



## Vendor Training

### Participants

- Cedric White – Ocean Lakes Family Campground
- Tracy Wright – Ocean Lakes Family Campground
- Leigh Maney – Ocean Lakes Family Campground
- Brooke Blashford – Ocean Lakes Family Campground
- LouCin– SymLiv
- Pete Lee – SymLiv

# Contractor Access

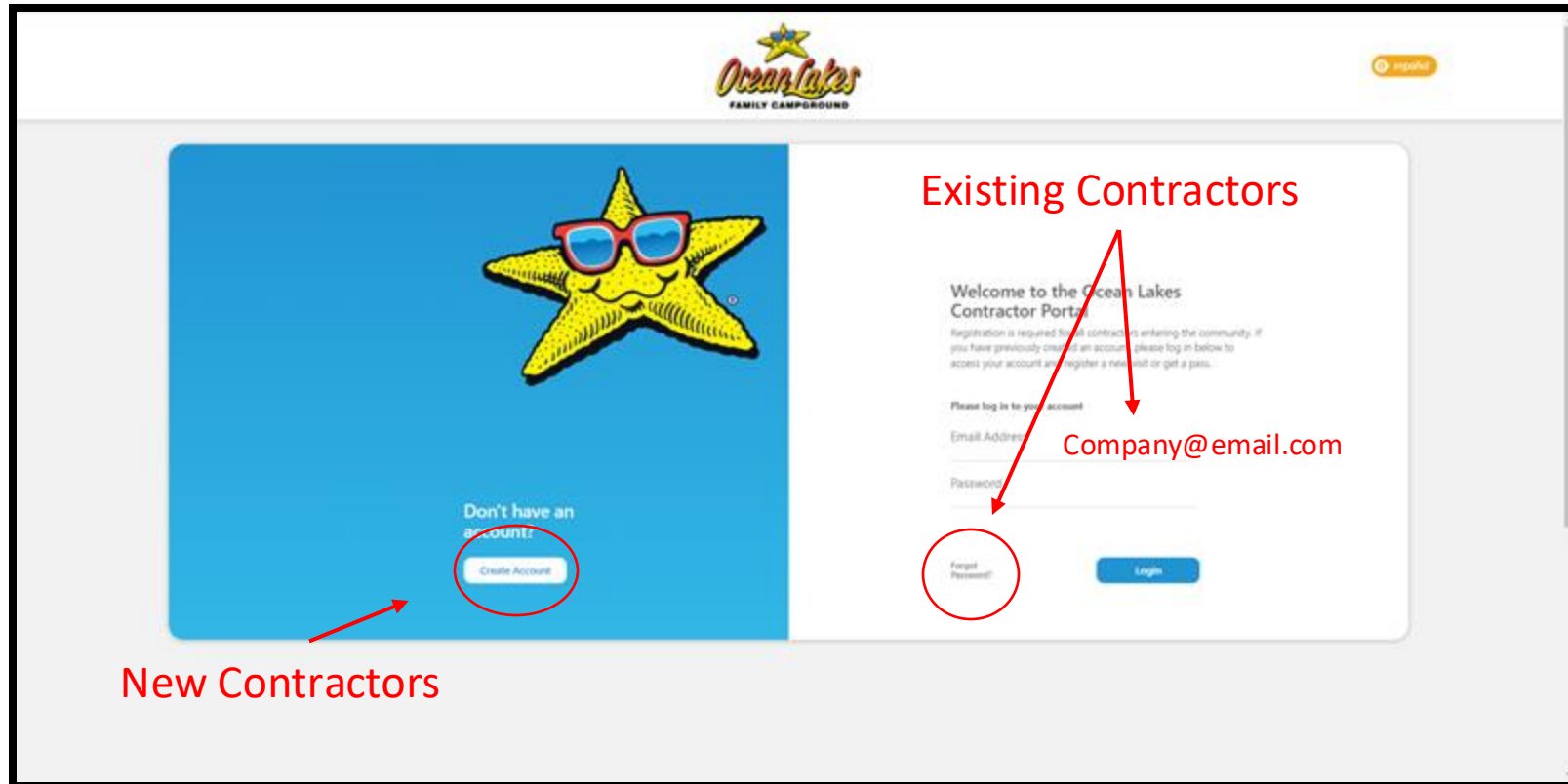


- Lesson 1: Create a User Account
- Lesson 2: Register Your Company
- Lesson 3: My Company Profile
- Lesson 4: Purchase a Pass (**Badge**)
- Lesson 5: My Passes
- Lesson 6: Review Community Rules
- Customer Support

# Lesson 1: Create a User Account



- **Existing Contractors** will claim their accounts using the “Forgot Password” feature
  - 1) Input your account email in the “Email Address”
  - 2) Click on “Forgot Password”
- **New Contractors** will select **Create Account**
  - 1) Select “Create Account”

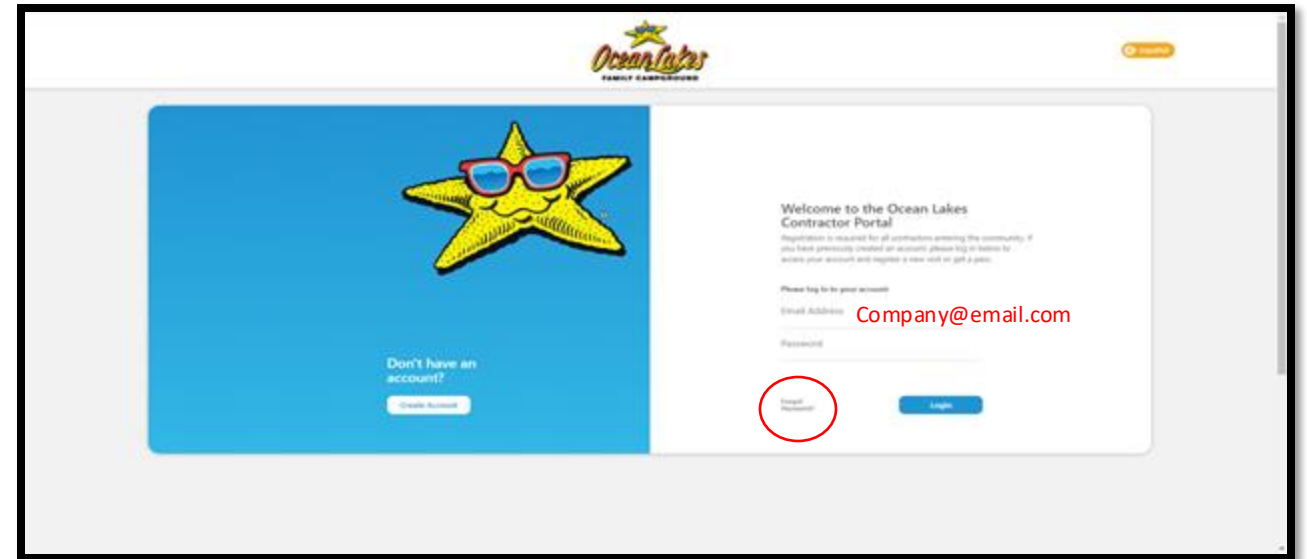


# Lesson 1: Create a User Account

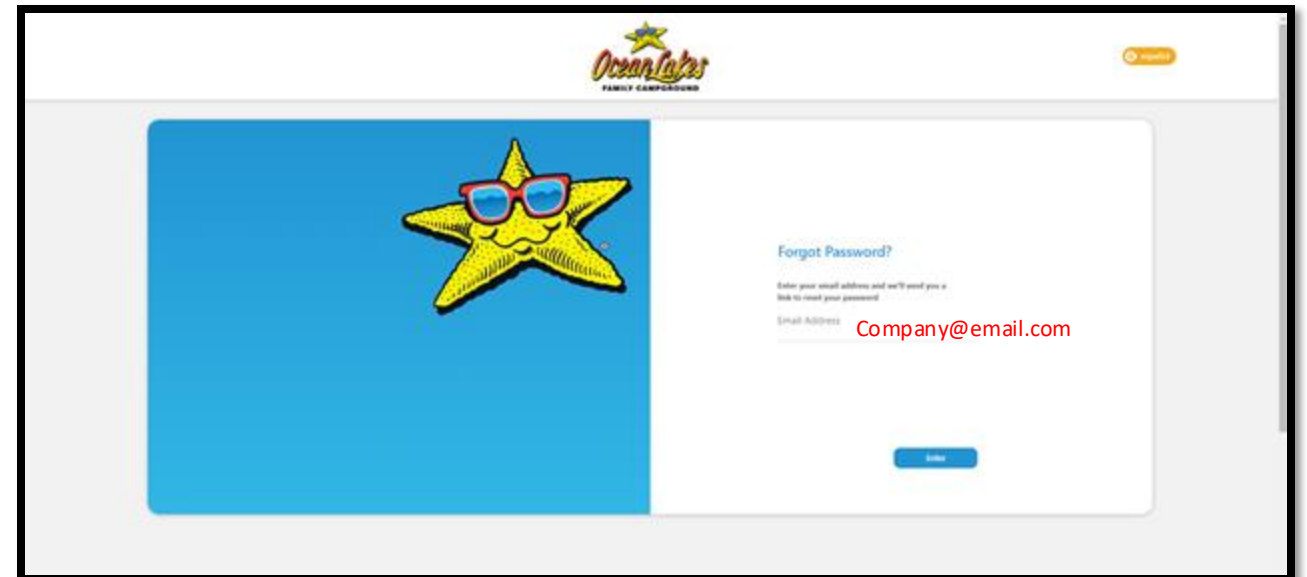


➤ **Existing Contractors will claim their accounts using the “Forgot Password” feature**

