent out to let members know of pool events or closings due to inclement weather or other reason.

Edit Account Information: Click the three dots to the right of Account Summary and select Edit Account Details. You can change your username here, change the billing contact (primary member), and update your address. Make sure you are using the address which is associated with your credit card to purchase guest passes. You can also change your password here by selecting Change Password.

Add/Delete Members: Click the three dots to the right of Members. If you need to delete a member, click the three dots next to the member and delete. Please remember, all members must have the same permanent address. Only those who reside in the home may be entered. The Member that has the Padlock symbol next to it is the Primary Contact. This is the person who will receive emails about the account. If you wish to change which member is the Primary Contact, that can be done by clicking on the three dots next to Account Summary. Please make sure there is an email address entered for that member.

Profile Image: Upload profile images of each individual on your family's membership. To do so, click the three dots next to the member's name and select ADD PHOTO. Upload a photo by clicking on the pencil tool and then click on the UPLOAD IMAGE icon. Please use a close-up, head shot or cropped face photo. **Please make sure that you upload a picture of each member. It is very important that we can verify you by your picture when you check in at the pool.**

Edit Member Information: Click the three dots next to the member's name and edit name, phone, email, gender, member type and/or date of birth.

Emergency Contact: Everyone should have an emergency contact on file. To add an emergency contact, click the three dots next to Emergency Contact and add name and phone number.

Payments: Follow instructions on the invoice you receive from the Tanterra HOA. Dues payments must be made through the HOA. When the pool opens you will be able to purchase pool passes online or at the front desk with a credit or debit card. Cash and checks will also still be accepted.

There are more detailed instructions, to include screen shots, which can be found on the www.Tanterra.com website and by clicking on the "POOL" header. Once the ability to purchase pool passes is available online, we will post instructions on how to use that feature as well.

If you have any questions or need assistance with any changes, please contact us at Tanterrapool@hotmail.com.