



# *Membership Guide*

[www.WilhagginNA.com](http://www.WilhagginNA.com)



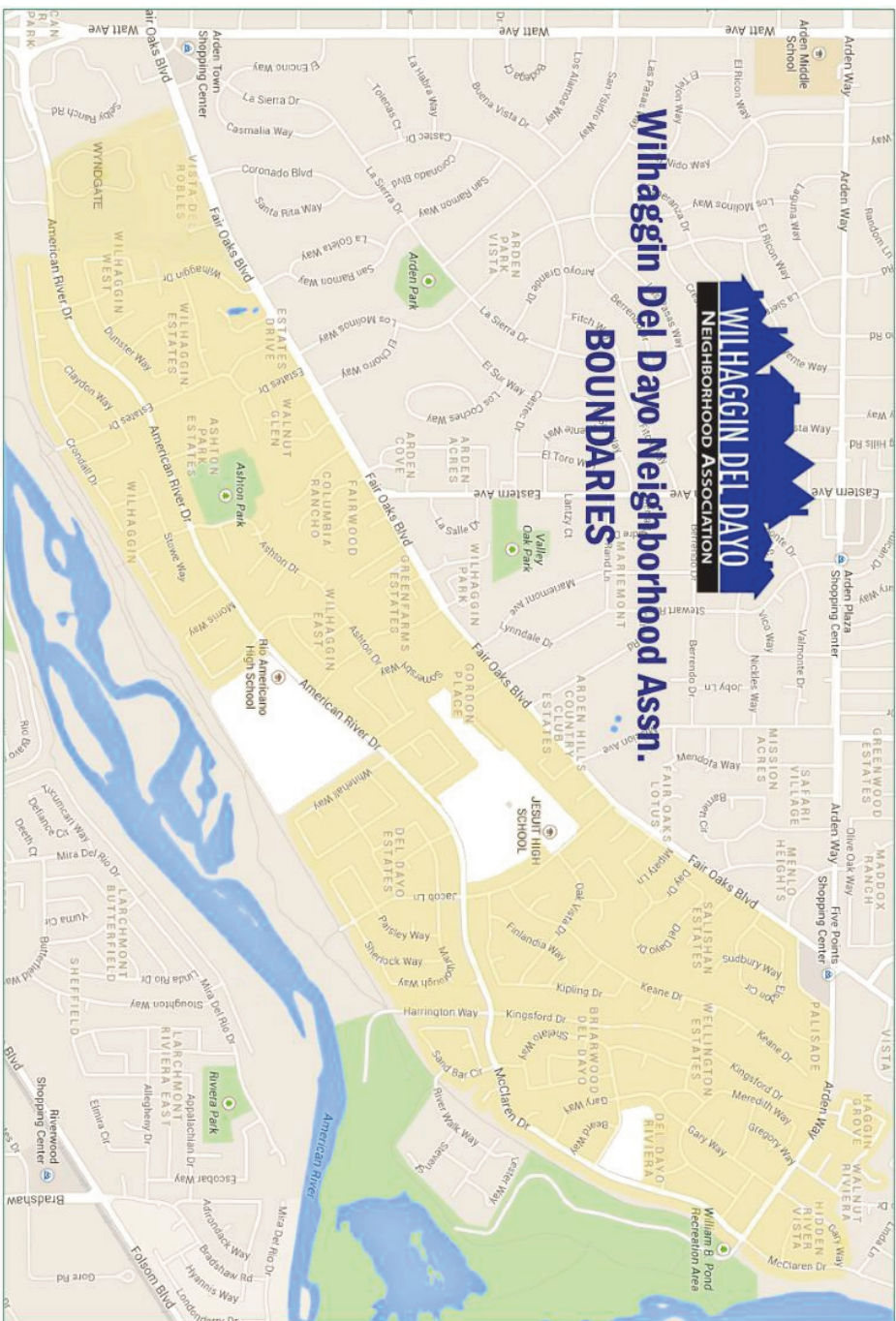
## **Thank You for Supporting WDDNA**

Founded in 2006, the Wilhaggin Del Dayo Neighborhood Association is a 501(c)4 nonprofit volunteer organization. Our association is managed entirely by a volunteer board of directors who live in the neighborhood.

