

## WESTFIELD at LEGENDS HOA Website FAQs

1. What happened to the Tropical Isles Caliber portal for Westfield?  
*Caliber will continue to be our system of record for critical financial (e.g., HOA dues) and business functions. However, much of the Caliber portal information will be ported to the new website which will dramatically improve your access to community information.*
2. I am receiving WestfieldLegends.com emails, but I cannot log into the new website.  
*If you are receiving emails from WestfieldLegends.com, your name and email address were imported from the original Residents Directory. So, if you did not set your password in the original announcement email, you can go to [www.westfieldlegends.com/](http://www.westfieldlegends.com/) and click on *Please log in*, next type in your email address and select "Forgot Password?". The system then will send an email to your email address where you can set your initial login password.*
3. My spouse and I share the same email address, but she cannot log into the website using her name.  
*The new system does not allow the same email address for two members of the same household (account). However, here is a solution:*  
  
*There is a "plus sign (+) feature" supported by most email providers to create the second email addresses without actually creating an entirely new email account. When a plus sign is included correctly, all email messages to the "plus sign" address will be sent to the original email address.*  
*Example:*  
*If John and Mary share "doefamily@gmail.com", John could register with "doefamily+john@gmail.com" as his new login email address. Then he will have his own password access to all WestfieldLegends.com site functions, and emails sent to this "plus sign" address will be sent to "doefamily@gmail.com",*  
  
*Setting up the second plus sign email address requires site Administrator help. You may email a support request to [support@westfieldlegends.com](mailto:support@westfieldlegends.com).*
4. Have other HOAs used HOA Express (website software)?  
*Somerset has been using HOA Express for a couple of years with excellent success and active HOA member usage.*
5. Who do I contact for website help or questions?  
*There is a help email address on the website homepage ([support@westfieldlegends.com](mailto:support@westfieldlegends.com)), or contact any board member.*
6. What are the member benefits of the new website?
  - *Immediate access to Westfield financial, governance and member residential information formerly found in the Caliber portal.*
  - *Bi-weekly "What's Happening" emails highlighting upcoming community events and resent news postings.*
  - *"Next Door" like blogging (Open Forum) for member interests, e.g. Start a blog on Restaurants, Vendors, Local Entertainment, etc.*
  - *Much more accurate and current Vendor information added over time in the Open Forum.*
  - *Member or Board formation of committees or private groups with specific committee/group member communications.*
  - *Easier blast emails to all member residents, or specific groups.*

- *Resident or Board created alerts/urgent announcements (hurricane prep/recovery, dangerous animal sightings, etc.)*
- *Quick Community Surveys*
- *Westfield Calendar of Events (HOA meetings, social events, etc.)*
- *Hotlinks to Caliber and Legends (and future desired) sites*