

INTRODUCTION TO THE REALMANAGE RESIDENT PORTAL

Welcome to the RealManage Resident Portal! All residents in communities managed by RealManage have access to the RealManage Resident Portal. The following tutorial is designed to introduce you to the Portal, the information available to you on the portal, and how to locate the information you are looking for, so let's get started!

- **Registering Your New Account and Logging In:** To log onto the Resident Portal, please visit <https://www.realmanage.com/resident-services/>. Click on the green "Log In" button to log in.

RESIDENT SERVICES

Welcome to the RealManage Resident Services Center where we strive to quickly and efficiently answer your questions and serve your needs regarding your home and your HOA or Condominium Association.

You have several options to contact us:



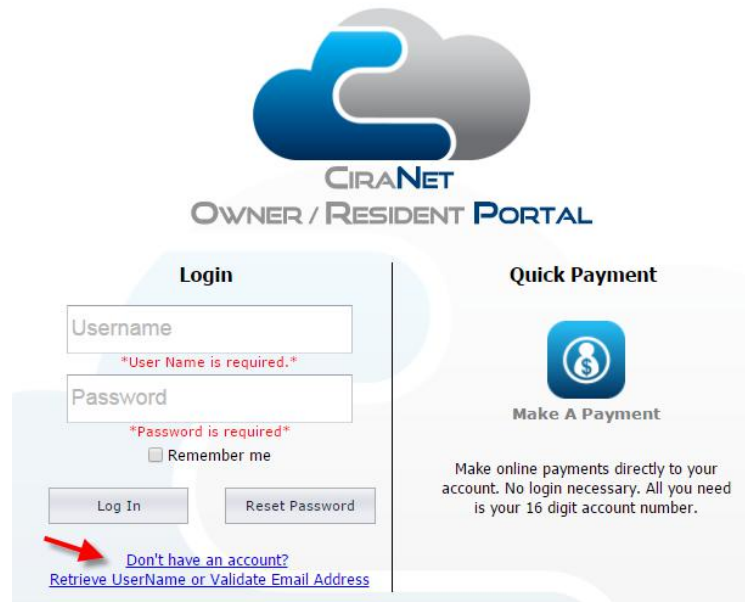
RESIDENT PORTAL

RESIDENT PORTAL

Log in to access your account, pay assessments, request service and more via CiraNet

Log In

- Once you click on the "Log In" button, you will arrive at the log in screen. Enter your User Name and Password in the appropriate fields. On your first visit to the portal, click on the "Don't have an account" link below to create your new account:



CIRA NET
OWNER / RESIDENT PORTAL

Login

Username
User Name is required.


Password
Password is required

Remember me

Log In Reset Password

[Don't have an account?](#)
Retrieve UserName or Validate Email Address

Quick Payment



Make A Payment

Make online payments directly to your account. No login necessary. All you need is your 16 digit account number.

- 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

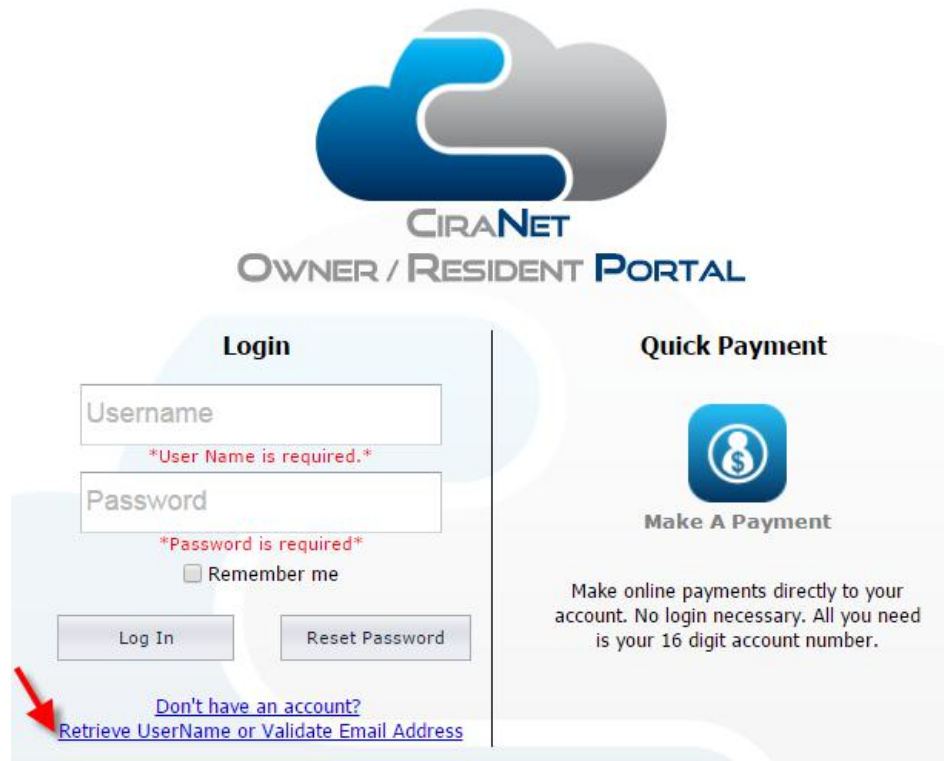
This information can be found on on the initial Welcome Letter you receive from RealManage, as well as any billing statement or coupon (if you cannot locate one, contact RealManage):


