

Dear Harborview Homeowners:

For the past two months the Harborview BOD has been monitoring RFID sticker traffic at both the front and back gates. When the front and back gates are either open or closed as your vehicle travels through the gate the RFID sensor still records your assigned RFID sticker number and name.

During this short time period the Harborview BOD has identified numerous issues left behind by FirstService Residential involving the management of the RFID sticker database for the gates called myQ. The Harborview BOD has been successful in resolving many of these issues. However, there is one issue that the Harborview BOD needs your assistance with and it involves RFID stickers that were handed out by FSR, but were not assigned to the homeowner in myQ.

A few comments about how the RFID sticker works. The word RFID means "Radio Frequency Identification". The RFID sensor is the elevated "white module" that is in front of all gates except the front exit side. The front exit side will open for any vehicle when exiting the community. When the RFID sensor detects the RFID sticker the sensor will "blink blue". This blinking blue light on the sensor indicates that the RFID sticker is "good and has been detected". The myQ system is then alerted to link the RFID sticker to the homeowner that is listed in the database. If the RFID sticker is correctly "**ASSIGNED**" in myQ the gate will open. If the RFID sticker is "**UNASSIGNED**" in myQ the gate will not open. If your RFID sticker does not make the RFID sensor blink blue then most likely the RFID sticker is defective, or there is something in the windshield that is blocking the "radio frequency".

The Harborview BOD has identified to date 21 "unassigned" stickers and have resolved ten of them. The "unassigned" situation occurred because FSR handed out RFID stickers and either forgot to "assign" it to the homeowner or did not understand the myQ system. The end result is the homeowner going back to FSR and getting another RFID sticker, getting a gate code because FSR had no clue how to assign the RFID sticker, or the homeowner getting frustrated and ends up just calling themselves through the front gate call box menu to let themselves into the community.

The Harborview BOD is asking you to contact Semper Fi if you have a RFID sticker that makes the RFID sensor blink, but will not activate the gate to open. Please let them know the RFID sticker number. Also, if you had received an RFID sticker from FSR and it did not work and you may have just thrown it in the glove box and you still have the RFID sticker please contact Semper Fi with the RFID sticker number. The RFID sticker number is located in the lower right-hand corner. Once the RFID sticker number is known it can be correctly "assigned" to the homeowner.

When a homeowner comes through the gates having a "unassigned" RFID sticker, myQ sets a fault code in the system called "**Permission Denied (Unassigned Credential)**". Here are the eleven "unassigned" homeowner RFID stickers that set the fault code above. They are 00112, 24734, 25480, 25401, 25504, 25594, 25599, 25615, 25633, 25721, and 25839.

Thank you for your cooperation.

Harborview Board of Directors