

Sanctuary of Inverness II

Homeowners Association

Owner's Website Guide

Your community website: **soi2hoa.org**

Welcome to the Sanctuary of Inverness II community website. This guide will help you visit the site, find what you need, and make the most of every feature available to you as a homeowner. Each page of this guide includes a picture of the actual website so you know exactly what to look for.

WHAT YOU WILL FIND ON THE WEBSITE

- **Home:** Community news, quick links, and the latest announcements.
- **Newsletter:** Seasonal updates, board news, and community articles.
- **Minutes & Docs:** Meeting minutes, governing documents, forms, and notices.
- **Board Directory:** Names, roles, and contact emails for all board members.
- **Owners Portal:** Private documents for homeowners — requires a login.
- **Community Map:** Interactive map of all 35 homes — owner-only, requires a login.
- **Contact:** Send a message or download the Owner Inquiry Form.

TIP

Bookmark soi2hoa.org in your browser right now so you can always find it quickly. Even better — follow the instructions on page 6 to save it as an icon on your phone home screen. If you have questions, see the Frequently Asked Questions on page 8.

HOW TO VISIT THE WEBSITE

- 1 Open your browser**
On your phone or computer, open Safari (iPhone/iPad), Chrome (Android), or any web browser.
- 2 Type the address**
In the address bar at the top, type: soi2hoa.org and press Go or Enter.
- 3 Bookmark it**
Tap the share icon (iPhone) or the star icon (Chrome/Android) to save it as a bookmark for next time.

Visual Tour: The Homepage & Navigation

This is what you will see when you first visit soi2hoa.org. The numbered circles below point to the key areas of the page.

[Homepage screenshot]

WHAT THE NUMBERS MEAN:

- 1 Navigation bar — click any link to jump to that section of the site (Home, Newsletter, Minutes & Docs, Board Directory, Contact).
- 2 Owners Portal — shown in gold because it requires a login. Click here to access private homeowner documents.
- 3 Welcome banner — shows the community name and a brief introduction.
- 4 Latest Announcements — the most recent news from the board appears here automatically.

[Screenshot unavailable — please visit soi2hoa.org to view these pages.]

BOARD MEMBER DIRECTORY

The Board Directory page lists every board member by name, role, and email address. You can click any email address to send a message directly to that board member. The directory is always kept up to date by the board.

TIP

If you need to reach the board quickly, the Board Directory is the fastest way to find the right email address.

The Owners Portal is a private, password-protected section of the website. It contains financial statements, meeting minutes, and other documents for homeowners only. You must sign in to access it.

HOW TO SIGN IN TO THE OWNERS PORTAL

- 1 Click "Owners Portal"**
In the navigation bar at the top of any page, click the gold "Owners Portal" link.
- 2 Enter your credentials**
Type the email address and password provided to you by the board. Your email ends in @soi2.org (for example: yourname@soi2.org).
- 3 Browse and download**
Once signed in, click any document card to download it to your device.
- 4 Forgot your password?**
Click "Forgot password?" on the sign-in page. Enter your email and you will receive a reset link within a few minutes.

TIP

If you have not received login credentials, use the Contact page to request them from the board.

COMMUNITY MAP — ALSO INSIDE THE OWNERS PORTAL

Once signed in, you will also see a "Community Map" button in the portal header. The Community Map is an interactive, owner-only map showing all 35 homes with numbered pins. Tap any pin to see the address and owner name. See page 7 of this guide for full instructions.

Contacting the Board & Using the Inquiry Form

The Contact page at soi2hoa.org/contact gives you two easy ways to reach the board and New London Associates. You can fill out the form directly on the website, or download a PDF form to email in.

SENDING A MESSAGE ONLINE

- 1 Click "Contact" in the navigation bar**
The Contact link is in the menu at the top of every page.
- 2 Choose your inquiry type**
Use the dropdown menu to select the category that best describes your question (Maintenance, Billing, General Question, etc.).
- 3 Fill in your details**
Enter your name, email address, and your message in the form fields.
- 4 Click "Send Message"**
Your message will be sent to the board and New London Associates. You will receive a confirmation email at the address you provided.

