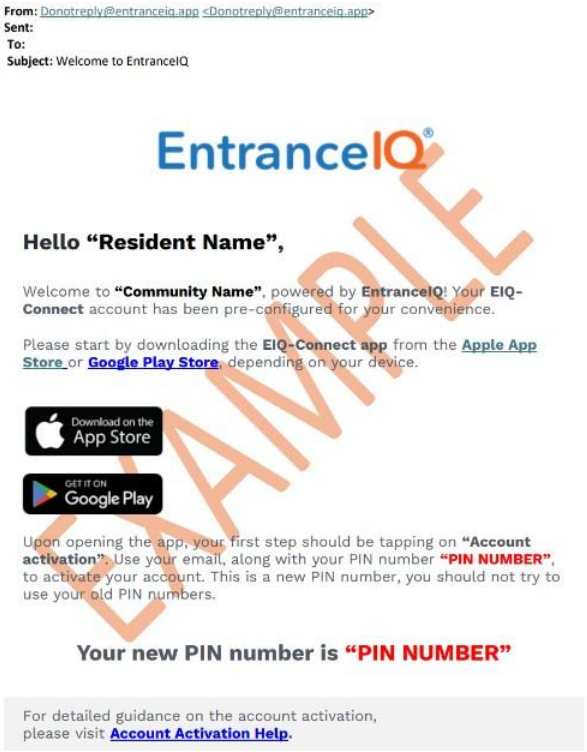
Dear Villaggio Reserve Residents,

We're excited to announce that our community will soon be upgrading to Entrance IQ, a next-generation visitor management system designed to enhance both security and convenience for all residents and guests. Entrance IQ will replace our old system with a modern, easy-to-use platform called EIQ-Connect, giving you control over both a mobile app and a web-based portal.

Key Features

- Guest Management: Add guests, send digital QR codes, and track visits.
- Notifications: Receive instant alerts when guests arrive.
- Account Control: Update your contact info and manage preferences.
- Multi-Property Access: Manage multiple homes from one account.
- Vehicle Management: Register and manage vehicles for smooth gate access.

**On February 2nd, you'll receive an email from DoNotReply@EntranceIQ.app. Below is an example of the email you will receive. If you do not receive an activation email, please contact the management office at (561) 495-4114**



**From:** Donotreply@entranceiq.app <Donotreply@entranceiq.app>
**Sent:**
**To:**
**Subject:** Welcome to EntranceIQ

EntranceIQ®

**Hello "Resident Name",**

Welcome to **"Community Name"**, powered by **EntranceIQ**! Your **EIQ-Connect** account has been pre-configured for your convenience.

Please start by downloading the **EIQ-Connect app** from the **Apple App Store** or **Google Play Store**, depending on your device.

Download on the App Store

GET IT ON Google Play

Upon opening the app, your first step should be tapping on **"Account activation"**. Use your email, along with your PIN number **"PIN NUMBER"**, to activate your account. This is a new PIN number, you should not try to use your old PIN numbers.

**Your new PIN number is "PIN NUMBER"**

For detailed guidance on the account activation, please visit **Account Activation Help**.

EXAMPLE

This message will include everything you need to:

- Activate your account
- Download the EIQ-Connect app or access the browser version
- Follow the tutorials to learn how to use the system

Once you've activated your account, you'll be able to log in and start creating or updating your guest list immediately.

Action Required: What You Need to Do

✅ Activate your account as soon as you receive the email.

✅ Create or update your guest list within 3 days of the email date.

✅ **Verify your vehicles and update.**

PLEASE NOTE: Although the Management Office and Entrance IQ did everything possible to make this transition as easy and seamless as possible for residents, we were unable to transfer existing vehicle information, including transponder data.

Therefore, **prior to the system going live**, all residents are required to update their vehicle information in the system. Residents must also bring their vehicle to the Management Office so staff can verify the information and properly assign the transponder.

To make this process easier for everyone, the Management Office will be holding a **"Transponder Activation Day" on February 5, 2026, from 9:00 AM to 12:00 PM**.

If you are unable to attend during this date or time, please email the following information so management can complete the process remotely:

- Vehicle Make, Model, and Year
- License Plate Number
- A photo of the information printed on your transponder

Please send this information to **Jay Higas at** jhigas@castlegroup.com or Joanna Ganci at jganci@castlegroup.com

**Important:** If your transponder is not activated prior to the system going live, it will not function when entering the community. **The system will go live on February 16th, 2026.**

This step is necessary to ensure uninterrupted access once the new system is fully activated. Completing these steps before the go-live date will also help ensure your guests experience smooth and secure entry at the gate.

Thank you for your cooperation and patience during this transition.

## Entrance IQ Launch Timeline

**February 2, 2026**

- Activation emails will be sent to residents directly from Entrance IQ.
- Residents will gain access to their accounts to enter guest lists and update vehicle information.

**February 5, 2026**

- Management will hold a **"Transponder Activation Day"** from **9:00 AM to 12:00 PM**.
- Residents who are unable to attend must submit their vehicle and transponder information to the Management Office so the information can be entered remotely.

**February 16, 2026**

- Entrance IQ will officially go live.
- **Any transponder that has not been activated will not be granted access through the resident lanes.**