WDDNA has no paid staff, no physical office, no equipment or facilities. Our sole purpose is to contract with the Sacramento County Sheriff's Department to provide off-duty armed officers in marked vehicles to patrol our streets. As a result of these special patrols, our area is rated among the safest in the county.

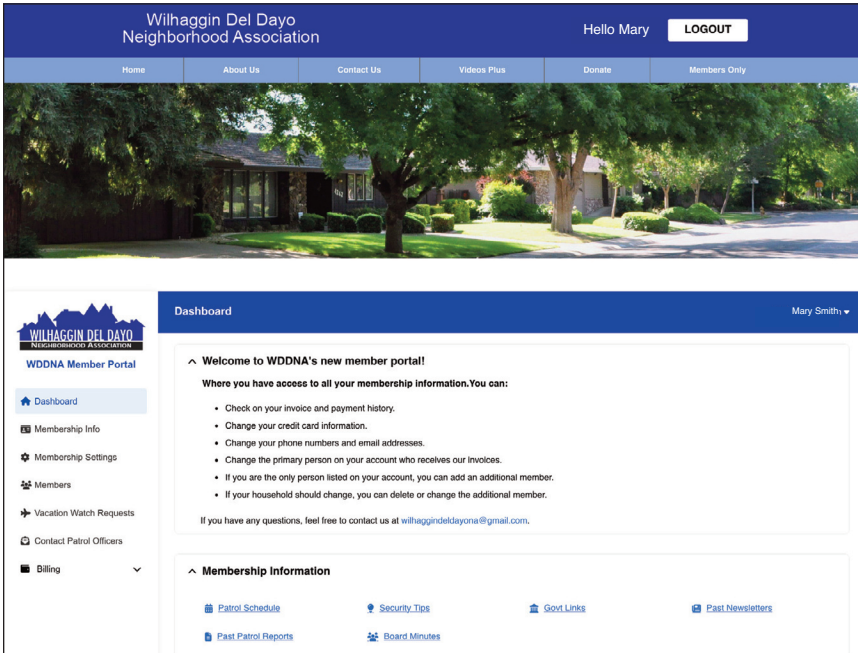
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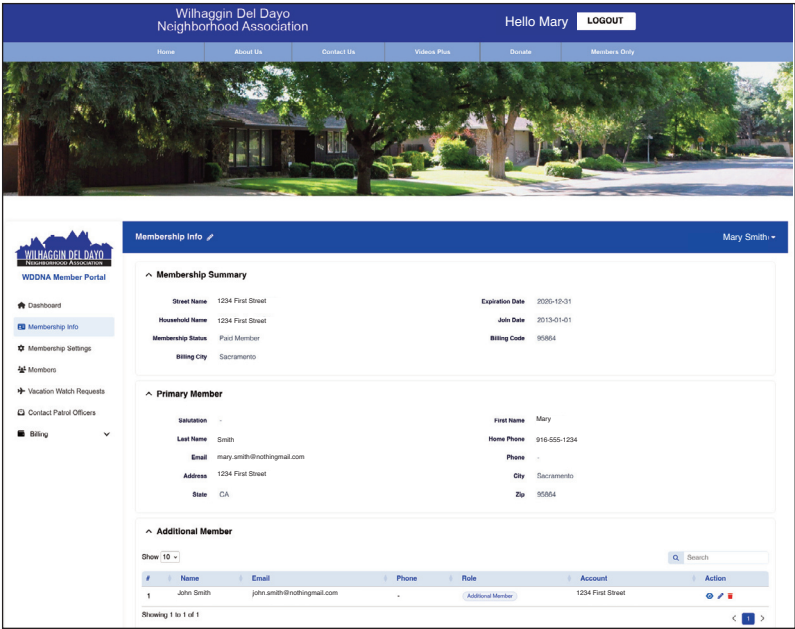
**To change your password**, you can click on Forgot Password under the login window, add your email and submit. You will receive an email that you can use to create a new password.



