RealManage

POWERED BY CIRACONNECT

Getting Acquainted with the Resident Portal

Your guide to information and resources available to you 24/7 on the Resident Portal

Getting Acquainted With The RealManage Resident Portal

Part I

Have you visited the RealManage Resident Portal lately? All members in communities managed by RealManage have access to this convenient tool. It puts a wealth of information and resources at your fingertips, 24 hours a day, 7 days a week, just by visiting www.CiraNet.com/ResidentPortal.

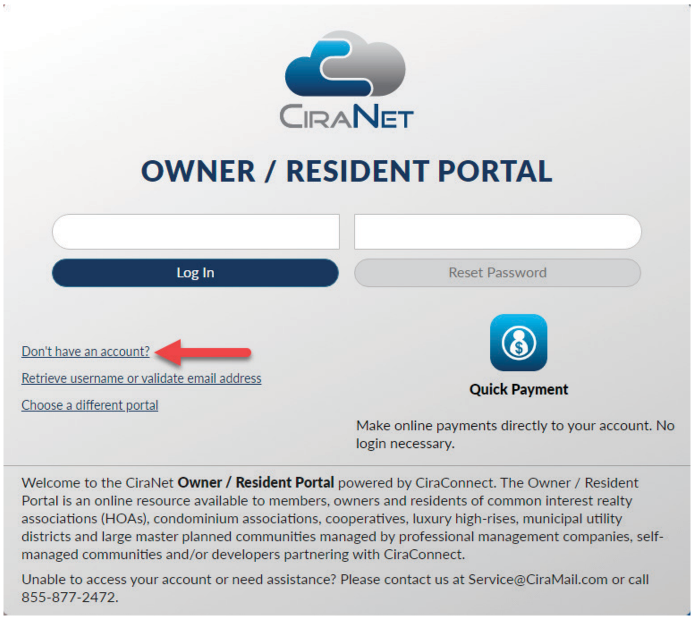
To help you make the most of it, we are going to break it down into several bite-sized pieces. We hope this information will encourage you to log in and start taking advantage of the helpful features!

Registering An Account

Before you can begin using the *Resident Portal*, you first need to register your account.

To log into the *Resident Portal*, please visit www.realmanage.com/resident-services. Click on the orange "Login to the *Resident Portal*" link to log in.

This will bring you to the login screen. On your first visit to the portal, click on the "**Don't have an account?**" link below to create your new account.



What you will need to register on the *Resident Portal*:

Association ID: Typically an 8-digit association ID

Customer ID: A 16-digit account number beginning with an "R"

Check Digit: A 1-digit security code

This information can be found on the initial *Welcome Letter* you received from *RealManage*, or on any billing document you receive from *RealManage* *(statements or coupons)*. If you cannot locate your account information, contact *RealManage* for assistance.

STATEMENT

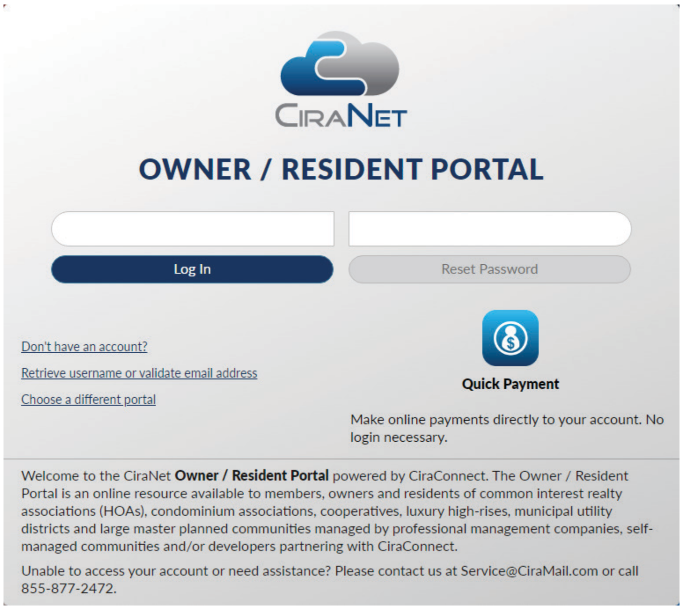
Statement Date	03/24/2020
Account Number	
Check Digit	
Community ID	
Property Address	

Access your account at **www.ciranet.com/residentportal** or via **CiraMobile**, available in the Apple App Store for iOS devices. Create a customer service request via email at service@ciramail.com or contact us via phone toll-free at 866-473-2573.

LOGGING IN

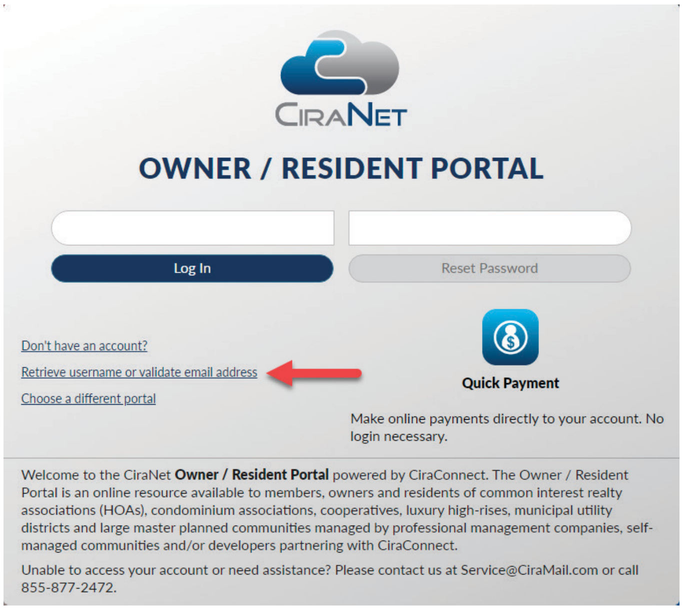
After completing your registration, return to the **Resident Portal** at www.realmanage.com/resident-services *(or ciranet.com/residentportal)* at any time, click on the orange “**Login to Resident Portal**” link to log in.

This will bring you once again to the login screen. This time, you will simply enter your username and password and click on “**Log in**” to proceed.



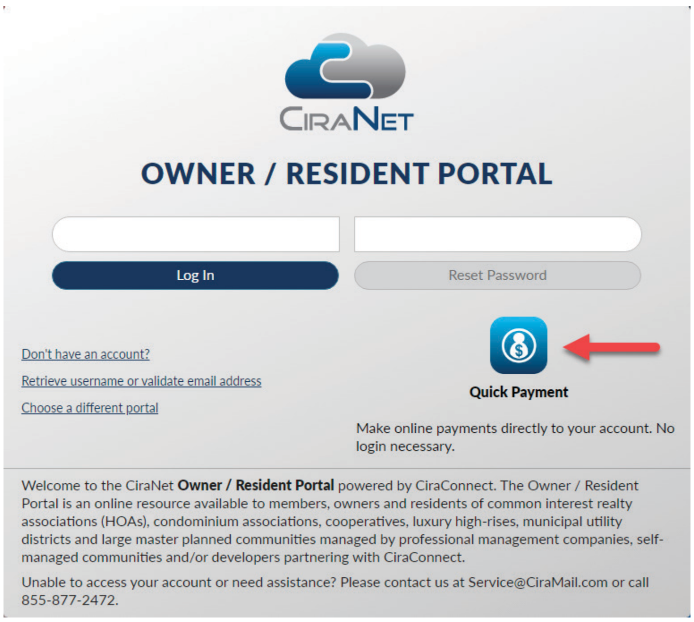
FORGOT YOUR LOGIN INFO?

If at any time you forget your login credentials, return to this screen and click on the "**Retrieve Username or Validate Email Address**" link to have your credentials re-sent to you:



QUICK PAY

Once your account is established, as the screen shot above illustrates, you can also make a *Quick Payment* directly from the main login screen! Just click the "**Make a Payment**" link on the right to make an online payment directly to your account without the need to log in.



Getting Acquainted With The RealManage Resident Portal

Part II

In Part II of “Getting Acquainted With the RealManage Resident Portal” we will review the “Home Page” in depth. Let’s get started!

Home

When you first log into the *RealManage Resident Portal*, you will be brought directly to the "**Home Page**". On the left, you will see a menu of available features. Make a note of the "**+Add Property**" feature on the very bottom. If you own more than one property in a community managed by *RealManage*, you can click here to add your additional property. Once all your properties are linked, you will be able to toggle back and forth between the properties, viewing information pertinent to each particular property with one click. This is especially important when viewing account information and/or making payments, so if you own multiple properties, keep this in mind.

ANNOUNCEMENTS

To the right of the home page menu, any current "**Announcements**" will display. Often your management team will use these announcements as a no-cost method of keeping residents informed of current and/or important items, so be sure to check in regularly!

WELCOME MESSAGE

Below that you will find a "**Welcome Message**," listing some of the features the *Resident Portal* has to offer you. Keep in mind the intuitive portal provides you the most up-to-date access to pertinent community information.

- Owner statements and payment history
- Assessment rules information
- Deed restriction summary
- Deed restriction violation reporting
- Board member directory
- Owner directory
- Contact information updates
- Directory publishing preferences
- Electronic document archive
- Online payments
- Online service requests

QUICK LINKS

Following the welcome message you will find the "**Quick Links**" section. This section has hyperlinks to each pertinent section.

Quick Links

Governing Documents
Community Rules / Polices
Newsletters / Mailings
Update Contact Information

CIRAMOBILE APPS

Next on the Home Screen, you will find information regarding our "**CiraMobile Apps**." The *RealManage Resident Portal* is accessible from Apple and Android products using our CiraMobile apps, offering the greatest convenience of all! With the app installed on your tablet or phone, it takes just seconds to check your account, submit a message, and so much more. Visit your App store today to get started!

RESOURCES

Finally, under Resources, you will find a link to a helpful document entitled "An Introduction to Community Association Living." This document is a great primer to educate you on exactly what a community association is and how it is governed. This is a must-read for anyone new to living in a community association, or who wants to learn more about how they work.

Getting Acquainted With The RealManage Resident Portal

Part III

In Part III of “Getting Acquainted With The RealManage Resident Portal,” we will cover the “Account Information” portion of the portal. On this page you will find information pertaining to your assessment obligations, view and update your contact information, and more. So let’s dive in!

Account Information

Once you click on the "**Account Information**" tab on the Home Page menu, the Account Information page will appear. The Account Information summary provides a brief explanation of the sections that follow *(Property, Contact, and Directly)*. But don't worry, we will take a deeper dive into those to provide you more details and helpful tips.

ACCOUNT INFORMATION

Property Information: This section shows your property and assessment information. Please select the "View Payment History" link on the left of this page to see detailed payment history.

Contact Information: Please make sure that your contact information is correct. This address will be used to an send annual meeting and other important notices.

Directory Information: You have the option to make your contact information available to your neighbors. Please select the information boxes that you wish to have included in the directory.

PROPERTY INFORMATION

Following the summary, you will see "**Property Information.**" Here you will find your 16-digit account number beginning with an R, your address as we have it listed in our system *(based on information provided to us by the title company when you purchased your home, or from a prior management company when we take over management of a community)*. If provided at the time of management contract signing, your Lot, Phase, Block, and Section numbers may also be listed.

