

# 2024 RENEWAL FAQ's (Frequently Asked Questions)

## 1. What is the timing for renewals?

- January 12, 2024, members will receive a Welcome Letter from the Park President with Renewal Instructions.
- January 15, 2024, Renewal Links will be active on your Member Portal at 8am
- Renewals will run from January 15 thru February 29, 2024

## 2. What is the cutoff for 2024 Renewals?

- February 29, 2024, is the last day to update your 2024 Renewals
- After February 29, 2024, if you have not logged into your portal to update your 2024 Renewals, your 2023 renewals will carryover and you will be billed accordingly.

## 3. When will Renewals be approved?

- 2024 Renewals will be approved in the system from March 1 thru March 17.
- Our Staff will need approximately 2 weeks to complete the approval process.
- Finance will start the billing process March 20 – March 31.
- Pump Out schedules will start to be built during this time as well.

## 4. When will my 2024 Renewals be billed to my account?

- Member Statements will be billed on account the last week of March
- Charges will appear the first week of April on your April 2024 statement

## 5. Where Do I Find my 2024 Renewals?

- Your 2024 Renewals will be located in your Member Portal as a link under the Renewals tab at the top of your page.

## 6. How Do I Login to PORTAL?

- Go to <https://sandypines.com/members>
- Click on [Member Web Access](#)



- Enter your Username and Password; Click Sign In

[Sign in](#) | [Redeem invitation](#)

Sign in with your Sandy Pines Portal Account

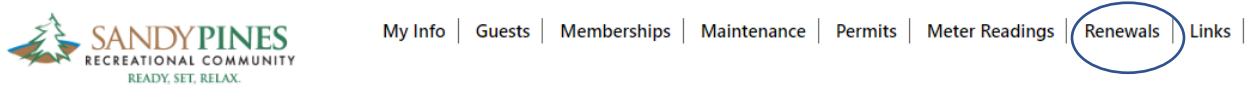
\* Username

\* Password

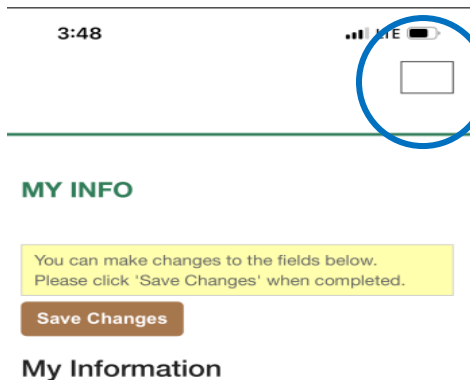
Remember me?

[Sign in](#) | [Forgot your password?](#)

d. Click on RENEWALS:



- e. Follow the Instructions to maintain or make any changes to your renewal items
  - f. Click Submit
  - g. Your 2024 Renewal will be complete
7. iPhone users please note that you may see the following when logging in from your iPhone to complete your renewals (blank square for your menu selection)



- a. Click on the Blank square as it is your menu selection. It will take you to the links for you to click on your renewals option.
- b. Once your links appear click on Renewals to complete the same process as outlined above for the portal.



**My Info**

**Guests**

**Memberships**

**Maintenance**

**Permits**

**Meter Readings**

**Renewals**

**Links**

### 8. How Do I Reset my Username?

- To reset your Username, please call Member Service.
- They will have your Username on file in the system
- They will NOT have access to your Password for security purposes

### 9. How Do I Reset my Password?

- To reset your Password, you will need to login to your Member Portal
- Enter your Username (if you forgot your Username, please call Member Service)
- Click on **FORGOT YOUR PASSWORD**

- Reset your Password
- If you Share the same password with your Statement Link, you will need to reset that password as well.
- Once Reset, you may proceed to your Renewals

### 10. What's New for my 2024 Renewals?

- Water softeners have been added to your Renewals**
- IF you had a water softener last year, you may see it already added to your Renewal**

- c. IF you did NOT have a water softener last year or you do NOT see it added to your renewal, but would like one, you may add a water softener at the bottom of the Renewal
- d. Simply go to the bottom of your Renewal in the Available Add Ons section
- e. Go to the Water Softener
- f. Click the BLUE check mark and select ADD
- g. This feature has been added to prepare our 2024 water softener orders to ensure all who need a water softener has one.
- h. Also in the Available Add Ons section is the ability to add a pump out plan if you do not already have a plan (see Item 11 – CHANGE below if you already have a plan).

**11. What do I need to do when my 2024 renewal is active?**

- a. RETAIN – Confirm cards, property, leases and services you want to keep for 2024
- b. REMOVE – Any cards, property, leases and services not needed for 2024
- c. CHANGE – If you already have a Pump Out Plan but want a different plan, click CHANGE and select the plan you want to Change to. **Only existing Pump Out Plans can be Changed on the portal.**
- d. ADD ON Items. See item #10 above.

**12. Will I receive Confirmation of my Renewal(s)?**

- a. Yes, you will receive an email confirmation showing a summary of the 2024 Renewals you have approved.
- b. THIS IS NOT A BILL

**13. When will I receive Confirmation?**

- a. No changes to your renewal – an email confirmation will be sent immediately
- b. Requested changes on your renewal – an email confirmation will be sent that your changes have been submitted
- c. Once changes are completed by administration – a final email confirmation will be sent

**14. When are my 2024 Renewals billed and due?**

- a. Your 2024 Renewals will appear on your April 2024 Member Statements
- b. Your 2024 Renewals will be due April 25, 2024

**15. Can I make changes on my portal and will they show up on my renewal?**

- a. Same as in 2023, you may make changes on your Member Portal. We continue to encourage members to make changes and keep their portal updated.
- b. **THESE CHANGES WILL NOT APPEAR ON YOUR 2024 RENEWALS**

**INSTRUCTIONS:**

How to Submit Your Renewal

1. Renewal Items are listed below these instructions.
2. Review each Renewal Items in the table below along with the summary information.
3. Determine if you are retaining that Item or need to remove the Item.
4. To remove an item from your renewal, click on the blue dropdown button next to the line you want to remove and select "Remove".
5. To reset an Item back to "retain" (if removed in error), click the blue drop down next to the line and select "Retain".
6. To change a pump out plan to a different plan, click the blue drop down next to the line and select "Change".
7. When you have completed your review and adjustment of the Items, click "Submit Renewal" at the bottom of the page.
8. Once you submit your renewal, you will not be able to make any further modifications.
9. Repeat these steps for any additional membership accounts that you have until all renewals are submitted.

For additional questions or help, please contact Member Service at 616-896-8315 Ext. 0 or at [memberservice@sandypines.com](mailto:memberservice@sandypines.com).