## Your member portal

The member portal contains all your account information. In that portal you can:

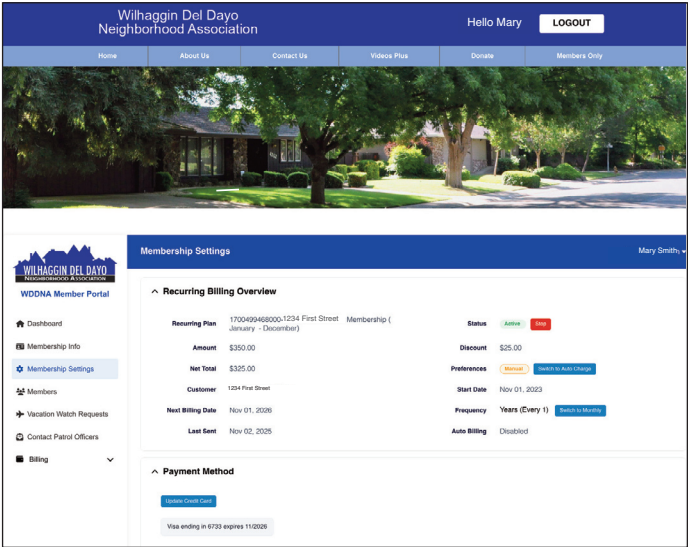
- Check on your invoice and payment history
- Change your credit card information
- Change your phone numbers and email addresses
- Change the primary person on your account – the person who receives our invoices.
- If you are the only person listed on your account, you can add an additional member.
- If your household should change, you can delete or change the additional member.



# How to make changes to your information

If you wish to change any of your contact information, click on Membership Info in the Member Portal Menu. Then click on the edit icon (a drawing of a pencil) to the left of the Membership Info headline, make your changes and click the blue “Update Profile” button.

If you wish to change your payment information, click on Membership Settings in the Member Portal menu. If you are an annual member, when your Recurring Billing Overview comes up, you



can change your Payment Preferences (either Auto or Manual) and/or your Payment Method if you wish to enter or update a credit card. Click on the desired button and follow the instructions.

If you are a monthly member, you can update your credit card information. However, you cannot change your payments to Manual. Monthly members may only pay by credit card automatically each month.

Wilhaggin Del Dayo  
Neighborhood Association

Hello Mary

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Members

Mary Smith

Members list

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| # | Name       | Email                      | Role              | Member Form | Account           | Last Activity             |
|---|------------|----------------------------|-------------------|-------------|-------------------|---------------------------|
| 1 | John Smith | mary.smith@nothingmail.com | Additional Member | -           | 1234 First Street | 2026-07-30T11:47:00-07:00 |
| 2 | Mary Smith | john.smith@nothingmail.com | Primary Member    |             | 1234 First Street | 2020-07-31T21:11:25-07:00 |

Showing 1 to 2 of 2

**If you wish to edit account members,** click on the Members item in your Member Portal menu. There you can edit member emails, switch member roles, and delete or add an additional member.

If you are the primary member for your account and you change your email address, that email address will become your username for logging in. It will take about 5 minutes for the username to change, so wait a bit before using it to login.

