New Community Website and App Login Details Starting September 3rd, 2024

STARTING SEPTEMBER 3RD

Dear Lakewood National Residents,

We're pleased to announce that Lakewood National Golf Club has partnered with Northstar Club Management Solutions to bring you an upgraded experience through our brand-new website and mobile app, which will both be available on **September 3!** This update is designed to enhance your membership experience, offering greater convenience and making it more enjoyable to be a LWN than ever before.

With our new website, you'll be able to effortlessly manage all the activities you've always enjoyed—such as booking tee times, checking your statements, reserving fitness classes, and more —with just a few clicks. We're also excited to introduce our new mobile app, which will provide the same functionality of the website plus allow you to access other essential features directly from your phone, streamlining your experience at Lakewood National. The mobile app will also replace your physical membership card.

To help you get acquainted with these exciting new tools, we've prepared demonstration videos for both the website and the app. We encourage you to watch these videos at the links below to familiarize yourself with the features and functionality of our new system:

· **Website Demonstration Video**

· **App Demonstration Video**

We understand that adapting to new technology can be challenging, and we want you to know that we're here to support you. Our team is ready to assist in navigating these changes and ensuring you make the most of all the new features.

We're excited for you to enjoy the added convenience and flexibility this upgrade will bring to your Lakewood National experience. Please read below for further instructions and important information on how to get started with the new website and app.

STEP 1 – WEBSITE LOGIN

For ease of use, the new website is found at the same web address:

http://lakewoodnationalgc.com

You will setup your account following these steps:

1. Click here to go to the new **website** lick on "Member Login"
2. Your username is: Member number (See Below)
   Please be aware: All member numbers will now end with 01 for primary members, 02 for secondary members, and so on. (Example: If your previous member number was 1234A, it will now be 1234A01
3. Your temporary password is: **your last name in all lowercase.**
4. Upon your first login to the website, you will be prompted to setup a new password to use moving forward. Your new password must be a minimum of six characters. It is recommended to use one uppercase letter, number and a special character.
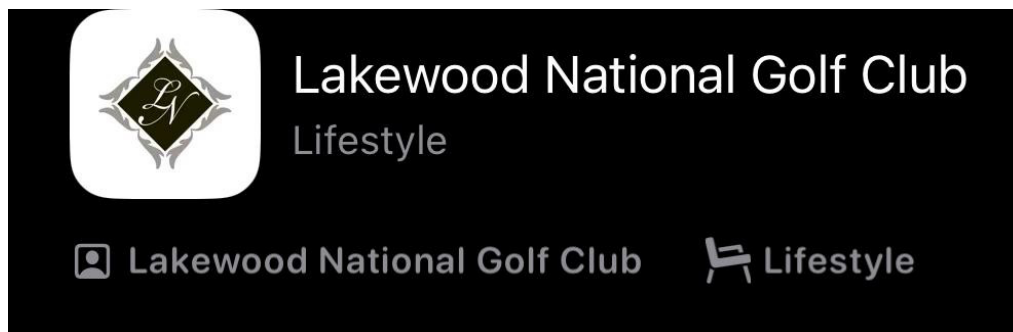
STEP 2 – MOBILE APP DOWNLOAD & LOGIN

(You will not be able to access the app unless you have logged in to the website first to set up your details)
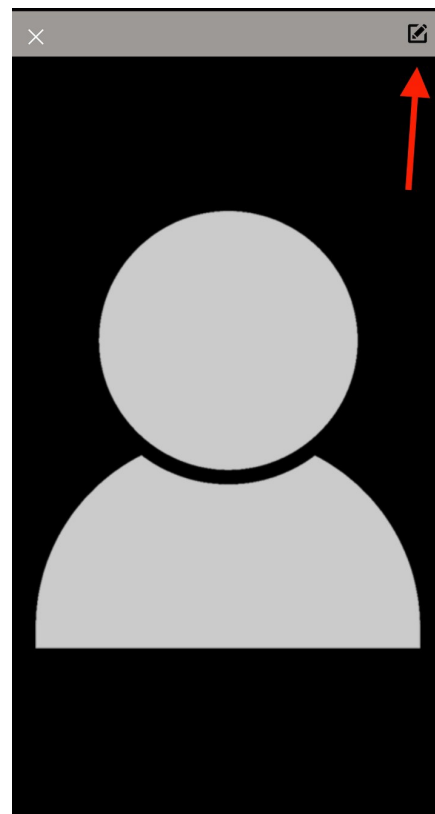
To download the Mobile App on your cell phone:

On both the Apple App Store and Android Google Play store search for and download:

'LAKEWOOD NATIONAL GOLF CLUB'

1. To login, launch **"LWNGC"** App on your phone.
2. Your username is your: **Member Number**
3. Your password is **the same one that you just created on the website**.
4. Your new digital Member Card can be found on the bottom of the home screen. (This will replace your current member card and will generate a QR code to use for door access).
5. You will need to upload your profile photo - Click on the little avatar image in the bottom left-hand corner and then click the pencil in the top right hand corner and either upload a photo or take a photo and hit save.

CUSTOMIZING YOUR HOME SCREEN

1. The pencil icon allows you to update your shortcuts at the bottom of the Home Screen as per your choice.
2. The Bell icon shows all the notifications sent by the club
3. Tapping on your name will take you to the My Profile section, where you can update your profile for the Mobile App
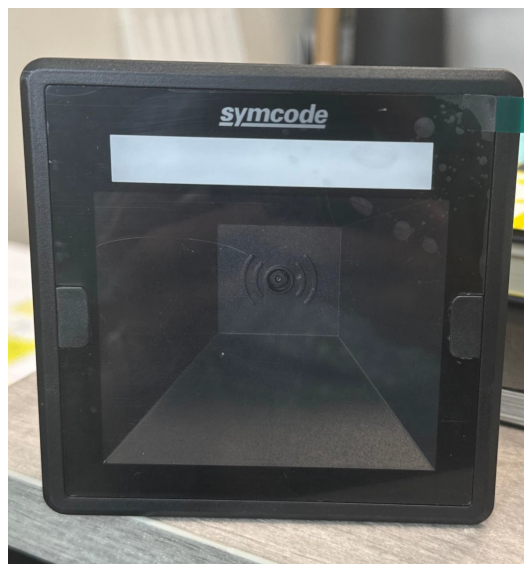
SCANNING INTO GATES

During the first week of launch (September 1-7), our team will be installing new access scanners. When entering an area that requires scan-in access:

When you see this scanner

You will use your physical Member ID Card for access

When you see this scanner

You will use your new digital Member ID Card in the app for access

All scanners will be installed by **Friday, September 6th**. After this day, you will use your digital Member ID Card for **all** access areas. Your physical Member ID Card will **no longer be valid** to open the doors.

We appreciate your patience while we are working to make this as seamless as possible

If you have any questions please email LWNAdmin@theiconteam.com