- 1) Input your account email in the “Email Address”
- 2) Click on “Forgot Password”



- 1) Input your account email in the “Forgot Password” email field



# Lesson 1: Create a User Account



4) Check your email for “Reset Password” email [*if no email make sure to check your Spam folder*]

5) From the email, type or copy the code into the “Verification Code” field and select “Enter”

A screenshot of the Ocean Lakes Family Campground website's "Forgot Password?" page. The page features a blue background on the left with a cartoon star wearing sunglasses. On the right, there is a white form with the following text: "Forgot Password?", "Please enter the verification code", "Verification Code: VOqQzmnez", and a blue "Enter" button circled in red. There is also a link that says "Did not receive an email?".

4) Next, enter your new password and confirm your password with matching entries.

5) Upon completion, you will be redirected to the Log-In page.

A screenshot of the Ocean Lakes Family Campground website's "Forgot Password?" page. The page features a blue background on the left with a cartoon star wearing sunglasses. On the right, there is a white form with the following text: "Forgot Password?", "Please enter your new password below", "Enter your new password: Password", "Confirm your new password: Password", and a blue "Reset My Password" button.

# Lesson 1: Create a User Account



## ➤ New Contractors will “Create an Account”

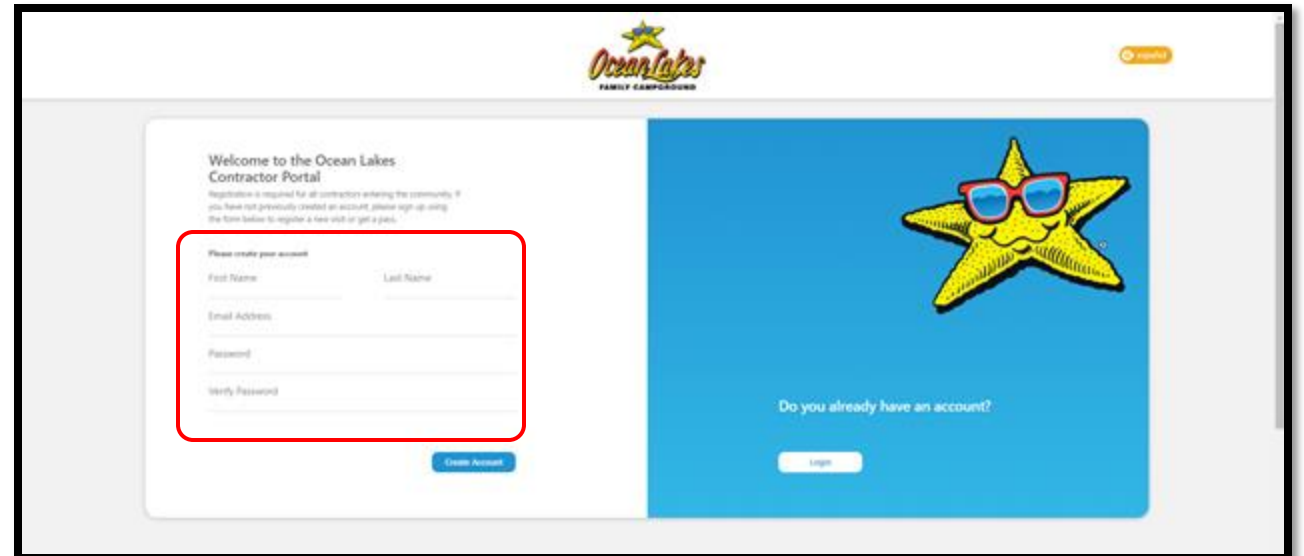
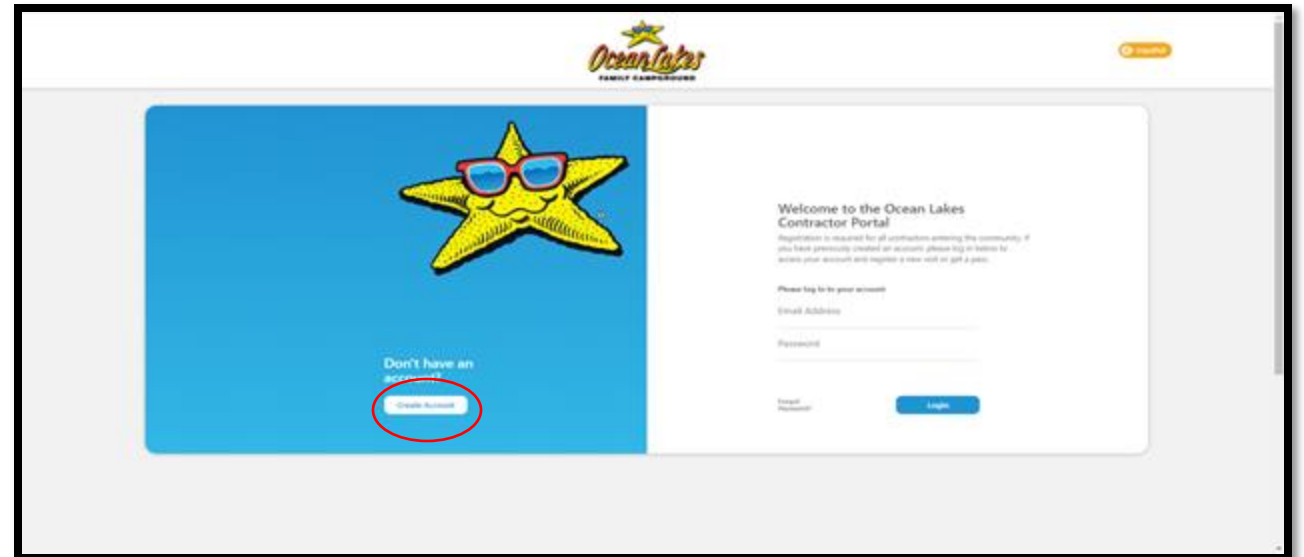
1) Click on the “Create Account”

**Note:** This is a User Account recommended for the individual processing and managing the access badges for a company.

2) Complete each of the text fields

- a. First Name
- b. Last Name
- c. Email Address
- d. Password
- e. Verify Password

**Note:** The Email Address is the establishes the account and can not be changed; recommend using a generic email not tied to a specific individual.



# Lesson 1: Create a User Account



➤ Next Lesson: Register Your Company

A screenshot of the Ocean Lakes website registration process. The page is titled "Welcome to Ocean Lakes" and includes a progress bar with four steps: Step 1 (Register Your Company), Step 2 (Community Orientation), Step 3 (Upload Documents), and Step 4 (Secure Checkout). The current step is "Step 1: Register Your Company", which requires providing the following information:

- Business Name
- Business Type (dropdown menu)
- Business License Number
- Business Address
- City and State (dropdown menu)
- Zip Code
- Primary Company Contact:
  - First Name (James)
  - Last Name (Madson)
  - Email Address (jm@email.com)
  - Primary Phone Number (+1)
  - Alternate Phone Number (+1)
- Emergency Company Contact:
  - Emergency Contact Name
  - Emergency Contact Cell Phone Number (+1)

A red warning icon and text at the bottom of the form state: "Please verify that the above information is current and accurate." A blue "Continue" button is located at the bottom right of the form.

