

Gardens RV Village Homeowners Association, Inc

Gardens HOA Website (www.gardenstn.org)

Website Policy and Procedures

General Policy

The Gardens RV Village Homeowners Association, Inc. website, hereinafter referred to as the Gardens HOA Website, or the Website, is available online to anyone having Internet access, but a special secure area is available for use by all persons owning lots and all household members residing in the Gardens community. The secure area is accessible only by a login id and password issued to each user.

In addition to the access discussed above, the Website also accommodates setting up email accounts so lot owners and residents can send/receive email using the Website domain name. Email addresses will be configured as *accountname@gardenstn.org*, where each user personally selects their *accountname*.

All lot owners and residents will be requested to submit a WEBSITE CONSENT FORM to allow use of their personal information in the secure area of the website. Owners and residents may provide consent for use of all information or just specific information or request that no information be used.

The HOA will not sell any information provided by individuals for use on the Gardens HOA Website, nor provide any such information to third parties. The HOA, its directors, or officers are not responsible for unauthorized access to our website secure area.

Website Management Committee:

The Website Management Committee of the Gardens RV Village Homeowners Association includes the following members of the Association:

Glen Thomas – Webmaster 1; email: webmaster1@gardenstn.org

Gail Gunst – Webmaster 2; email: webmaster2@gardenstn.org

Marlene Thomas – Advisor & designer; email: webadvisor@gardenstn.org

Frances Gunst – Newsletter editor, advisor & designer; email: newseditor@gardenstn.org

Requesting Secure Area Access and Email Accounts

Member/Resident Area Access:

The information in the secure area of the Website includes, but is not limited to, the owners/residents directory, a forum, the Board member directory, the Board minutes, the HOA social calendar, the monthly newsletter, access to your email, etc.

To gain access and enjoy the use of this secure area and interact online with other association users, proper authorization must be requested by each individual by submitting a WEBSITE AUTHORIZATION REQUEST FORM. Preprinted forms are available at the clubhouse, or you may request it by email and print the form or download it from the Website for printing. When the

form is completed, present it to any Website Management Committee member or mail it to: Gardens HOA Webmaster, PO Box 2704, Crossville TN 38557

Email Account & Address:

To do emailing through the Gardens HOA website, you will need an email account set up for you by the Webmaster. To do so, submit a WEBSITE EMAIL REQUEST FORM to give your desired user identification (account name) to the Webmaster. These forms are available as described above.

Your account name may be any alphanumeric value you select, such as *joesmith*, or *jsmith*, or *joeandmarysmith*. Spaces are not allowed and the period (dot) is the only punctuation allowed, such as *joe.smith*.

You may request an email account without having access to the secure area of the website. Emails sent and received through the website are not linked in any way to the secure area.

Setting Up for Secure Area Access, Email and Webmail

Member/Resident Area Access:

You will receive a written or email notice that your secure area access has been granted and your login id and password have been assigned. When you receive your notice, go to the website (www.gardenstn.org) and in the left-hand menu click on “Members/Residents Area.” The “Connect to www.gardenstn.org” login panel will appear. Enter your assigned login id in the upper block and your assigned password in the lower block. If you click in the “Remember my password” box, a check mark will indicate that you won’t have to reenter this information the next time you access the secure area (NOTE: *this works only if you allow cookies on your system*). **A word of caution:** If you check this box but do not have a password set for your computer start-up, anyone using your computer and accessing our website will have access to the secure area. NOTE: *This is true for any website you access having this level of security and you have checked this box.*

Email/Webmail Access:

You will receive a written or email notice that your email account name and initial password are assigned. When you receive this notice, go to the website (www.gardenstn.org) and in the left-hand menu click on “Access Webmail” The “Server host372.hostmonster.com at WebMail requires a username and password.” login panel will appear. Enter your assigned account name and domain name in the upper block (*accountname@gardenstn.org*) and your assigned password in the lower block. **DO NOT** click the “Remember my password” box at this time! What will appear next is the Hostmonster webmail page indicating you are logged in as “*youraccountname@gardenstn.org*” Click on “Change Password” to change the webmaster-assigned password to one of your own choosing.

After this is done you can set up your email client on your computer by clicking on “Configure Mail Client.” This will set up your account in your local Email client (e.g., MS Outlook, MS Outlook Express, Thunderbird, Earthlink, etc.) to check and download your Gardens HOA emails to your computer. To do this manually, use the following server settings:

- **Mail Server Account Name:** *userid@gardenstn.org* (replace *userid* with your assigned account name)
- **Mail Server Password:** the password you selected to replace the webmaster-assigned password.
- **Incoming POP3 Mail Server:** mail.gardenstn.org
- **Outgoing SMTP Mail Server:** mail.gardenstn.org (*server requires authentication*) **port 26**

The next time you access your Email through the website, either through the initial menu or the menu in the Member/Residents area, click the “Remember my password” box, if you desire. A check mark here will indicate that you won’t have to reenter this information the next time you access your email by this link.

It’s a matter of personal choice whether you use the Webmail or your email client to regularly read and send emails. Usually it is easier to use your email client when you’re home, but when you travel you may have to use Webmail, depending on how the Internet provider of the facility where you are staying has set up their servers. Most often in these situations the mail server settings in your email client will not work.