



HOW TO ACCESS *Amenities*

The new Cross Creek Ranch Amenity Access and Gate Entry System is live now!
This will allow you to access amenities with your smartphone or key fob.

Your mobile credential app is not linked to the My Cross Creek Ranch App, but through an app called "Conekt".



Step 1: REQUEST ACCESS ONLINE

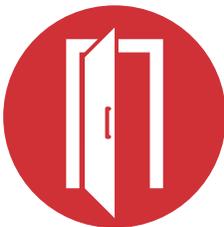
Once you complete the Amenity Access form online, (either through CIA Services website or the CCR app) you will receive an email confirmation that your request has been received. A separate email will be sent with your amenity access information with instructions on how to proceed. **TIP: Check your spam folder for the email.**

Or visit www.CIAServices.com

Find My Community // Cross Creek Ranch // Ask, Request, Submit // **Request a Device**

NOTE: While you await your confirmation for amenity access, make sure to request your **Resident Login on the CCR app**. It can be found in the app store or Google Play Store. You can also access the web version of the app by visiting www.MyCCRanch.com.

Scan Me!



CONEXT

Step 2: GET THE APP

(Skip this step if you requested only a key fob)

When you receive your amenity access information email you will use your 16 digit code or QR code within the attachment to upload your mobile credential to the **CONEXT** app.

Note: once you upload your mobile credential, your mobile device is active! If you did not request a mobile credential, you are not required to download this app. If you requested a key fob please allow time for the postal service to deliver your device.

Scan Me!



Step 3: ACCESS YOUR AMENITIES

You will be able to use your smartphone (once you have downloaded and connected your credentials to the **CONEXT** app) or key fob to scan in with the device reader.

Questions? Contact C.I.A. Services

CustomerCare@CiaServices.com • 713-981-9000 • CiaServices.com