# Lesson 2: Register Your Company



## ➤ Four-Step Process

- **Step 1: Register Your Company**
- Step 2: Community Orientation
- Step 3: Upload Documents
- Step 4: Secure Check Out

A screenshot of the Ocean Lakes Family Campground registration website. The page is titled "Welcome to Ocean Lakes" and shows a progress bar with four steps: Step 1 (Register Your Company), Step 2 (Community Orientation), Step 3 (Upload Documents), and Step 4 (Secure Check Out). The current step is Step 1, which is highlighted in orange. Below the progress bar, the text reads "Step 1: Register Your Company" and "Please provide the required information below". The form contains several fields: Business Name (South Carolina Shutters), Business Type (Carpenters/Handymen), Business License Number (SC12345678), Business Address (1 Seaside Drive), City (Oceanside), State (South Carolina), Zip Code (78567), Primary Company Contact (First Name: John, Last Name: Smith, Email Address: js@email.com, Primary Phone Number: +1 (850) 850-8500, Alternate Phone Number: +1 (860) 860-8600), and Emergency Company Contact (Emergency Contact Name: Andy Taylor, Emergency Contact Cell Phone Number: +1 (870) 870-8700). A blue "Continue" button is at the bottom. A small note at the bottom of the form says "Please verify that the above information is current and accurate." The Ocean Lakes logo and a "Help" link are in the top right corner.



# Lesson 2: Register Your Company



## ➤ Four-Step Process

- Step 1: Register Your Company
- **Step 2: Community Orientation**
- Step 3: Upload Documents
- Step 4: Secure Check Out

A screenshot of the Ocean Lakes registration portal. At the top left is the Ocean Lakes Family Campground logo. At the top right are a language selector (set to "español") and a user profile icon. The main content area is titled "Welcome to Ocean Lakes" and includes a paragraph of instructions: "Please follow the instructions below to access your Community Access Pass. You must register and review community rules before checking out. Registration takes approximately 5-10 minutes to complete. Please Note: You cannot enter the community or access amenities without a Community Access Pass." Below this is a progress bar with four steps: "Step 1: Register Your Company", "Step 2: Community Orientation" (highlighted with an orange bar), "Step 3: Upload Documents", and "Step 4: Secure Check Out". The current step, "Step 2: Community Orientation", is displayed in a large grey box with the message "Carpenters/Handymen education is not found". A blue "Continue" button is located at the bottom of this box. At the bottom of the page, there is a footer with links for "Privacy Policy" and "Terms and Conditions", and text stating "Copyright Ocean Lakes 2021 | Terms of use | Powered by GuestPass".

# Lesson 2: Register Your Company



## ➤ Four-Step Process

- Step 1: Register Your Company
- Step 2: Community Orientation
- **Step 3: Upload Documents**
- Step 4: Secure Check Out

Note: "Pending Review" status

Welcome to Ocean Lakes

Please follow the instructions below to access your Community Access Pass. You must register and review community rules before checking out. Registration takes approximately 5-10 minutes to complete. Please Note: You cannot enter the community or access amenities without a Community Access Pass

Step 1 Register Your Company | Step 2 Community Orientation | **Step 3 Upload Documents** | Step 4 Secure Check Out

**Step 3: Upload Documents**

Please upload the required documents below before continuing to secure online checkout

**Required Documents:**

- Horry County Business License
- General Liability
- Workers Compensation

Document Name | Document Type

Drag File to Upload  
or  
Browse Files

Upload

Continue

**Callout 1:** Two examples of 'COUNTY OF Horry, BUSINESS LICENSE' forms. The top two are for 'YOUR COMPANY NAME HERE' and 'LICENSE #', 'YEAR', and 'EXPIRATION DATE'. The bottom one is for 'BUSINESS DESCRIPTION', 'LICENSE #', 'EXPIRATION DATE', and 'LICENSE OWNER'.

**Callout 2:** All contractors, regardless of craft, must provide Required Documents PLFC with a Certification of Insurance naming OLFC as an additional insured. The certificate must show proof of a minimum of \$1,000,000 General Liability Insurance and a minimum of \$500,000 for Workers Compensation and Employee Liability. OLFC must be listed as additional insured.

**Callout 3:** All persons holding an Ocean Lakes work badge must be covered by Workman's Compensation with minimum of \$500,000 for Workers Compensation and Employee Liability.

# Lesson 2: Register Your Company



## ➤ Four-Step Process

- Step 1: Register Your Company
- Step 2: Community Orientation
- Step 3: Upload Documents
- **Step 4: Secure Check Out**

A screenshot of the Ocean Lakes Family Campground registration process, specifically Step 4: Review Information. The page features the Ocean Lakes logo at the top left and a navigation bar with a "register" button and a "help" link. The main content area is titled "Welcome to Ocean Lakes" and includes a brief instruction: "Please follow the instructions below to access your Community Access Pass. You must register and review community rules before checking out. Registration takes approximately 5-10 minutes to complete. Please Note: You cannot enter the community or access amenities without a Community Access Pass." Below this is a progress indicator showing four steps: Step 1 (Register Your Company), Step 2 (Community Orientation), Step 3 (Upload Documents), and Step 4 (Secure Check Out), with Step 4 highlighted in orange. The "Step 4: Review Information" section contains the text: "Please verify all information displayed is current and accurate before submitting purchase." A "Review Information" section with the subtext "Please verify all information below is correct." lists the following details: NAME (John Smith), EMAIL ADDRESS (js@email.com), BUSINESS NAME (South Carolina Shutters), BUSINESS LICENSE (SC12345678), BUSINESS ADDRESS (1 Seaside Drive), CITY (Oceanside), STATE (South Carolina), ZIP CODE (70547), BUSINESS PHONE NUMBER (18508506500), ALTERNATE PHONE NUMBER, EMERGENCY CONTACT NAME (Andy Taylor), and EMERGENCY CONTACT CELL PHONE NUMBER (18706708700). A "Total \$500" is displayed in a rounded box. At the bottom, there are two buttons: "Edit Documents" and "Confirm Purchase".

# Lesson 2: Register Your Company



## ➤ Stripe Payment Processor

- Can save CC information

A screenshot of a Stripe payment processor interface. The interface is split into two columns. The left column shows a back arrow, a "Test Connect Account" label with a "TEST MODE" badge, and the text "Ocean Lakes Contractor Annual Registration Fee" followed by "\$500.00". At the bottom of the left column, it says "Powered by stripe" with links for "Terms" and "Privacy". The right column contains a "Contact information" section with an "Email" input field. Below that is a "Payment method" section with two options: "Card" (selected) and "US bank account". The "Card" option is expanded to show "Card information" with fields for the card number (1234 1234 1234 1234), expiration date (MM / YY), and CVC. Below the card information is a "Cardholder name" field labeled "Full name on card". At the bottom of the right column is a "Country or region" dropdown menu set to "United States" and a "ZIP" input field. A large blue "Pay" button is at the bottom right of the form.

# Lesson 2: Register Your Company



## ➤ Thank You for Registering!!

- Contractor Receipt
- Pending Admin Review / Approval

A screenshot of the Ocean Lakes website's registration completion page. The page features the Ocean Lakes logo in the top left, navigation links for "My Company Profile" and "Review Rules" in the top center, and a user profile icon in the top right. The main content area is titled "Welcome to Ocean Lakes" and includes a welcome message, a four-step progress bar (Step 1: Register Your Company, Step 2: Community Orientation, Step 3: Upload Documents, Step 4: Secure Checkout), a "Thank you for registering at Ocean Lakes" message, an "Order Summary" box with a confirmation email notice, a registration ID, and a date. A blue "Complete" button is located at the bottom of the page.