**To view your invoice and payment history,** click on Billing/Invoices & Payments in your Member Portal menu.

Wilhaggin Del Dayo  
Neighborhood Association

WDDNA Member Portal

Dashboard

Membership Info

Membership Settings

Members

Vacation Watch Requests

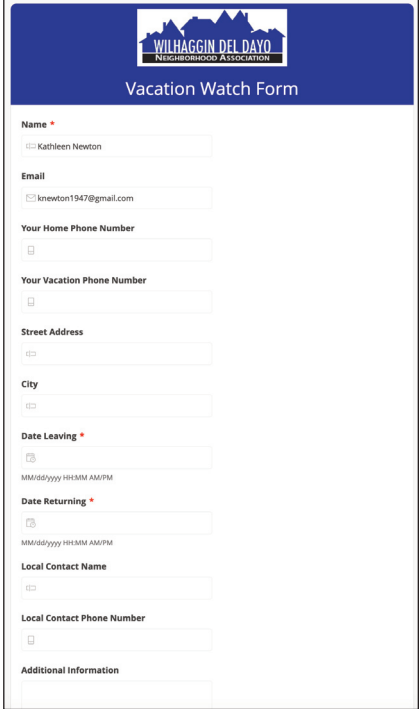
Contact Patrol Officers

Billing

Invoices & Payments

## How to schedule a vacation watch?

- Go to the website at [www.WilhagginNA.com](http://www.WilhagginNA.com).
- Then, either click on the “Vacation Watch Request” item in the Members Only drop-down menu on the navigation bar and login, or click the top right login button to login and go to “Vacation Watch Request” link in your Member Portal.



The screenshot shows a web form titled "Vacation Watch Form" with the Wilhaggin Del Dayo Neighborhood Association logo at the top. The form contains the following fields: Name (with a dropdown arrow), Email (with a dropdown arrow), Your Home Phone Number (with a dropdown arrow), Your Vacation Phone Number (with a dropdown arrow), Street Address (with a dropdown arrow), City (with a dropdown arrow), Date Leaving (with a dropdown arrow and a small red asterisk), Date Returning (with a dropdown arrow and a small red asterisk), Local Contact Name (with a dropdown arrow), Local Contact Phone Number (with a dropdown arrow), and Additional Information (with a dropdown arrow). Each dropdown arrow is represented by a small square icon with a downward-pointing arrow.

- You will be presented with instructions and an electronic form. Simply fill it out and submit it. When you do, be sure to include such information to officers as whether the alarm system will be on, if gates will be locked, who may be stopping by the house while you are away, what day your gardener or pool person will be there and any other information you want the officer to know. Also, include contact information about how to reach you while you are away and who to contact here in Sacramento - such as a neighbor - if necessary. This information helps officers know who is supposed to be there, who is not and how to reach someone when needed.

## How to contact a WDDNA deputy

- Go to the website at [www.WilhagginNA.com](http://www.WilhagginNA.com).
- Then, either click on the “Contact Patrol Officer” item in the Members Only drop-down menu on the navigation bar and login, or click the top right login button to login and go to “Contact Patrol Officer” link in your Member Portal. You will then be taken to a form to fill out and submit with your information or questions.

PLEASE NOTE: Your message will go directly into the Sheriff's Department email box reserved for our off-duty deputies. It will not go to the regular Sheriff's department information system. Our off-duty deputies will only see your message when they are on patrol for us. Thus, their response time depends on when you send the email.



Each deputy checks emails when he or she comes on duty and periodically while on patrol. If you send a message when we do not have a deputy on duty, you will not get a response until our next shift begins. Also, if you send a message while one of our deputies is busy on a call - such as taking a report or dealing with an incident - he may not see the email until he is finished.

If you have something you wish handled right away, you should call the Sheriff's Department non-emergency phone number at (916) 874-5115. If we have a deputy on duty when you call, dispatch will contact the deputy directly.

If you believe you are in danger or are witnessing a crime in progress, DO NOT USE OUR DEPUTY EMAIL. **CALL 911 IMMEDIATELY.**

## **How to report a crime**

1. If you witness a crime in process or fear that you are about to become the victim of a crime, **CALL 911 IMMEDIATELY.**
2. To report recent past criminal activity, call the department's non-emergency phone number - (916) 874-5115. When the line answers, you can dial 0 to bypass the long, recorded message and go directly to a dispatch person.

If the crime involved someone entering your home, garage or out buildings without permission, that is the number to call. You also

can call the number to report car break-ins or other lesser crimes, but the dispatcher may refer you to the department's crime report web page.

