

Safelist By Address (SBA) - Resident Portal – Step by Step instructions:

1. Visit our Website: www.patrol-one.com
2. Click on “Safelisting”.
3. If you have already created an SBA profile, click on “Login” at the top right hand side of the screen. *If you have not created a safelist profile, please contact your HOA to obtain the activation code or call our 24/7 Customer Service phone number 714.541.0999 x6. Once you have the code, click on “Create/Activate”. Fill out all required fields, then proceed with steps 5-8.*
4. Enter your email and password. *If you are having a difficult time remembering your password, simply click on “Forgot” and our system will email you the password to the assigned email address.*
5. Once logged in, you will see three Sections on the left side of the screen: Property Information, Vehicle Information and Contact Information. All three sections must be set and say “OK” in green in order to proceed.
 - a. If the vehicle information shows “Not Set” in Yellow, please enter the license plate number.
Note: If the vehicle has no license plates installed, you must use the last 8 digits of the Vehicle Identification Number (VIN). Once license plates are installed, the VIN will no longer be checked.
6. Once all three sections are set, please select the date(s) that you need the safelist for that specific vehicle. You must select each individual date, each box represents one day.
7. When each desired safelist date has been selected, click on the “Submit” button on the right hand side of the screen. Read and confirm that all information entered is correct. If all information is correct, click on “Submit Safelist Request”. **Your Safelist process will not be complete until a confirmation number has been received.** All Safelist expire the following day at noon.

How to Read the Safelist Page:

- **“Std. Allowable Days”**: That is the number of safelist availabilities your association allows each address.
- **“Lock Duration”**: Each safelist submitted will be on record and “locked down” for that specific amount of days. For example, the community below allows 15 safelist in a 90 day lock duration, after the 90 days, the availability will return and that box will be open/available again for use. Below you see a safelist request for 11/21/2017, the system shows that it will be unavailable until 2/19/2018 (90 days later).
- **“Available Days”**: It shows how many safelist availabilities you have available.
- **“Overriding Violations”**: These violations will not be protected by the safelist. If in violation of any of these rules, the vehicle will be subject to citing and/or towing, regardless of any safelist created.
- The dates selected will show as “Eligible” as long as no duplicated or past dates are entered. The processed dates will show in blue and a “lock” icon will appear next to it. By clicking on “View Details” next to the processed date, you can find information such as the date created, the vehicle selected and the confirmation number.