My Company Profile      Review Rules      mpalca J Help

**Welcome to Ocean Lakes**

Please follow the instructions below to access your Community Access Pass. You must register and review community rules before checking out. Registration takes approximately 5-10 minutes to complete. Please Note: You cannot enter the community or access amenities without a Community Access Pass

**Step 1** Register Your Company      **Step 2** Community Orientation      **Step 3** Upload Documents      **Step 4** Secure Checkout

Thank you for registering at Ocean Lakes

**Order Summary**  
A confirmation email has been sent to your email

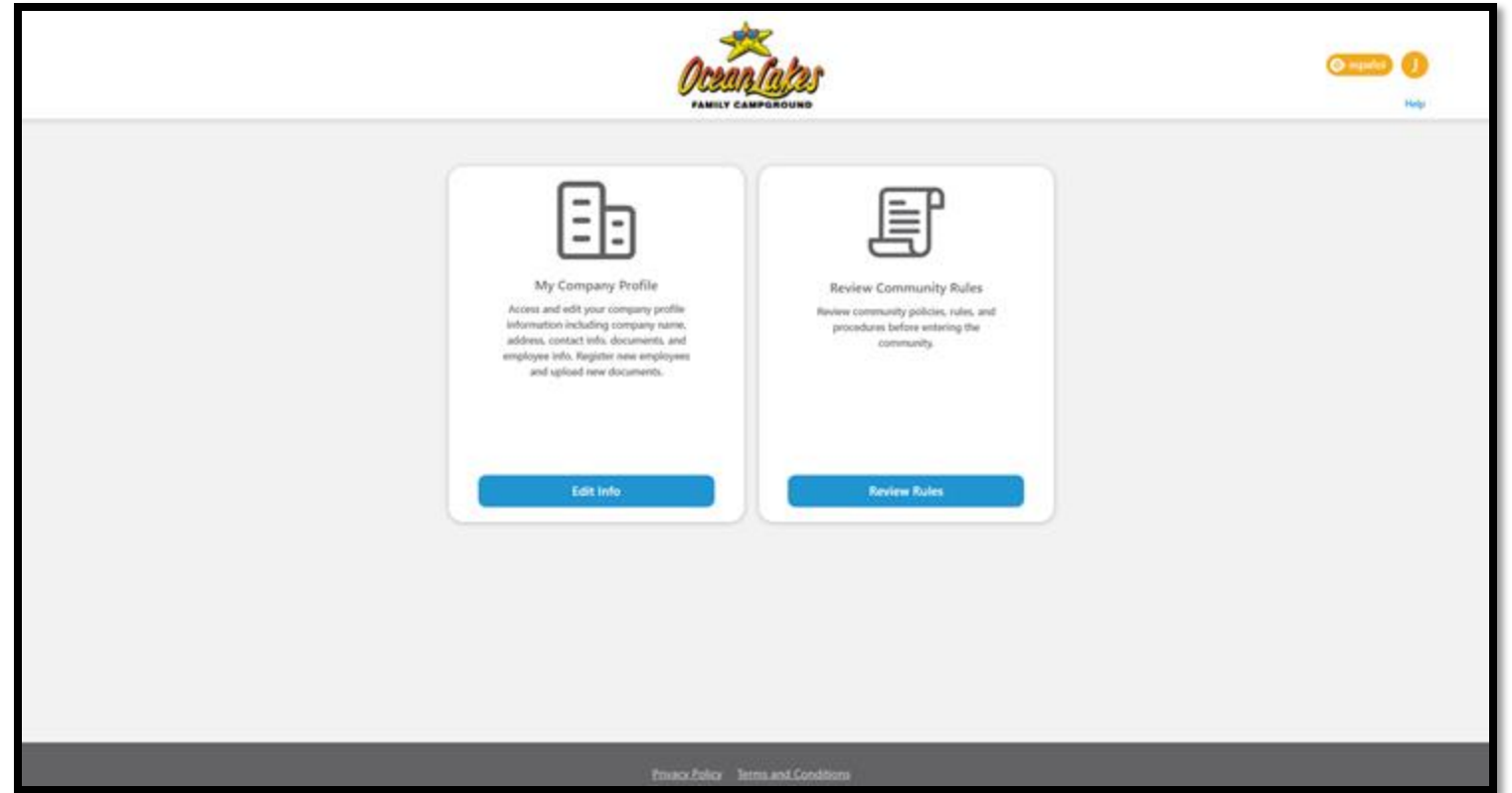
**Registration Id:** cd021d06-9552-4a4b-9a48-c103ce61ab55  
**Date:** 12/31/2023

[Complete](#)

# Lesson 2: Register Your Company



## ➤ Next Lesson: My Company Profile

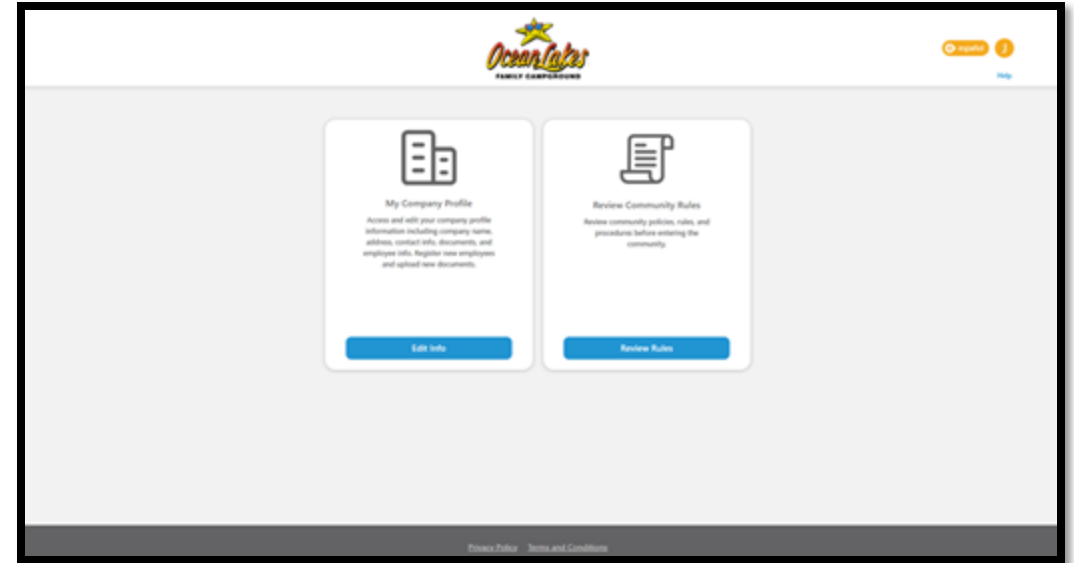


# Lesson 3: My Company Profile



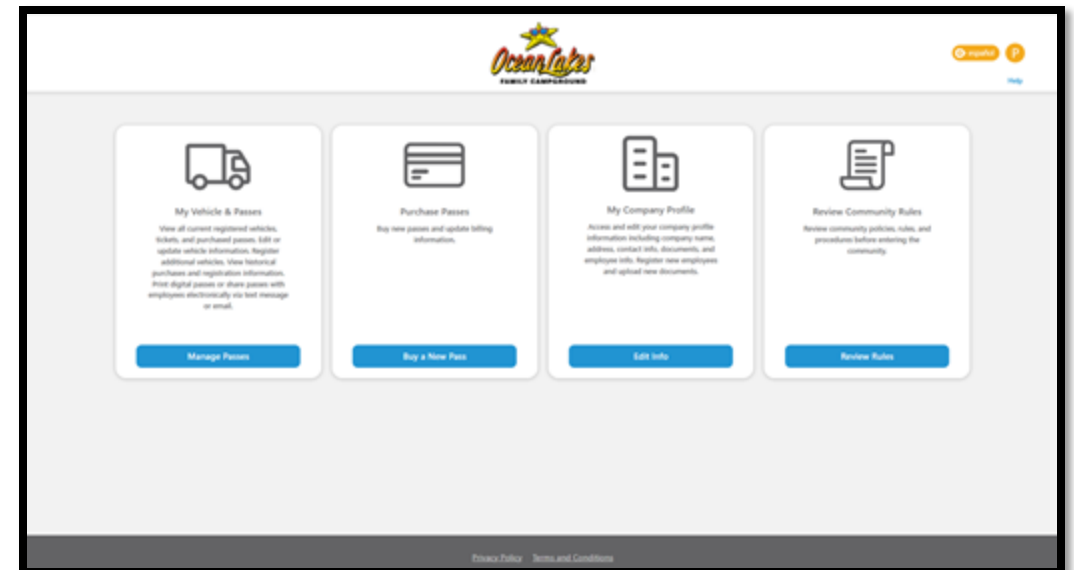
## ➤ Account (Unapproved)

- Compliance will review and approve
- Contractor will receive notification of approval



## ➤ Account (Approved)

- My Company Profile
- Purchase Passes (Badges)
- My Vehicles and Passes
- Review Community Rules



# Lesson 3: My Company Profile



## ➤ Account (Approved)

- **My Company Profile**
- Purchase Passes (Badges)
- My Vehicles and Passes
- Review Community Rules

A screenshot of the Ocean Lakes Family Campground user dashboard. The dashboard features the Ocean Lakes logo at the top center, a user profile icon in the top right, and a "Help" link. Below the header, there are four main action cards. The first card is "My Vehicle &amp; Passes" with a truck icon and a "Manage Passes" button. The second card is "Purchase Passes" with a pass icon and a "Buy a New Pass" button. The third card, "My Company Profile", is highlighted with a red rounded rectangle; it has a building icon, a description of editing company information, and an "Edit Info" button. The fourth card is "Review Community Rules" with a document icon and a "Review Rules" button. At the bottom of the dashboard, there are links for "Privacy Policy" and "Terms and Conditions".