3. For such things as theft from a parked car, vandalism or identity theft, you can file an online report. The Sheriff's Department online crime reporting page is [www.sacsheriff.com/Pages/Services/ReportCrime.aspx](http://www.sacsheriff.com/Pages/Services/ReportCrime.aspx). On that page, you will first be asked to answer "yes" or "no" to six questions to determine what level of crime you experienced. If you answer "no" to all those questions, you will be taken to the next page, which lists various types of crime. Click on the one that is most appropriate and follow the instructions that appear on each succeeding page.

## **Q&A Security Questions**

### **How do I change a vacation watch?**

Send an email to our deputy using the "Contact Patrol Officer" form.

### **How do I report possible criminal activity?**

**IN AN EMERGENCY** – If you have an immediate emergency - if your life or property is in immediate danger or if you have been the victim of a crime: CALL 911 from a landline. Or, if calling from a cell phone within Sacramento County, you may call (916) 874-5111.

**SUSPICIOUS ACTIVITY** (Not an emergency) – If you see someone engaged in suspicious activity but it is not an emergency, call (916) 874-5115 (Sheriff's Department non-emergency line).

**GENERAL CONCERNS, REPORTS OR QUESTIONS** – If you have an issue that can be addressed later, you may contact our deputies about it by logging in and using the "Contact Patrol Officer" form.

### **What is the Sheriff's Department non-emergency phone number?**

(916) 874-5115.

## Who do I contact about traffic problems?

To report a serious, recurring problem, contact the North Sacramento California Highway Patrol office at 5109 Tyler Street, (916) 348-2300. You also can file a report on the CHP website at <https://www.chp.ca.gov/notify-chp>.



Our WDDNA deputies also help with traffic when they are on duty. You can send them a message via the “Contact Patrol Deputy” link in your member portal.

## How often do WDDNA's off-duty deputies patrol?

WDDNA schedules off-duty Sheriff's Department deputies for up to 8 shifts a week. Most are daytime shifts. Two shifts are on Friday and Saturday nights. Each shift is up to eight hours long.

## Can I telephone WDDNA patrol deputies?

Unfortunately, no. Because our deputies come from stations all around the county, we cannot use a dedicated cell phone. Instead, use the “Contact Patrol Deputy” link. Fill out the form and send your message. If a deputy is on duty, he or she will see it. If there is no deputy on duty, it will be seen by the next deputy on duty. If your concern is urgent, either call 911 or phone the Sheriff's Department non-emergency line at (916) 874-5111.

## Who do I call about issues on the American River Parkway?

County Park Rangers oversee all enforcement on the Parkway. Call (916) 875-PARK (7275) for law enforcement issues, accidents, maintenance or vandalism issues, fires, potential wildlife issues, off-leash dogs and other safety concerns. You can also report



crimes to the Sheriff's Department by calling 911 for emergencies or the non-emergency line at (916) 874-5115.

## **If I am burglarized, what should I do?**

For an urgent response, call 911 immediately. If you are not sure of the time or date of the crime or how serious it was, contact the Sheriff's Department non-emergency phone line at (916) 874-5115.

## **How do I report suspicious activity?**

If you feel you are in immediate danger, call 911. Otherwise, call the Sheriff's Department non-emergency phone line at (916) 874-5115.

## **How do I report an abandoned vehicle?**

If you see a vehicle that appears to have been abandoned either on the street or on private property, you can call 311 or (916) 875-4311. Code Enforcement will investigate.

## **How do I report a nuisance parked vehicle?**

You can report parking violations to the Sacramento Sheriff's Department Parking Enforcement Division, (916) 874-5115 (option 6, then option 0). This includes vehicles that have been parked in one place in excess of 72 hours, are parked in front of a fire hydrant, parked the wrong way and/or are blocking a driveway.

## **How do I report a dog off leash?**

Sacramento County's ordinance allows dog owners to have their dogs off leash on their own property.

However, as soon as the dog leaves that property off-leash, its owner is breaking the law and may be legally liable for whatever happens. Call 311 to report a loose dog. Be sure to provide the time of the incident, the location, description of the dog and any other useful information.



