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## Frequently Asked Questions – Website

**1. Where do I get my username and password to log into the Lendlease Together app?**

A welcome letter was provided to you from Lendlease with these details included. If you can't find your welcome letter, please speak to your Village team.

**2. What if I can't find my username and password?**

In the app, click on 'Forgot Username' or 'Forgot Password'. An email will be sent to the address that you are registered with to help you reset.

**3. What if I don't have an email address?**

You can still use the app to its full potential with a village administration email address which we will provide to you. However, we strongly recommend you create an email address for your future use. Ask your village team for a How To Guide on setting up an email address.

**4. Do I need a smartphone or tablet?**

Yes, you will need either an Apple or Android smart phone or tablet to access the app.

**5. What if I need help?**

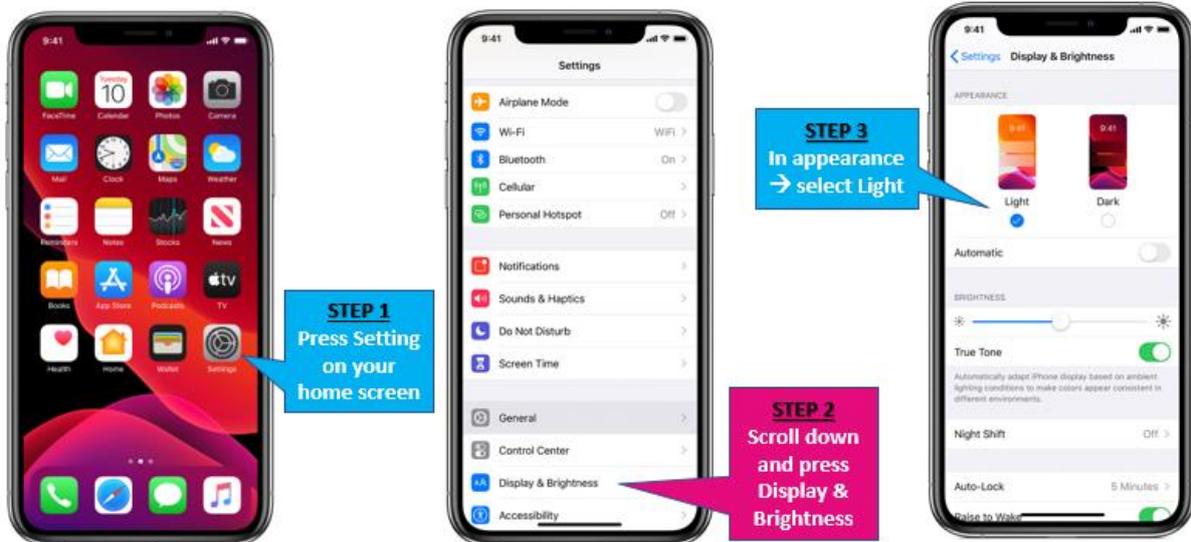
There are a number of ways we can help:

- Call Customer Support on 1800 550 550
- Pick up a How To Guide from your village reception
- Alternatively, you can also view the How To Videos and Guides on this website

**6. Can I use my laptop / desktop to access the app?**

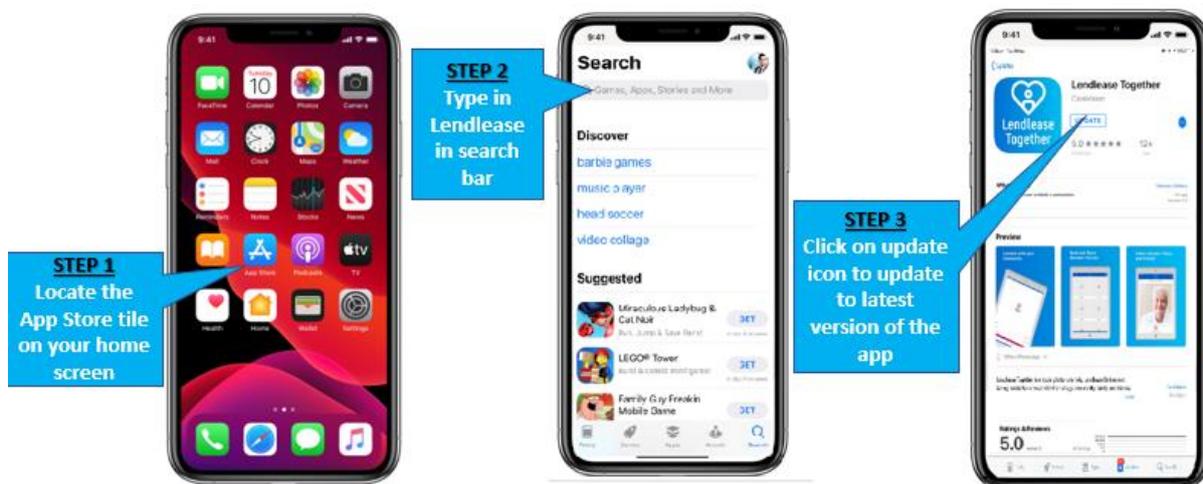
The app is only available in the App Store or on Google Play, so isn't compatible with laptops or desktops.

- 7. Why can't I see the text I am typing in the login screen of the app?**  
Your phone is set to 'Dark Mode'. You will need to navigate to the Settings > Display and Brightness > Light Mode



- 8. Why is the app crashing when I enter certain screens?**  
You will need to ensure you have the latest software downloaded on your iPhone or Android device. For iPhone users, this is software version 12, and for Android users this is lollipop version 5.

- 9. I've been told I need to update the app, what do I need to do?**  
Updating the app means there has been some improvements made to the app that we would like you to have full functionality of. Here's how you do it:



**10. What other features can I expect in the next few months?**

There are lots of exciting features we hope to introduce in the next few months such as booking bus trips, activities and events.

**11. Why does the app need to use my phone camera and microphone?**

A key feature of the Lendlease Together app is making video calls with your friends/family and village community. In order to carry out a video call, the Lendlease Together app needs to be able to use the microphone and camera on your phone otherwise you will not be able to hear or see the people you are calling. It is a requirement for any app to seek permission before accessing microphones/video, not just the Lendlease Together app. The app will ONLY access your microphone and camera when you make a video call or when you accept an incoming video call from someone calling you. No calls/audio are ever stored or recorded.

**12. What happens if I don't accept?**

Unfortunately, if you don't accept access to your microphone/video you won't be able to use the Lendlease Together app.