



Resident Guide

Everything you need to get started with your community's app: signing in, staying informed, reserving amenities, and paying your dues.

PREPARED FOR

app.communitrak.com

Keep this guide near your computer

What's inside

Read it front to back the first time or use it as a reference.

Every section stands on its own.

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BEFORE YOU BEGIN

Communitrak is built from separate modules, and every community turns on the ones it needs. If a section of this guide describes something you do not see in your menu, your community may have disabled that feature or you do not have access.

The pictures come from a sample community, Water Oaks at Hampton Greene. Your community's name and information will be its own, but every button is in the same place.

Set up your account

There are two ways to get started, depending on what your community sent you. Find the one that matches what you have.

If you received an invitation email

Your community can invite you by email. The message comes from Communitrak on behalf of your association and contains a link and an invite code.

- 1 Open the invitation email. If you cannot find it, check your junk or spam folder for a message with your community's name in the subject line.
- 2 Click the button or link in the email. It opens Communitrak in your web browser.
- 3 Confirm your name and email address, then choose a password.
- 4 Check your email once more for a verification code and enter it. This confirms the address is really yours.
- 5 You are in. Communitrak takes you straight to your Dashboard.

INVITATION EXPIRED OR MISSING?

Ask your community to send it again. They can resend an invitation at any time, and the new one replaces the old.

THE BLACK CURTAIN

Your community may have enabled the "black curtain," which restricts access to Communitrak until everything is ready. You'll get notified by your community when the platform is available.

If you were given an access code

Some communities hand out an eight-character access code instead, by email, by text message, or printed on a welcome letter. It looks like **ABCD-1234**.

- 1 In your web browser, go to **app.communitrak.com/join/resident**
- 2 Type your access code into the eight boxes and click **Continue**.

- 3 Confirm that the community shown is yours.
- 4 Enter your name, email address, and phone number, then your property address.
- 5 Choose a password, then verify your email address with the code that is sent to you.

The screenshot shows a mobile app interface for joining a community. At the top, the title 'Join Your Community' is displayed. Below it, a subtitle reads: 'Enter the access code from your invitation email, text message, or Access Pass provided by your community.' There is a label 'Access Code' above a two-part input field consisting of two groups of four rounded rectangular boxes, separated by a horizontal line. Below the input field is a dark grey button with the text 'Continue →'. A horizontal line separates this section from the text below. The text says: 'Don't have an Access Code?' followed by a paragraph: 'Access Codes are required to join your community on Communitrak and are distributed by your HOA via email, text message, or Access Pass. If you do not have an Access Code, please reach out to your HOA Leadership to get one. Communitrak cannot issue access codes.' Below this is a line of text: 'By creating an account, you agree to our [Terms of Service](#) and [Privacy Policy](#).' At the bottom of the screen, there is a light grey bar with the text 'Already have an account? **Sign in**'.

The first screen at app.communitrak.com/join/resident. Only your community can issue an access code — Communitrak cannot create one for you.

Signing in from now on

Once your account exists, you sign in the same way every time.

- 1 Go to **app.communitrak.com**
- 2 Enter your email address and password.
- 3 Leave **Remember me** checked so you do not have to sign in every visit.
- 4 Click **Sign in**.

Sign in

Welcome back! Please sign in to continue.

Email address

jane.resident@example.com

Password

••••••••



Remember me

[Forgot password?](#)

Sign in

or



Sign in with a passkey

The sign-in screen. Your email address is your username.

FASTER SIGN-IN

Sign in with a passkey lets you use the fingerprint reader, face recognition, or the PIN you already use to unlock your phone or computer, instead of typing a password. You can set one up later under My Account, and it is the easiest option if passwords are a nuisance.

If you forget your password

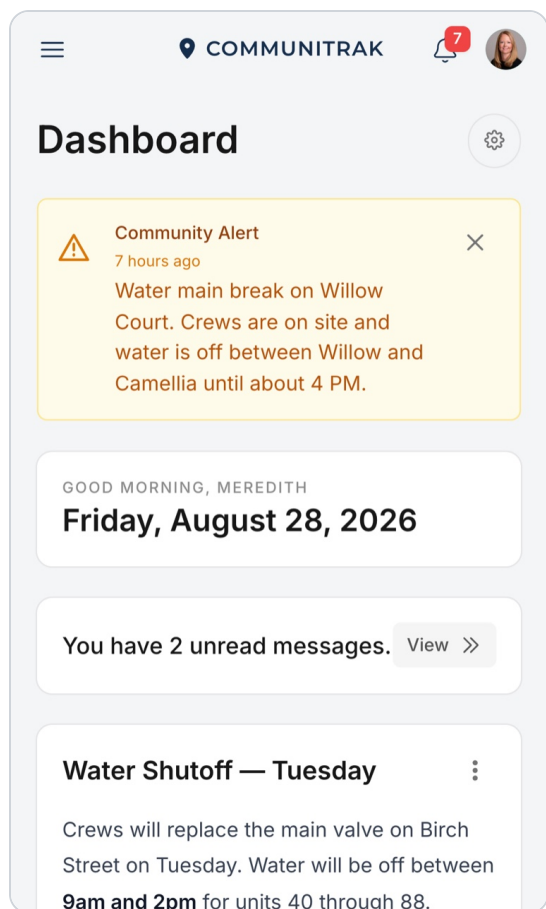
- 1 On the sign-in screen, click **Forgot password?**
- 2 Enter your email address and click the button to send yourself a reset link.
- 3 Open the email and click the link. It takes you to a page where you can set a new password.

LIVE IN MORE THAN ONE COMMUNITY?

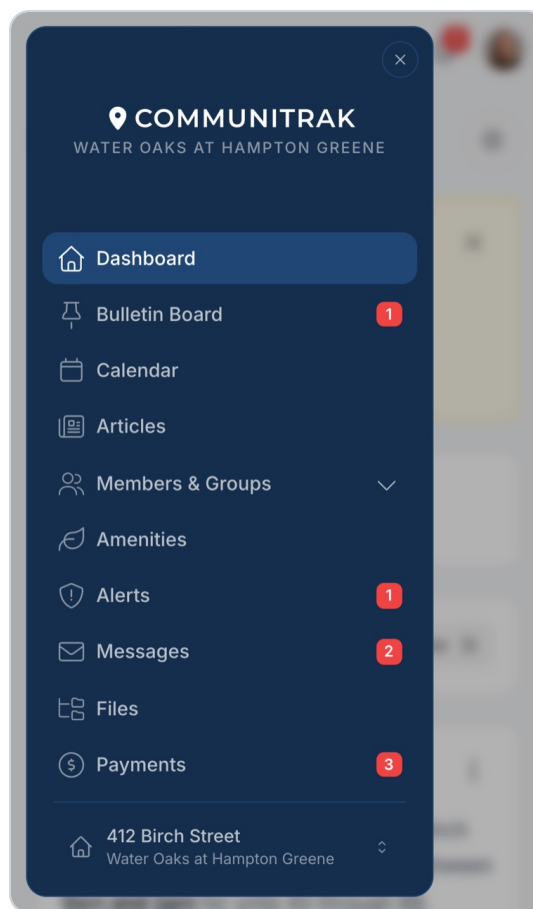
One Communitrak account covers all of them. After signing in, use the address at the bottom of the menu to switch between your properties.

Put Communitrak on your phone

Communitrak is not in the App Store or the Play Store. You add it to your home screen straight from your phone's web browser, and then it opens like any other app.



The Dashboard on a phone.



Tap the ≡ button at the top left to open the menu.

On an iPhone or iPad

You must use **Safari** for this. Chrome and other browsers on Apple devices cannot add apps to the home screen.

- 1 Open **Safari** and go to **app.communitrak.com**.
- 2 Tap the **Share** button. It is the square with an arrow pointing up, at the bottom of the screen on an iPhone and at the top on an iPad.
- 3 Scroll down the list and tap **Add to Home Screen**.
- 4 Tap **Add** in the top-right corner.