Property Information

Account Number:	R0227259L0198971
Address:	156 W Parker Ct
	Anthem, AZ 85086
Lot: 18	Phase: Parkside
Block: Q	Section: Paseo

ASSESSMENT RULES SUMMARY

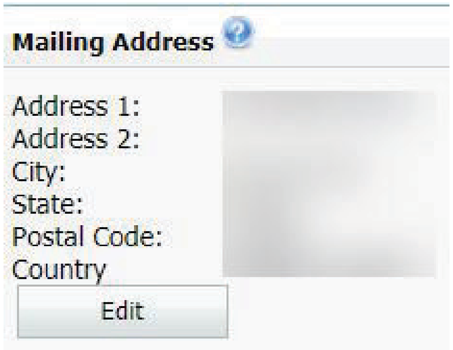
Next, you will see the "**Assessment Rules Summary**" for the current fiscal year. Here you can view your association's current assessment amount, frequency, and due date. Also, information pertaining to late charges and finance fees, including their amount when they are invoked, is displayed. Finally, should you decide to sell your home, the fees required to be paid at the closing will be listed next to "Closing" for your information. These fees are typically dictated by the governing documents for your community.

Assessment Rules Summary for Fiscal Year 2020 (01/01/2020 - 12/31/2020)

Rule Type	Rule
Regular Assessment	Assessment amount is $[redacted] due on the **1st** day of each **MONTH.**
Late Fee	Assessments are LATE in the amounts specified after these dates: [**$7.00** After **1/15**, **$7.00** After **9/15**, **$7.00** After **10/15**, **$7.00** After **11/16**, **$7.00** After **12/15**]
Closing	Initial Assessment Amount: n/a. Working Capital Amount: n/a.

MAILING ADDRESS

Next up, you will see the "**Mailing Address**" we have listed for you in our system if it differs from the property address. Do you wish to have your mail sent elsewhere? Click on the edit button and make your changes. All association related mail from the date of your change forward will be sent to the new mailing address you entered. You can change it back later should the need arise; there is no limit on the number of times you can change your mailing address.



PHONES/EMAIL/CONTACT INFORMATION

This section offers several options. In the first section, Contact Information, click on "Manage Contacts" to add the names of all the members affiliated with your household; you'll be able to indicate which are owners, household members, or those having another role relating to your property. For example, **if you are renting your home**, you can list the name of the property manager who may be managing your rental property for you. You can also list the names of tenants who are occupying your home. You have the ability to provide a different mailing address for each of your contacts as needed.

In the next section, you can enter phone numbers and email addresses for all your contacts. You can enter different phone numbers and email addresses for each contact. You can also have more than one phone number and/or email address for each of your contacts. Under phone numbers, be sure to indicate if a phone number is a home number *(landline)* or cell phone number.

Under email addresses, be sure to set your communication preferences. Check both "Standard Community Notification" and "Emergency Community Notification" if you wish to be included on all emails sent by the association. Check just one if you prefer only to receive either standard or emergency notices, but not the other. Uncheck both if you do not wish to receive any emails from the community association. Your contact preferences can also differ for each of your contacts.

Manage Phones / Emails

Phone Numbers

#	Contact Name	Type	Phone	Description	Confirmed
1	Kevin Johnson	Mobile	(214) 555-1010		
2	Unassigned	Home	(214) 555-9999	House Phone	

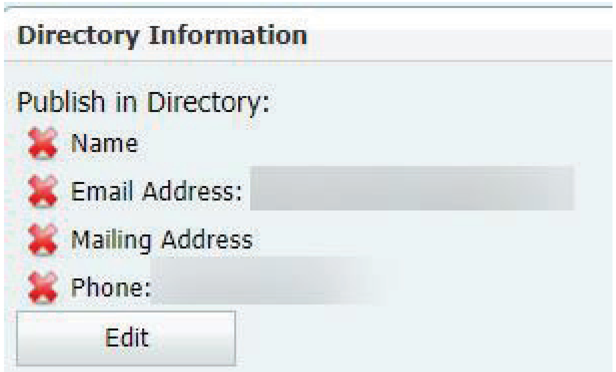
Email Addresses

#	Contact Name	Type	Email	Description
1	Kevin Johnson	Main	KJohnson@example.com	

RESIDENT DIRECTORY

The *Resident Portal* contains a "**Resident Directory**" listing the addresses of all homes in the community. You can view the Resident Directory itself by clicking on the tab on the Home Page.

As a member, you have the option of displaying your name and contact information in the directory as well. *RealManage* does not publish this information without your consent. If you wish to display any of your personal information, while you are still on the Account Information page, click on the Edit button under "*Directory Information*" and configure your information accordingly.



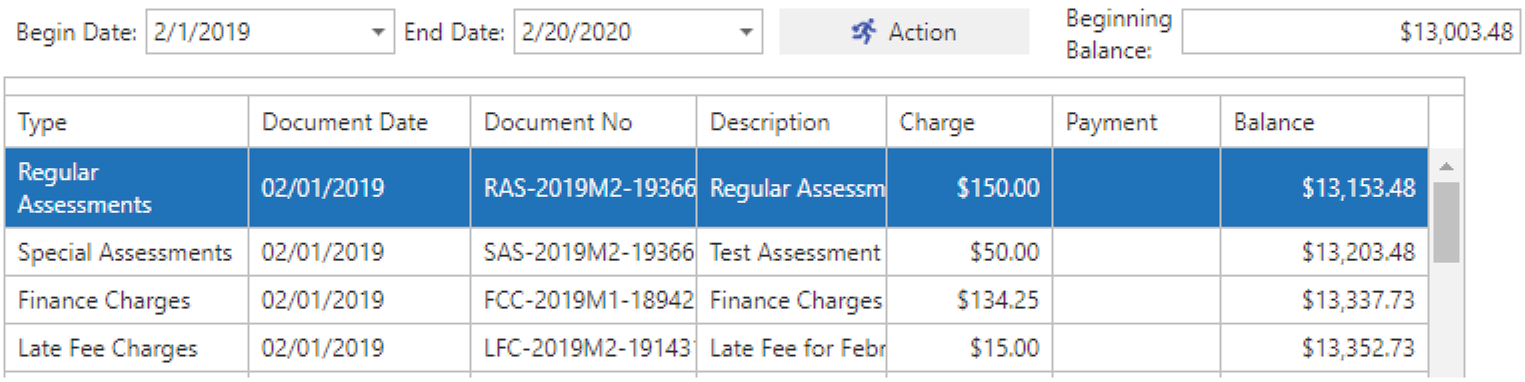
Getting acquainted with the RealManage Resident Portal

Part IV

In Part IV of "Getting Acquainted with the RealManage Resident Portal," we will cover the Account Statement and View Payment History portions of the portal. These sections provide you with up to date information on your account at all times, as our systems are updated nightly with payment information received from the bank. Let's take a look!

Account Statement

On the “**Account Statement**” page, you can find all the information pertaining to your individual account with the association.

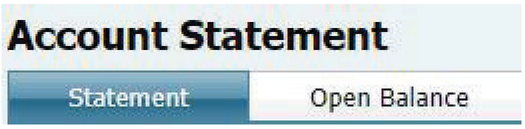

Begin Date: 2/1/2019 End Date: 2/20/2020 Action Beginning Balance: $13,003.48

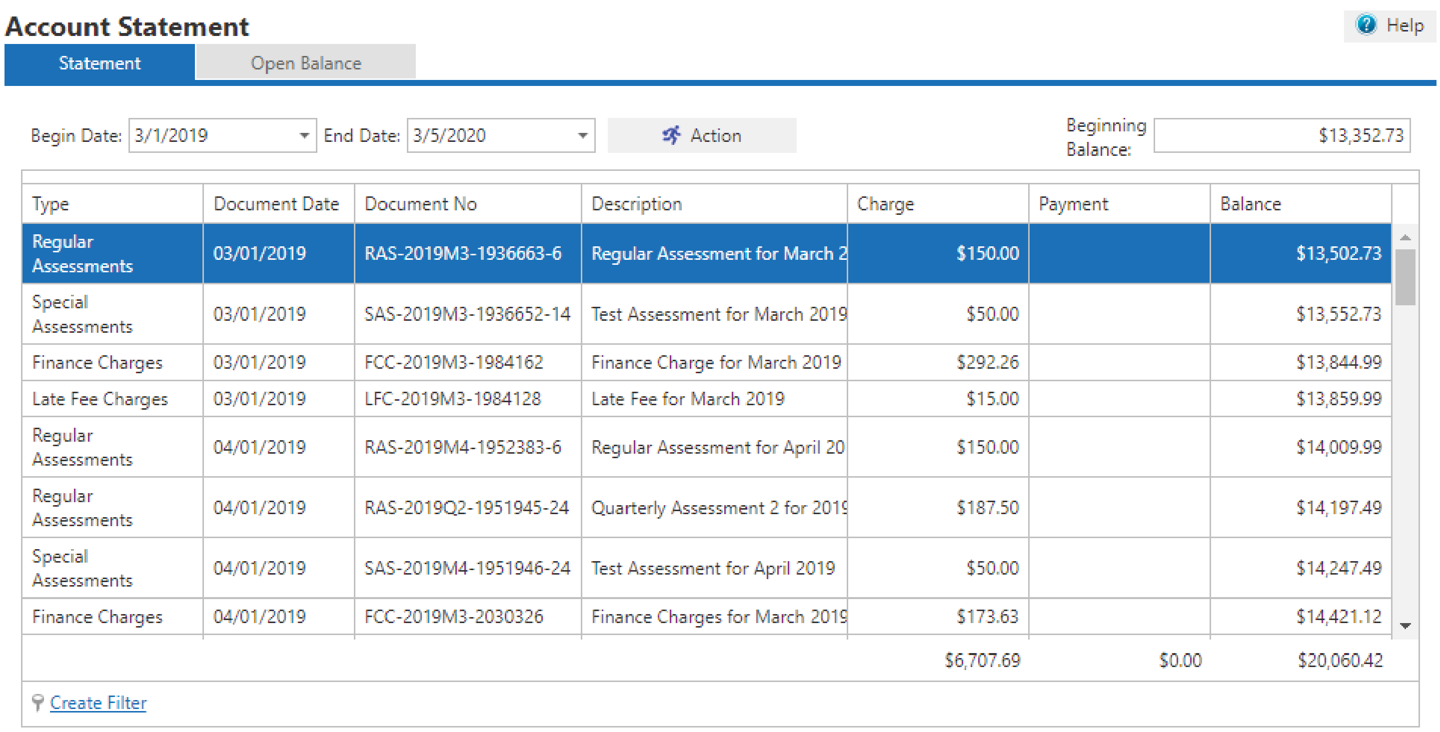
Type	Document Date	Document No	Description	Charge	Payment	Balance
Regular Assessments	02/01/2019	RAS-2019M2-19366	Regular Assessm	$150.00		$13,153.48
Special Assessments	02/01/2019	SAS-2019M2-19366	Test Assessment	$50.00		$13,203.48
Finance Charges	02/01/2019	FCC-2019M1-18942	Finance Charges	$134.25		$13,337.73
Late Fee Charges	02/01/2019	LFC-2019M2-19143	Late Fee for Febr	$15.00		$13,352.73

As soon as you click on the Account Statement tab on the Home Page menu, the Account Statement page will appear. By default, you will see two tabs, the “**Statement**” tab and “**Open Balance**” tab. Let’s talk about the Statement tab first.

STATEMENT

This “**Statement Tab**” shows you your account. You can see all current charges to your account, as well as payments. In the column on the far right, you can see your current balance.




