Mailing Date

FirstName LastName

Street Address

City, State Zip

**Property address:**

Property Address

Dear Resident:

Welcome to Envera! Your Association has chosen Envera as the new gate access management company for **Heritage Greens CDD**. Our service will allow you to have control over the person(s) who will be granted access to your community at the Main Gate. Rather than an attendant at a gate, our live remote guards utilize a system that provides efficient and quick guest verification after hours.

Below you will find your username and password to access our MyEnvera.com website and Smartphone App, where you can easily manage your visitor list and household profile. Please do not share this information.

|  |  |
| --- | --- |
|  **Username**: XXXXXXXXXX@# | **Password**: XXXX |

We have also included the primary telephone number that we have on file for you. If this contact number is incorrect, please log onto MyEnvera.com or the App to update your information.

|  |  |
| --- | --- |
|  **Phone Number**: XXXXXXXXXX | **PIN**: XXXX*(to verify you as the resident at the virtual gate guard kiosk or via phone)* |

**Envera Training & Orientation**

Once our Virtual Gate Guard system is installed & activated, all visitors will use the Envera system to gain access into the community. Prior to the system activation, we will hold training meetings, which will include Q&A, at the **Onsite Clubhouse** to provide you with more information about our services. For your convenience we will hold a meeting at each date & time listed below. You will only need to attend one meeting. At your Association’s request, please note that homeowners are responsible to notify their renters of the orientation dates so they may also be in attendance.

* **Wednesday, May 22nd 4:00pm-5:00pm** *(please be prompt)*
* **Thursday, May 23rd 6:30pm-7:30pm** *(please be prompt)*

***To register to attend one of the meetings, please go to* https://info.enverasystems.com/heritagegreenscdd**

**Guest List Updates**

You may maintain your profile and add visitors to your guest list:

1. **MyEnvera.com Website & Smartphone App *(download to your Android or Apple device)***

Owners can add and update visitor information via the MyEnvera website or app.

* + Log on with your username & password.

**The information you submit will be instantly saved to your account.**

1. **Customer Service**

Residents can schedule guests over the phone by calling Customer Service.

* + Toll-free number: 1 (877) 936-8372

**Your information will be updated immediately by the Customer Service agent.**

Thank you for your patience during this transition and implementation of the new gate system.