On an Android phone or tablet

- 1 Open **Chrome** and go to **app.communitrak.com**.
- 2 Tap the three-dot menu in the top-right corner of Chrome.
- 3 Tap **Add to Home screen**, or **Install app** if that is what your version shows.
- 4 Tap **Add** or **Install** to confirm.

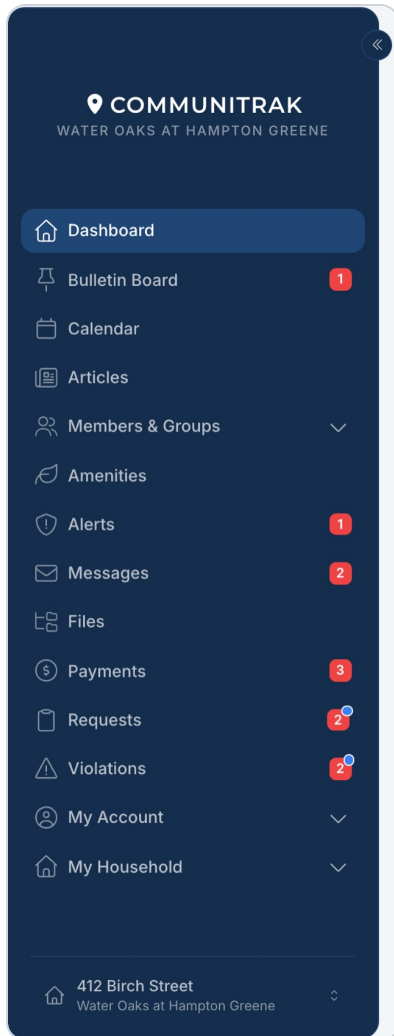
If you use Samsung Internet instead, tap the three-line menu at the bottom right, then **Add page to**, then **Home screen**.

WORTH DOING

Once the icon is on your home screen, tap it instead of opening your browser. It fills the whole screen, remembers that you are signed in, and can send you notifications when something needs your attention.

Finding your way around

Everything in Communitrak is reached from the navigation menu down the left-hand side. On a phone, tap ≡ at the top left to open the same menu.



The main menu. Red badges count things waiting for you.

Reading the menu

A **red badge** is a count of items waiting for you: unread messages, unpaid charges, open requests.

A small **blue dot** means something you already know about has new activity since you last looked.

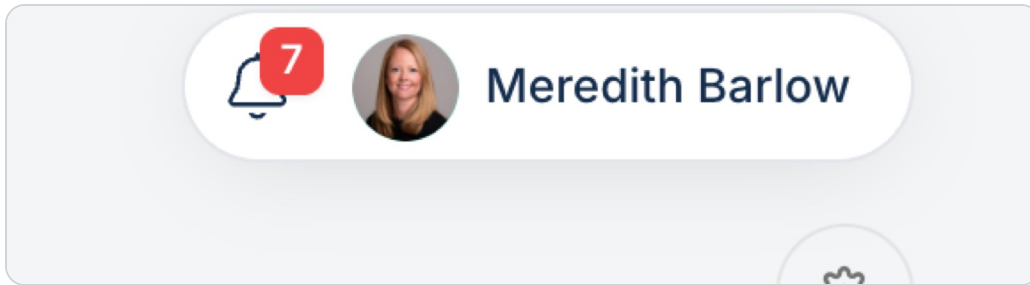
An item with a **chevron** (v) opens to reveal more choices underneath it.

Your **address at the bottom** shows which household you are viewing. Click it to switch, if you have more than one.

What each section is for

Dashboard	Your home screen. A summary of everything happening right now.
Bulletin Board	Community posts and neighborly notices you can comment on.
Calendar	Meetings, socials, closures, and amenity bookings.
Articles	Longer pieces from your board: newsletters, guides, and rules.
Members & Groups	The resident directory and your community's committees.
Amenities	Pools, clubhouses, courts. Hours, access, and reservations.
Alerts	Urgent notices. Water shut-offs, weather, safety.
Messages	Private conversations with neighbors and with the board.
Files	Governing documents, meeting minutes, forms, and budgets.
Payments	Your balance, your charges, and how you pay them.
Requests	Report a problem or ask permission for a project.
My Account	Your name, photo, password, and notification settings.
My Household	Your address, the people at it, and your vehicles.

The top of every page

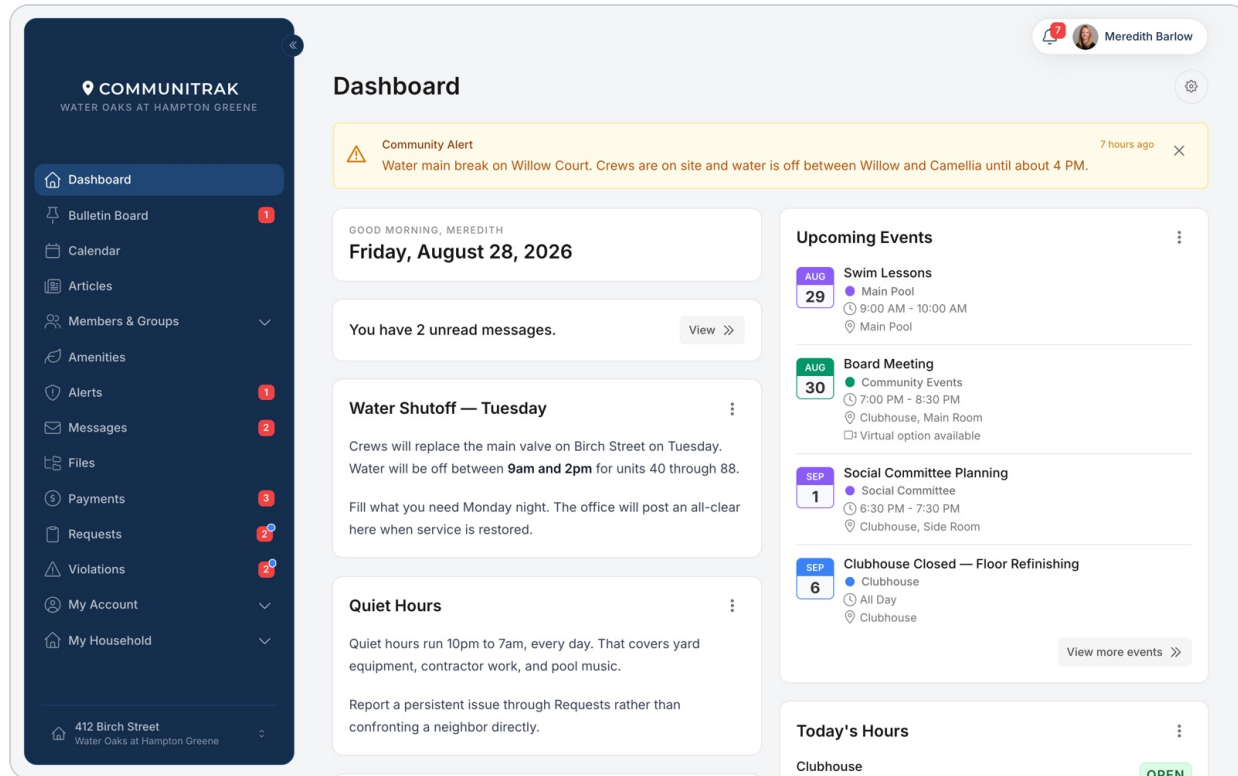


The bell and your name sit in the top-right corner of every page.

- The **bell** collects everything that has happened recently. The red number is how many you have not read. Click it to see the list, and click any item to go straight to it.
- Your **name and photo** open a short menu with your account settings and the sign-out button.

Your Dashboard

The first thing you see when you sign in. It gathers the things you would otherwise have to go looking for.



A typical Dashboard. Yours will show your community's own information.

- A **yellow banner** across the top is an active community alert. Read it, then click the X to clear it once you have.
- **Upcoming Events** lists what is coming up on the community calendar.
- **Today's Hours** shows whether the pool, clubhouse, and other amenities are open right now.
- **Information cards** hold the things your board wants everyone to know: quiet hours, trash days, gate codes.
- If you have unread messages or an unpaid balance, the Dashboard says so and offers a button to take you there.