TIP

You will receive a confirmation email immediately after submitting. If you do not see it, check your spam or junk folder.

DOWNLOADING THE PDF INQUIRY FORM

If you prefer to use a traditional form, you can download a fillable PDF version of the Owner Inquiry Form.

- 1 Go to the Contact page**
Click "Contact" in the navigation bar.
- 2 Click "Download Form"**
The green "Download Inquiry Form" button is near the bottom of the Contact page. Click it to download the PDF.
- 3 Fill it out and email it**
Open the PDF, fill in your information, and email it to New London Associates at: Sanctuary@newlondonassoc.com

QUICK CONTACT REFERENCE

- **Board matters:**
Use the online form at soi2hoa.org/contact
- **Management company:**
New London Associates: Sanctuary@newlondonassoc.com
- **Document questions:**
1611 Colonial Parkway — New London Associates office

ATTACHING A FILE TO YOUR MESSAGE

You may optionally attach one file to your contact form message — for example, a photo of a maintenance issue

Save the Website to Your Phone + Getting Help

You can save soi2hoa.org to your phone's home screen so it opens with one tap - just like a real app. There is nothing to download from the App Store.

iPHONE / iPAD (Safari)

- 1 Open Safari**
Use the blue compass icon. Does not work in Chrome on iPhone.
- 2 Go to soi2hoa.org**
Type it in the Safari address bar.
- 3 Tap the Share button**
Square with arrow pointing up — center of the bottom toolbar.
- 4 Tap "Add to Home Screen"**
Scroll down in the menu to find it.
- 5 Tap "Add"**
Blue Add button in the top right corner.
- 6 Done!**
SOI2 HOA icon appears on your home screen.

ANDROID (Chrome)

- 1 Open Chrome**
Use the colorful circle icon.
- 2 Go to soi2hoa.org**
Type it in the Chrome address bar.
- 3 Tap the three dots**
Top right corner of Chrome.
- 4 Tap "Add to Home screen"**
Or "Install app" in the menu.
- 5 Tap "Add"**
Confirm in the dialog.
- 6 Done!**
SOI2 HOA icon appears on your home screen.

TIP

The icon will look like the HOA logo. Tap it just like any other app on your phone. Some Android phones show a banner automatically — tap it as a shortcut.

SHARING FEEDBACK ABOUT THE WEBSITE

You will see a gold "Site Feedback" button on every page of the website. Tap it to share suggestions, report problems, or let the board know what you think. Your feedback goes directly to the board.

GETTING HELP

Website problems: Use the gold Site Feedback button on any page.

Login issues: Click "Forgot password?" on the sign-in page, or email the board.

Document questions: Contact New London Associates: Sanctuary@newlondonassoc.com

Board matters: Use the Contact page at soi2hoa.org/contact

Thank you for being part of the Sanctuary of Inverness II community.

Your website is always available at soi2hoa.org.

The Community Map is a private, interactive map inside the Owners Portal. It shows all 35 homes in Sanctuary of Inverness II with color-coded numbered pins. Tap any pin to see the address and owner name for that home. You must be signed in to the Owners Portal to access it.

HOW TO ACCESS THE COMMUNITY MAP

1 Sign in to the Owners Portal

Click "Owners Portal" in the gold navigation link at the top of any page and sign in with your email and password.

2 Click "Community Map"

Once signed in, click the gold "Community Map" button in the portal header bar.

3 Read and accept the acknowledgment

The first time you visit, a short acknowledgment screen will appear. Check the box and click "Continue to Community Map." You will only see this once — it will not appear again on future visits unless the policy is updated.

4 Tap any numbered pin

Tap a pin on the map to open a popup showing that home's lot number, address, street, and owner name. Tap the X button or tap anywhere else on the map to close the popup.

