

Getting started with the Lake Nona App

FOR LAUREATE PARK RESIDENTS

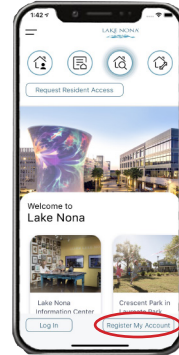
Step
1



Download the App

Download the Lake Nona App from the Apple or Google Play Store. Look for the app with the icon above to ensure you have chosen the right one.

Step
2



Register Your Account

Open the app and select the **Register My Account** button on the bottom of your screen. Complete the registration form and make sure to choose **Laureate Park Resident** for the **Account Type** selection.

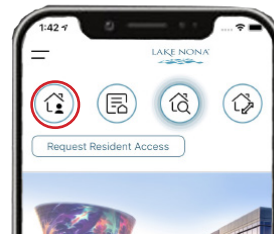
Step
3



Wait for Email Confirmation

You will receive an email confirmation from our app team, Alosant within 3 business days. Then, you are ready to access the app! Please check your spam folder if you do not receive a confirmation within 3 business days.

Step
4



Add a Photo to Your Mobile ID

Once you've accessed your account, upload a clear image of yourself to your **Mobile ID** by selecting the home icon in the top left corner of the home screen. Then, click the profile picture icon next to your name in the top right corner to upload an image of yourself. You will need this image in your Mobile ID to access the Laureate Park Amenities (see "Using Your New Mobile ID" on next page).

Already Have Access to the Lake Nona App?

Setup or Update Your Mobile ID to access the Aquatic Center & LP FIT

1. If you already have resident access to the app, please ensure that your app is updated and you have enabled push notifications in your settings.
2. Once logged into the app, select the **Mobile ID** button in the top left corner of the home screen. See image in Step 4 above.
3. Click the **profile picture** icon next to your name in the top right corner of your screen to upload an image of yourself. Note: this image will be used for your mobile identification when accessing the Laureate Park amenities.
4. From here, you'll also find the ability to set the information that displays in the Community Directory - found under the "Neighbors" menu item. Any item toggled on (Green button) will be visible in the Community Directory.

For any additional questions, please email: bryan.merced@tavistock.com.

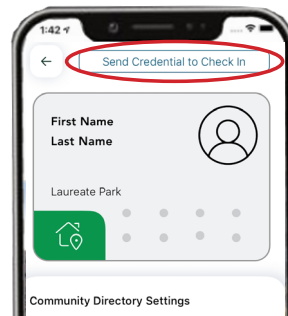
Residents 18 years and older may register for resident access

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Using Your New Mobile ID

to access Laureate Park amenities without a physical ID

1. When you arrive at LP Fit or the Laureate Park Aquatic Center, select the **Mobile ID** button (the home icon in the top left corner of your screen). Please ensure a photo has been uploaded to your account.
2. Select **Send Credential to Check In** at the top of the screen, then choose which amenity you will be visiting and tap **Confirm Check In** at the bottom of the screen.
3. Show your Mobile ID to the attendant at either amenity to gain access.



How to Make a Reservation

for the Tennis / Pickleball Courts

1. Select the menu at the top left corner of your home screen.
2. Select **Tennis Court Reservations** from the menu.
3. Tap which court you'd like to reserve.
4. Carefully review the Rules and Regulations for reserving the courts.
5. Then, tap **Reserve Court** button at the bottom of your screen.
6. Choose an available day and time for your reservation (reservations can be made up to 2 weeks prior to reservation date) and follow further instructions.



How to View and/or Cancel a Reservation

for the Tennis / Pickleball Courts

1. Select the menu at the top left corner of your home screen.
2. Select **Tennis Court Reservations** from the menu.
3. Tap which court you have reserved, then choose the date of the reservation.
4. Tap **Cancel** on the time block you have reserved.

Need to Reset Your Password?

1. Open your Lake Nona App and select the **Log In** button, then select **Reset Password**.
2. Follow prompts on the screen to reset your password, then check your email for a message from Alosant with next steps.