GOOD HABIT

Sign in once a week and read the Dashboard. It takes a minute, and it is the fastest way to keep up with what is happening.

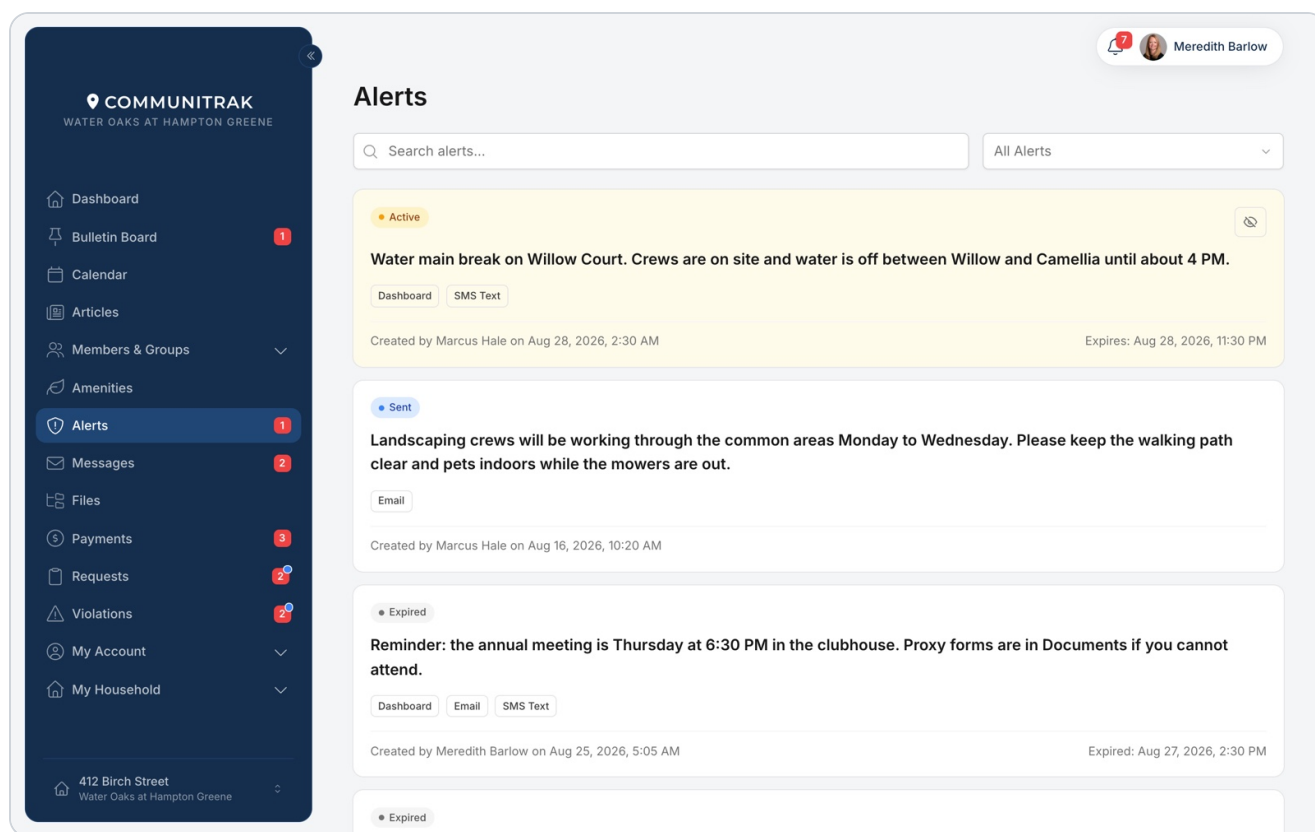
News and announcements

Three places carry news, and the difference between them is urgency.

Alerts — urgent and time-sensitive

Alerts are for things you need to know today: a water main break, a gate failure, a storm warning, a road closure. They appear as a banner on your Dashboard and, if you have turned on notifications, arrive by email, text message, or as a notification on your phone.

- 1 Click **Alerts** in the menu to see everything that has been sent, newest first.
- 2 Click an alert to read the full message.



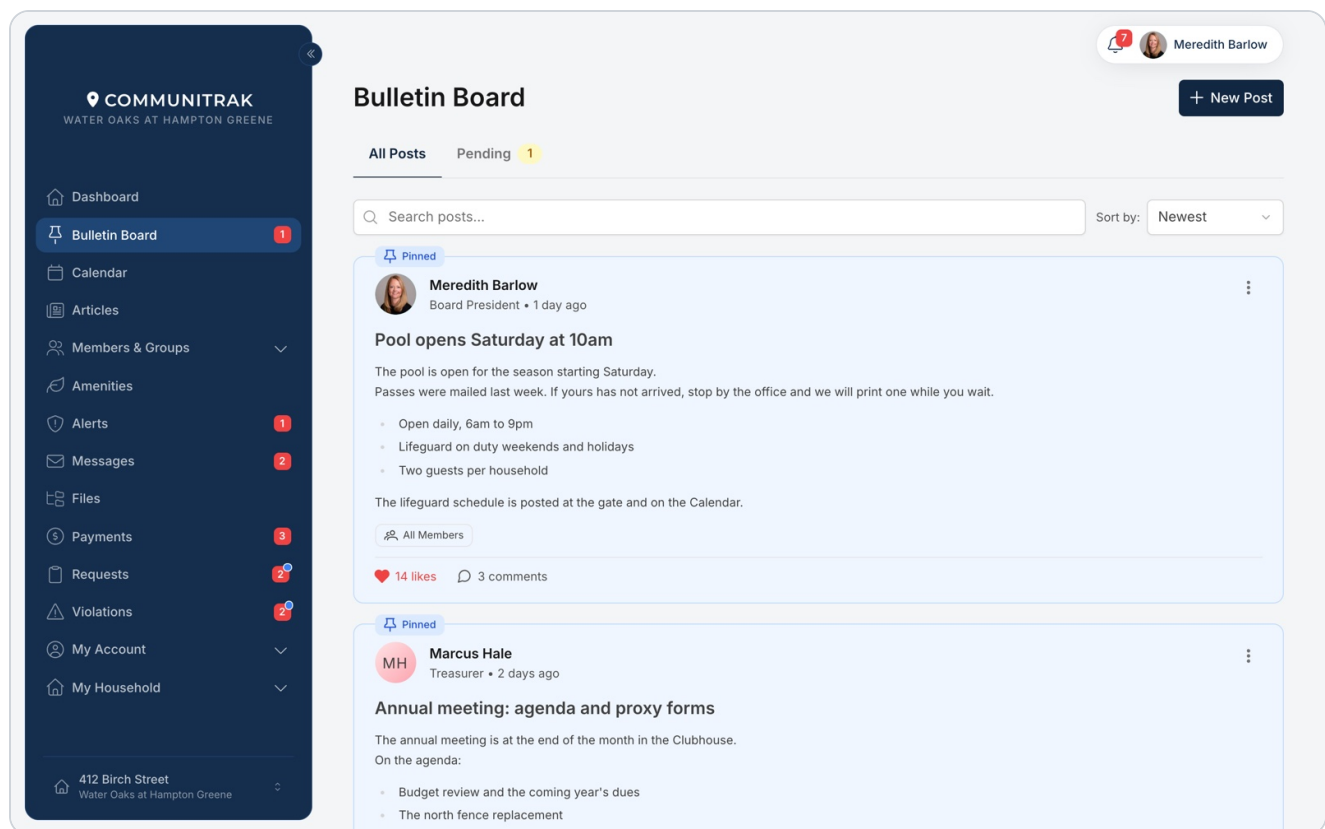
The Alerts page. Past alerts stay here so you can look one up later.

Bulletin Board — the community noticeboard

Posts from your board and, where your community allows it, from your neighbors. Lost cats, garage sales, contractor

recommendations, reminders about the next meeting.