STATEMENT

| | |
|-------------------------|------------|
| Statement Date | 07/24/2017 |
| 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 or 866-4-REALSERVICE

• **Forgot Your Log-in Info?** If at any time you forget your log in credentials, return to this screen and hit “Retrieve User Name or Validate E-mail Address” to have your credentials resent to you:




CIRANET
OWNER / RESIDENT PORTAL

Login


Username
User Name is required.

Password
Password is required

Remember me

[Don't have an account?](#)
[Retrieve UserName or Validate Email Address](#)

Quick Payment


Make A Payment

Make online payments directly to your account. No login necessary. All you need is your 16 digit account number.

• **Quick Pay:** Once your account is established, as the screen shot above illustrates, you can also make a Quick Payment directly from the main log-in screen. Just click the “Make a Payment” button to make an online payment directly to your account without the need to log in.

• **At Your Fingertips:** The portal puts a a wealth of association and individual homeowner account information at your fingertips! Once you are logged in, you will find the following menu of options available to you:



Account Information - view assessment information, add household members, e-mail addresses and/or phone numbers to your account, opt-in or opt-out of association communications, and choose to publish your info in the online community directory

Account Statement - View/Print statement reflecting credits and debits to your account over a desired date range

View Payment History - View all payments made, including dates

Make a One-Time Payment via e-check (\$0 processing fee) or credit card (bank processing fee stated on portal will apply)

Setup Recurring Payments to allow automatic drafting of assessment payments from your checking or savings account on their due date

Board of Directors - view a listing of the names of your current Board of Directors with their titles

Community Information - View general community information including meeting requirements, trash service, insurance provider, etc.

Legal Information - View a summary of key legal requirements per your Governing Documents

Resident Directory - View a listing of all addresses within the community; owner names and contact info are visible only if the owner elects to share their information on the Account Information screen

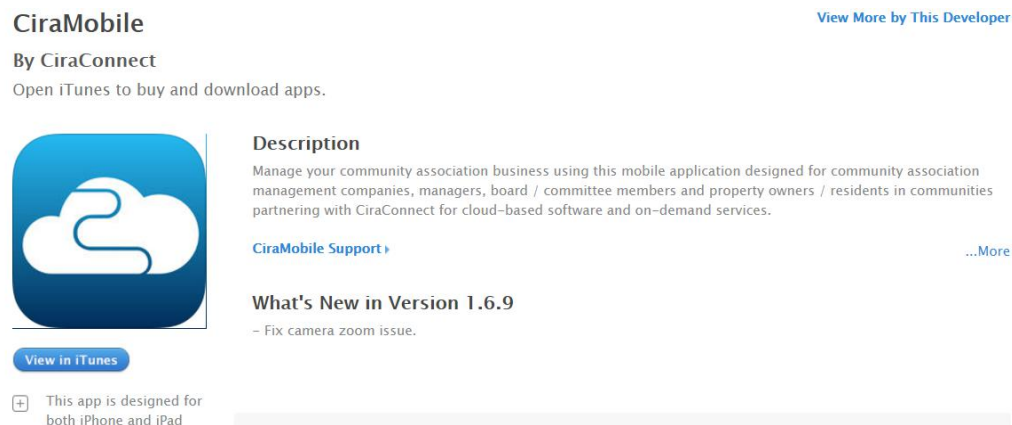
My Documents - View all association documents (legal documents, budgets, forms, financial reports, etc.) and documents pertaining to your individual account (prior letters and/or statements)

Restrictions Summary - View simplified Use Restrictions for your association

Report a Violation - Report a violation including a photograph as evidence (a requirement for violations that are in back yards, intermittent, or occurs after hours that management may be unable to confirm)

Contact Us - Contact management with account questions, maintenance requests, pool key or gate remote requests, and much more!

• **CiraMobile:** You may also access the Resident Portal through CiraMobile, a feature rich app with much of the same functionality as our cloud-based application, but specifically designed to be easy to read and navigate from your mobile device. CiraMobile is currently available for free download in the Apple App Store. There is both an Apple iPad and Apple iPhone version. Simply search for CiraMobile (spelled as one word):



We hope you find the above helpful as you begin to learn how to navigate our Resident Portal. Should you have any questions or encounter any difficulties, please feel free to contact a Resident Advisor at 866-4-RealService (866-473-2573) or via e-mail at service@realmanage.com.