



YOUR COMMUNITY WITH NABR NETWORK

Welcome!

Thank you for your interest in **Nabr Network**

This exciting mobile app and website are designed to keep communication flowing in your community association. Many communities like yours have found Nabr Network to be beneficial to board members, homeowners, and management companies alike. This document will brief you on the features and benefits of the system.

Why Nabr Network?

Nabr Network brings a mobile app, website and email blast into one comprehensive private network for residents of your community association. Nabr Network is the official news channel for your community association so that the right information doesn't get lost or misstated in the noise of other, non-official platforms. In this document you will learn more about Nabr Network features and benefits.



System Features

- Private Community Feed
- Multi-Platform Communication
- Flexible Administrative Rights
- Mobile App
- Resident Account Access
- Controlled Access to Information for Renters
- Smart Calendar with RSVP
- Amenity Reservation System
- Board & Committee Tools
- Group Pages
- Photo Galleries
- API Integration with Transaction and Notice Details*
- Dynamic Forms
- Resource Library
- Community Website
- Email Blast Your Association News—Even to Users Who Have Never Logged In
- Customizable Notification Preferences
- Easy to Use Dashboard for Website Administration and Communication
- Safeguards for Appropriate Content
- Optional Approval Settings
- Personalized Marketing Material
- Excellent Technical Support

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FEATURES



Community Feed

The heart of the system is the Community Feed. The community feed is a scrolling news feed that is common in typical web and mobile based news feeds; however, it is private and is not viewable through search engines or by people outside of the association. Only authorized residents who have logged into the system can view the information. Posts to the community feed can be categorized by “channels” for greater eye-catching and sorting. The Association News channel is for official business information for the association. Only community managers or system administrators can publish to this channel. Posts made to the Association News are automatically sent out as an email blast to residents—even residents who have never logged in to the site! - keeping your entire community up to date!

One-way or Interactive Feed

The community feed can be set to “one-way” where only messages can be sent by a manager or administrator to the feed. Conversely, the community feed can be set to “interactive” where all residents can post to other available channels such as Watch Alerts, Lost and Found, Social and Groups, to name a few. The one-way and interactive feature is your choice and can be turned on or off at a flip of a switch. If an interactive community feed is chosen, Nabr Network maintains a strict adherence to their terms of use policies and has implemented outstanding features to control abuse.



Multi-Platform Communication

The system allows a manager or administrator to push content with one-touch to mobile app, text, email and auto-updated websites. On the other end, the resident receives and interacts with the information in the format they desire and on their device of choice, including mobile, desktop and tablet. For instance, a resident who lives on their mobile device can set their preferences such that they'll receive only mobile app notifications and text alerts, forgoing another email hitting their inbox. Residents who are not smart phone users can receive the same information via email.



Flexible Administrative Rights

The system can be accessed by multiple managers or administrators, and set with different communication responsibilities for residents and committee members. For instance, a community manager could push out notices of upcoming board meetings or posted minutes; a landscape committee chairperson could push out updates to the new landscape program; or a social event coordinator could push out the latest news for an event. The benefit is that the official association information doesn't have to be funneled through one person.



Mobile App

Smartphones are a way of life, so that is why the system includes a downloadable mobile app for Apple iOS and Google Android operating systems. A link to the mobile app can be sent directly to a mobile device by using our easy text short code. The text will return a link to the app and off you go to download. If you don't want to download the app, that's okay; the web version of the system is mobile optimized to fit perfectly into the smaller smart phone screen format. All interfaces are user-intuitive and specifically designed with community associations in mind.



Resident Account Access

The system is integrated with the management company's accounting software. This is a great convenience feature for residents as they have easy account access on their mobile, tablet or desktop any time they want. If the management software allows, the resident can pull payment information, make a payment, view violation notices or update their contact information. The system also allows other types of links that are useful for residents, such as bank payment portals or direct link to the management company's resident portal.



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Smart Calendar with RSVP

Scheduling upcoming meetings or events is simple with the system's built-in smart calendar. When a manager or administrator posts an event, they can opt to send out an immediate automatic notification of the event to the residents—plus recurring automated reminders of the event. No more remembering to send out reminders because the system does it for you. And, if you need a head count and attendee lists, you can enable a RSVP feature to keep track of who will be attending.



Amenity Reservations

If the Amenity Reservations feature is enabled, residents can easily make reservations by using the system on their desktop, tablet or mobile. Any kind of amenity or facility—party room, tennis courts, clubhouse—can be created with a corresponding calendar for that facility. The number of facilities is unlimited. Available days and times are placed in the calendar and the administrator has the option to automatically or manually approve reservations. Also, the system's automation sends an email to the resident giving them the status of their reservation.



Resource Library

The resource library is a publishing system for important association documents, links and information. The built-in content management system makes it easy for managers and administrators to post meeting minutes, association rules, PDF and Word forms, and resource links. An effective way to reduce violations of the association rules is to remind residents of certain rules in the Community Feed with links back to the resource library. These Community Feed posts can be scheduled and automated.