- Click a post to read it in full and see the comments.
- Click the **heart** to like a post, or add a comment of your own at the bottom.
- Where residents are allowed to post, a **New Post** button appears at the top right. Depending on your community's rules, your post may wait for board approval before everyone sees it.



The Bulletin Board.

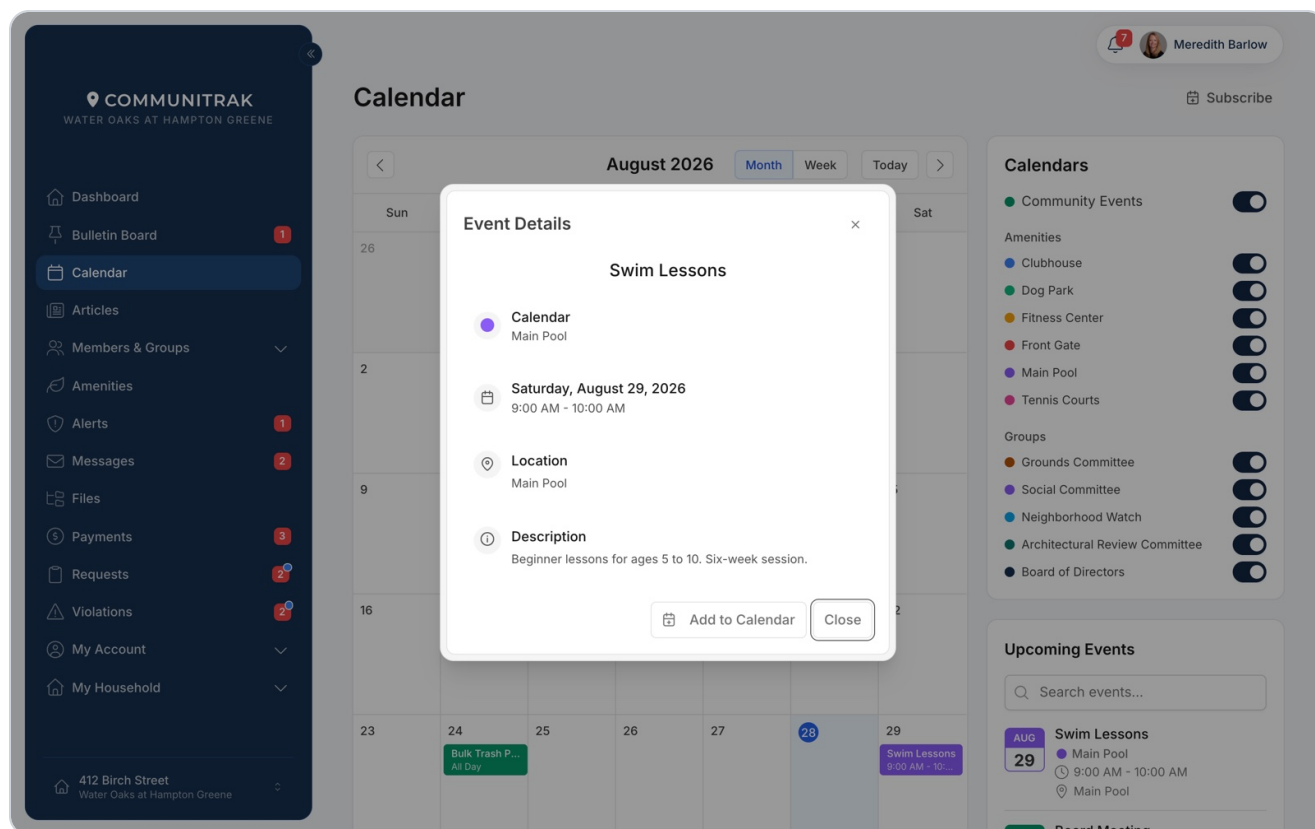
Articles — the longer read

Articles are for things worth keeping: the quarterly newsletter, a guide to the pool rules, the landscaping schedule. They are organized into categories and stay available, so you can come back to one months later.

Calendar and events

Board meetings, socials, closures, and bookings, all on one calendar.

- 1 Click **Calendar** in the menu.
- 2 Use the arrows at the top to move between months, or switch to a **Week** or **Day** view. Click any event to open its details.



Event details. **Add to Calendar** saves it to yours.

Show only what you care about

The **Calendars** panel on the right lists every calendar feeding the view: community events, each amenity, and each committee. Switch one off and its events leave the grid.

Put the community calendar in your own

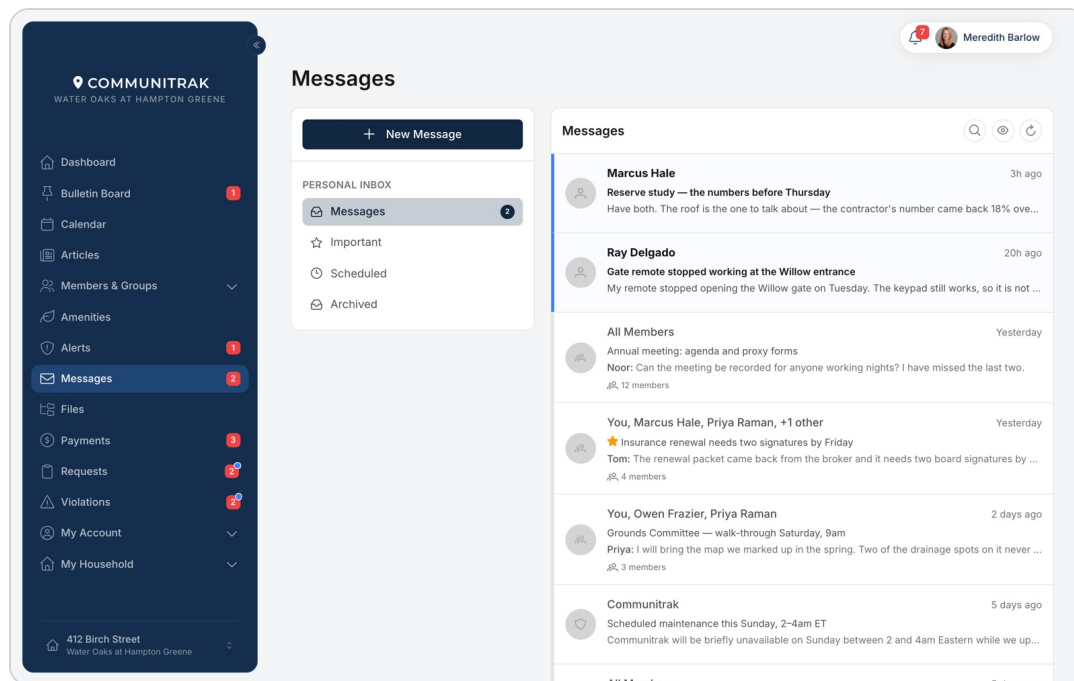
Click **Subscribe** at the top right for a link you can add to Google Calendar, Apple Calendar, or Outlook. Community events then appear in your own calendar automatically.

Replying to an invitation

When your community is counting heads, the event details show a place to reply. Choose your answer and, where asked, how many people you are bringing.

Messages

A private inbox inside Communitrak, for talking to your board and to your neighbors without giving out your personal email address.



Conversations are listed newest first. Unread ones are highlighted.

Read a message

- 1 Click **Messages** in the menu, then a conversation in the list. The red badge is how many you have not read.
- 2 Type your reply in the box at the bottom and click **Send**.