## **Who do I contact if I find an injured wild animal?**

Wildlife Care Association is a nonprofit, volunteer-based association that is permitted by the California Department of Fish and Game and the U.S. Fish and Wildlife Service to care for injured wildlife. Its volunteers receive more than 6,000 animals a year. Contact them if you find injured or abandoned

baby songbirds, raptors, squirrels, opossums, rabbits, racoons, reptiles or amphibians. For fawns, contact Kindred Spirits Rescue. For bats, contact Norcal Bat Rescue.

- For the Wildlife Care Association, go to <https://wildlifecareassociation.com/>
- For Kindred Spirits Rescue, go to <https://kindredspiritsfawnrescue.org/>
- For Norcal Bat Rescue, go to <https://norcalbats.org/>

## **Q&A Membership Questions**

### **Who do I contact about my WDDNA membership?**

For membership questions, send an email to [wilhaggindelayona@gmail.com](mailto:wilhaggindelayona@gmail.com).

### **How can I arrange for a deputy to do a security inspection of my home?**

You may contact our Sheriff's Deputy liaison, Brian Smith, by sending an email to [wilhaggindelayona@gmail.com](mailto:wilhaggindelayona@gmail.com). He can arrange to have a deputy stop by, inspect your home and offer helpful security tips. There is no charge for this WDDNA service.

### **How do I make changes to my account?**

If you wish to update your email address or make adjustments to the names or roles of the people in your household, go to the Members page in your member portal. If you wish to make changes to your account, such as updating your credit card or you billing preferences, go to the Membership Settings in your member portal.

### **How do I find out if I have paid my WDDNA dues?**

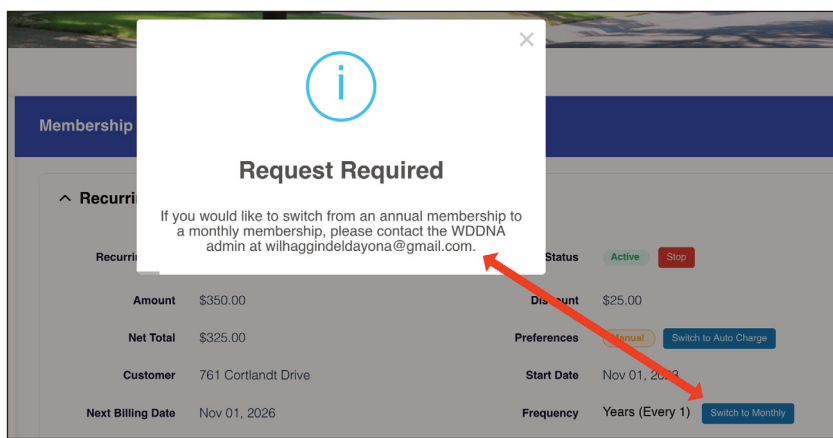
To view your invoice and payment history, click on Billing/Invoices & Payments in your Member Portal menu.

If you still have questions, you may send an email to our membership team at [wilhaggindelayona@gmail.com](mailto:wilhaggindelayona@gmail.com).

## Can I change my password?

Yes. Go to the website and click on the login button. When the login screen comes up, click on the “Forgot Password” button and follow the instructions.

(PLEASE NOTE: We suggest you write down your new password and store it somewhere safe.)



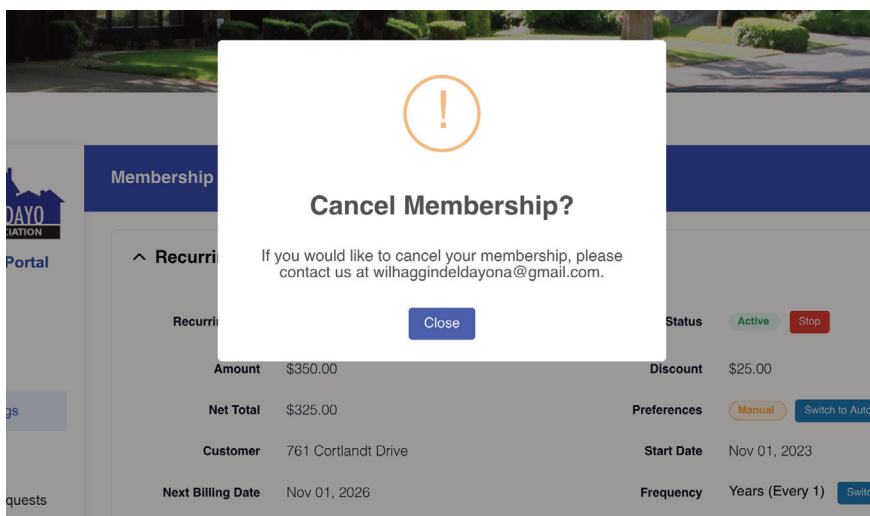
## May I switch from an annual membership to monthly, or visa versa?

