



Sienna Amenity Access Credential

The Association is excited to announce that, for residents who already have the Sienna app on their phone, your Sienna Amenity Access Credential is “Live” and active for your use. This means that you can now use your smart phone to access the community pools, instead of your Sienna ID card. You haven’t downloaded the app yet or the Credential? It’s easy!

Get the App

The Sienna app is available to download on iPhones or Androids (app can be found in the appropriate app store); no fee required. Just search “Sienna.”

1. Install, and Request Resident Access
2. Approval/confirmation of Resident Access may take up to 2 business days, although it is often sooner.
3. Set up your resident account.

Establish your Amenity Access Credential

1. In home screen, hit the Menu Bar (2 lines in upper left corner)
2. Choose Mobile Access Control, at the next screen, click on “Mobile Access Control” again and follow the instructions.

Use the Credential to Access Pools

1. Walk up to the gate reader, shake your phone (*Shake it like a Polaroid picture!*).
2. A pop-up notification confirms that your Credential has been sent; make sure your Bluetooth is on. Gate attendants will check to see your Credential and/or view your app Profile (button in the upper left on your home page) to ensure that your account is in good standing and that your Credential is valid – just as they would check your Sienna ID at the gate(s).

During 2023, your current Sienna ID is valid and accepted for access, but this new tool means that you don’t have to worry if you’ve lost your ID or left it at home. For more information, visit Siennanet/Quick Links/Mobile Amenity Access.

Note: An Amenity Access Credential via the app, or Sienna ID, is required for any resident, 10 years and up, for access to community pools and facilities.

Quick Check - Resident Account Status

Lifeguards and Residents can Use the App to check the status of a resident’s by clicking on the “My Profile Button”. If the house graphic at the corner the resident name is Green, the resident account is in good standing and the resident may access the pool (even if the Credential confirmation does not pop up); if the house graphic is Red, there is an issue with the account. During the first couple of weeks of pool season, we recommend letting the resident use the pool one time (especially if they are with family/kids) and letting them know that the resident must call the Association office on the following business day to resolve any issue.

If you require assistance

Please visit the Association office at 9600 Scanlan Trace from 9:00am-5:00pm (closed for lunch from 12:00pm-1:00pm) or call 281-778-0778.