Account Statement

Help

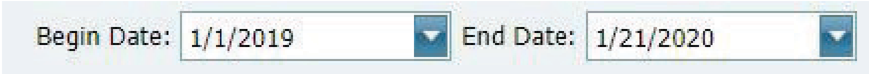
Statement Open Balance

Begin Date: 3/1/2019 End Date: 3/5/2020 Action Beginning Balance: $13,352.73

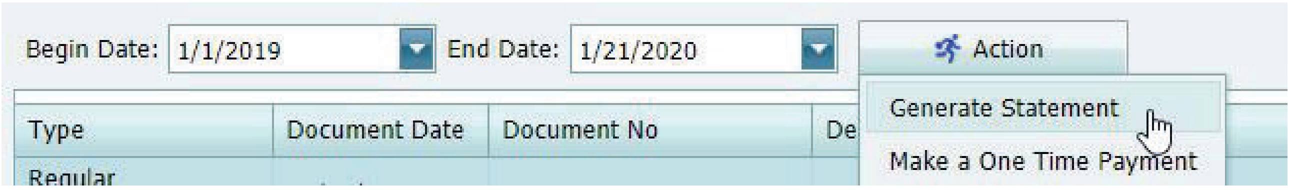
Type	Document Date	Document No	Description	Charge	Payment	Balance
Regular Assessments	03/01/2019	RAS-2019M3-1936663-6	Regular Assessment for March 2	$150.00		$13,502.73
Special Assessments	03/01/2019	SAS-2019M3-1936652-14	Test Assessment for March 2019	$50.00		$13,552.73
Finance Charges	03/01/2019	FCC-2019M3-1984162	Finance Charge for March 2019	$292.26		$13,844.99
Late Fee Charges	03/01/2019	LFC-2019M3-1984128	Late Fee for March 2019	$15.00		$13,859.99
Regular Assessments	04/01/2019	RAS-2019M4-1952383-6	Regular Assessment for April 20	$150.00		$14,009.99
Regular Assessments	04/01/2019	RAS-2019Q2-1951945-24	Quarterly Assessment 2 for 2019	$187.50		$14,197.49
Special Assessments	04/01/2019	SAS-2019M4-1951946-24	Test Assessment for April 2019	$50.00		$14,247.49
Finance Charges	04/01/2019	FCC-2019M3-2030326	Finance Charges for March 2019	$173.63		$14,421.12
				$6,707.69	$0.00	$20,060.42

Create Filter

Note the “*Begin Date*” and the “*End Date*” fields on top of the statement. The page will typically default back to January 1st of the current year. However, you can change the dates and view your account details as far back as the date *RealManage* began managing your community:



Next to the “Begin Date” and “End Date”, you will notice the “**Action**” button. Click on this button and then select “**Generate Statement**” from the drop-down menu to create a .pdf version of your account statement. If you didn’t receive a statement, or you misplaced it, you can quickly print a statement to mail in with your payment with this feature at any time of day or night.



Also under the “Action” button is the “**Make a One Time Payment**” feature. If you click on this, it will take you to the “Make a One Time Payment” page.

Now let’s take a look at the second tab, “Open Balance.”

OPEN BALANCE

When your account has an open balance, clicking on the “**Open Balance**” tab will allow you to see what types of charges make up your total outstanding balance. You will see all unpaid assessment charges listed in one section, all unpaid late fees in another section, and so forth. When an account remains unpaid for a while due to financial hardship, it can incur late fees and finance fees *(subject to your association’s guidelines)*, making viewing the statement somewhat cumbersome. The “Open Balance” tab allows you to quickly identify which outstanding charges are related to which type of charge, and distinguish one from the other:

View Payment History

Moving right along, on the “**View Payment History**” page, you can find ALL payments made on your account dating back to the date we first began managing your community. This page is very helpful in the event you believe a payment you sent was not applied to your account. You can quickly cross-reference the Payment History page with your checking account register or online bank statement to identify any discrepancies.

Should you find a payment you sent was not posted to your account, please contact your bank. In most cases, this means your association did not receive it. Verify the payment cleared your bank account. Ask your bank for a copy of the front and back of the canceled check and send it to *RealManage* for us to research further.

Lastly, at the top of this page, you will again see the “*Make a One-Time Payment*” button, along with the “*Setup Recurring Payments*” button.

We hope you found this information helpful in understanding your account resources available to you on our *Resident Portal*. Next up, we’ll cover how to look at one-time and recurring payments!

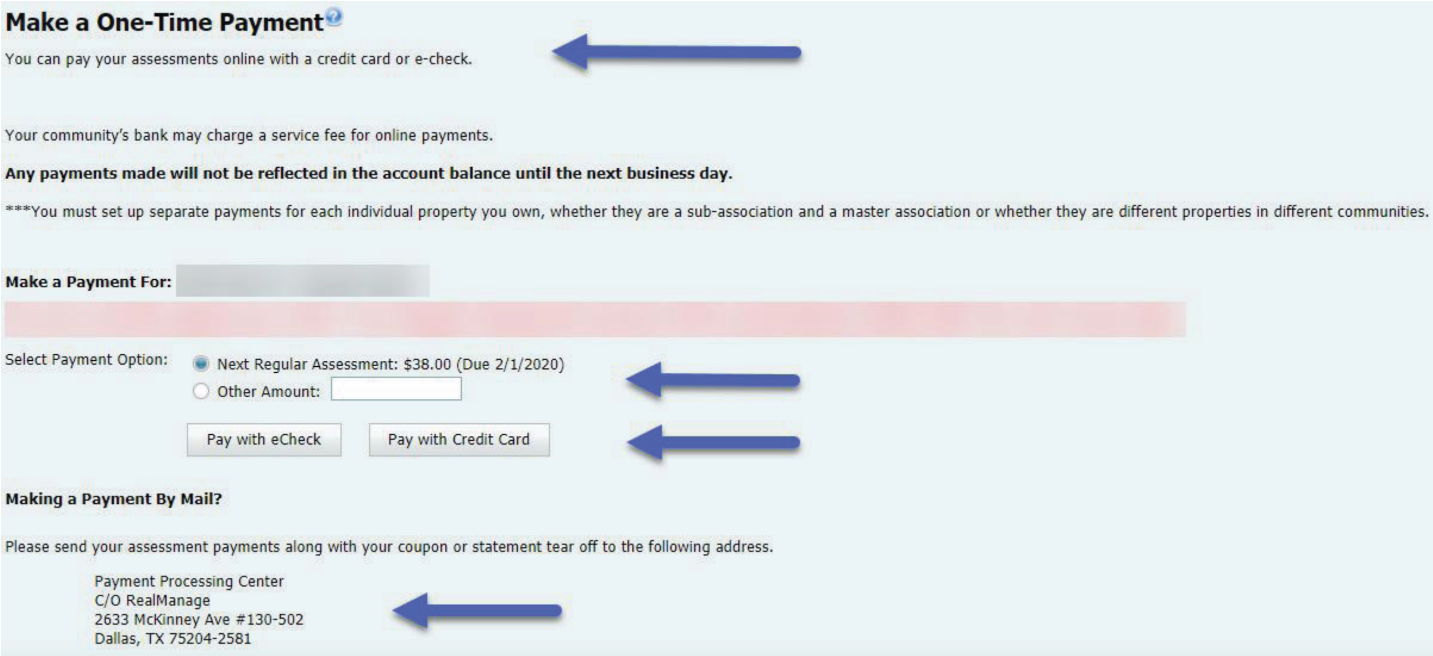
Getting Acquainted with the RealManage Resident Portal

Part V

In Part V of “Getting Acquainted with the RealManage Resident Portal”, we will review the Make a One-Time Payment section of the portal. Here you can log in and make a one-time payment at any time with a credit card or electronic check, even if you haven’t received or lost your statement. Let us show you how!

Make a One-Time Payment

Once you click on the "**Make a One-Time Payment**" tab on the Home Page menu, you will find the screen below. Let's walk through the quick and simple steps.

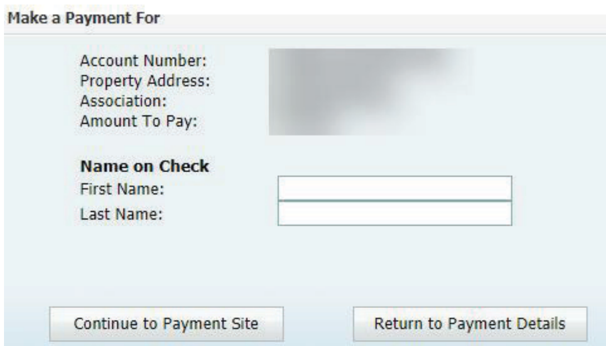


First, you will see the reminder that your one-time payment can be made via credit card or e-check. Next, you will see your next assessment payment *(amount and due date)* listed, providing another reminder. You can select "Next Regular Assessment" or enter a different amount in the "Other Amount" box.

Under that you will see the "*Pay with e-check*" and "*Pay with Credit Card*" buttons. Click the one that pertains to the payment method you wish to use.

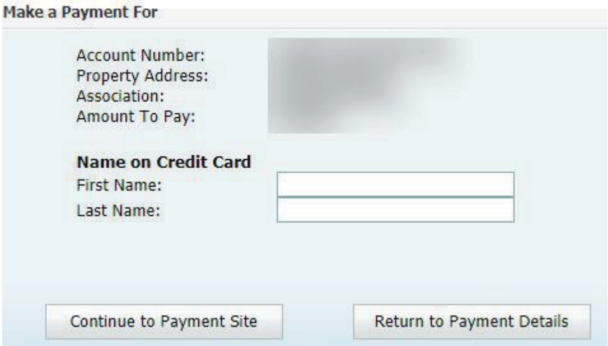
PAY WITH E-CHECK

If you click on "**Pay with e-check**", you will be taken to another screen where you can enter your bank and check information. You can click on "*Return to Payment Details*" at any time if you need to refer back to the prior information.



PAY WITH CREDIT CARD

If you click on "**Pay with Credit Card**", you will be taken to another screen where you can enter your credit card information. You can click on "Return to Payment Details" at any time if you need to refer back to the prior information. *(Please note, additional bank fees may apply for credit cards)*.



And finally, at the bottom of the One-Time Payment screen, if you decide to send payment by mail, after all, the address to which your payment should be sent is listed. Remember to go back to the Account Statement page and print a .pdf version of your statement to include with your payment. The bank needs the information on the scan bar at the bottom of your statement in order to be able to process your payment systematically. Payments sent without this are delayed due to the manual processes required as a result of no coupon or statement with the payment.

And don't forget, you can also get to this page from the Account Statement and View Payment History pages as mentioned in previous sections.

We hope you found this information on Making a One-Time Payment helpful. Next up, we'll examine how to set up "set it and forget it" Recurring Payments!

Getting Acquainted with the RealManage Resident Portal

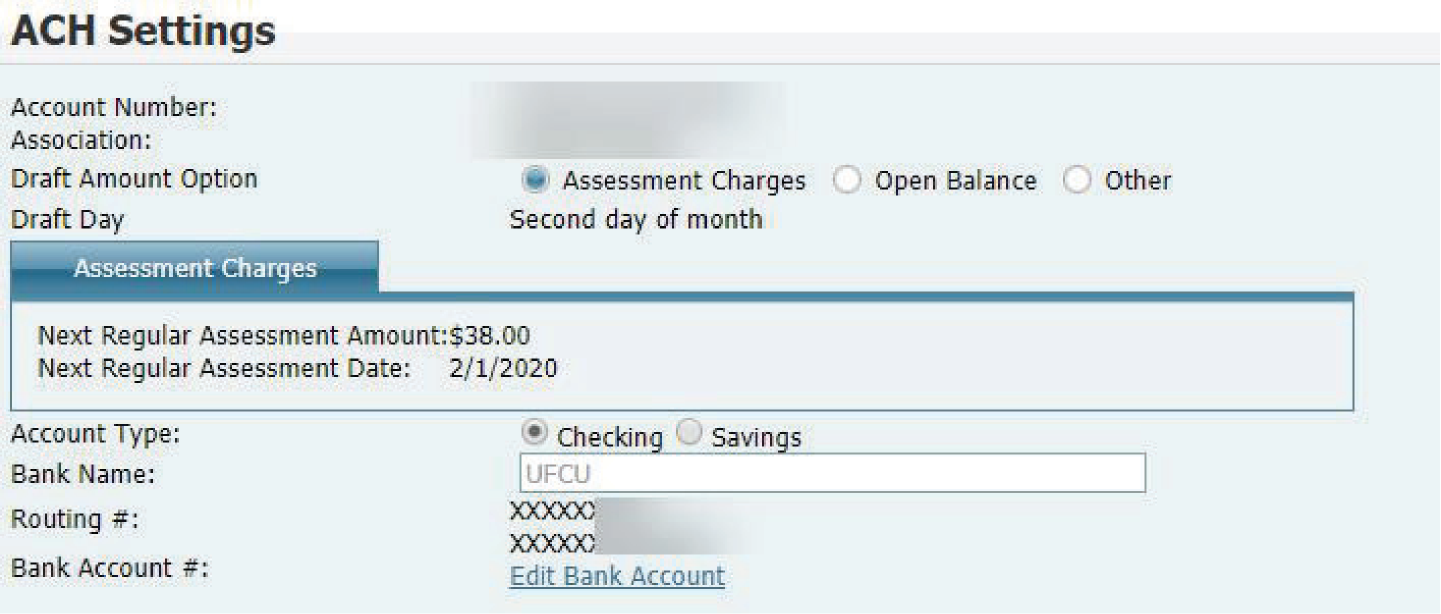
Part VI

Now that you know how to make a one-time payment, in Part VI of “Getting Acquainted with the RealManage Resident Portal,” we will cover the Setup Recurring Payments section of the portal.