It takes a bit of work for us to do that for you. Because of that, if you wish to switch your account frequency you may click on the frequency change button. When you do, you will receive a message explaining that you must contact us at wilhaggindeledayona@gmail.com to set it up.

## What methods of payment does WDDNA accept?

If you are an annual member, you may pay your dues online using all major credit cards. Or you may pay by check and mail it, along with your name, address and email information, to WDDNA, P.O. Box 2273, Carmichael, CA 95609.

If you are a monthly member, you must use our auto pay system that will charge your credit card on the first day of the month. Unfortunately, because we are a volunteer organization, we do not have the staff to manage monthly checks.



## **What if I want to cancel my membership?**

If you click on the red STOP button on the membership settings page in your member portal to cancel your membership, you will receive a message explaining that you need to contact us at wilhaggindeldayona@gmail.com so that we can assist you. Our you may contact us directly at that email address.

A volunteer will contact you and confirm that you wish to cancel. Then, although we are unable to issue refunds, we will cancel any future invoices and remove you from our database. Because a volunteer must manually make those changes, it may take a day or so to complete the process. We will confirm when the process is complete.

## **May I pay my dues over the phone with a credit card?**

Unfortunately, we are not able to take orders over the phone.

## **Where do I mail my dues check?**

If you are an annual member, you may mail your dues check, along with your name, address, to WDDNA, P.O. Box 2273, Carmichael, CA 95609.

## **May I share WDDNA email addresses with others?**

Please do not share the email address we provide to you for contacting our WDDNA patrol deputies. That email is proprietary and may only be used by

active paid members of the Wilhaggin Del Dayo Neighborhood Association. It should not be shared with non-members or posted on any online sites, such as NextDoor.com or Facebook.

The deputy email ([wilhaggin4@sacsheriff.com](mailto:wilhaggin4@sacsheriff.com)) can only be used by our patrol deputies while they are working for us patrolling our neighborhood. It is not part of the wider Sacramento County Sheriff's Department email system.

There is also a danger in sharing the address with others. When non-members are given our deputy email address, they may believe that it will allow them to contact regular Sheriff's deputies. Since that is not the case, they might mistakenly use the email address during an emergency situation instead of calling 911.

### **Who do I contact if I am not receiving my WDDNA patrol reports or newsletters?**

You may contact our communications manager, Kathleen Newton, at [wilhaggin4@sacsheriff.com](mailto:wilhaggin4@sacsheriff.com).

### **Who do I contact with questions about the website?**

Send an email to our webmaster, Brian Smith, at [wilhaggin4@sacsheriff.com](mailto:wilhaggin4@sacsheriff.com). If it is urgent, you can telephone him at (916) 709-5209.

### **Who do I contact if I have a question about WDDNA emails?**

Our communications manager is Kathleen Newton. You can email your questions to her at [wilhaggin4@sacsheriff.com](mailto:wilhaggin4@sacsheriff.com). If it is urgent, you may call her at (916) 483-2034.

### **How many homeowners belong to WDDNA?**

We are very proud that approximately 1,000 households – nearly half of all the homeowners in the Wilhaggin and Del Dayo neighborhoods – are members of WDDNA.

### **We sold our home. Can the new owners use our membership?**

Yes. Your membership actually stays with your home when you leave it. We are happy to set up the new owners so they can take over that membership account, but to do so, we need all their contact information.