# Lesson 3: My Company Profile



## ➤ Company Profile

- **Company Profile**
- Company Documents
- Employees
- Vehicles

## ▪ Within Company Profile

- Business Information
- Primary Company Contact
- Emergency Company Contact
- **“Save Changes”**

A screenshot of the Ocean Lakes Family Campground website's 'My Company Profile' page. The page is framed by a black border. At the top, there is a navigation bar with the Ocean Lakes logo on the left and four menu items: 'My Passes', 'Buy New Pass', 'My Company Profile', and 'Review Rules'. The 'My Company Profile' item is highlighted with a red box. Below the navigation bar is a sidebar with four menu items: 'Company Profile', 'Company Documents', 'Employees', and 'Vehicles'. The 'Company Profile' item is highlighted with a red box. The main content area is titled 'Company Profile' and contains a form with the following fields: Business Name (Lee Construction LLC), Business Type (General Contractors), Business License Number (1234567), Business Address (10 Washington Street), City (Norman), State (Oklahoma), Zip Code (73026), Primary Company Contact (First Name: Pete, Last Name: Lee), Email Address (peter.lee@lymls.com), Primary Phone Number (+1 (850) 850-8500), Alternate Phone Number (+1 (860) 860-8600), Emergency Company Contact (Emergency Contact Name: John Smith, Emergency Contact Cell Phone Number: +1 (870) 870-8700). A 'Save Changes' button is located at the bottom right of the form. A small red icon and text at the bottom of the form state: 'Please verify that the above information is current and accurate.'

# Lesson 3: My Company Profile



## ➤ Company Profile

- Company Profile
- **Company Documents**
- Employees
- Vehicles

## ▪ Actions:

- Ability to View/Download
- Ability to Delete

## ▪ Add Document:

- Document Name (text)
- Document Type (dropdown)
- Browse files for upload
- Upload Documents

The screenshot displays the 'Company Documents' interface. At the top right, there is an 'Add Documents' button. Below it is a table with the following data:

Document Name	File Type	Upload Date
HCB	PDF	12/30/2023
Liability Insurance	Insurance PDF	12/31/23
Workers Compensation	WC PDF	12/31/23

The 'Actions' menu for the first document is expanded, showing 'View/Download' and 'Delete' options. The 'ADD DOCUMENT' modal window is open, showing fields for 'Document Name' and 'Document Type', a 'Browse Files' button, and an 'Upload' button.

# Lesson 3: My Company Profile



## ➤ Company Profile

- Company Profile
- Company Documents
- **Employees**
- Vehicles

## ▪ Actions:

- Ability to View
- Ability to Delete

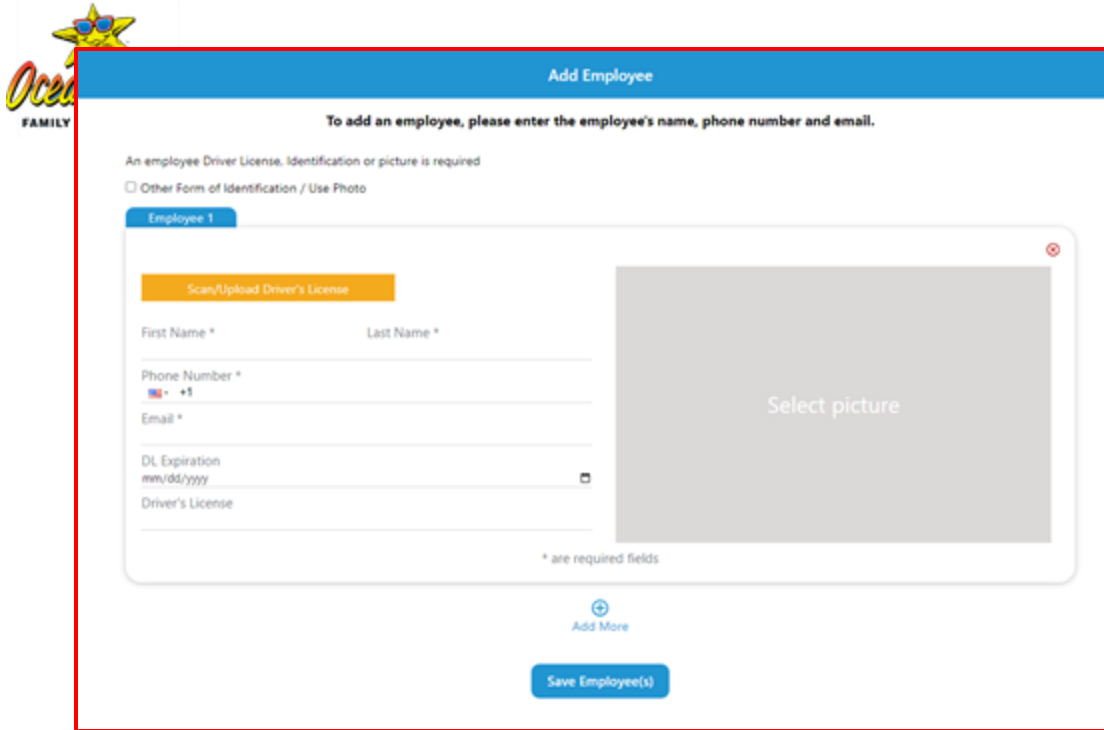
## ▪ Add Employee:

- Next slide....

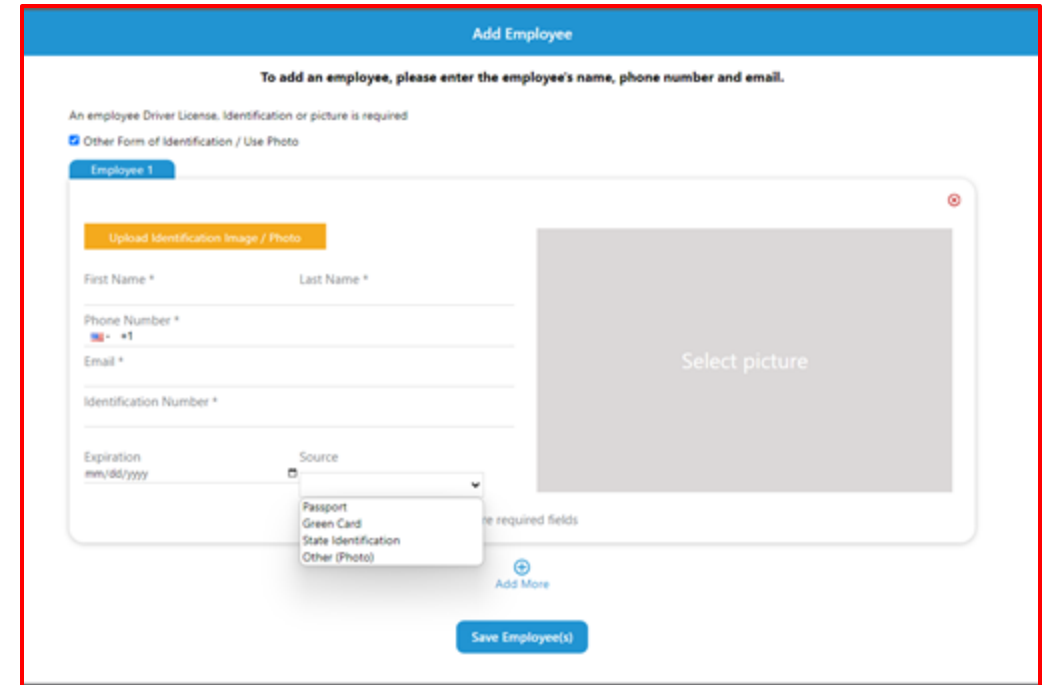
The screenshot displays the 'My Company Profile' page for Ocean Lakes Family Campground. The 'Employees' section is active, showing a table of employee records. A red box highlights the 'Add employee +' button in the top right corner. Another red box highlights the 'Actions' menu for the first employee (Lee, Peter), which is expanded to show 'View' and 'Delete' options. A third red box highlights the 'Add Employee' form, which includes fields for First Name, Last Name, Phone Number, Email, DL Expiration, and Driver's License, along with a 'Select picture' button and an 'Add More' button.

	Last Name	First Name	Phone Number	Email	Driver's License#	Proximity Card	DL Expiration
Actions	Lee	Peter	18588508500	peter.lee+dl@ymlliv.com	L000561640240		01/24/2027
Actions	Taylor	Andy	18006608600	at@email.com			01/25/2026
Actions	Wayne	John	18006008800	jw@email.com			--/------
Actions	Fly	Barney	18708708700	bf@email.com			01/25/2026
Actions	One	Employee	18108108100	eo@email.com			11/28/2024

# Lesson 3: My Company Profile



The screenshot shows the 'Add Employee' form with the 'Other Form of Identification / Use Photo' option unselected. The 'Employee 1' section has a 'Scan/Upload Driver's License' button. Below it are input fields for First Name, Last Name, Phone Number, Email, DL Expiration, and Driver's License. A large grey box labeled 'Select picture' is on the right. At the bottom are 'Add More' and 'Save Employee(s)' buttons.