Start a new message

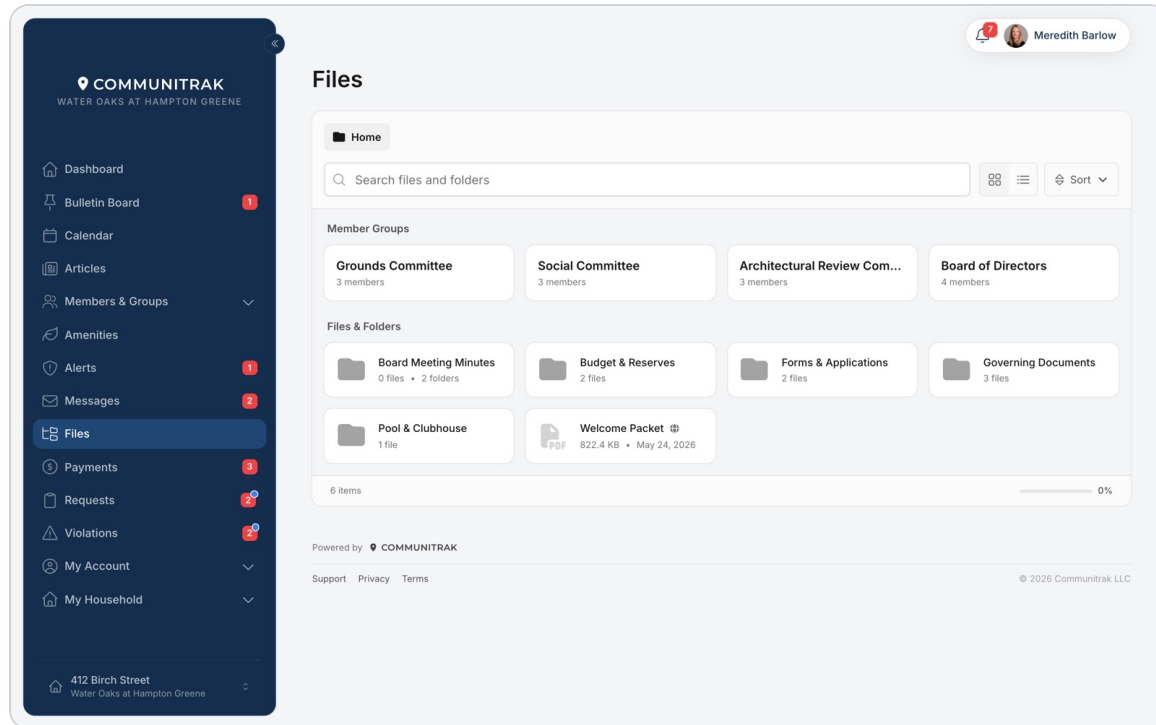
- 1 Click **New Message** at the top right.
- 2 Start typing a name to choose who you are writing to. You can add more than one person.
- 3 Add a subject and your message, then click **Send**.

WHICH DO I USE?

Use **Messages** to talk to a person. Use **Requests** (Section 11) to report a problem that needs tracking.

Documents and files

Your governing documents, meeting minutes, budgets, and forms, filed in folders.



The Files page. Folders open with a click.

- 1 Click **Files** in the menu.
- 2 Double click a folder to open it. Use the trail at the top (**Home** ► folder name) to go back up.
- 3 Double click a file to open it. PDFs open for reading straight away.
- 4 Use the **Download** button to save a copy to your computer or phone, or to print it.

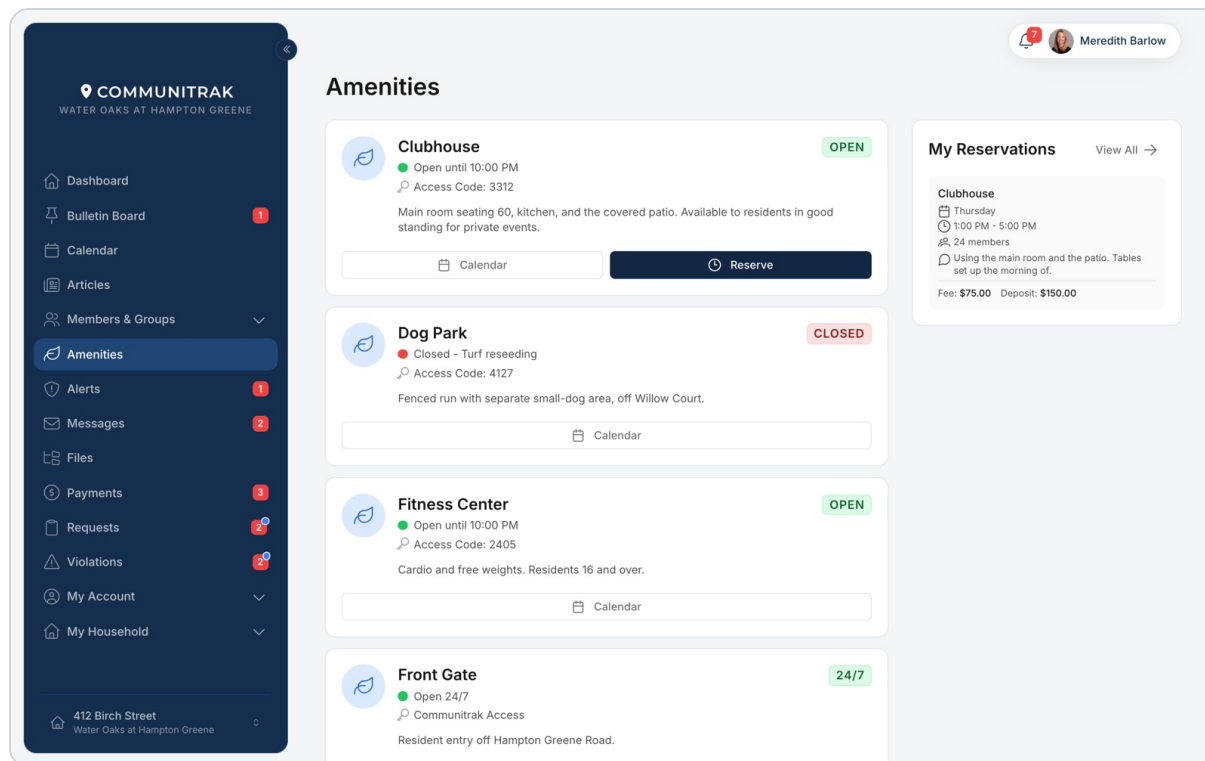
The search box at the top searches file and folder names, which is usually quicker than clicking through folders when you know roughly what a document is called.

WHY CAN'T I SEE A FOLDER?

Some folders are limited to the board or to a particular committee. If a document you expect is missing, ask your board rather than assuming it has not been uploaded.

Amenities and reservations

Every shared space in one list, with today's hours, how to get in, and a way to book the ones that can be reserved.



Each card shows whether the amenity is open right now and how you get in.

An amenity card tells you four things: whether it is **Open** or **Closed** at this moment, today's hours, how access works (open to all, a key card, an access code, or a household PIN), and a short description.

Reserve an amenity

- 1 On the amenity you want, click **Reserve**. If there is no Reserve button, that amenity is not bookable.
- 2 Pick a **date** from the calendar. Dates too far ahead, or too soon, are grayed out.
- 3 Pick a **time slot**. Slots that are fully booked are grayed out; where several people can book at once, the slot shows how many places are left.
- 4 Set your **party size** and add a note if you need to.

5 Click Reserve.

The screenshot shows the 'Reserve Amenity' page for a 'Clubhouse' at 'Water Oaks at Hampton Greene'. The left sidebar contains navigation links: Dashboard, Bulletin Board (1), Calendar, Articles, Members & Groups, Amenities (selected), Alerts (1), Messages (2), Files, Payments (3), Requests (2), Violations (2), My Account, and My Household. The main content area has a 'Select Date' calendar for August 2026, where the 29th is selected. Below the calendar is a 'Select Time' section with three options: 9:00 AM - 1:00 PM, 1:00 PM - 5:00 PM, and 5:00 PM - 9:00 PM. To the right is a 'Reservation Details' section showing the date 'Saturday, August 29, 2026' and a prompt to 'Please select a time slot.' with 'Cancel' and 'Reserve' buttons. The footer includes 'Powered by COMMUNITRAK', 'Support Privacy Terms', and '© 2026 Communitrak LLC'.

Choose the date first. The available time slots appear underneath.

Fees, deposits, and cancellations

Some amenities carry a rental fee or a refundable deposit. If yours does, the amounts are shown before you confirm, and you are asked to tick a box authorizing the charge. It is then added to your account, where you pay it like any other charge.

