MyAffinity STAFF PORTAL

Life at Affinity is even better with MyAffinity!

We are excited to bring MyAffinity to life. MyAffinity enhances the resident experience, helping them access the full value of their amenities through the convenience of technology. It provides many features to bring residents a stronger feeling of community, vibrant social engagement, wellness, entertainment, and convenience. As a staff team member, MyAffinity makes it easier to communicate with your residents, manage their requests and help them facilitate engaging activities.

MyAffinity includes mobile apps for residents and their families, and a web portal for Affinity staff. Together, these tools provide opportunities for residents to engage with each other and with staff. Most importantly, it will help you engage with residents in new ways and help improve your workflow operationally.

Key Site Staff Benefits

- Increased retention and satisfaction
- Market differentiation for successful lease closure
- Easy and direct communication with residents
- Increase resident engagement with community events
- Easy maintenance and staff chat

Key Features for Staff

Community Events Calendar

Community Announcements

Message with Residents

Maintenance Requests

Key Features for Residents

Community Events Calendar

Affinity Announcements

Message Affinity Staff

Message Affinity Maintenance

Connect with Neighbors

Chat with Friends

Community Discussions

Resident Directory

Healthy Recipes

Fitness Classes

Community Fitness Challenges

Games

Streaming Movies and TV

Recommended Shows and Films

Restaurant Delivery

Grocery Delivery

Meal Kits

Frozen Meals

Rides

# What is the MyAffinity Tech Concierge?

The MyAffinity Tech Concierge is a dedicated team who are available to assist staff and residents with MyAffinity. They will provide training and technical support for staff and residents. Residents can schedule a time for an appointment for assistance with the app or any of the curated services or they can call (888) 808-0791. The Concierge is available Monday - Friday: 8am - 5pm PST.

Key Resident Benefits

- Increased resident engagement
- Greater sense of community
- Improved satisfaction
- Streamlined resident/staff communications

Getting Started

- The MyAffinity staff portal is a central hub with many useful tools for staff. To access the Staff Portal, browse to admin.myaffinity.app. Login with your email address and password.

- The navigation bar at the right side of the portal contains the menu with tools you can access, including:

  - **Chat** - messaging with residents and maintenance requests

  - **Social** - community discussion forums

  - **Community** - events calendar and announcements

- To hide the menu, click on the arrow button near the MyAffinity logo.
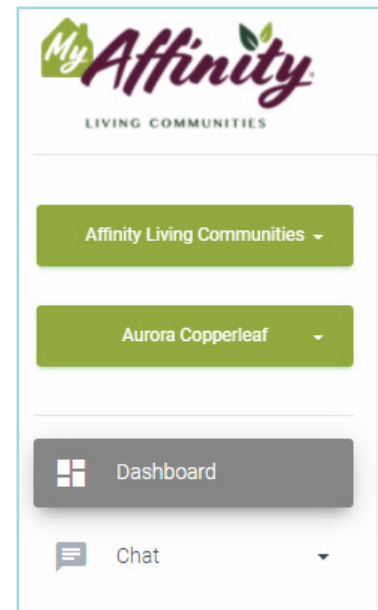
 To show the menu, click on the arrow button again.

- The notifications icon in the upper right corner lets you know if there are new notifications, e.g. a new message from a resident or a new maintenance request.
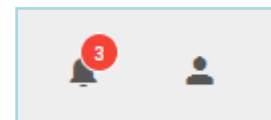
Chat

Residents can use the MyAffinity app to send messages or requests to Affinity Staff and Affinity Maintenance. You will access and respond to these messages from the MyAffinity Staff Portal:

1. To access **Chat**, click on Chat in the navigation bar on the right side of the screen.

2. Click on **Support Chat** to access messages residents have sent to Affinity Staff.

3. Click on **Maintenance Chat** to access residents' maintenance requests.

4. Once you have clicked on one of those chat selections, you will see a list of the conversations with residents at your community. You can search for a conversation by typing the name of the resident in question in the Search box above the list.