Once you enroll in ACH by setting up recurring payments, you will never have to worry about your assessment payments being made on time ever again! It is, quite simply, the most convenient, efficient and stress-free method of submitting your assessment payments to your community association.

Setup Recurring Payments

So what makes ACH so efficient? Once you enroll in ACH, you never have to worry about remembering to send a check when bigger life matters get in the way, incurring late fees due to forgotten payments, worrying about "lost in the mail" hassles or spending money on postage. It will even automatically adjust should assessments change down the road.



Once you click on the "**Set up Recurring Payments**" tab on the Home page menu, you will find a screen that will let you set that up. First, notice there are three "**Draft Amount Options**:" *Assessment Charges*, *Open Balance*, and *Other*.

ASSESSMENT CHARGES

When you enroll in ACH with the "**Assessment Charges**" option, your assessment will be automatically drafted from your designated bank account on the due date. Should assessments change *(whether increase or decrease)*, your deduction will automatically adjust.

OPEN BALANCE

When you enroll in ACH with the "**Open Balance**" option, any balance on your account on the ACH draft date will be drafted. For example, if your association passes a special assessment, it will be drafted too when your regular assessment is drafted. Or if you were fined for a violation of the deed restrictions, the fine will draft as well. ANY open balance on your next assessment draft date will be deducted from your bank account on the due date. This is great if you don't want to worry about ever having to send another payment, but it's important to be aware that the amount drafted could differ from what you expect if you are not aware of those charges.

OTHER

When you enroll in ACH with the "**Other**" option, you will enter the amount you want to be drafted. For example, if assessments are $100/month and you enter $100, that is what will draft on the due date. However, should assessments increase to $105/month next year, only $100 will continue to be drafted. Your account will reflect an unpaid balance that could be subject to late fees. Until you log in and correct your authorized amount, your payment will continue to be short each month, causing the unpaid balance and applicable late/finance fees to compound.

BANK INFORMATION

Next, once you've selected your Draft Method, you will then enter your "**Bank Information.**" You can choose between a checking or savings account. You'll be prompted to enter the bank name, *routing #,* and bank account #. Do be careful when entering this information and double-check your routing and account numbers. If this information isn't entered exactly correct *(i.e., if you inadvertently transpose two numbers)*, the association's bank will be unable to draft your assessment payment. Your account will incur an NSF fee when the attempt to draft your assessment proves unsuccessful.

Once your bank information is entered, review the ACH Agreement, and click "Submit Changes" to save your ACH enrollment. You will receive confirmation of your enrollment and effective date. Of course, should you change banks or accounts in the future, you can always revisit this page and update your bank information at any time.

And don't forget, you can also get to this page from the View Payment History page as mentioned in previous section, so you have several convenient options.

We hope you found this information on how to Setup Recurring Payments helpful and information. Next up, we'll take a look at Access Media options available on the portal!

Getting Acquainted With the RealManage Resident Portal

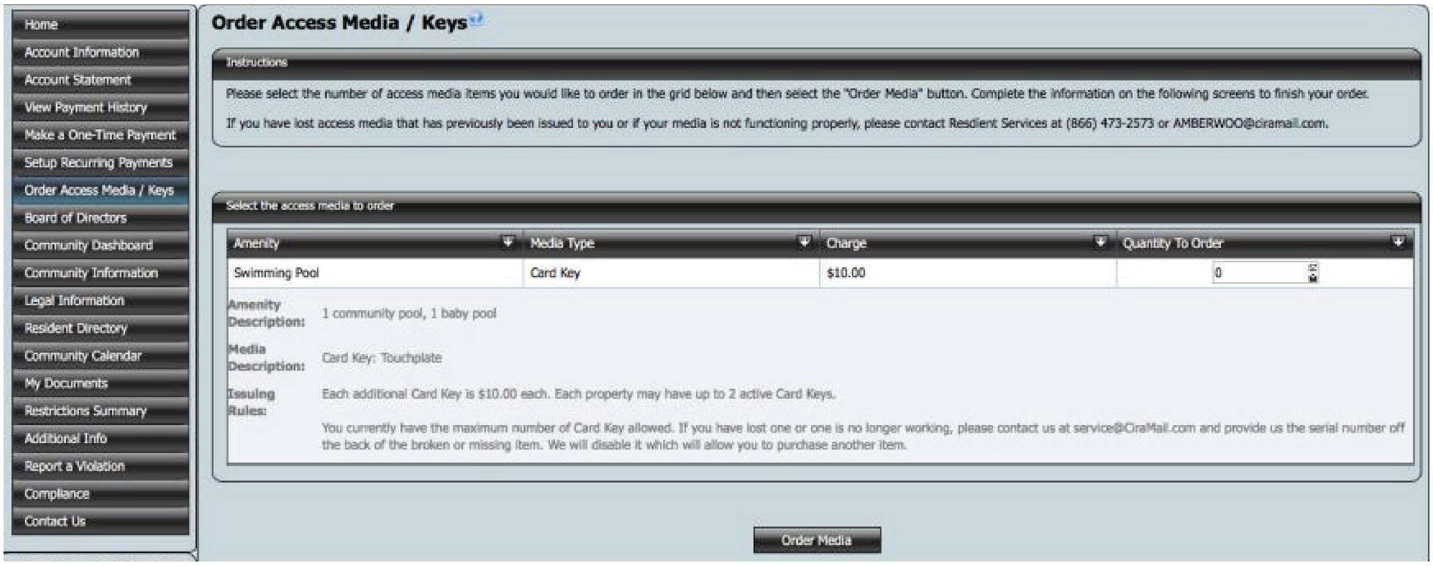
Part VII

The next section of the Resident Portal will vary from one community to another. This section pertains to amenities at your community that require controlled access media to gain entry. I.e., a card key for a pool, a remote for a gate, etc.

If your community has amenities with controlled access, and if online ordering has been enabled (which varies by community), click on this tab on the Home Page menu to proceed with placing a quick and convenient online order. If your community does not have such amenities, this page will not be available to you.

Amenity Access

If this feature is enabled, clicking on this button from the Home Page menu will cause a screen to appear. On this screen you will see your *name* and *address*, *rules associated with issuing the access media*, and *costs associated with an access media order*.



Many communities **limit** the number of access media devices each household can hold. If you already have reached your maximum allowable access media devices, the "*Quantity to Order*" arrow button will be disabled. If you attempt to override it by typing in a number, you will receive an error message and will not be able to proceed any further.

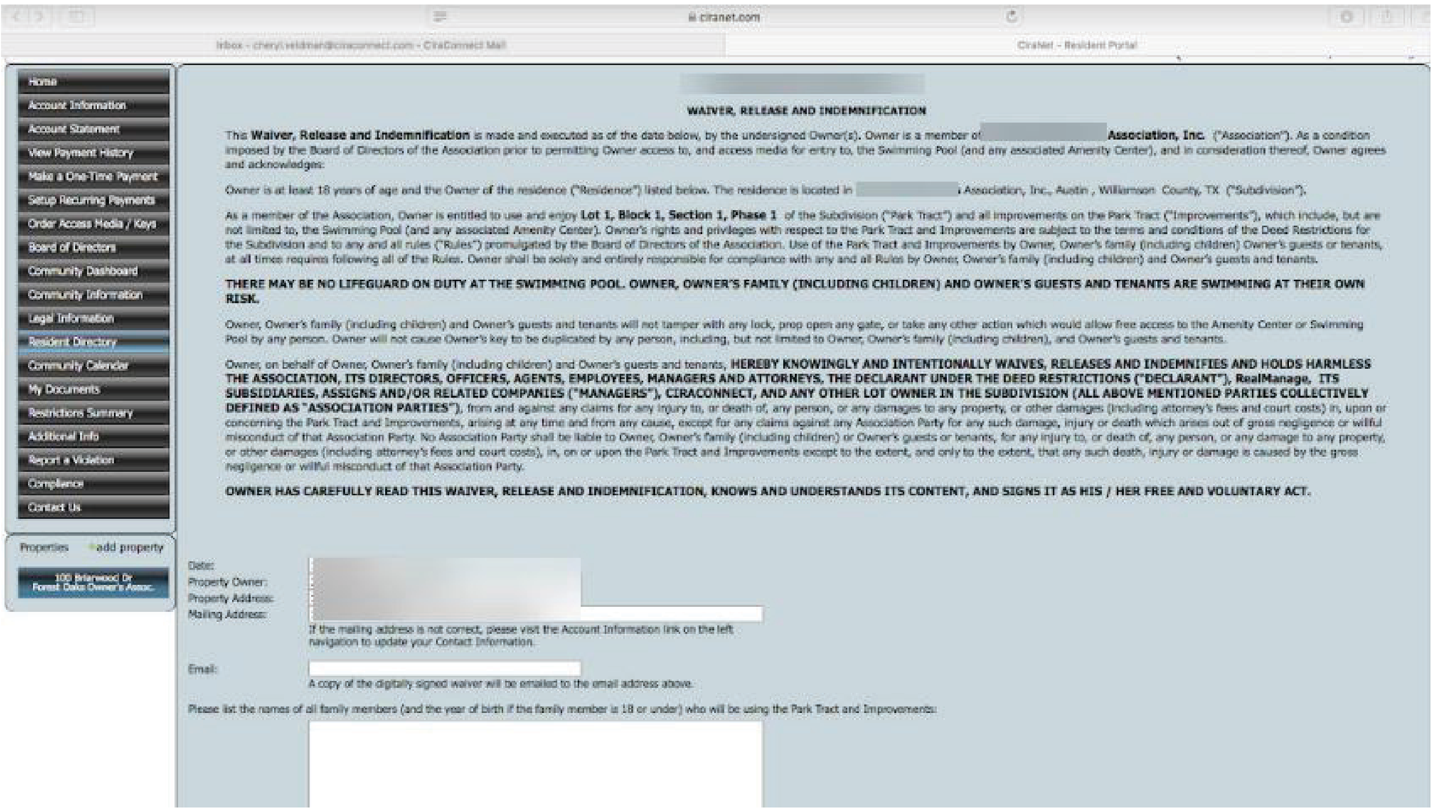
A maximum of 2 Card Key media is allowed for the "Swimming Pool" Amenity. You already have the maximum allowed so no more may be ordered

Should your account have a past due balance, you will see a different error message directly under the instructions. You will be unable to proceed further with your order on the *Resident Portal* until the account issue is resolved.

Your account balance is currently not paid in full. Access media ordered online may not be issued until your balance is current, subject to your association's issuing rules.