If the amenity has a cancellation deadline, it is spelled out on the same screen. Cancel before that deadline for a full refund.

Your reservations

Your next few bookings appear in the **My Reservations** panel on the right of the Amenities page. Click **View All** for the full list, where you can also cancel a booking you no longer need.

HEADS UP

Some communities block new reservations while an account has past-due charges. If the Reserve button is grayed out and a warning about your balance is showing, settle up on the Payments page and the button comes back.

Payments

Your dues, your assessments, and anything else your community has charged you, with a record of everything you have paid.

COMMUNITRAK
WATER OAKS AT HAMPTON GREENE

Dashboard
Bulletin Board
Calendar
Articles
Members & Groups
Amenities
Alerts
Messages
Files
Payments
Requests
Violations
My Account
My Household

412 Birch Street
Water Oaks at Hampton Greene

Payments

Search by description, amount, member, merchant, transaction ID, or statu

DATE	DESCRIPTION	AMOUNT	STATUS
Aug 26, 2026	Pool Key Fob Replacement	+\$35.00	Unpaid
Aug 24, 2026	HOA Dues — Q3	+\$285.00	Unpaid
Aug 24, 2026	Violation fine — recreational vehicle in the driveway	+\$75.00	Unpaid
Aug 17, 2026	Clubhouse Rental Deposit	+\$150.00	On Hold
Aug 17, 2026	Clubhouse Rental Fee	+\$75.00	Paid
Jul 25, 2026	2026 Reserve Study Special Assessment	+\$120.00	Paid
May 24, 2026	HOA Dues — Q2	+\$285.00	Paid
Apr 30, 2026	Guest Parking Permit	+\$25.00	Paid
Apr 10, 2026	Landscaping Assessment Refund	-\$62.50	Refunded

Account Balance
-\$395.00

Payment Methods
+ Add

Visa **** 4242
Expires 04/28
Default

Bank of the Carolinas **** 6789
Bank of the Carolinas
Set Default

Auto Pay
Enrolled
Auto Pay is active
Your account will automatically pay any new, unpaid charges on their due date using the default payment method selected above.
X Disable Auto Pay

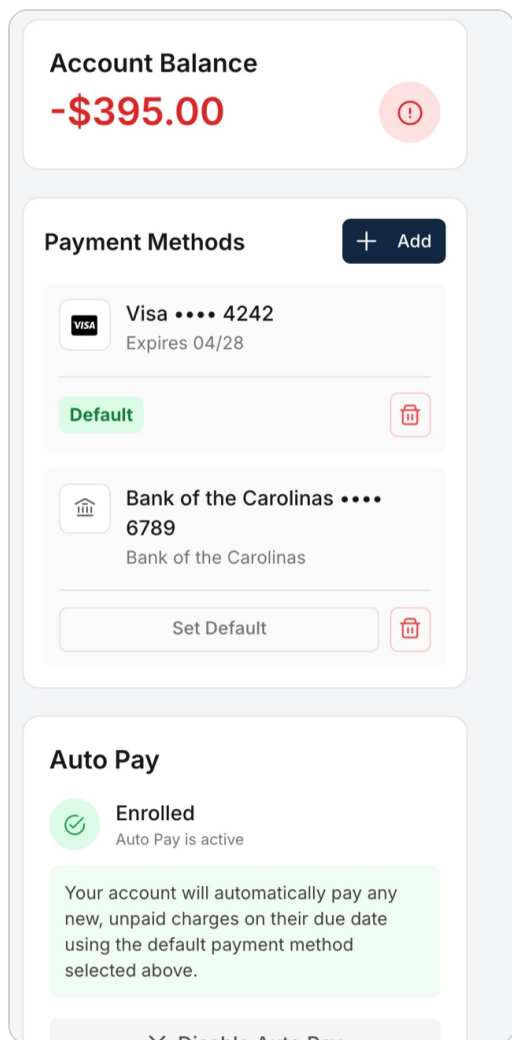
The Payments page. Charges on the left, your account on the right.

Reading your balance

The **Account Balance** card is the number that matters.

- A **red, negative** balance means you owe that amount.
- A **green, positive** balance means you have paid ahead or hold a credit.
- **Zero** means your account is settled.

The table on the left lists every charge and payment, with a status on each row: **Unpaid**, **Paid**, **Refunded**, or **On Hold**. Click any row for the full detail, including the confirmation number of a payment.



Balance, payment methods, and Auto Pay.

Add a payment method

Click **Add** on the Payment Methods card. You can save a credit or debit card, or a bank account for an ACH transfer.

Card details are handled by Communitrak's payment processor and are never stored by your community or shown to your board. Only the last four digits are ever displayed.

If you save more than one, use **Set Default** to choose which one Auto Pay uses.

Auto Pay

With Auto Pay on, each new charge is paid automatically on its due date using your default payment method. You never have to remember a due date again.

- 1 Save at least one payment method first.
- 2 On the Auto Pay card, click **Enable Auto Pay**.
- 3 Read the terms and accept them. The card then shows **Enrolled**.

To stop it, click **Disable Auto Pay** on the same card. You can turn it back on whenever you like.

PROCESSING FEES

Some communities pass card and bank processing fees on to residents and some absorb them. If yours passes them on, the fee is shown as its own line before you confirm, and paying from a bank account costs less than paying by card. If yours absorbs them, the fee reads \$0.00.

Make a payment

The **Make a Payment** button sits at the top right of the Payments page whenever you owe something. It walks through four steps and you can go back at any point.

Step 1 — Choose what to pay

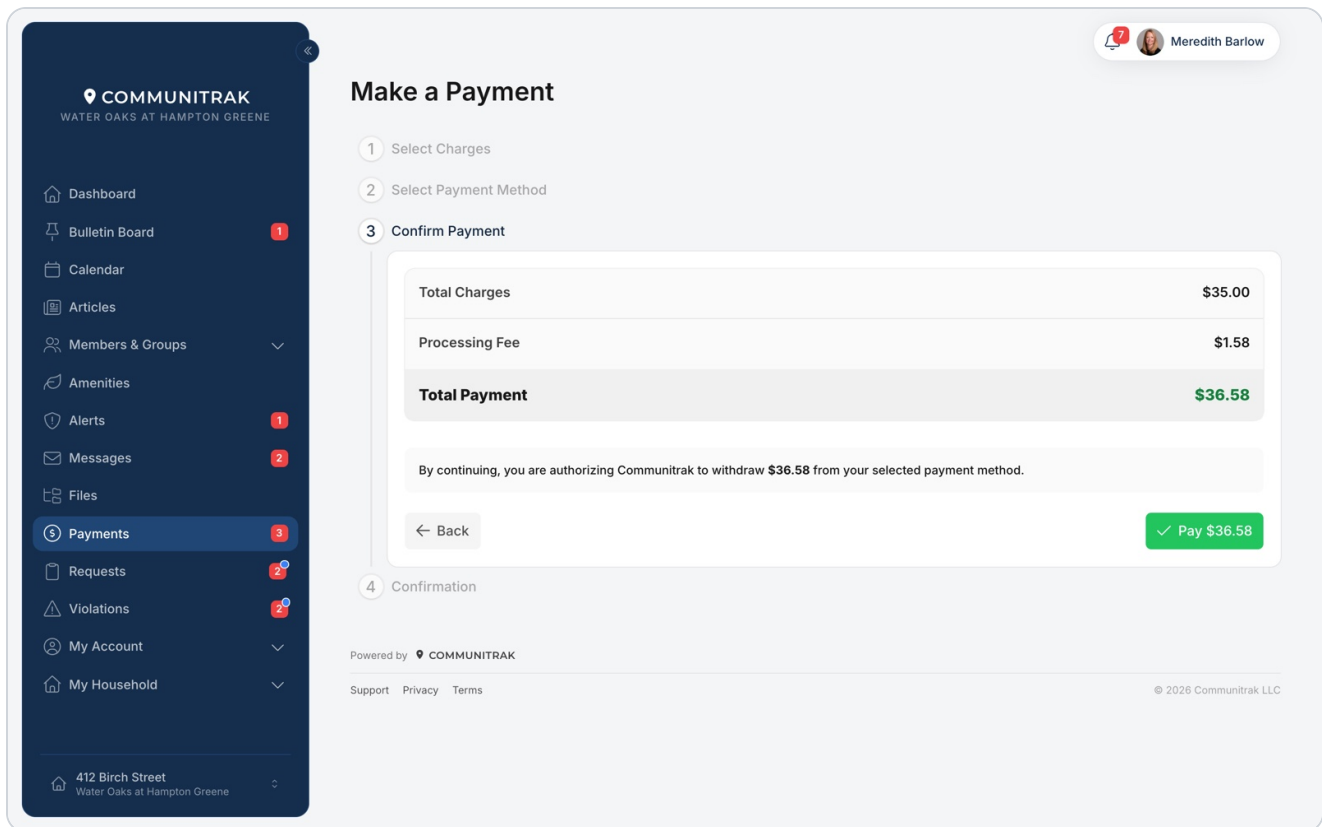
Tick the charges you want to pay. Anything overdue is marked **Past Due**. You do not have to pay everything at once. Click **Continue**.