You should let your Realtor know about this so that the new owners can be informed about how to contact us. Or, if you have the new owner's contact information, please send an email to our membership team at [wilhaggindeldayona@gmail.com](mailto:wilhaggindeldayona@gmail.com), with that information.

### **What are WDDNA dues used for?**

Approximately 94% of your dues are used to pay for daily patrols by off-duty Sheriff's Department deputies in marked cars. The other 6% pays for such things as insurance, website costs, printing and mailing costs, accountant fees and other minor operational expenses.

### **How may I get involved in WDDNA?**

If you would like to become a WDDNA volunteer or apply to join the board of directors, just send an email to [wilhaggindeldayona@gmail.com](mailto:wilhaggindeldayona@gmail.com) and we will get back to you right away.

## **Helpful Resources on WilhagginNA.com**

### **About Us**

This drop-down menu provides links to information about our organization, board of directors, patrol program, our coverage map, a list of member benefits, history of our neighborhood, copies of our articles of incorporation and bylaws, an annual report on how our funds are spent and videos of our annual meetings.

### **Contact Us**

On this page you will find our mailing address and email links to our board members.

### **Videos Plus**

WDDNA has produced a number of videos with home security suggestions and information about living with wildlife in our neighborhood. They include:

- Porch Pirates
- Coyotes
- Rattlesnake Awareness
- Entry Door Security
- Garage Security
- Preventing Car Burglaries
- Security Lighting

Simply view the Videos Plus menu and select the titles that interest you. Each page contains a link to the video and supporting text materials.

## **Donate**

Although WDDNA runs primarily on annual dues paid by members, we also accept donations. All donations are applied directly to operations or special projects. Because WDDNA is a 501(c)4, donations are not deductible as a charitable contribution. We urge donors to consult their accountants to determine if their donations may be deducted as a business expense.

## **Members Only**

The members only menu on WDDNA's website home page contains information that is only accessible if you are a member. To view it, just go to the Members Only drop-down menu, click on the item you want and login. Choose from the following links:

- **My Account**

This link will take you to your member portal dashboard where you can access all your member benefits. **NOTE:** You can also use this link if you had logged in previously and are returning, but do not see your member portal. Just click on My Account and your dashboard will appear once again.

- **Vacation Watch Request**

When you click on this link, it will ask you to login. After you do, it will take you directly to the Vacation Watch page in your member portal. If you are still logged in from a previous session, it will take you directly to that page.

- **Contact Patrol Officer**

When you click on this link, it will ask you to login. After you do, it will take you directly to a form you can fill out to send to patrol deputies. If you are still logged in from a previous session, it will take you directly to that page.

Your message does not go to WDDNA, it goes to a secure email address that can only be seen by WDDNA deputies. **NOTE:** If there is no WDDNA deputy on duty when you send your message, it will not be read or answered until the next patrol shift comes on duty.

- **Billing/Invoices**

When you click on this link, it will ask you to login. After you do, it will take you directly to the billings/invoices page in your member portal. If you are still logged in from a previous session, it will take you directly to that page

- **Patrol Schedule**

After you login, this is the place to go to find out the days and times for our scheduled patrol shifts.

- **Patrol Signs**

This page provides information about our WDDNA street signs and the number to call if you wish a sign to be placed on your property.

- **Security Tips**

After you login, this page has information from authoritative sources providing information about how to secure your home and keep your family and property safe. Topics include: preventing home burglary; protecting your garage; shed hinge security; window security; lock information; patio door security, and a home security checklist.

- **Government Links**

After you login, this is the page to go to for links to local law enforcement and fire services, county government, elected officials for our area, public schools, the park district and utilities.

- **Past Newsletters**

This is the place to read and download past WDDNA newsletters.

- **Past Patrol Reports**

This is the place to read and download past deputy patrol reports.

- **Board Minutes**

This is the place to read and download the minutes of past WDDNA Board of Directors meetings.

**Willhaggin Del Dayo Neighborhood Assn.**

**P.O. Box 2273**

**Carmichael, CA 95609**