WAIVER FORM

For a pool key request, on the next screen you will typically find a "**Waiver Form**". Once again, this varies from community to community. The image below is an example of an online waiver that you can agree to electronically right then and there:



ciranet.com

Inbox - cheryl.veldman@ciraconnect.com - CiraConnect Mail

CiraNet - Resident Portal

- Home
- Account Information
- Account Statement
- View Payment History
- Make a One-Time Payment
- Setup Recurring Payments
- Order Access Media / Keys
- Board of Directors
- Community Dashboard
- Community Information
- Legal Information
- Resident Directory
- Community Calendar
- My Documents
- Restrictions Summary
- Additional Info
- Report a Violation
- Compliance
- Contact Us

Properties +add property

100 Briarwood Dr
Forest Oaks Owner's Assoc.

WAIVER, RELEASE AND INDEMNIFICATION

This **Waiver, Release and Indemnification** is made and executed as of the date below, by the undersigned Owner(s). Owner is a member of **Association, Inc.** ("Association"). As a condition imposed by the Board of Directors of the Association prior to permitting Owner access to, and access media for entry to, the Swimming Pool (and any associated Amenity Center), and in consideration thereof, Owner agrees and acknowledges:

Owner is at least 18 years of age and the Owner of the residence ("Residence") listed below. The residence is located in Association, Inc., Austin , Williamson County, TX ("Subdivision").

As a member of the Association, Owner is entitled to use and enjoy **Lot 1, Block 1, Section 1, Phase 1** of the Subdivision ("Park Tract") and all improvements on the Park Tract ("Improvements"), which include, but are not limited to, the Swimming Pool (and any associated Amenity Center). Owner's rights and privileges with respect to the Park Tract and Improvements are subject to the terms and conditions of the Deed Restrictions for the Subdivision and to any and all rules ("Rules") promulgated by the Board of Directors of the Association. Use of the Park Tract and Improvements by Owner, Owner's family (including children) Owner's guests or tenants, at all times requires following all of the Rules. Owner shall be solely and entirely responsible for compliance with any and all Rules by Owner, Owner's family (including children) and Owner's guests and tenants.

THERE MAY BE NO LIFEGUARD ON DUTY AT THE SWIMMING POOL. OWNER, OWNER'S FAMILY (INCLUDING CHILDREN) AND OWNER'S GUESTS AND TENANTS ARE SWIMMING AT THEIR OWN RISK.

Owner, Owner's family (including children) and Owner's guests and tenants will not tamper with any lock, prop open any gate, or take any other action which would allow free access to the Amenity Center or Swimming Pool by any person. Owner will not cause Owner's key to be duplicated by any person, including, but not limited to Owner, Owner's family (including children), and Owner's guests and tenants.

Owner, on behalf of Owner, Owner's family (including children) and Owner's guests and tenants, **HEREBY KNOWINGLY AND INTENTIONALLY WAIVES, RELEASES AND INDEMNIFIES AND HOLDS HARMLESS THE ASSOCIATION, ITS DIRECTORS, OFFICERS, AGENTS, EMPLOYEES, MANAGERS AND ATTORNEYS, THE DECLARANT UNDER THE DEED RESTRICTIONS ("DECLARANT"), RealManage, ITS SUBSIDIARIES, ASSIGNS AND/OR RELATED COMPANIES ("MANAGERS"), CIRACONNECT, AND ANY OTHER LOT OWNER IN THE SUBDIVISION (ALL ABOVE MENTIONED PARTIES COLLECTIVELY DEFINED AS "ASSOCIATION PARTIES")**, from and against any claims for any injury to, or death of, any person, or any damages to any property, or other damages (including attorney's fees and court costs) in, upon or concerning the Park Tract and Improvements, arising at any time and from any cause, except for any claims against any Association Party for any such damage, injury or death which arises out of gross negligence or willful misconduct of that Association Party. No Association Party shall be liable to Owner, Owner's family (including children) or Owner's guests or tenants, for any injury to, or death of, any person, or any damage to any property, or other damages (including attorney's fees and court costs), in, on or upon the Park Tract and Improvements except to the extent, and only to the extent, that any such death, injury or damage is caused by the gross negligence or willful misconduct of that Association Party.

OWNER HAS CAREFULLY READ THIS WAIVER, RELEASE AND INDEMNIFICATION, KNOWS AND UNDERSTANDS ITS CONTENT, AND SIGNS IT AS HIS / HER FREE AND VOLUNTARY ACT.

Date:
Property Owner:
Property Address:
Mailing Address:

If the mailing address is not correct, please visit the Account Information link on the left navigation to update your Contact Information.

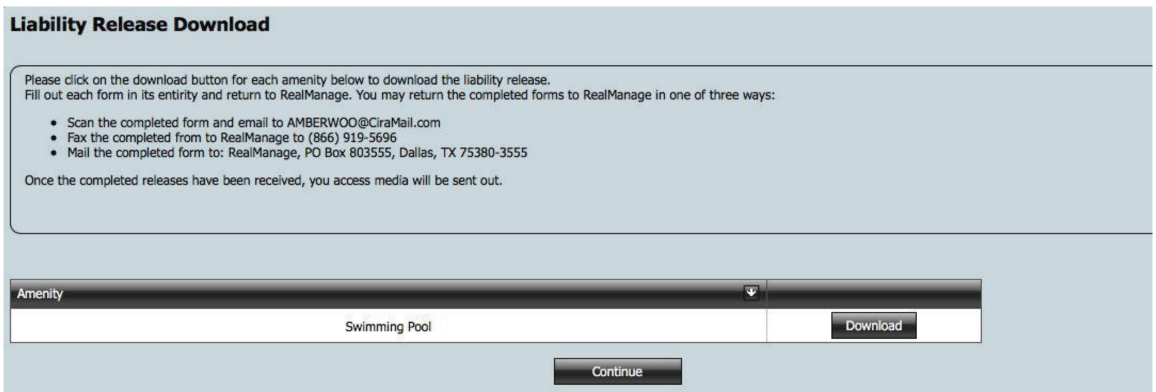
Email:

A copy of the digitally signed waiver will be emailed to the email address above.

Please list the names of all family members (and the year of birth if the family member is 18 or under) who will be using the Park Tract and Improvements:

LIABILITY RELEASE DOWNLOAD

In some cases you may find a waiver that needs to be downloaded, printed, filled out and sent in via email or regular mail.



Liability Release Download

Please click on the download button for each amenity below to download the liability release.
Fill out each form in its entirety and return to RealManage. You may return the completed forms to RealManage in one of three ways:

- Scan the completed form and email to AMBERWOO@CiraMail.com
- Fax the completed from to RealManage to (866) 919-5696
- Mail the completed form to: RealManage, PO Box 803555, Dallas, TX 75380-3555

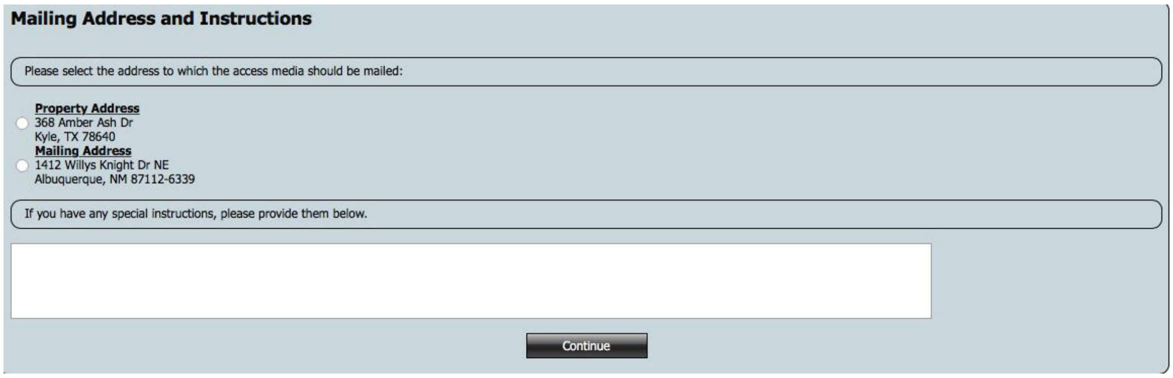
Once the completed releases have been received, you access media will be sent out.

Amenity	
Swimming Pool	Download

Continue

MAILING ADDRESS AND INSTRUCTIONS

Should you have a different mailing address on record, the next screen will prompt you to indicate to which address you would like the access media mailed - the *property address* or the *alternate mailing address*.



CHECKOUT

The final screen is your checkout "cart" summary. Once you hit the "Submit Order" button, you will be taken to the checkout with a PayPal link where you can submit payment for your order.

Getting Acquainted With the RealManage Resident Portal

Part VIII

Next up on our Home Page menu you will find a series of quick informational only features. You may be surprised by the information available to you here, so we'll take a deeper look at each section.

Board of Directors

What awaits you on the "**board of directors**" tab from the Home Page menu is a list of the current Board of Directors elected to govern your community association. With your vote, your Board of Directors is entrusted to make all the decisions regarding your community, from which contractors to hire, to which individuals to appoint to Committees, to which homeowners requests to approve or deny. The Board of Directors often contracts with a management company to assist them in running the day to day business of the association, acting at their direction. The management company serves as your liaison between you and your board.

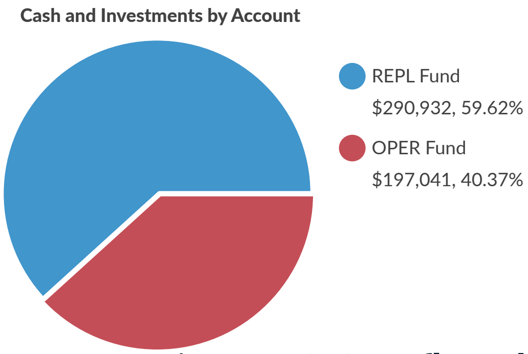
Here you will find the names of your board members, position on the board, and the dates their terms begin and end. What you will not find is personal contact information. Why? Because the Board of Directors is comprised of homeowners such as yourself who volunteer to serve the community without compensation. *(Unless your community is in the development stage, during which time representatives for the developer typically serve as the Board of Directors, in large part due to their financial investment)*. They frequently have full-time jobs, and have charged the management company with handling the day to day communication on their behalf. As such, all communication is best processed through the management company. All requests or communication requiring Board authorization will be forwarded to the entire board, as one board member alone cannot render a decision. The management company will notify you of their decision.

Board Members

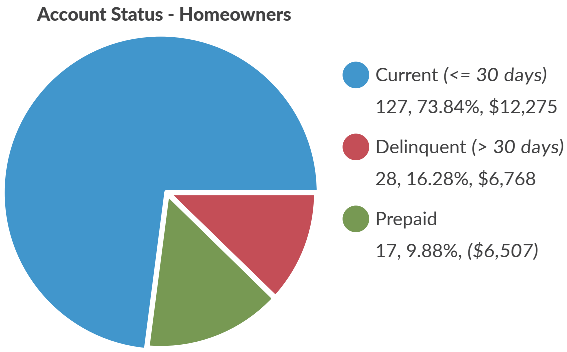
Role	Title	Name	Company	Term Begins	Term Expires
Constituent	Chair	Ida Claire			
Constituent	Chair	Karen Coldwell			
Constituent	Chair	Dana Scully-Mulder			

Community Dashboard

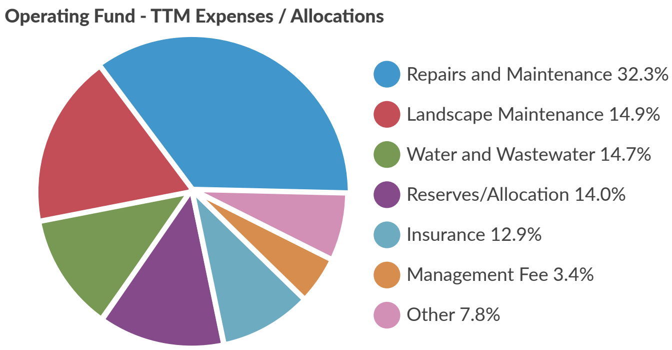
Clicking on the "**Community Dashboard**" tab from the Home Page menu will provide you with a quick snapshot of several matters relative to your community association.



