



## SUN CITY LINCOLN HILLS COMMUNITY ASSOCIATION

Based on community feedback we have completely revamped the Resident Website, and it is now live at the same website address: [www.sclhresidents.com](http://www.sclhresidents.com).

Once re-registered you will go to the website [www.sclhresidents.com](http://www.sclhresidents.com) and enter your User Name. **User Name** is your new Member Number found on your new Member ID Card.

**Initial Password** is last name, lower case. You will be directed to immediately reset your password after your initial login.

### Website Features:

- New easy to use Association Directory to easily find phone and email contacts.
- Membership profile you can customize and choose to share with other residents, or keep private.
- New Search function that makes it easier to find documents and information that you need quickly.
- Classified Ads are BACK and better than ever! Watch for details coming soon on how to upload your classified ad.

### Mobile App Information:

If you have a digital device, it can be used in place of your membership card to access the Wellfit Centers and to registers for events, classes and trips. You can also access the resident website from the mobile app.

To access this feature, go to your app store (Google Play for Android or Apple App Store for iPhones) and search for the App – “Sun City Lincoln Hills” by Northstar and download it. When opening the app enter your user id and password which is the same information you use to access the website. Now you can check in at the WellFit Centers and enroll in programs with a digital device!

For answers or assistance, please contact us at: [help.desk@sclhca.com](mailto:help.desk@sclhca.com).

## FAQ's

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**When I'm in the Lodge or WellFit Centers and connected to public Wi-Fi I am unable to access the Residents Website or use the SCLH app.**

This access is not available until further notice. You can access these sites if you disengage from the public Wi-Fi and use your own cellular data plan.

**I don't know my username and password.**

Your username is the Member ID Number on your new ID card. The default password is your last name in all lowercase letters. You will be prompted to create a new password after logging in for the first time. If you have not received your new Member ID Number yet, we will provide it to you in our response.

**Is the website housing my personal information secure?**

Yes. When you visit the website now, you will notice an HTTPS:\\ in front of the website address, the "S" means that the site is secure.

**Is my new member ID the same as my account number?**

Your new membership number is **NOT** your account number for paying your quarterly assessments. Your account number for paying your assessments was provided to you in January 2017, and is on your quarterly billing statement.

**Can I use the scan bar on the mobile app instead of the key fob or member ship card?**

At this time the scan bar on the phones is not working at WellFit, you will need to use the key fob or your membership card to check in. We will let you know when the scanner is able to pick the scan bar on phones.

**I am unable to access the site at all. The request times out.**

If you are at home and still unable to access the website from your computer, please visit <http://www.refreshyourcache.com> and follow their instructions to clear the cache in your browser.

If you prefer, use a shortcut to clear your cache. Shortcuts are different depending on the operating system (OS) you use. Below are the more common shortcuts:

**Internet Explorer** – Ctrl (control button) + F5

**Google Chrome** – Shift + Ctrl + F5

**Firefox** - You need to go through the options on the <http://www.refreshyourcache.com> site.

**Safari on a PC** – Ctrl + F5

**Safari on a MAC** – CMD + R

If you are trying to access the website from your mobile device (Android, IOS and Windows phone based browsers) please visit <http://www.refreshyourcache.com> for instructions.

When you have completed the step(s) above, please try accessing the site again. As always, if you have any issues please email us at [help.desk@scihca.com](mailto:help.desk@scihca.com).