5. Click on one of the conversations to view the chat messages in that conversation.

6. You can respond to a conversation by typing a message in the box at the bottom and clicking the **Send** button.
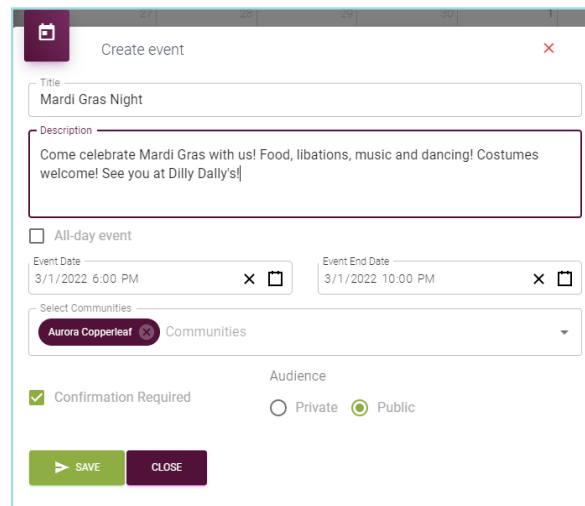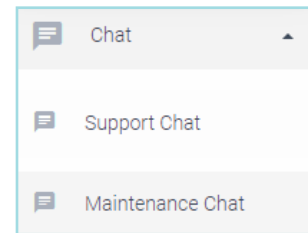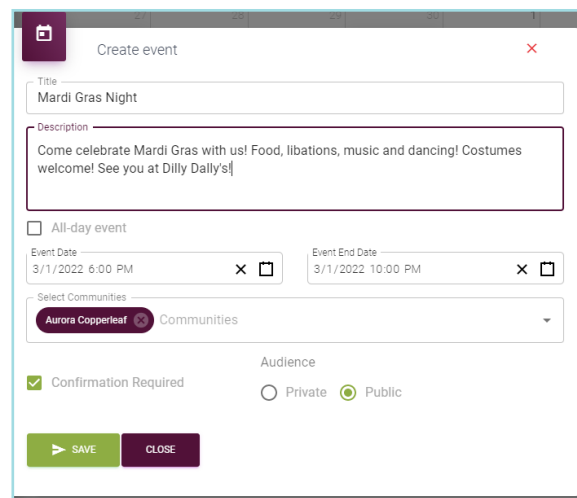
New chat messages from residents at your community will be indicated by a circle or number showing up on the Notifications icon in the upper right corner of the Staff Portal.

Calendar

MyAffinity makes it easy to create and maintain a calendar of community events accessible to all residents through the MyAffinity App. You can schedule events for your community, including date, time, location, and any other important information about the event. Events can even be set up to require an RSVP. Residents can then view the upcoming events in an easily accessible calendar and RSVP for events requiring it, right in the MyAffinity app.

You will create and manage community events from the MyAffinity Staff Portal:

1. To access the calendar, click on **Community** in the navigation bar on the right side of the screen.

2. Click on **Calendar** to access the events calendar. Use the navigation buttons on the upper right and left of the calendar to change the calendar view.

3. To create an event, click on the **+Event** button in the upper right corner of the calendar.

4. Enter the title, description, date and time of the event. If the event requires that attendees RSVP, check the **Confirmation Requir ed** box. Click **Save** when you have finished. Click **Close** to cancel creating the event.

5. To edit an event, click on the event in the calendar. You can then edit any details needed. Click **Save** when your changes are complete or click **Delete** to delete the event entirely. Click **Close** to exit without saving any changes.
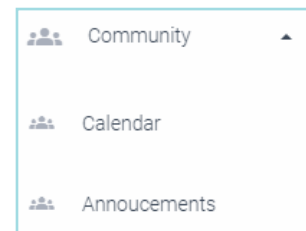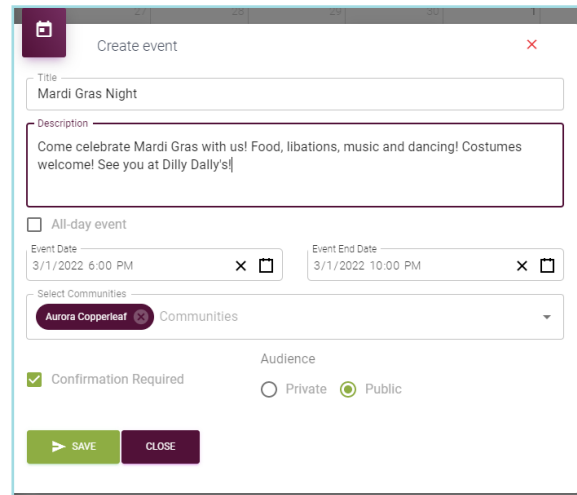
Announcements

MyAffinity makes it easy to create and share announcements with your community's residents through the MyAffinity App. Keep your residents informed about community events, important news and notices. Announcements are sent as notifications to residents right from their MyAffinity app.