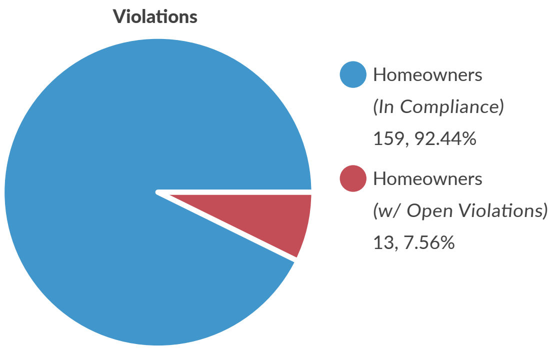
The *first pie chart* you see represents the association's **financial status**. You'll see its bank accounts and the current balance in each account. Like all the other charts and financial information, this is updated nightly, so it's as close to "live" information as possible. This chart gives you a good idea of the financial health of your association.



The second pie chart represents the **status of owner accounts in the association**. You will get a good idea of the percentage of owners who are current with their assessment obligations, who have outstanding balances, or who have pre-paid their assessments in advance of the due date. This too gives you a good idea of the financial health of your association. With a high delinquency rate or a large amount of assessments unpaid, your association could potentially run into cash flow issues that could delay maintenance projects. Unless your community is in the development phase, during which the declarant frequently funds financial shortfalls, your community association depends solely on revenue from owners to fund all of its expenses; if owners do not meet their obligation, funds may not be available to pay for a project when its needed to maintain the curb appeal of your community.



The third pie chart shows you **where your expenses have been** over the TTM *(trailing twelve months)*. In this example, 21% of the association's operating expenses were in landscaping, 13.3% in pool, etc. This gives you a great visual aid to see where your assessment dollars are being allocated, so you never have to wonder where your dollars go. The answers are always right at your fingertips!



The *fourth and final pie chart* shows you **how many members of the association are currently in compliance with the deed or use restrictions**, and how many are not. It's also evidence of the work the management company does, in conjunction with the board, to uphold and enforce the deed restrictions.

Community Information

Clicking on the "**Community Information**" tab from the Home Page menu provides you with a quick information summary of a few items of association business. This includes such items as:

- Amenities & Access Control
- Annual Meetings
- Board Meetings
- Trash Pick Up
- Landscape Maintenance Company
- Property Inspection Frequency
- Reporting Deed Restriction Violations
- Insurance Agent serving community association
- Legal Information

Legal Information

Similar to the Community Information tab, clicking on the "**Legal Information**" tab from the Home Page menu provides you with a quick informational summary of legal requirements contained in the *association's governing documents*, and more. Along with *meeting requirements*, *assessment classes,* and *ACC requirements*, you can also find the payment remittance address, names of the declarant and/or builder in developing communities, etc. While the majority of this information can be found by reviewing the governing documents, this offers a much simpler and faster method for educating yourself to your community's operatios.

- Assessment Remit Address
- Architectural Requirements
- Board of Directors Terms
- Annual Meeting Requirements
- Special Meeting Requirements
- Foreclosure Type
- Assessment Classes
- Annual Increase Requirements
- Assessment Increase Notice Period
- Maximum Amount Assessments Can Be Raised
- Special Assessment Requirements
- By-Laws Amendment Requirements
- DCCR's Change Requirements
- Declarant*(s)*
- Builders*(s)*
- Annual Audit Requirement
- Incorporation Date

Resident Directory

Clicking on the “**Resident Directory**” tab from the Home Page menu brings you to the resident directory previously discussed. Here you will find the listing of all addresses for all home/lots within the community.

In addition, you will find owner name and contact information, but only for those owners who elected to disclose it on their Account Information page. Some of the information on the Resident Directory page is opt-in, so unless you have a lot of fellow residents that choose to disclose their information in the system openly, there might not be much information on this page.

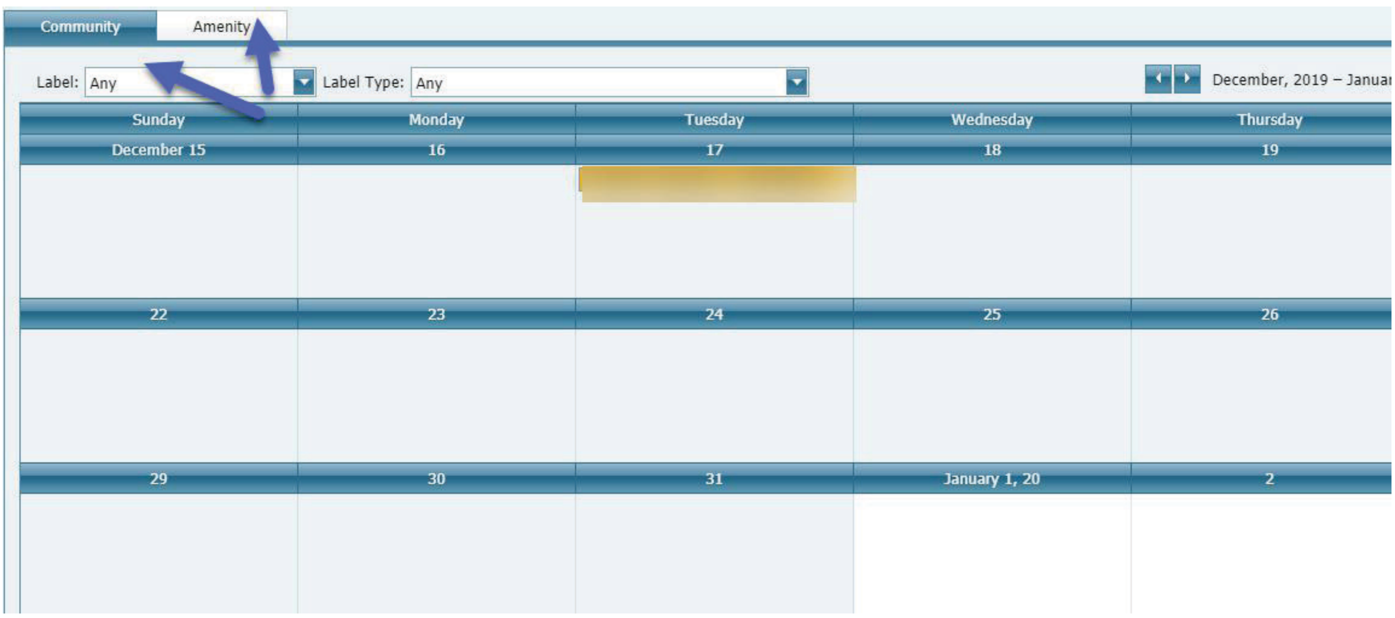
The Resident Directory is also view-only. You can freely search through your community, but the items in the directory list are not interactive.

Resident Directory

Name	Property Address	Mailing Address	Telephone	Email
Not Disclosed	218 W Webster Ct	*Not Disclosed*	*Not Disclosed*	*Not Disclosed*
Not Disclosed	10800 W Links Dr	*Not Disclosed*	*Not Disclosed*	*Not Disclosed*
Not Disclosed	10804 W Links Dr	*Not Disclosed*	*Not Disclosed*	*Not Disclosed*
Not Disclosed	10808 W Links Dr	*Not Disclosed*	*Not Disclosed*	*Not Disclosed*

Community Calendar

Clicking on the “**Community Calendar**” tab from the Home Page menu displays two community calendars - “Community” and “Amenity”.



The first tab, “**Community**”, will reflect any community related events, such as board meetings, annual meetings, social events, etc. The second tab, “**Amenity**”, is a helpful tool for those communities with amenities that residents can reserve, such as a clubhouse. Existing reservations are reflected here, making it simple for you to determine if a date you are interested in is available or not.

ADDITIONAL INFO

While we’re in the informational section of the portal, we’re going to skip ahead a bit to the Additional Info section. Information contained here will vary widely from one community to another. Some community associations track additional owner information such as vehicles *(make, model, license plate)*, pets, or leases. If this is the case at your association, this information will be listed here for your property only.

Isn’t it nice to know that you can locate such a wide variety of community information, quickly and easily at any time, 24/7, without having to rummage through your file drawers or make time for a phone or email conversation? Keep these pages in mind the next time you have a question pertaining to your association, as you just might be able to find the answer you are looking for right here!

Getting Acquainted With the RealManage Resident Portal

Part IX

Next up on our Home Page menu is the "**My Documents**" section for residents. Here you will be able to find all the important documents pertaining to your community, as well as to your own individual account with the association.

My Documents

The next section, the community "**Document Archive**", is a resident favorite. Click on the My Documents tab on the Home Page menu and the document archive will appear. Let's take a deeper look at what you can find here.

First off, you can see a typical document archive for one of our community associations. Here residents can find, review and print association documents such as:

- Annual operating Budget*(s)*
- Community Forms *(such as ACC and Pool Waiver forms)*
- Insurance Certificates and/or Policies
- Governing Documents *(in the Legal/General folders)*
- Mailings sent to all residents
- Minutes from Board meetings and Annual association meetings
- Policies

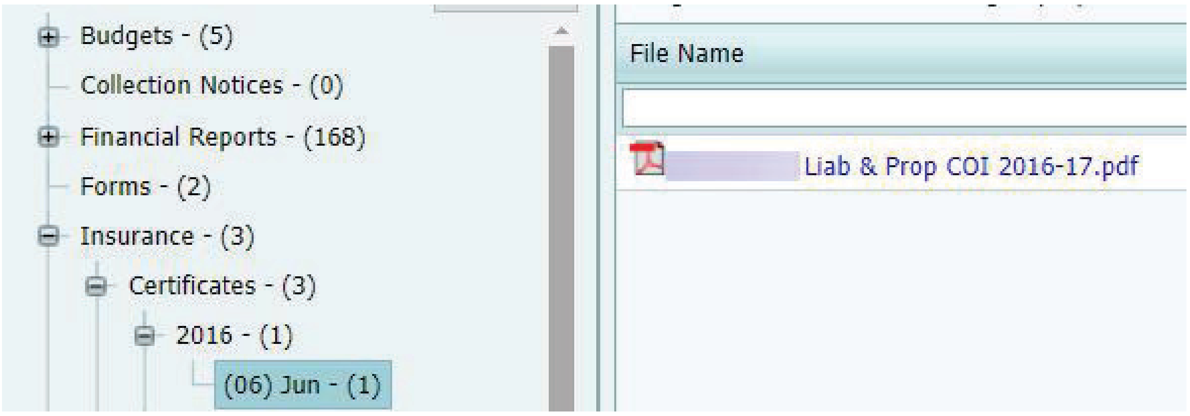
In addition, you will be able to locate copies of documents that pertain solely to your account. These would be documents that were previously mailed to you, but remain accessible here should you lose them, or should they be lost in the mail. These include:

- Collection Notices
- Account Statements
- Violation Notices

If you are not receiving statements, for example, you can check here any time to see what we've mailed to you, in the event the post office has failed to complete their delivery.

Now that you know what you can find in the Document Archive let's look closer at how to manage the archive. Taking a closer look, note the numbers in *( )* next to each file folder; this indicates the number of documents that reside in that folder. To view them, just *click on the + sign* to the left of the file folder name, and the file folder will expand, revealing its contents.

