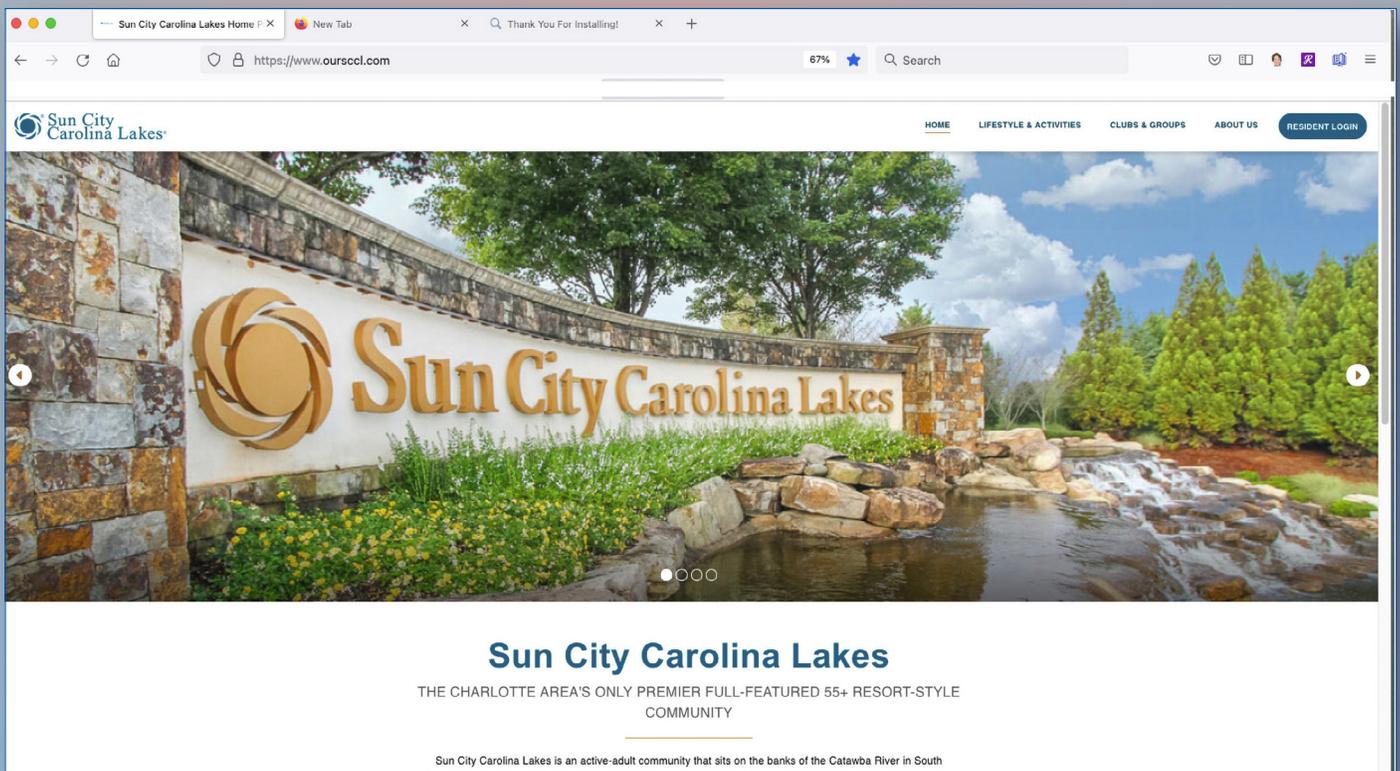


# Resident Guide

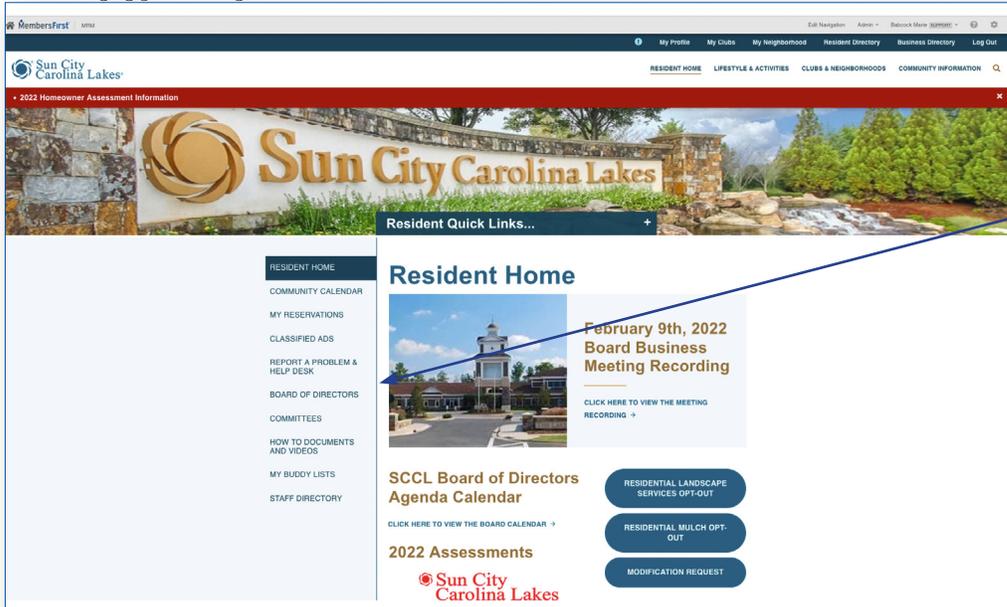
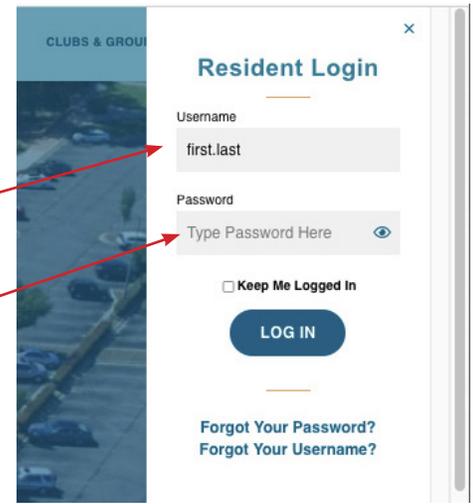
[OurSCCL.com](https://www.oursccl.com)



The screenshot shows a web browser window displaying the Sun City Carolina Lakes website. The browser's address bar shows the URL <https://www.oursccl.com>. The website's header includes the Sun City Carolina Lakes logo on the left and a navigation menu on the right with links for HOME, LIFESTYLE & ACTIVITIES, CLUBS & GROUPS, ABOUT US, and a RESIDENT LOGIN button. The main content area features a large, scenic photograph of a stone wall with the Sun City Carolina Lakes logo and name. Below the image, the text reads: **Sun City Carolina Lakes**, followed by the tagline: THE CHARLOTTE AREA'S ONLY PREMIER FULL-FEATURED 55+ RESORT-STYLE COMMUNITY. At the bottom, a small line of text states: Sun City Carolina Lakes is an active-adult community that sits on the banks of the Catawba River in South Carolina.

# First Time Login

- In your browser go to [www.ourscl.com](http://www.ourscl.com)
- Click on Resident Login
- Type User Name:  
*FirstName.LastName* You must type a period between your first and last name
- Enter the temporary password you received from First Services Residential
- Click Login
- Trouble logging in? Email [help@newwebsite.on.spiceworks.com](mailto:help@newwebsite.on.spiceworks.com) or call the front desk, 803-396-8025



Blue Task Bar  
White Task Bar  
Left Column

## My Profile (Blue Task Bar)

- Click Edit My Info to review and, if needed, change your personal profile information
- Click SAVE DATA even if not making any changes. This confirms the content is correct.
- Click on the Advanced button to review and, if needed, change your Username, Password, Resident Directory Visibility or Email Preferences
- Click SAVE DATA, even if not making any changes. This confirms the content is correct.

## My Clubs (Blue Task Bar)

- My Clubs displays a listing of all clubs you have joined.
- Click the Club name to link to the club website.

## My Neighborhood (Blue Task Bar)

- You are automatically assigned to your neighborhood
- Check your Neighborhood Member Listing to make sure you are listed. Contact the Front Desk Team,

803-396-8025 or email them at [front.desk@ourscl.com](mailto:front.desk@ourscl.com) if you are not.