The screenshot shows the 'Add Employee' form with the 'Other Form of Identification / Use Photo' option selected. The 'Employee 1' section has an 'Upload Identification Image / Photo' button. Below it are input fields for First Name, Last Name, Phone Number, Email, Identification Number, and Expiration. A dropdown menu for 'Source' is open, showing options: Passport, Green Card, State Identification, and Other (Photo). A large grey box labeled 'Select picture' is on the right. At the bottom are 'Add More' and 'Save Employee(s)' buttons.

## ➤ Add Employee: w/ Driver License

- Upload picture of Driver License
- Input required information

## ➤ Add Employee: Other Form of Identification

- Upload picture of Identification
- Input required information

- Note: Compliance Office will review the information when a badge is purchased

# Lesson 3: My Company Profile



## ➤ Company Profile

- Company Profile
- Company Documents
- Employees
- **Vehicles**

## ▪ Actions:

- Ability to Edit
- Ability to Delete

## ▪ Add Vehicle:

- Input Required Information
- Upload Required Documentation
- “Save” your changes

The screenshot displays the 'My Company Profile' page on the Ocean Lakes Family Campground website. The navigation bar includes 'My Passes', 'Buy New Pass', 'My Company Profile', and 'Review Rules'. The 'Vehicles' section is active, showing a table with columns: Make, Type, Model, Year, Plate Number, Plate State, and Fleet Number. Two vehicles are listed: a Ford F-150 (2023) and a Chevy Tahoe (2021). An 'Add vehicle +' button is in the top right. A red box highlights the 'Actions' menu for the Chevy vehicle, which includes 'Edit' and 'Delete' options. Another red box highlights the 'Add Vehicle' form, which contains fields for Vehicle Make, Vehicle Model, Vehicle Type, Vehicle Color, License Plate, License Plate State, Year, and Vehicle Fleet Number. There are also 'Set Insurance' and 'Set Registration' sections with 'Upload File...' buttons and 'Actions' links. A 'Save' button is at the bottom.

Make	Type	Model	Year	Plate Number	Plate State	Fleet Number
Ford	Pickup Truck	F-150	2023	RANGER	OK	
Chevy	Sports Utility Vehicle ...	Tahoe	2021	RANGER	OK	

# Lesson 4: Purchase a Badge



## ➤ Three-step process

- **Step 1: Complete your Pass**
- Step 2: Community Orientation
- Step 3: Secure Checkout

## ➤ Step 1: Complete Your Pass

- Add the “Driver” or employee name
- **Must** select the Driver or Employee from the Company Profile – Employees
- Add Employee will allow a User to add an employee to the company profile
- “Badge w/ Driver License” **limited** to employees with a driver license

Welcome to Ocean Lakes

Please follow the instructions below to access your Community Access Pass. You must register and review community rules before checking out. Registration takes approximately 5-10 minutes to complete. Please Note: You cannot enter the community or access amenities without a Community Access Pass

Step 1: Complete Your Pass | Step 2: Community Orientation | Step 3: Secure Checkout

**Step 1: Register Your Vehicle**

Please register all vehicles entering the community. Failure to do so will result in fines and possible expulsion from the community

**Pass Details**  
Enter pass details below for each pass being purchased

1. Employee Badge w No Driver's License Remove

Complete Information Later

Driver\*

Start Date \* 01/01/2024 | End Date \* 12/31/2024

1. Employee Badge w No Driver's License

Start Date Mon, Jan 1, 2024 | Valid Through Tue, Dec 31, 2024

Subtotal \$30

Total \$30

[Continue](#)

[Privacy Policy](#) | [Terms and Conditions](#)

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# Lesson 4: Purchase a Badge



## Welcome to Ocean Lakes

Please follow the instructions below to access your Community Access Pass. You must register and review community rules before checking out. Registration takes approximately 5-10 minutes to complete. Please Note: You cannot enter the community or access amenities without a Community Access Pass

Step 1 Complete Your Passes

Step 2 Community Orientation

Step 3 Secure Checkout

### Step 1: Register Your Pass

#### Pass Details

To purchase a badge, you must select an employee from the list of employees in your My Company Profile. Only employees with a complete record, will be available for selection in the Driver dropdown

1. Employee Badge w No Driver's License Remove

Complete Information Later

Driver\*

Add Employee End Date\*

John Smith 02/02/2025

Taylor James

1. Employee Badge w No Driver's License

Start Date Sat, Feb 3, 2024 Valid Through Sun, Feb 2, 2025

---

Subtotal \$30

---

Total \$30

Continue

# Lesson 4: Purchase a Badge



- **All Contractor Employees must check-in prior to entering the Ocean Lakes Family Campground**
- **Annual Badges are available for \$30**
- **Purchase a Pass**
  - Employee Badge w/ Driver License
  - Employee Badge w/ No Driver License
  - Employee Badge w/ Drone License

A screenshot of the Ocean Lakes Family Campground website's pass selection interface. The page has a blue header with the Ocean Lakes logo and navigation links: "My Passes", "Buy New Pass", "My Company Profile", and "Review Rules". A "Logout" button is in the top right. The main content area is titled "Welcome to Ocean Lakes" and includes a note: "Please follow the instructions below to access your Community Access Pass. You must register and review community rules before checking out. Registration takes approximately 5-10 minutes to complete. Please Note: You cannot enter the community or access amenities without a Community Access Pass." Below this is the "Pass Selection" section with the instruction "Please select passes below". There are two columns of pass options. The left column, "Employee Badges", has three options: "Employee Badge w/ No Driver's License" (Price: \$30.00 Per Vehicle, Number of Passes: 1), "Employee Badge w/ Driver's License" (Price: \$30.00 Per Vehicle, Number of Passes: 0), and "Employee Badge w/ Drone License" (Price: \$30.00 Per Vehicle, Number of Passes: 0). The right column, "Vehicle Passes", has one option: "Vehicle Day Pass" (Price: \$15.00 Per Vehicle, Number of Passes: 0). A blue "Continue" button is at the bottom of the pass selection area.