Step 2 — Choose how to pay

Pick one of your saved payment methods. If your community passes on processing fees, the fee for that method is worked out here. Click **Continue**.

Step 3 — Confirm

Check the summary: total charges, processing fee, and total payment. Read the authorization line, which states exactly what will be taken and from where. Then click the green **Pay** button.



Step 3. Nothing is charged until you click Pay.

Step 4 — Confirmation

You get a confirmation number, the amount paid, and the date. Write the confirmation number down or print the page if you like a paper record. It is also saved against the transaction, so you can always look it up again on the Payments page.

RECEIPTS

Leave **Payment Confirmations** switched on under My Account ► Notifications and a receipt is emailed to you every time. Either way, every payment stays on the Payments table permanently, so you can find last year's dues without digging through email.

Requests

The right way to report a broken gate, ask for a repair, or get approval for a project. A request is tracked, so it does not get lost.

The three kinds

General	Questions and community services. Anything that does not fit the other two.
Maintenance	Something is broken or needs attention. A gate latch, a light, a pothole.
Architectural	A change to your property that needs board approval. A fence, a deck, a new roof, paint colors.

Architectural requests work differently from the other two: instead of being marked complete, they are **approved** or **rejected**, often after a committee review.

Submit a request

- 1 Click **Requests** in the menu, then **New Request** at the top right.
- 2 Choose the type: General, Maintenance, or Architectural.
- 3 Give it a short **Title**, such as "Pool gate latch not catching". This is required.
- 4 Choose the **Impact Area**: your **Household**, an **Amenity**, or **Other** for somewhere else in the community, which you then name.
- 5 Add a **Description**. Be specific about where the problem is and what you have seen. Photographs help enormously.
- 6 Optionally set a date by which you would like it dealt with.
- 7 Click **Create Request**.

The New Request form.

Track what happens next

After you submit, you land on the request's own page. A colored banner across the top gives its status at a glance.

- **Pending** (yellow) — open and waiting on someone.
- **Past Due** (red) — still open, past the date you asked for. This is a prompt to follow up, not a broken promise.
- **Completed** (green) — resolved.
- **Approved or Rejected** — the outcome of an architectural request.

Below the banner you can add comments, attach photographs or documents, and read everything the board has added. When something changes while you are away, a blue banner at the top tells you what is new since your last visit.

APPLYING FOR APPROVAL

Architectural requests often require supporting documents: plans, a survey, contractor details, paint samples. If your community lists them, the list appears on the form before you submit. You can still file the request first and attach the documents afterwards, but a review usually does not start until the list is complete.

Your account and household

Keeping your own details current is the single most useful thing you can do. It is how your community reaches you when it matters.

My Account

Open **My Account** > **Manage Account** from the menu. Three tabs run across the top.

The screenshot displays the 'My Account' interface. On the left is a dark sidebar menu with the 'COMMUNITRAK' logo and a list of navigation items: Dashboard, Bulletin Board, Calendar, Articles, Members & Groups, Amenities, Alerts, Messages, Files, Payments, Requests, Violations, and My Account (which is highlighted). Below 'My Account' are sub-options: Manage Account, Notifications, and Security. The main content area is titled 'My Account' and features three tabs: 'Manage Account' (active), 'Notifications', and 'Security'. At the top right of the main area is a user profile card for 'Meredith Barlow' with a 'Remove' button and an 'Update' button. Below this, the 'Personal Information' section includes a description, input fields for 'First Name' (Meredith) and 'Last Name' (Barlow), and a 'Birthday' field (April 18, 1979). A 'Save Personal Information' button is at the bottom of this section. The 'Email Address' section below it includes a description, an 'Email Address' field with a 'Verified' status, and an 'Update Email' button.

Manage Account. Each card saves on its own.

- **Manage Account** — your photo, name, birthday, email address, phone number, mailing address, and who to contact in an emergency. Each card has its own Save button, so save the one you changed.
- **Notifications** — how you want to be told about things. See below.
- **Security** — change your password, set up a passkey, and turn on two-factor sign-in.

VERIFY YOUR EMAIL AND PHONE

Look for the green **Verified** tag beside your email address and phone number. If either is missing, click the button beside it and enter the code that is sent. Some notices, including payment reminders by text message, only go to verified numbers.

The code for your telephone arrives as a **text message**, so the number on your account has to be a mobile. A landline cannot receive it, and cannot be verified.

A LANDLINE AS WELL

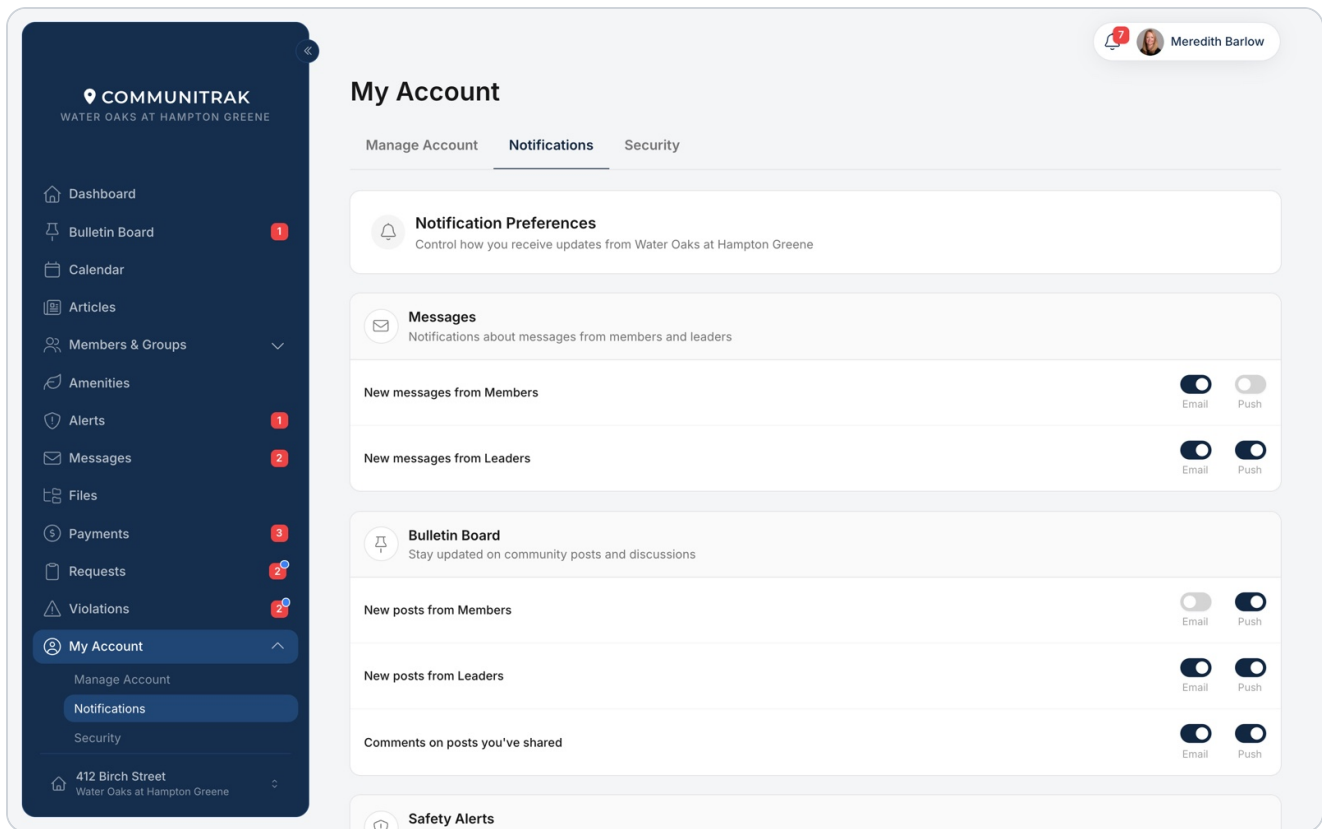
Further down the same page, **Contact Information** holds any other ways to reach you. Click **Add**, choose **Phone Number**, and give it a label of your own — *Home, Landline, Work*. These are for your board and your neighbors to call; nothing is texted to them.