- If you do not want to be listed in your neighborhood, you can 'Hide' your information. This is done in My Profile.

## Resident Directory (Blue Task Bar)

- Directory of all residents. Search for a resident by typing their last name in the Search Name box.
- Directory includes email address, street address, phone number and family info.
- A resident or some of their information may not appear if the resident has chosen to hide it from the Resident Directory.

## Resident Home (Left Column)

- Click Resident Home from any page on the website to return to your home page

## Community Calendar (Left Column)

- Listing of Lifestyle and community events.  
When there are more than three events on a calendar day, the additional events may be viewed at the bottom of that day's calendar by clicking the ▼ icon (any simple image that helps navigate a website)

## My Reservations (Left Column)

- Listing of events you have registered for

## Classified Ads (Left Column)

- New Classified – create your classified ad
- Classifieds – listing of all classifieds
- Summary – a summary of classifieds by group
- Search – look for ads based on specific criteria
- My Classifieds – listing of classifieds you created
- Note: Remember to put an end date for your ad and to mark it sold

## Report A Problem & Help Desk (Left Column)

- Go to Report a Problem & Help Desk to submit a ticket using the button 
- Landscape Work Order Request
- Community Maintenance Requests
- Report a Compliance Issue
- IT, Website and AV Help Requests
- Resident Website Resources
- Administrator Website Resources

## How To Documents and Videos

- How to add Familiar Name
- Pay Homeowner Dues
- Resident Guide

## My Buddy Lists (Left Column)

- Click on Buddy List
- Click on Create a New Buddy List
- In the I'll Call It bar, type in the name you want to give the new buddy list. Click Create.

- Click on the name of the new Buddy List in the listing of Buddy Lists
- Click on Add New Residents on the right. Type first 3 letters of the last name (4 if a 4-letter name) in space provided. Scroll down, if necessary, to get to the resident you are trying to add.
- Click on box next to name desired on list. Click Add Residents in the blue bar. Repeat previous three (3) steps for all names desired.
- Resident Buddy List – max of 10 lists, up to 50 residents per list.

## Board Of Directors—Committees

### Resident Home (White Task Bar)

- Click to return to Resident Home page from any other webpage.

### Lifestyle & Activities (White Task Bar)

- Lifestyle Home
- Around The Sun
- Performances & Events Calendar
  - Community events hosted by the Lifestyle Department
- Food Truck Calendar
- Fitness Center Calendar
  - Fitness center times at the Lake House
- Fitness Class Calendar
- Fitness class times available
- Room Reservations
- Guidelines and forms for room reservations
- Photo Galleries

### Clubs & Neighborhoods (White Task Bar)

- Listing of all Community Neighborhoods, Community Maps, Club Manual, Club Storage Request Form, Clubs, Pod Representatives
- Click green Join button for each Club you wish to join.
- Red Unjoin button appears indicating you have Joined the club. Membership is automatic. No action is required.

- To Unjoin or end your membership, click on the red *Unjoin* button.
- For information on a club, go to club page. The club name is a link to the club webpage.
- Clubs may restrict certain website content to members only.
- Club announcements are displayed, if there are any, in a red banner near the top of the club page. If in bold font, it is a link and contains more information. Just click it.

### **Community Information (White Task Bar)**

- Board Of Directors
- Committees
- Community Communications
- Community Forms
- Community Documents
- Landscaping Information
- Community Photos

### **🔍 Search Function Other Helpful Information**

- Resident Quick Links + (Located on the bottom center of the banner photo)
- Another way to access the tasks identified in this Resident Guide.

### **Questions? Need Help?**

- The Education Subcommittee, a subdivision of the Technology Committee, is responsible for creating website resources and conducting training for both residents and group website administrators. Click [Education Subcommittee](#) to visit our website.  
Click [Computer Club](#) to visit their website and check out their Library which contains Mentor Lists for website and computer help.
- The computer Club Library contains a comprehensive Mentors List.

### **Business Directory (Blue Task Bar)**

- List of businesses offering services to the community

### **Log Out (Blue Task Bar)**