

TownSq Cheat Sheet

Easy Tips & Best Practices to Make
TownSQ Work for You!

What is TownSq?

TownSq is an all-in-one mobile app designed to help you connect, collaborate, and stay up-to-date with your community – any time on any device. TownSq streamlines operations for board members and simplifies community living for homeowners.

How do I register?

2 ways to register:

1. Rancho California RV Resort OA Staff will email you an invite with your login information.
 - A. Follow the instructions and click "Forgot Password" to reset the temporary password provided.
2. If you have not received an invitation but have your HOA account details, you can register a TownSq account by following the steps below:
 1. Click “Need to Register” on the lower right-hand corner of the page.
 2. Enter your account number
 3. Enter the property’s zipcode
 4. Enter your last name
 5. Click “Continue”
 6. Click “Sign Up”

How do I make a payment?

From Your Desktop:

1. Login to TownSq.
2. Click on your name in the upper right-hand corner then click on Accounts.
3. Click “Make a Payment” to choose from a menu of options including Make a One-time Payment, Manage Auto pay, and Manage Payment Methods.



How do I make a payment? (Cont.)

From the App:

1. From the top of your mobile feed, choose the account you'd like to make a payment on.
2. Click "make a payment" to choose from a menu of options including pay your open balance, set up a recurring payment or make a one-time custom payment.

How do I manage notifications?

Mobile:

1. Log into your account.
2. Select menu at the bottom of the screen.
3. A new screen will appear, select push notifications.
4. Select the notifications you wish to receive: Green (On) or White (Off).
5. Select Save to save your changes

Desktop:

1. Log into your account. In the top right corner select your name and a drop-down menu will appear.
2. Select edit profile.
3. A new screen will appear with options to customize your notifications.
4. Select news & events and turn the toggle on (green) or off (white).
5. Select save in the bottom right corner to save your changes.

Where can I find HOA Documents?

1. From the Home Screen
2. Scroll Down until you find "Documents"
3. All Official OA Documents are listed under their appropriate category.
4. Each item can be downloaded to your device.

How do I link multiple accounts?

Click on your profile in the upper right-hand corner
Choose "Accounts"

- a.) Choose "Add Account"
- b.) Welcome screen will pop up
- c.) Enter Account Number
- d.) Enter Zip Code
- e.) Choose "Continue"

You'll be asked to verify the account is yours. If yes, select "OK."

How can I submit a request?

1. Log in to your TownSq account (Not registered? [Click here](#))
2. Click on "Requests" in the left menu.
3. Click on "Open Request" at the top left.
4. Describe your support request to your community.
5. Submit your request, and you're done!