



# Community Rewards 101

## Creating an Account

Upon moving into the community, you will receive an invite to Community Rewards. If you do not receive this invitation, you can sign up at: [communityrewards.me](https://communityrewards.me)

When you log in, please be sure to use the same method that you created your account with.

If you forget your password, you can send password reset instructions to your email through the [Forgot Password?](#) button on the login screen.

## Redeeming Points

Once you have accumulated enough points, you will be able to redeem them for a reward card. The first available reward starts at \$5.

## Reward Cards

After you exchange your points for a reward card, you will receive an email within 24 hours that will provide a link to your virtual reward card. If you do not receive an email, please let us know as it may be

pending property approval. Once redeemed, reward cards are permanent and cannot be changed.

The link to your reward card will provide a code and support details of the brand you selected. If you experience issues or have concerns with your virtual card, please reach out to the brand's support. They will be able to appropriately assist you. Emailed links need to be claimed within three months. After three months pass the links will automatically expire and we will be unable to change this status.

## Renewal Points

Check Community Rewards for the Renew Your Lease action 90 days prior to your renewal date. Once you've completed the action in Community Rewards, be sure to contact your leasing office to make it official! Completing the action in Community Rewards does NOT renew your lease. Once the new lease has started, or it has been approved by your property, you will see the points reflected on your account.

## Referral Points

You have the opportunity to share the referral link on the Refer Your Friend action. Please keep in mind that this share alone does not provide points.

If an individual clicks the link and submits their contact information, the community will receive a notification, so they may reach out to them. Once the referral is confirmed, your community will approve your initial referral points. If the referral goes on to sign a lease with the community, you will be awarded the additional lease referral points. Points are dependent on your community.

## Actions

If you ever view pending approval on specific actions, this means that the community requested to approve the points prior to them being awarded. You may reach out to customer support for the rewards program or the onsite staff to inquire. As soon as the action is approved, you will see the points reflected on your account.

## Remove Account

If for any reason you would like to delete the account you created, please let us know.

## Move-out

Since all rewards and points are funded by your community, immediately upon lease end, the program and your rewards account will no longer be accessible. Please consider redeeming your points prior to leaving the community.

Stuck, not sure what do to? Use the help button on the bottom of the page or contact support here: Email: [communityrewards@modernmsg.com](mailto:communityrewards@modernmsg.com) Phone: (214) 238-4200