You will create and manage announcements from the MyAffinity Staff Portal:

1. To access Announcements click on **Community** in the navigation bar on the right side of the screen.
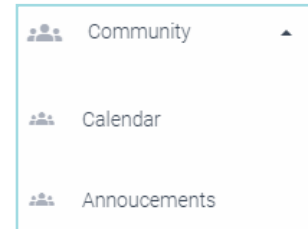
2. Click on **Announcements** to access the announcements interface. You will see a list of announcements that have been created by staff for your community.

3. To create an announcement, click on the **+Announcements** button in the upper right corner of the screen.

4. Enter the title and description for your announcement. The description supports rich-text formatting so that you can make sure your announcement is displayed in a professional and engaging manner.

5. If you wish, you can upload an image to be displayed with the announcement. Simply click on the **Select Imag e** button and then upload the image from your computer.

6. To schedule an announcement for the future, select a date and time in the Announcement Date box.

7. If the announcement pertains to an Event on the Calendar, select the Event from the dropdown menu. The event's calendar entry will be included as a link in the announcement.

8. If you are creating an announcement as a draft and wish to edit or review it before posting it to your community, you can mark the event's Status as Disabled. You can also use this button to disable an announcement once it is not accurate or necessary. Disabled announcements will not show up in the list of announcements for residents.

9. When your announcement is ready, click on the **Submit** button. You can click on the **Cancel** button to cancel the event without saving or posting it.

10. Existent announcements can be edited by clicking on the edit button (shaped like a pencil) on the list of announcements. You can delete an announcement by clicking on the delete button (shaped like an X).

Wrap-Up and Review

MyAffinity is a great new amenity for our residents. With the easy-to-use MyAffinity app, residents at our community can:

- Enjoy easy and direct communication with other residents
- Stay informed about engaging community events
- Send messages to Affinity maintenance and staff
- Become engaged with the Affinity community in ways that enhance their lifestyle and improves retention

MyAffinity is also a great new tool for Affinity staff team members. With the MyAffinity Staff Portal, you'll be able to:

- Create a centralized, easy-to-find calendar for community events that is immediately shared with every resident at your community
- Send announcements about news, events, and other important information that will be delivered to residents right on their mobile devices
- Communicate with residents about their questions or concerns in a convenient web interface
- Receive and respond to maintenance requests from residents in the same web interface
- Help create a welcoming and engaging community for each and every resident

Making Affinity Better with MyAffinity

We hope MyAffinity will be a great tool for you, but Affinity's secret ingredient is you!
Your Affinity community and MyAffinity can only get better with your engagement.
Here are some ideas:

- Suggest to new residents how they can make new friends in the community with MyAffinity. You might even have a few residents who want to be the "welcome wagon." Help the new residents connect with them.
- If a resident is planning a social activity, be it a happy hour party or a quilting bee, suggest they add it to the MyAffinity community calendar.
- Know of a great healthy recipe or streaming fitness class? Have an idea for a community fitness challenge or a great movie recommendation? Contact the Tech Concierge and let us know.
- Most importantly, any feedback you have is welcome. MyAffinity is a living, growing community platform, and one of our best sources of information is you.

Support

Resident Support

If a resident needs assistance using MyAffinity, they can press the phone icon in the bottom right corner of the app. They can also call MyAffinity Support directly at (888) 808-0791. Our support team is available Monday - Friday: 8am - 5pm PST.

Staff Support

Do you have questions? Ideas? Suggestions? Need help using MyAffinity? MyAffinity Support is here for you, too. If you need help with the MyAffinity staff portal, you can click on the question mark icon in the upper right corner of the screen. You can also call MyAffinity Support directly at (888) 808-0791. Our support team is available Monday - Friday: 8am - 5pm PST.