# Lesson 4: Purchase a Badge

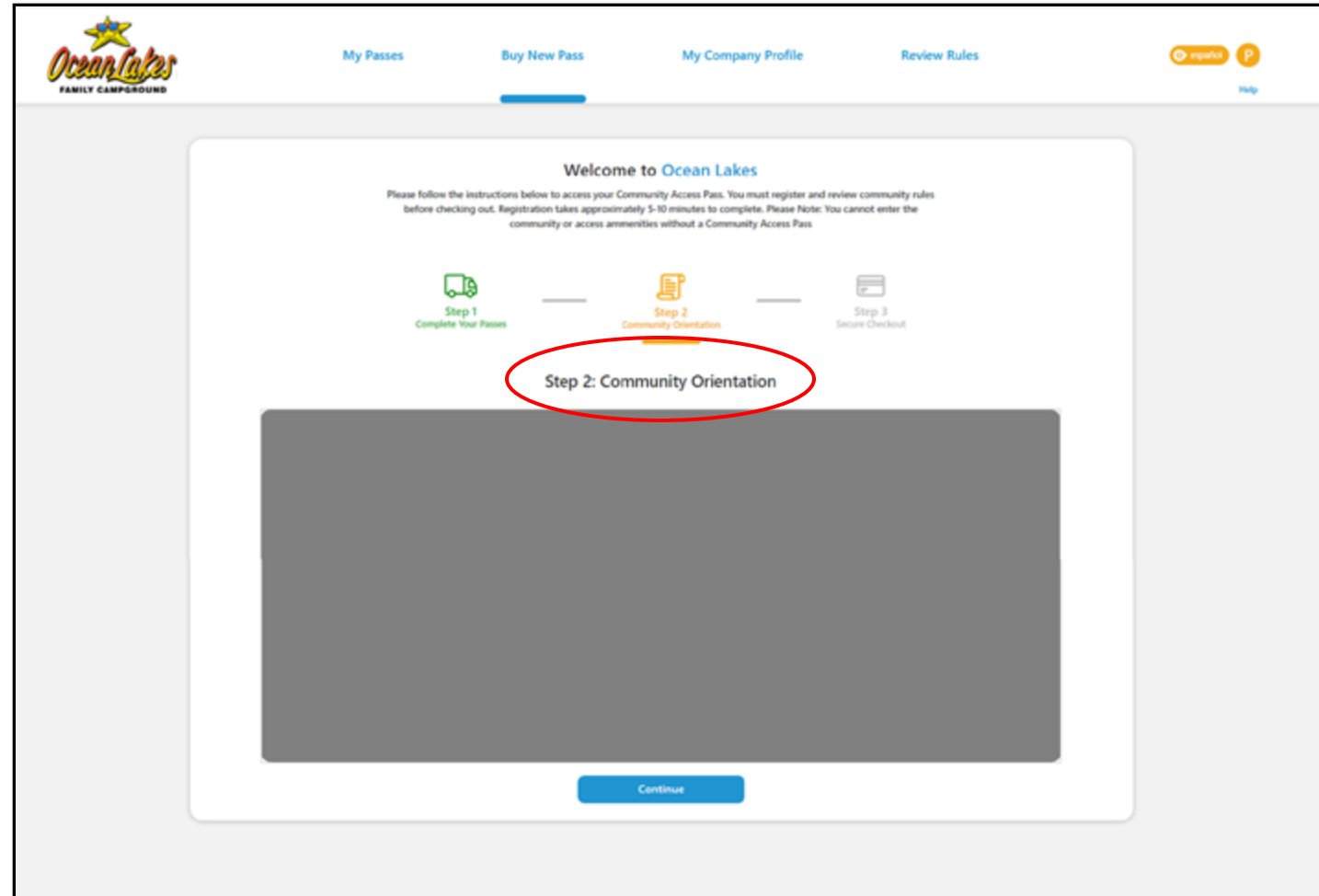


## ➤ Three-step process

- Step 1: Complete your Pass
- **Step 2: Community Orientation**
- Step 3: Secure Checkout

## ➤ Step 2: Community Orientation

- All Employees are required to watch the Community Orientation prior to entering the community



# Lesson 4: Purchase a Badge



## ➤ Three-step process

- Step 1: Complete your Pass
- Step 2: Community Orientation
- **Step 3: Secure Checkout**

## ➤ Step 3: Secure Checkout

- Review Information
- Select Method of Payment (Credit Card)
- Select “Confirm Purchase”

Welcome to Ocean Lakes

Please follow the instructions below to access your Community Access Pass. You must register and review community rules before checking out. Registration takes approximately 5-10 minutes to complete. Please Note: You cannot enter the community or access amenities without a Community Access Pass

Step 1 Complete Your Pass — Step 2 Community Orientation — Step 3 Secure Checkout

**Step 3: Secure Checkout**

Please verify all information displayed is current and accurate before

**Review Information**  
Please verify all information below is correct

**Company Information** [Edit](#)

NAME  
Peter Lee

EMAIL ADDRESS  
peter.lee@tymiv.com

BUSINESS NAME  
Lee Construction LLC

BUSINESS LICENSE

BUSINESS ADDRESS  
10 Washington Street

CITY  
Norman

STATE  
Oklahoma

ZIP CODE  
73026

BUSINESS PHONE NUMBER  
1850850850

ALTERNATE PHONE NUMBER

EMERGENCY CONTACT NAME

EMERGENCY CONTACT CELL PHONE NUMBER

[Edit Documents](#)

**1. Employee Badge w No Driver's License**

Start Date: Mon, Jan 1, 2024 | Valid Through: Tue, Dec 31, 2024

**Vehicle Information**

Primary Driver Name: Peter Lee | Primary Driver's License #: 100066940340

Subtotal: \$30

**Total: \$30**

**Payment Method**

Credit Card

Cash/Paper Check/Other at the Pass Office

All major credit and debit cards are accepted

VISA | MASTERCARD | AMERICAN EXPRESS | DISCOVER

Prices in US Dollars (USD). Community Access Passes are non-refundable. Total calculated at checkout.

**Confirm Purchase**

# Lesson 4: Purchase a Badge



## ➤ Stripe Payment Processor

- Can save CC information

A screenshot of the Stripe payment processor interface. The left panel shows a back arrow, "Test Connect Account" with a "TEST MODE" badge, and the item "OCEANLAKES COMMUNITY PASS 2386512" priced at "\$30.00". The right panel contains a "Contact information" section with an "Email" input field. Below that is the "Payment method" section with two options: "Card" (selected) and "US bank account". The "Card information" section includes a card number field (1234 1234 1234 1234), a "MM / YY" field, a "CVC" field, and logos for Visa, Mastercard, and American Express. The "Cardholder name" section has a "Full name on card" input field. The "Country or region" section has a dropdown menu set to "United States" and a "ZIP" input field. At the bottom right is a blue "Pay" button. At the bottom left of the interface, it says "Powered by stripe" with links for "Terms" and "Privacy".

# Lesson 4: Purchase a Badge



## ➤ Thank you

- Print your receipt
- Down the Pass (QR code)
- Select “Complete”
- Provides notification to Admin
- Sends Receipt to Company (Email / SMS)

A screenshot of the Ocean Lakes website's registration completion page. The page features the Ocean Lakes logo at the top left and navigation links for "My Passes", "Buy New Pass", "My Company Profile", and "Review Rules" at the top. A "Help" link is also present. The main content area is titled "Welcome to Ocean Lakes" and includes instructions for accessing the Community Access Pass. A progress bar shows three steps: "Step 1 Complete Your Passes", "Step 2 Community Orientation", and "Step 3 Secure Checkout". Below this, a "Thank you for registering at Ocean Lakes" message is displayed. The page is divided into two main sections: "Order Summary" and "1. Employee Badge w No Driver's License". The "Order Summary" section provides details such as the Community Pass Number (VCB23065702), Date (1/1/2024), Purchase Total (\$30), and Payment Method (Card). It includes buttons for "Print Passes &amp; Receipt", "Share Pass", and "Download Access Pass". The "Employee Badge" section lists the badge type, Start Date (Mon, Jan 1, 2024), Valid Through (Tue, Dec 31, 2024), Vehicle Information, and Primary Driver Name (Peter Lee) with License # (L000661640240). A Subtotal of \$30 and a Total of \$30 are shown. A large "Complete" button is located at the bottom center of the page.

# Lesson 5: My Vehicles and Passes



[Help](#)



## My Vehicle & Passes

View all current registered vehicles, tickets, and purchased passes. Edit or update vehicle information. Register additional vehicles. View historical purchases and registration information. Print digital passes or share passes with employees electronically via text message or email.

[Manage Passes](#)



## Purchase Passes

Buy new passes and update billing information.

[Buy a New Pass](#)



## My Company Profile

Access and edit your company profile information including company name, address, contact info, documents, and employee info. Register new employees and upload new documents.

[Edit Info](#)



## Review Community Rules

Review community policies, rules, and procedures before entering the community.

[Review Rules](#)

# Lesson 5: My Passes



## ➤ My Passes

- Search your records
- See all of your passes (badges)
- “Actions” (manage your passes)
- “Export” your records

My Passes

Search anything here ...