5 Search for a home

Use the search field above the map to find a home by lot number, street address, street name, or owner name. Matching results appear in a dropdown — tap any result to jump directly to that pin on the map.

6 Browse the home list

Below the map, all 35 homes are listed in a grid. Tap any home in the list to highlight its pin on the map above.

7 Report a correction

If you notice an error — wrong address, misspelled name, or incorrect pin location — click "Report a map correction" below the map to send a note to the board through the Contact page.

TIP

The map uses color-coded pins to identify each street: orange = Carlton Court (1-7), gold = Torrin Rocks (8-13), white = Lockbrook (14-21), cyan = Kingsborough (22-29), green = Carlton Circle (30-35). A color legend is shown above the map.

PRIVACY AND USE NOTICE

The Community Map is intended only for authorized owner use within the Owners Portal. Information displayed may not be copied, redistributed, published, or used for solicitation, marketing, or any purpose unrelated to legitimate Association business. The map is a convenience tool and not a substitute for official Association records.

Frequently Asked Questions

These are the questions homeowners ask most often about the website. If you do not find your answer here, use the Contact page at soi2hoa.org/contact to reach the board.

■ I forgot my password. How do I get back in?

Go to soi2hoa.org and click "Owners Portal" in the navigation bar. On the sign-in page, click "Forgot password?" Enter your email address and click Send. You will receive an email with a link to reset your password. The link expires after one hour. If you do not see the email, check your spam or junk folder.

■ I never received a login. How do I get one?

Portal accounts are created by the board — you cannot sign up on your own. Use the Contact page at soi2hoa.org/contact to request credentials. Select "Owners Portal Access" as the inquiry type and include your name and property address.

■ The website looks strange on my phone. What should I do?

Try closing and reopening your browser. If you are using an older browser, try updating it. On iPhone, use Safari. On Android, use Chrome. If the problem continues, use the gold "Site Feedback" button on any page to let the board know.

■ I tapped "Owners Portal" but it just shows a sign-in page. Is something broken?

No — that is normal. The Owners Portal requires you to sign in before you can see documents. Enter your email and password on that page to continue. If you do not have credentials, see the question above.

■ Can I share my login with my spouse or family member?

Each homeowner household receives one set of credentials. You may share them within your household, but please do not share them with anyone outside your home. Contact the board if your household needs a separate account.

■ A document I need is not in the portal. What do I do?

The portal is updated regularly but may not contain every document immediately. Use the Contact page to request a specific document from the board or New London Associates.

■ I attached a file to my message but got an error. What went wrong?

The most common reasons are: the file is larger than 5 MB, the file type is not accepted (only PDF, JPG, and PNG are allowed), or you are not signed in to the Owners Portal. Try reducing the file size, converting it to PDF, or signing in first. If the problem continues, describe the issue in your message and offer to email the file separately.

■ How do I save the website to my phone so I can find it easily?

On iPhone: open Safari, go to soi2hoa.org, tap the share button (square with arrow), then tap "Add to Home Screen."
On Android: open Chrome, go to soi2hoa.org, tap the three dots in the top right, then tap "Add to Home screen." The SOI2 HOA icon will appear on your home screen like any other app.

■ Is my personal information safe on this website?

Yes. The website uses secure HTTPS encryption for all pages. Your portal login credentials are stored using industry-standard security practices. Attachment files are stored in a private, non-public location and can only be accessed by authorized board members.

■ Why was I signed out automatically? I was not done.

The website uses an automatic sign-out feature to protect owner information. If you are signed in and your device shows no activity for 30 minutes — no mouse movement, typing, or scrolling — the site will display a warning and then sign you out after 2 additional minutes. This is a security measure to prevent unauthorized access if you step away from a shared device or forget to sign out. To stay signed in, simply move your mouse or tap the screen when the warning appears. Your session also expires 2 hours after your last activity, at which point you will need to sign in again. This is normal and expected behavior.