Board & Committee Tools

The system has a private group feature that allows a manager or administrator to set up multiple private boards and committees. This is a great way for committees, such as the Board of Directors, ACC Committee or Landscape Committee, to discuss their business in private among other committee members. The board and committee tools include an activity feed, events calendar, documents upload and storage, and member directory. The activity feed is a rolling feed with separate thread boxes which makes conversation by subject and corresponding comments extremely organized and easy to follow. This keeps committee members engaged and association business efficient and productive.



Group Pages

Connecting with residents and being active in one's community creates connections and conversations which help create great neighborhoods. The group pages feature makes it easy for residents to connect with those who share the same interests. Starting a garden club, book club or running group page is a breeze. Each group features their own page with an activity feed, calendar, photos, documents and member directory.



Dynamic Forms

Community associations frequently have forms—surveys, waivers and contact forms—that need to be completed by residents. The dynamic forms feature is an online form creation and submission management system. It allows an administrator to create multiple unique forms specific to a community's needs. Creating a dynamic form doesn't require any computer programming skills; all interfaces are user-intuitive and easy to use. New forms can be quickly created by using existing templates provided within the system. All form submissions and results are saved and managers are automatically notified upon a resident completing a form.



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Controlled Access to Information for Renters

You decide the level of access for Renters. Renters can have full access to all features of the site, no access, or they can be set up to receive email blasts only. Additionally, you can set the permission levels of community documents (like financials) to be available for only owners, only renters, or both.



Photo Galleries

Organize and share photos of community events with Photo Galleries! Keep the community engaged and spark interest in participation, or use it as a way to keep the community informed of progress on projects like a pool renovation or new landscaping. Photo Galleries can be set to require approval, so managers can review content before it goes live.



Customized Notification Preferences

Residents and managers receive text, email or mobile notifications only for the information they are interested in. This gives each user the ability to tailor their interaction with the site to their individual needs and preferences.



Dashboard

A comprehensive and intuitive dashboard allows managers to administer the sites and communicate with ease on an ongoing basis. Menus and features are easy to find and use. The community can truly make the tool their own without needing a technology expert every time a tweak is needed (though Nabr Network Support is always here!)



Safeguards for Appropriate Content

Never worry about what might be put out there! Nabr Network has highly effective filters for inappropriate content, as well as optional approval settings that allow you to decide what you want to review. For example, managers can opt to have all photos require approval before they are posted to the Community Feed.



Personalized Marketing Material

Nabr Network will provide company branded brochures for residents and board members to help you promote this new platform. Included is an overview of basic features as well as instructions for registering and downloading the app. We make promoting your new communication tool easy, and focused on you.



This mobile app and website is operated and supported by Nabr Network and the Nabr Network software platform. Please reach out to Nabr Network if you have any questions about the system or service.



Community Website

Besides being a great communication platform the system can also fulfill community website needs. The community website—designed in a modern framework—includes a publishing system for public and private facing pages with photos, documents, links, community calendar and resident directory. The administrator has the full freedom to easily manage the association’s pages and content. Customizable moving banner images represent your community’s brand image beautifully to residents. All URLs for the system will be unique Nabr Network platform URL names. If a community already has a URL, this can be automatically redirected to the new URL.



GET THE APP!
Text “nabr”
to 59248

Encourage Resident Registration

Registering for Nabr Network is easy. If the management company has an email list of members, then a welcome email is automatically sent to that resident once Nabr Network is launched. The email contains a web link to register and the resident is up and going on the system. But what if you have very few resident emails? Or maybe you want to boost residents’ participation after the launch? We have some helpful suggestions other communities have used to increase resident sign-up and participation on the system:

- Post signage near the entrances of the community, at stop signs and common areas. The signage can give the web URL or a mobile text number where a link to downloadable app is sent back.
- Mail or hand deliver flyers with the web URL and mobile text download number.
- Include the web URL or mobile text download number on other association correspondence like invoice or meeting notice.
- Promote the website and app at association events both as a presentation and as printed signs encouraging registration on the spot.
- Post helpful content to the site that residents won’t get anywhere else.
- Run a giveaway with the requirement that members must be an active member of the site to win.

Bottom line is the more people who are aware and register for Nabr Network, the better informed they will be regarding association business, rules and resources.

Excellent Technical Support

Nabr Network is operated and supported by the Nabr Network software platform. If an administrator or resident has a technical issue with the software, they will contact Nabr Network for support which is easily located on the system. Nabr Network has a support team who will work diligently to solve the problem. The most common problem is initial login by a resident. Since the system is for authorized users, we tend to see new residents trying to login before they are in the official database of the community management company. If this is the case, we will keep a record of the login attempt and as soon as the management company give authorization, we will notify the resident. Nabr Network prides itself on excellent customer service and will serve our partner companies, their boards and residents with timely, courteous service. For more information contact Nabr Network (nabrnetwork.com, 855-373-5722, info@nabrnetwork.com).