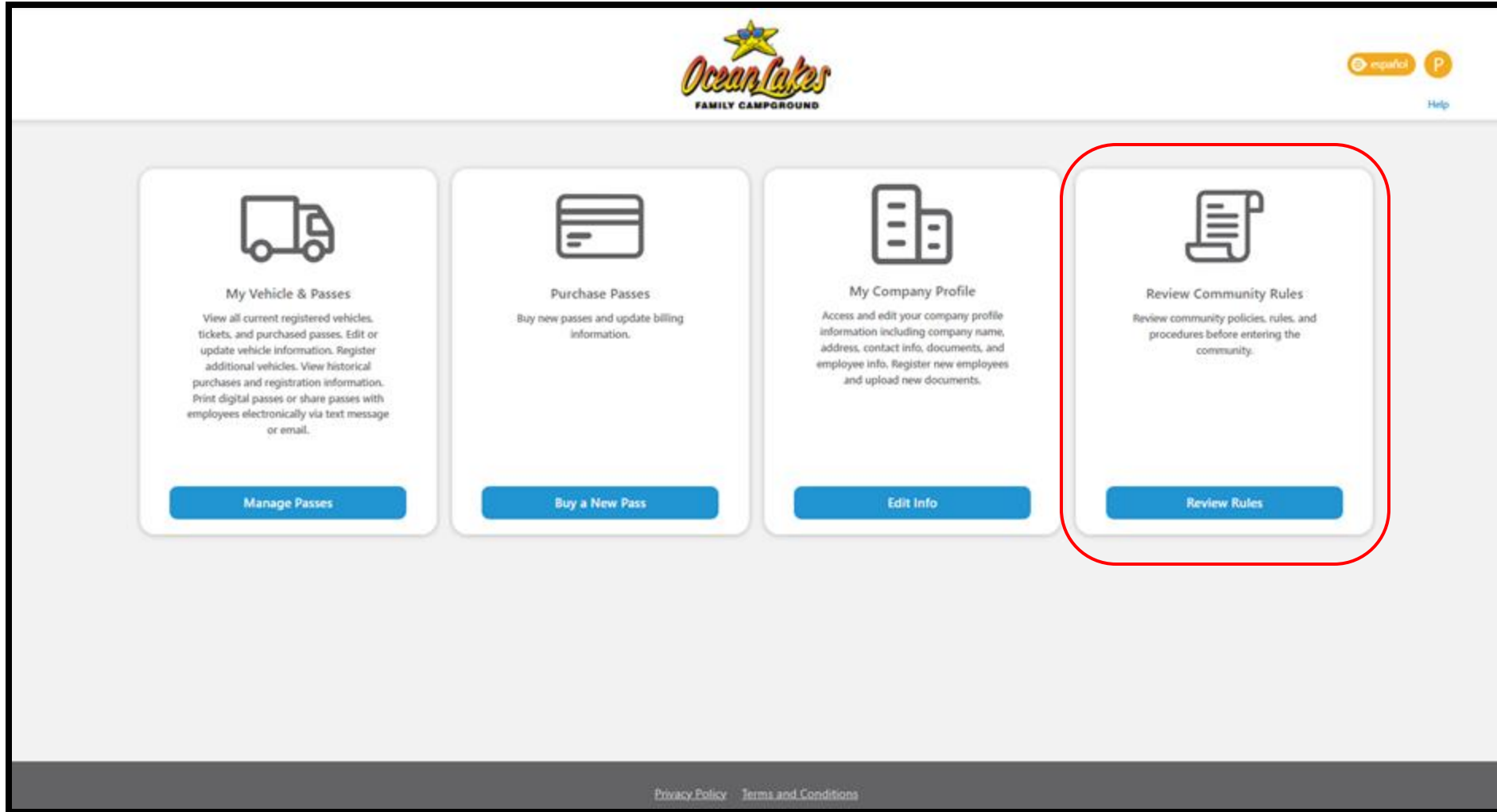
Export CSV

Show 25 Per Page

Bulk Actions	Pass Type	Pass Number	Add-ons	Destination	Start Date	Valid Through	Pass Shared	Status	Payment Status
Actions	Employee Badge w Drive...	2472101			12/27/2023	12/26/2024	No	Ready to Scan	Paid
Actions	Employee Badge w No D...	2018688			12/28/2023	12/27/2024	No	Ready to Scan	Paid
Actions	Employee Badge w Drive...	8692123			12/28/2023	12/27/2024	No	Ready to Scan	Paid
Actions	Employee Badge w No D...	1437346			12/31/2023	12/30/2024	No	Ready to Scan	Paid
Actions	Employee Badge w No D...	7435106			01/01/2024	12/31/2024	No	Ready to Scan	Paid

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# Lesson 6: Review Community Rules



The screenshot shows the user dashboard for Ocean Lakes Family Campground. At the top center is the logo, and at the top right are language options for "español" and "P", along with a "Help" link. The dashboard contains four main service tiles, each with an icon, a title, a description, and a blue action button. The "Review Community Rules" tile is highlighted with a red rounded rectangle.

Service	Icon	Title	Description	Action Button
My Vehicle & Passes	Truck	My Vehicle & Passes	View all current registered vehicles, tickets, and purchased passes. Edit or update vehicle information. Register additional vehicles. View historical purchases and registration information. Print digital passes or share passes with employees electronically via text message or email.	Manage Passes
Purchase Passes	Pass	Purchase Passes	Buy new passes and update billing information.	Buy a New Pass
My Company Profile	Building	My Company Profile	Access and edit your company profile information including company name, address, contact info, documents, and employee info. Register new employees and upload new documents.	Edit Info
Review Community Rules	Document	Review Community Rules	Review community policies, rules, and procedures before entering the community.	Review Rules

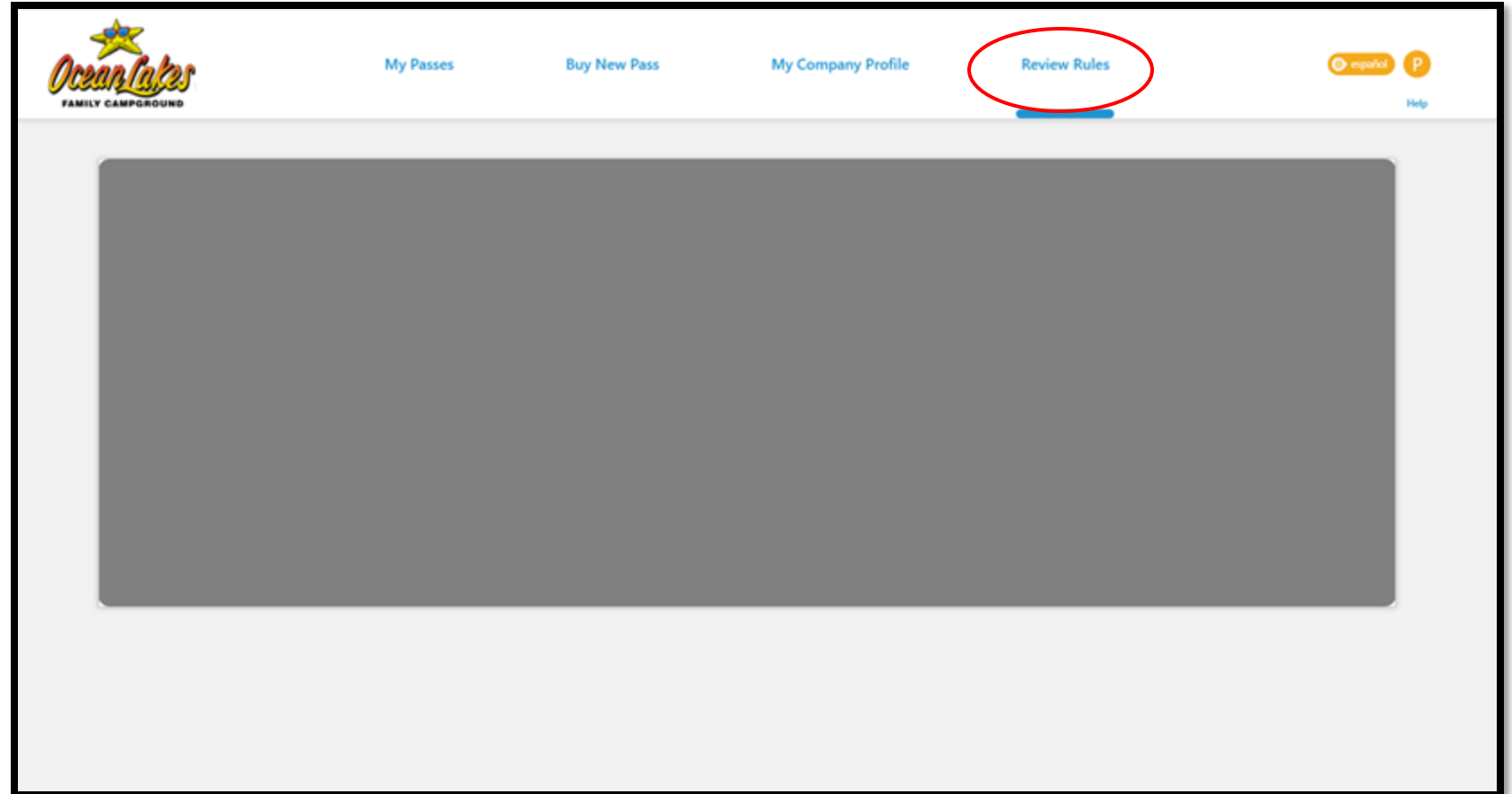
At the bottom of the page, there are links for "Privacy Policy" and "Terms and Conditions".

# Lesson 6: Community Rules



## ➤ Review the Rules

- Main navigation bar
- Access to Community Orientation, so employees have easy access





# Support Options

Convenient and Easy to Use



## **GIVE US A CALL**

Telephone our Customer Support Team at (435) 612-2668, option 2. Lines open 9 am – 9:30 pm (EST).



## **EMAIL US**

[Support@Symliv.com](mailto:Support@Symliv.com)



## **ONLINE KNOWLEDGE BASE**

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- Videos
- Frequently Asked Questions

# Thank You!

