

Things to Know About the New Nabr Website.

Tell me about my new account.

- **Every member is eligible to have their own account;** in fact, we prefer that you do. To have a Nabr account, you must have your own unique email address because it is your LOGIN ID. If a household has only one email address, then we encourage you to put BOTH first names in the first name field. (e.g.) Eve & Adam, when you review your profile. Because you share one email address, only one joint account using that common email address will get a welcome email to set up the account. Only that one account will be displayed in the Resident Directory. If you encounter problems, email Jeff Winter.

What if I own multiple properties?

- In most cases you will get multiple welcome emails, one for each property account. In some other cases, all your properties may be grouped into a “portfolio” account. If you have either situation, please set up at least one account in the new system so you can get started, and then contact Jeff Winter [gjwinter@gmail.com] to discuss your options.

Who do I contact if I have problems?

- Nabr Network has a well-trained customer service staff who likely will be able to answer your question. They are available Mon-Fri, 8am-6pm eastern time. To contact them, look in the bottom margin of any page of the website for “**Technical Support**” and click on that link to submit a trouble ticket. They have multiple levels of support personnel and if they cannot answer your question, they will refer it back to Jeff Winter to get a resolution.

Calendar

- There is a community calendar managed by the Office of the APPOA General Manager. To request a listing for the community calendar, go to Online Forms [under FOR RESIDENTS] and complete the request form. Groups [Clubs] have their own calendar. If you belong to a group, go to that group’s page and click on calendar to see the schedule.
- Special calendars are available for Food & Beverage and Hertford & Local Events. To see these calendars, click on calendar [under FOR RESIDENTS] and then select the calendar you want from the drop down box at the top of the page.