Anything you add here belongs to this community alone, and is not shared with another community you are a member of.

Choose how you are contacted

The **Notifications** tab lists every kind of update your community sends, grouped by subject: messages, bulletin board, safety alerts, events, requests, and payments. Each row has a switch for every way that update can reach you.

- **Email** — sends it to the address on your account.
- **Text** — sends it to your mobile number, on the kinds of update that offer it.
- **Push** — sends it to your phone, if you have added Communitrak to your home screen and allowed notifications.



Turn on what is useful, turn off what is not. Nothing here changes what other residents see.

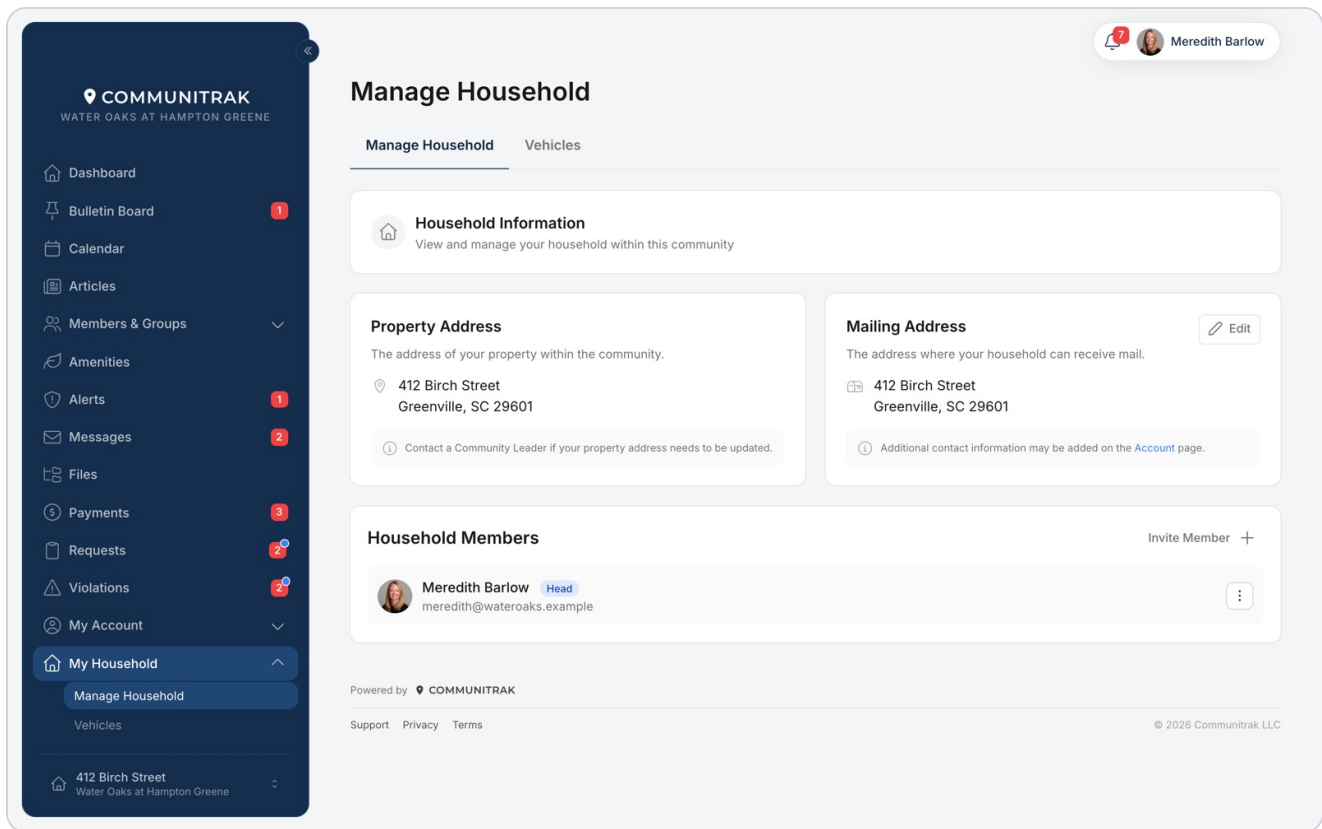
LEAVE THIS ONE ON

Community Safe Alerts is the row that carries emergencies: water shut-offs, storms, gate failures. It is the one kind of message worth being interrupted for, and it offers text messages as well as email, which is the fastest way to reach you.

My Household

My Household ► Manage Household covers the property rather than the person: the mailing address for your association's post, everyone who lives at your address, and their roles.

My Household ► Vehicles is where you register your own cars and add guest vehicles, if your community tracks parking.



My Household.

Who can see your details

The resident directory under **Members & Groups** shows your neighbors. On the Manage Account tab you decide, field by field, whether your email address, phone number, mailing address, and emergency contacts appear there. Your board can always see them.

Getting help

Two kinds of question, two places to ask.

Questions about your community

Dues, rules, repairs, approvals, amenities, neighbors: these are matters for your board, not for Communitrak. Write to them through **Messages**, or use the details below.

Your community's contacts

Community name

Who to contact

Email

Telephone

Office hours

Questions about the app itself

Cannot sign in, a page will not load, a button does nothing: that is Communitrak's problem, not your board's.

- Browse the help center at **support.communitrak.com**, which has a searchable article on every screen in this guide.
- Or click **?** in the bottom-right corner of any page to message Communitrak Support.

BEFORE YOU ASK

Two things fix most problems on their own. First, sign out and back in again. Second, if you have not used Communitrak for a while, close the browser tab completely and open it fresh, which loads the newest version.

Quick reference

Everything at a glance. Cut this page out and keep it by the computer.

See what is happening in my community
Dashboard

Read an urgent notice
Alerts

See when the pool or clubhouse is open
Amenities

Book the clubhouse or a court
Amenities ▸ Reserve

Cancel a booking I made
Amenities ▸ View All

Find out when the next board meeting is
Calendar

Reply to an event invitation
Calendar ▸ the event

Write to the board
Messages

Write to a neighbor
Messages

Find a neighbor's details
Members & Groups

Read the CC&Rs or the bylaws
Files

Read the last meeting's minutes
Files

Check what I owe
Payments

Pay my dues
Payments ▸ Make a Payment

Save a card or bank account
Payments ▸ Add

Never miss a due date again
Payments ▸ Enable Auto Pay

Find an old receipt
Payments

Report something broken
Requests ▸ New Request

Ask permission for a fence or a deck
Requests ▸ Architectural

Check on a request I filed
Requests

Post a notice for the community
Bulletin Board ▸ New Post

Read the newsletter
Articles

Change my email address or telephone
My Account

Stop or start emails from the app
My Account ▸ Notifications

Change my password
My Account ▸ Security

Hide my telephone from the directory
My Account

Add someone at my address
My Household

Register a car or a guest vehicle
My Household ▸ Vehicles