In the example below, the Insurance file folder is expanded, and under that, the Certificates file folder, and under that, the 2016 file folder. You can tell there is only one document for 2016, and it was uploaded with a June 2016 effective date, causing it to appear in a June folder under the year 2016 folder. Clicking on the June folder reveals the document on the right. Just double click on the .pdf image to open the file. It's as easy as that to access your general community documents and your personal account documents!



However, you may not always need to filter through year and month layers in every case. In some cases, there are no sub-folders indicating a year or month. That's because these documents don't necessarily have a specific date or term.

Many of our homeowners have been enjoying the convenience of having their association and account documents accessible like this.

Getting Acquainted With the RealManage Resident Portal

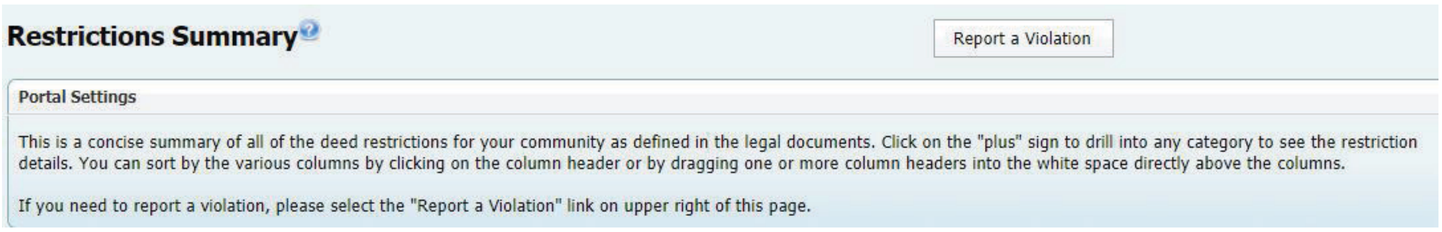
Part X

Next up on our Home Page menu you will find the Restrictions Summary page, which details all of the deed restrictions for your community in a quick and easy to navigate format. Curious what the rules are about fencing, for example? Let us show you how to look it up, again without having to pull out all the documents you received at your closing!

Restrictions Summary

Next up is the "**Restrictions Summary**" page, which details all of the deed restrictions for your community in a quick and easy to navigate format.

Clicking on the Restrictions Summary tab from the Home Page menu will cause the Deed Restriction Violation Definitions summary screen to appear.



As with any document archive, the categories are collapsed, giving you a quick overview. To take a look at each sub-category, click on the + sign to expand its contents.

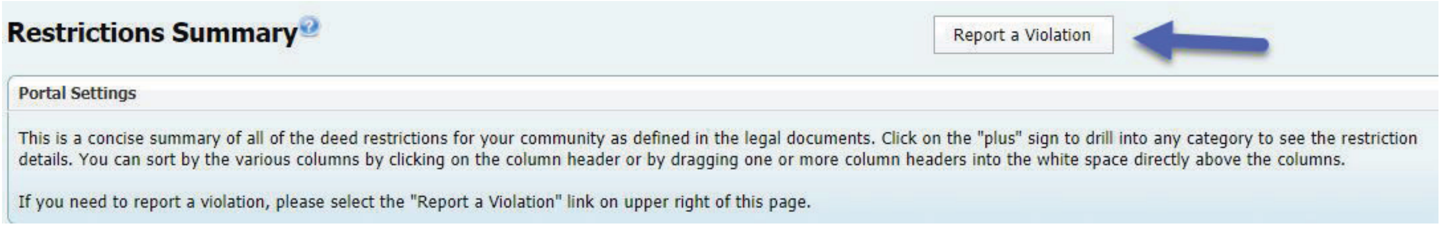
In its expanded form, you can see all of the sub-categories that fall under each category. Each restriction is listed with the document and the specific section that contains the restriction, along with an abbreviated version of the rule itself. Finally, information is provided, clarifying what is required to correct a violation of this particular deed restriction.

If you are interested in installing an 8' fence and you are curious about whether that conforms with the rules, for example, you can quickly answer that question here, once again, without having to dig out your governing documents and page through them until you find the pertinent section.

Category ▲

Sub Category	Contract Reference	Contract Text	Compliance Text	Clarification
Category: Animals and Pets				
Category: Architectural				
Category: Fencing				
Appearance	Section 3.11	"All Improvements upon any Lot shall at all times be kept in good condition and repair and adequately painted or otherwise maintained by the Owner of such Lot."	To bring this property into compliance, please take all necessary steps to effect adequate repairs to bring the fence back into good condition as soon as possible.	Please contact RealManage at (866) 473-2573 once the violation is cured.
Height	Section 3.14 (Fences)	"Fences are not required on the Property. If constructed, fences shall be of wood, masonry, wrought iron or decorative metal construction, or a combination thereof and shall not exceed six feet (6') in height."	To bring this property into compliance, please bring the fence height to what is allowed under the deed restrictions.	Please contact RealManage at (866) 473-2573 once the violation is cured.
Materials	Section 3.14 (Fences)	"Fences are not required on the Property. If constructed, fences shall be of wood, masonry, wrought iron or decorative metal construction, or a combination thereof and shall not exceed six feet (6') in height."	To bring this property into compliance, please use materials listed as approved in the deed restrictions and by the Architectural Control Committee, as well as submitting all fence construction in writing and obtaining approval by the Architectural Control Committee.	Please contact RealManage at (866) 473-2573 once the violation is cured.

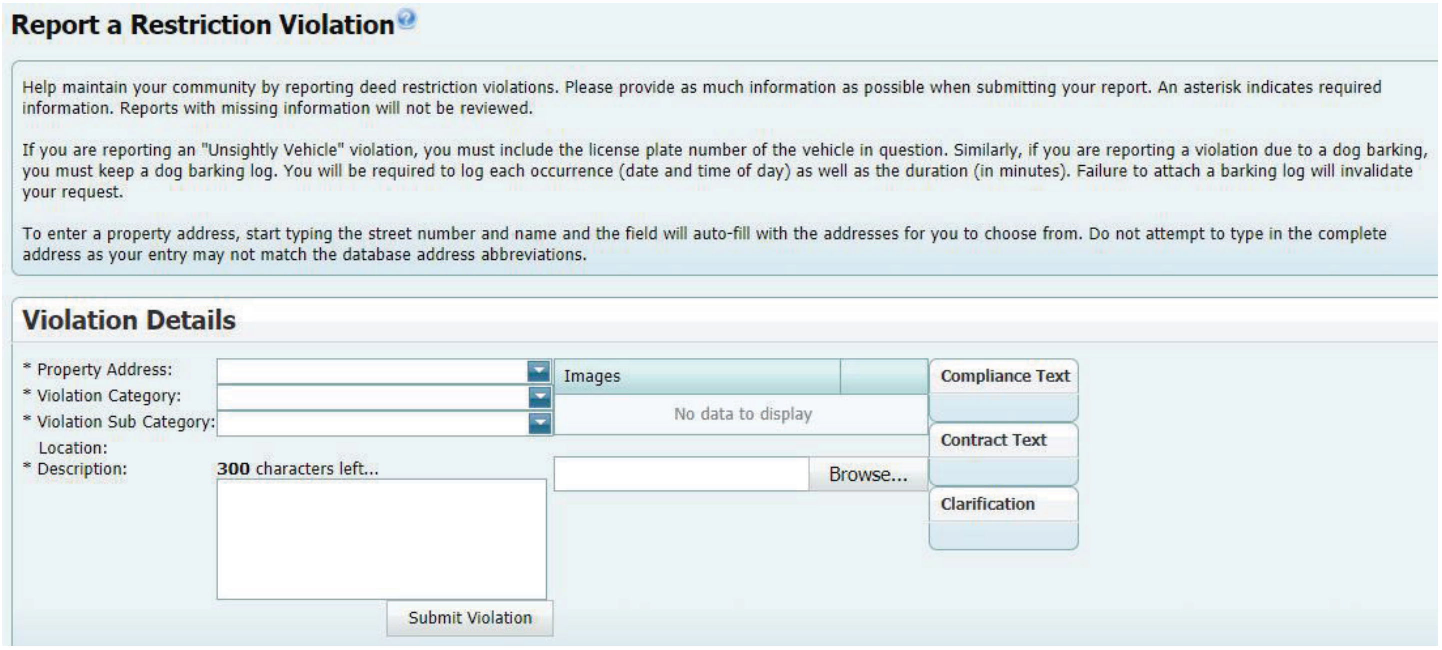
At the top of this page, you will also note a "*Report a Violation*" button. Clicking on this button will bring you to the next page on the *Resident Portal*, where you will be able to **anonymously** report a violation of the deed restrictions you observed in your community.



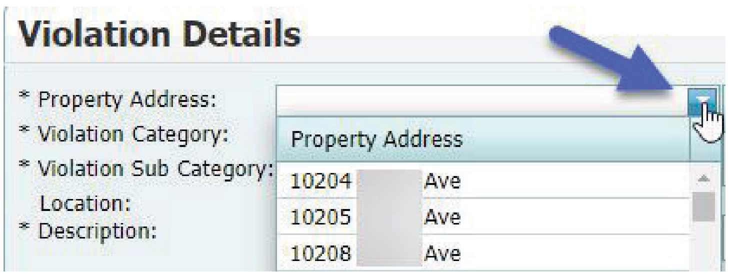
This is another great feature to keep in mind for the next time you are curious about the rules in your community, either so you can make sure you don't inadvertently violate them or to verify if a neighbor has violated them.

Reporting a Violation

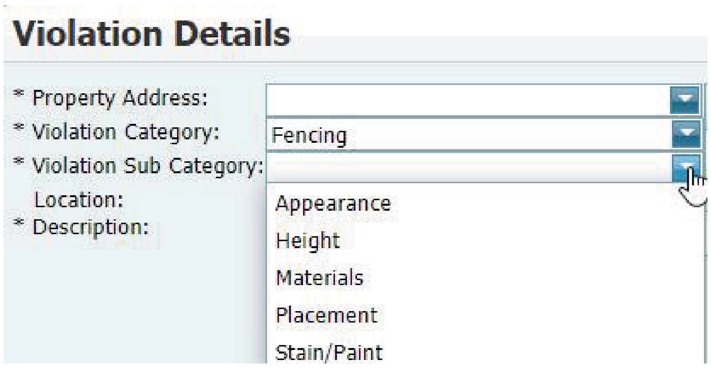
Clicking on the “**Report a Violation**” tab from the Home Page menu will bring you to the screen where you can anonymously report a violation of the deed restrictions that you observed. As mentioned above, you can also get to this screen by clicking the “*Report a Violation*” button on the Restriction Summary page.



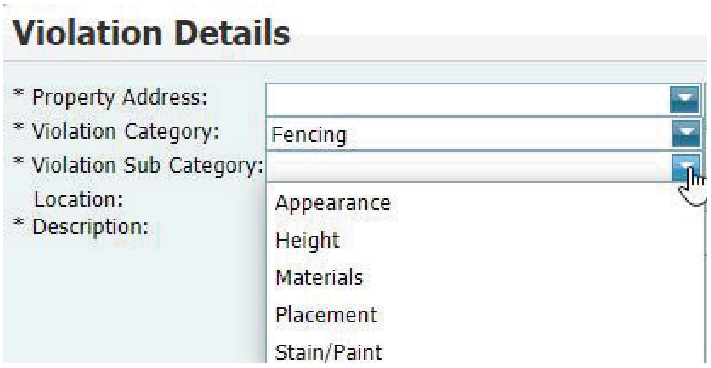
In the “**Property Address**” field, click on the drop down arrow to bring up a list of all addresses within the community, and choose the address from that list. Alternatively, you can begin typing the address in the blank box as a shortcut.



In the “**Violation Category**” field, click on the drop down arrow to bring up a list of violation categories and select the one that applies. Use the vertical scroll bar on the right to see all available categories.

