



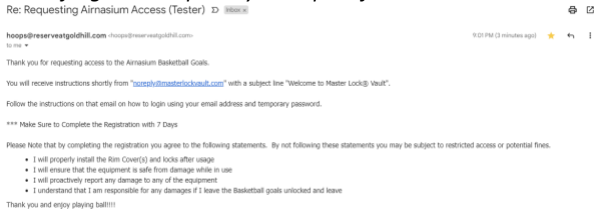
Accessing Basketball Hoops Located at The Reserve Airnasium

The following document outlines steps for Reserve residents to gain access and utilize the Basketball hoop equipment.

- Access to basketball hoops requires **both**
 - Active amenities fob (from Keuster)
- Access to hoops via (Vault app)
- By registering for access to basketball hoops, you agree to follow all [Airnasium Rules](#)

For questions, comments, and concerns related to basketball hoop rules and process please contact the board.

Requesting Access to Hoops

<p>Step 1: Send Email Request</p> <ul style="list-style-type: none"> • Email Address: hoops@reserveatgoldhill.com • Subject: Requesting Hoops Access (Last Name) • Email must contain: <ul style="list-style-type: none"> ○ First & last name ○ Your email address ○ Your home address 	<p>Step 2: You will be alerted via email when access is confirmed. Alert should be received in 1-3 days. <i>Don't forget to keep an eye on spam folder.</i></p> 	<p>Step 3: Log into the vault</p> <ul style="list-style-type: none"> • Use your email address from step 1 • Use the temporary password from step 2 • Reset your password
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QR code to video

Installing Vault App

Follow these steps to download and install the Vault App. Steps are applicable to both Apple and Android phones.

Step 1: Download the “Master lock vault enterprise”



Step 2: Log into the App using the email address provided in access request.

Step 3: Enable Location Services on the app.

- Select “Allow while using App”

Step 4: Allow Master Lock ability to utilize Bluetooth function on phone.

- Select “yes” when prompted

Raising / Lowering hoops

These steps are required for each hoop that will be used.

- Vault App will access hoops between the hours of 8:00 am and 9:00 pm.
- The App records the last user to lock/unlock the hoops; this person will be responsible for any damaged equipment
- Access to App is not to be shared with others outside of your household
- Failure to comply with [Airnasium Rules](#) may result in limited hoops access and/or financial responsibility for damaged equipment.

Step 1: Access Airnasium using amenities fob	Step 2: Wake up lock <ul style="list-style-type: none"> • Do this by gently pressing the center of the lock • When awake, a blue circle shows on lock 	Step 3: Open Vault App
Step 4: Unlock hoop <ul style="list-style-type: none"> • Green key button will show for awake locks • Press green button • Pull gently on lock once unlock (green light shows on lock) • Remove lock 	Step 5: Raise / lower hoop <ul style="list-style-type: none"> • Make sure lock and chain are not tangled on crank • Turn the crank until hoop is at marked height <p>Hoops can only be used at the marked height. No interim heights are allowed.</p>	Step 6: Safely store lock <ul style="list-style-type: none"> • Replace lock on chain • Store lock in closed position to minimize damage. <p>Last known user will be responsible for damaged or lost locks.</p>

Frequently Asked Questions

Question	Answer
What if I don't get a response to my access request	Sometimes emails from new people go into a spam or junk folder; check these folders for a span of 1-3 days after you submitted your request. Still don't see it? Send an email to the board.
I am done playing and another resident with hoops access wants to play, what should I do?	You should have them wake up and unlock the lock to record them as the active user. Once they have unlocked the lock in the App you can leave the equipment in their care.
What happens if I leave the hoops unlocked?	The Vault App records all users. The last known user is accountable for any damage. Please be sure to lock the hoops when done. If handing off to another person, make sure they unlock the lock to record them as active users.
I am done playing and another resident that does not have hoops access wants to play, what should I do?	Residents must request access to the Vault App to utilize the basketball equipment.
What if my child wants to play and does not have app access or a phone?	Residents/parents will need to accompany the child to the Airnasium and unlock the goal and return to lock the goal when the child is done playing.
I am done playing and someone that is not a resident wants to play, what should I do.	The amenities of The Reserve are for residents. Individuals that are not accompanied by a resident are not permitted to utilize basketball hoops. You will need to lock the hoops up before leaving.
What if I am being pressured or bullied to leave hoops up and feel uncomfortable telling people to leave	Safety first! If a situation is uncomfortable or unsafe please remove yourself. If you are a child, please alert an adult of the situation immediately. The adults will alert the board, video will be pulled and the situation will be safely handled.
Can I have one Vault account for the entire household?	Yes, you can have one account for the household. However, the person that holds the account is accountable for equipment and will be the contact if any situations arise.
I am a pickleball player, do I need hoops access	Yes, the hoop are lowered when not in use. To safely play pickleball you will need to raise the hoops. Doing so requires access to basketball hoops.