

2024 Controlled Access Notice

Rev. April 2024

If you are a resident who has not yet completed your **Controlled Access Form**, this email serves as a reminder. The Controlled Access Form is a necessary step to obtain your Harmony amenities access card or mobile app credentials. These credentials provide access to the beach area and serve as proof of residence at the Adventure Park as well as for Mickelson & Launch Pad member rates. **Please remember to carry your membership card or credentials when visiting these amenities**, as you may be asked to show them by staff or security.

You can find the form here on our website: <https://harmonyowners.com/oah-controlled-access-package/>

- If you've already submitted your Controlled Access Form and received your credentials, you're good to go! No further action required.
- If you've submitted your form but haven't received your credentials yet, please watch for an email from notifications@wirelesscredentials.com. We're currently re-issuing credentials over the next few days, and if you have not received an email by the end of next week, **please check your spam folder**. Instructions can be found on our website under [Important Documents for Residents](#).
- If you haven't yet filled out your Controlled Access Form, please do so.

The oncoming summer season means that a high volume of forms will be submitted, potentially causing delays in receiving your mobile credentials. Your patience is much appreciated as we work on processing your forms. **The estimated wait time is 1-2 weeks.**

For those who requested physical cards on the form, they will be ready for pick-up at the South Beach Building starting **mid-May**.

For Mobile Credentials, **each individual is required to have a unique email address**. Mobile credentials cannot be issued to multiple people using the same email address. If unique email addresses for each family member are not available, physical cards will be issued instead.

- Important: Each individual can have either a **mobile credential OR a physical access card, not both. A fee of \$25 per credential will be charged if you decide to switch types.**
- Both the mobile credentials and physical cards serve the same purpose - they grant access to the main gate.

Credentials can only be issued to residents above the age of 12. If you have a child who has turned 12 since the last summer season and already has a family member with credentials, please contact us at admin@harmonyowners.com to request their card.

We appreciate you taking the time to read this update. If you have any questions or concerns, please contact us at admin@harmonyowners.com.