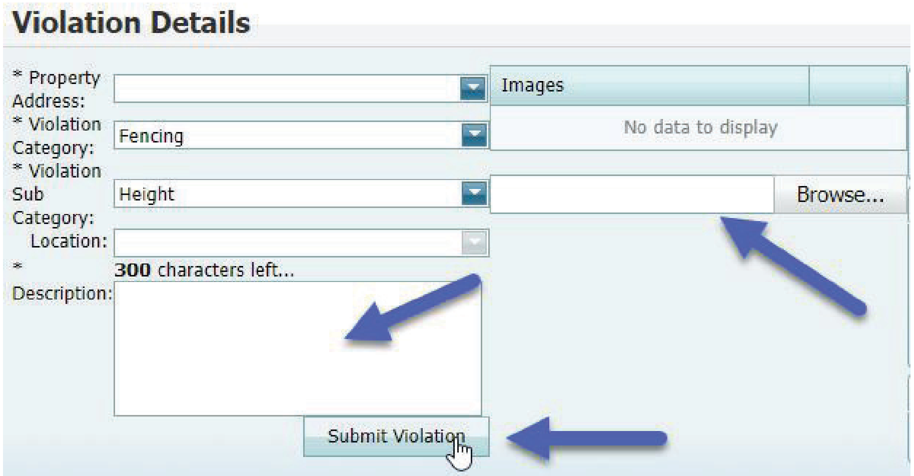


Once you've selected a category, you can choose the applicable sub-category in the "**Violation Sub-Category**" box by clicking on the drop down menu and selecting the one that applies.



Once you've selected a category and sub-category, look over on the far right. There the rule and compliance requirements will populate from the prior Restrictions Summary page. By looking at these, you can verify that the category and sub-category you have selected are the correct ones that apply to the issue you are attempting to report. If it doesn't match up, try a different category and/or sub-category. For example, a rule about *maintenance of window coverings* might exist in either the **Architectural** or the **Unsightly** category, depending on your documents.

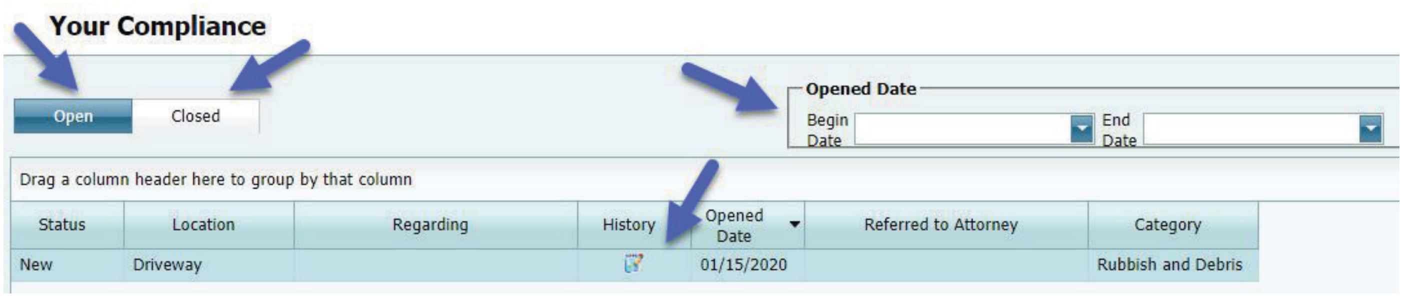
In the "**Description**" box, enter the nature of the violation, such as "*fence installed in back yard exceeds 6'*". Then upload a date and time stamped photo of the violation. **This is very important** because the photo serves as the *proof your association needs* in order to begin any enforcement action. Without a photo, the community inspector will need to try and verify the violation on the next regularly scheduled inspection. If they cannot because either the violation is in the back yard which they cannot see, or because it's intermittent and just doesn't happen to be present on the day they drive by *(such as someone bringing home a commercial vehicle at night)*, then the association can take no action. If they can verify it, then the enforcement process can begin, but it's a gamble. Including a photo will ensure the association is able to begin the enforcement process without further delay.



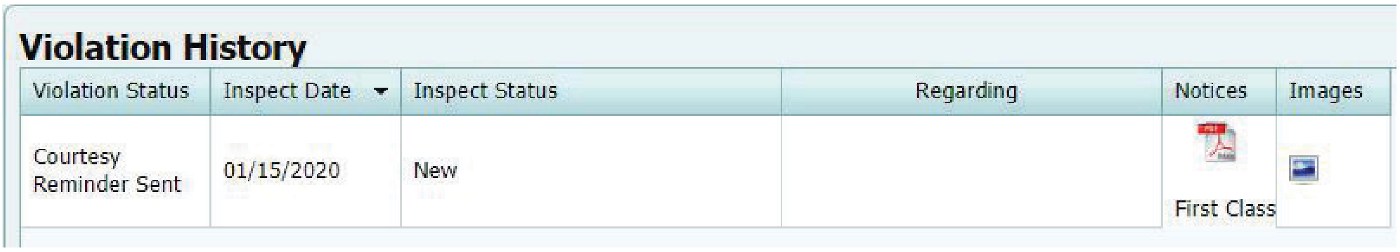
After completing all the fields and uploading your photo, click the "**Submit Violation**" button. Your submission will immediately go into our system for follow up by the appropriate staff member. One additional thing to keep in mind, **your submissions come through anonymously**. *This is by design*, as many owners do not want their names associated with a violation complaint. However, because it's anonymous, if any information is missing, or clarification is needed, because we don't know who submitted it, we are unable to contact you to request additional information. If you would like us to know who submitted the complaint in the event we need to contact you, then you might find emailing your violation complaint and photo to the community email address to be more suited to your needs.

Compliance

While we are on the topic of deed restrictions and violations, let's also take a look at the next tab on the Home Page menu - Compliance. Clicking on the "**Compliance**" tab will bring up a screen that will show any violations recorded against your property. If they are active violations, you will find them on the "Open" tab. If they are resolved violations, you will find them on the "Closed" tab. You can use the Opened Date start and end boxes on the right to set the dates range during which you wish to search.



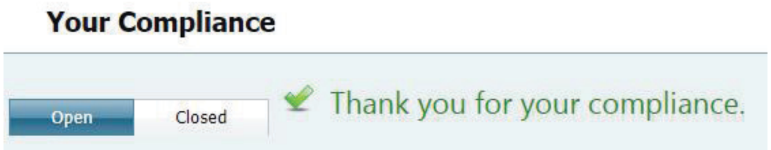
Also, notice the blue "**History**" button. Clicking on that history button will bring up the history on that particular violation. There you will be able to see how many notices were sent on this violation and view the actual notice by clicking on the .pdf image in the "Notices" column. In addition, if a photograph was taken *(which depends on the terms of the management agreement with your association)*, you can view the photo by clicking the image in the "Images" column:



Violation History

Violation Status	Inspect Date	Inspect Status	Regarding	Notices	Images
Courtesy Reminder Sent	01/15/2020	New		First Class	

Lastly, we don't want to only point out mistakes, we also like to recognize when an owner is maintaining their property in conformance with the community deed restrictions. We appreciate the effort it can sometimes take, and want to celebrate your success! If you have no violations, you will find a warm "thank you" message here, thanking you for complying with the deed restrictions of your community association.



Once again, we hope you find this information helpful in navigating the deed restrictions and violations sector of the *Resident Portal*!

Getting Acquainted With the RealManage Portal

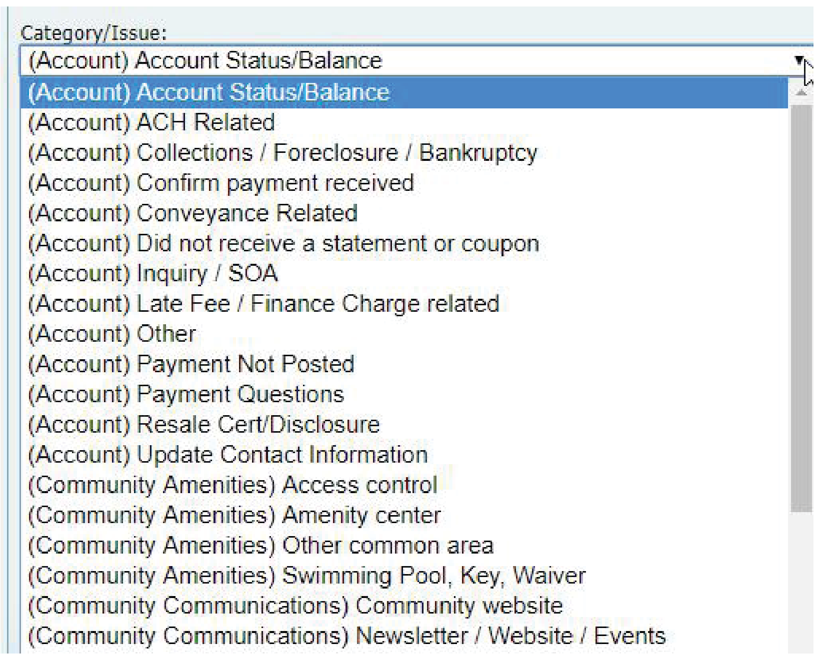
Part XI

Finally, the "**Contact Us**" feature on the Home Page menu. This feature offers you a quick and convenient method of contacting management regarding any issue you may have.

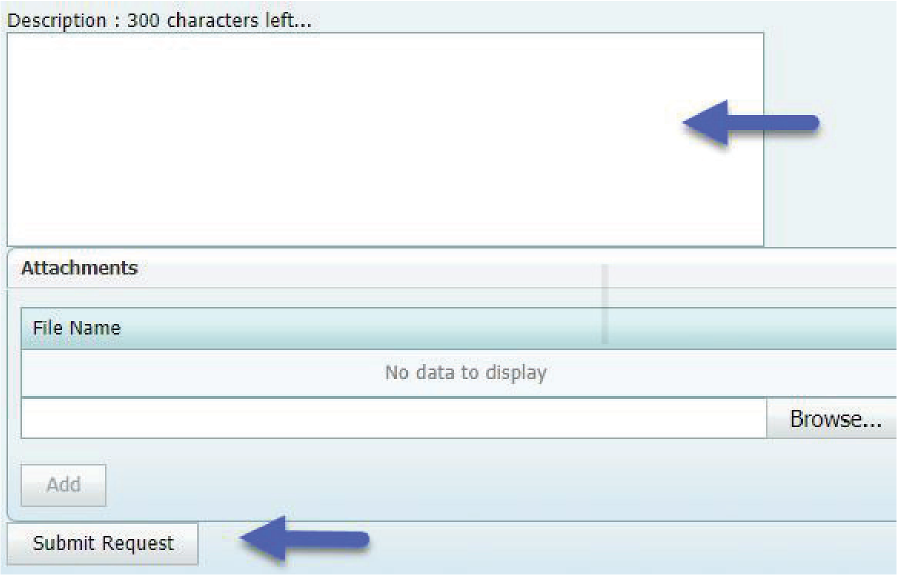
Contact Us

Once you click on the "**Contact Us**" button, you are just a few short clicks away from communicating your question or concern to the management company.

In the "Category/Issue" field, click on the drop down arrow to bring up a list of topics you might need to contact us about. The list is quite comprehensive. However, if none of the listed issues applies, there is an "Other" option available for you to select.



Next, in the "*Description*" field, enter a description of your issue, question, concern, etc. If applicable, upload a photo or document via the "*Attachment*" feature. Once that's done, just hit the "*Submit*" button and your request is on its way to the inbox of your management team!



This concludes our *Getting Acquainted with the RealManage Resident Portal* series. We hope you find this helpful, informative and enjoyable! Please don't hesitate to reach out to your management team with any questions you may have! And thank you for allowing us to be a part of your community. We are proud to serve you.