

Getting started with the Lake Nona App

Laureate Park Residents ONLY



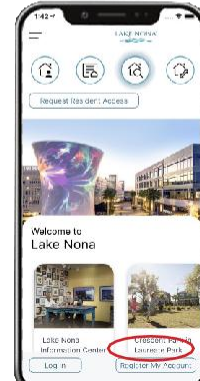
Step 1



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.

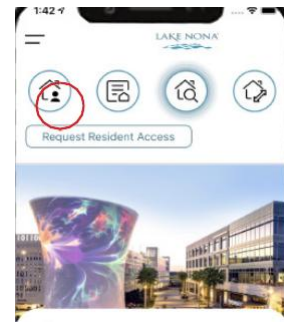
Step 3



Wait for Email Confirmation

Complete the registration form with your information and neighborhood and select “Sign Up.” You will receive an email confirmation 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 instructions on opposite side).

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.

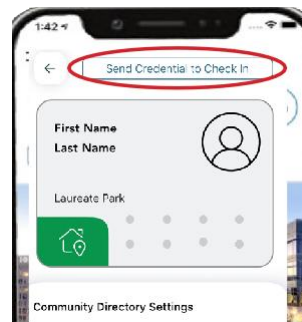
For any additional questions, please email: rudy.bautista@tavistock.com

Residents 18 years and older may register for resident access

Using Your New Mobile ID

to access Laureate Park amenities without a physical ID

1. Once signed into the Lake Nona app, select the Mobile ID button (the home icon in the top left corner of your screen).
2. To check-in at an amenity using your mobile ID, select the “Send Credential to Check-In” button at the top of your screen a few minutes before arriving at either LP Fit or the Laureate Park Aquatic Center (make sure your location services are enabled)
3. The nearby amenities will display on the next screen.
4. Select the amenity you plan to visit and the on-site attendant will be notified of your arrival prior to check-in.
5. When you arrive, check in with the attendant at LP Fit or the Aquatic Center 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 LP Amenity Reservations from the menu.
3. Then, choose which court you'd like to reserve (Court 2 has pickleball court lines).
4. Carefully review the Rules and Regulations for reserving the courts.
5. Then, tap “Select from Available Passes” button at the bottom of your screen.
6. Choose an available day and time for your reservation (reservations can be made up to 3 days prior to reservation date) and follow further instructions.



How to View and/or Cancel a Reservation

for the Tennis / Pickleball Courts

1. Sign into your Lake Nona app.
2. Select the “My Passes” button on your home screen to view your current reservations.
3. Select the reservation you wish to cancel.
4. Scroll down and click the “Cancel Reservation” button.

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.