

CommunityPro® PORTAL – Navigation Guide

This tutorial is designed to help homeowners and board members navigate their association's CommunityPro® PORTAL website. Each homeowner has access to each of the areas highlighted in this tutorial and board members have special access to the board room. A separate guide for the board room is available in the resources area of the 'My Account' page on sentrymgt.com.

[CLICK HERE](#) to watch a 4-minute video tour of the CommunityPro® PORTAL.



Along the left side of the portal site is a list of all available tabs. Each tab contains important information and features for users to access.



[Home Page](#)

[Online Payment](#)

[Your Profile](#)

[Your Ledger Card](#)

[Your Rules & Regulations](#)

[Homeowner Directory](#)

[Calendar](#)

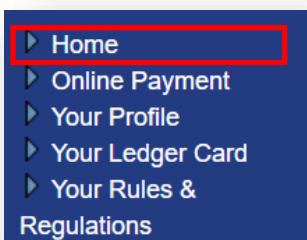
[Information Center](#)

[Visitor Authorization](#)

[Work Order Request](#)



Home Page




The Home Page allows homeowners to view association contact info, messages from the Board of Directors, details about upcoming events, and links to submit requests and documents.


SUNNLAND ASSOCIATION INC

Property Owner LARRY & LOUISE TATE
210 MAGNOLIA RD #105
ANYWHERE MX 12345


Community Manager JOHN SUNSHINE

2180 W SR 434 Ste 5000
LONGWOOD FL 32779-5044

 (407)788-6700 ext. 12345


 johnsunshine@sentrymgt.com

[Click here to view NOTICES of Board and Member Meetings](#)

 [Add another property to access](#) If you own more than one property in this association, or if you own property in another association managed by Sentry, you may choose to add that account to your profile.

ARC SUBMITTAL

ADDY & LOUISE TATE submit an Architectural Decision or Modification Application



CommunityPro® PORTAL – Navigation Guide

Online Payment

- ▶ Home
- ▶ **Online Payment**
- ▶ Your Profile
- ▶ Your Ledger Card
- ▶ Your Rules & Regulations

Users are able to explore the various payment options available. Once selected, each option will provide instructions for use or redirect to the appropriate secure payment platform.

Payment Methods

Choose from a variety of payment methods, provided by Sentry Management's single-source payment processor, designed to make paying your bill simple, secure and convenient.

COMPARE PAYMENT METHODS

- eCheck**: Use your checking or savings account to make one-time payment, or set up automatic payments including a free AutoPay option.
- Credit/Debit Card**: Make a one-time same day or future payment.
- AutoPay**: Make a current total balance or fixed amount payment by drafting funds from your choice of electronic payment methods. When you select total current balance paid with eCheck, the payment is free.
- Phone Payment**: Call toll-free 888-786-6496 (24/7) to make a one-time, same-day payment.
- Mail**: Mail to: P.O. Box 105302, Atlanta GA 30348-5302. Make check payable to your association. Write your 16-digit account number on the memo line.
- In Person**: Go to any local office. We do not accept cash.

Users can click the compare feature to see what frequency and fees may exist for each payment method.

Your Profile

- ▶ Home
- ▶ Online Payment
- ▶ **Your Profile**
- ▶ Your Ledger Card
- ▶ Your Rules & Regulations

Users are able to review account details and update the following:

1. User preferences
2. Phone numbers
3. Email addresses

Association: SUNNY0 SUNNYLAND ASSOCIATION INC
 Owner A/R #: 000105 Bill-Pay Acct #: 000SUNNY00001050 Type: SMI Division 01

1 User Preferences
 Include address in Homeowner Directory
 Include phones in Homeowner Directory
 Include emails in Homeowner Directory
 Opt out of assessment coupons

2 User Groups
 Work Phone: 555-555-5555 Home Phone: 123-456-7890 Cell Phone: []

Email Address	Opt-in	Primary Email	BOD	Relationship	Comments	User ID	User Name	Options
msebren@sentrymgt.com	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Homeowner			TATE, LARRY & LOUISE	Edit Delete
MYNAME@MYCOMPANY.COM	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Homeowner		Homeownr	TATE, LARRY & LOUISE	Edit Delete

Buttons: Add New Email, Save changes

When adding emails, users can choose to 'opt-in' to receive eBlast communications. Multiple emails may be entered and user has the option to designate a primary email.

Your Ledger Card

- ▶ Home
- ▶ Online Payment
- ▶ Your Profile
- ▶ **Your Ledger Card**
- ▶ Your Rules & Regulations

History of account charges and payments applied

Ledger Card for 000207 GIBBS, LEROY JETHRO

Your account balance is **-425.00**

From date: (enter as mmddyy or mmddyyyy or mm/dd/yy or mm/dd/yyyy)
 Search (to view history)

Click to Show/Hide Legend

Search results

Date	Description	MONTHLY	SPEC ASSMNT	Other Assess	Other Assess	LEGAL	Total
	Balance forward						-455.00
11/01/2011	NOVEMBER ASSESSMENT	395.00					-60.00
11/16/2011	REC'D CK# 0000000044	-395.00					-455.00
12/01/2011	DECEMBER ASSESSMENT	395.00					-60.00
12/11/2011	REC'D CK# 0000000061	-375.00					-435.00
04/20/2016	RESALE DEMAND# 3445563 -DK	0.00					-435.00
10/10/2019	VERIFICATION OF DEBT LETTER	10.00					-425.00

Quick glance at current account balance

Balance history

CommunityPro® PORTAL – Navigation Guide

Your Rules & Regulations

- ▶ Home
- ▶ Online Payment
- ▶ Your Profile
- ▶ Your Ledger Card
- ▶ **Your Rules & Regulations**

Rules & Regulations tab provides users with a history of reminder notices received.

Rules & Regulations Notebook

From date: 01/01/2012 To date: 01/07/2021 Most recent first Search Clear

Search results from 01/07/2021 to 01/01/2012 **AT-09/20**

User	Date	Status	Letter#	Code	Notes	Options
mmeyer	01/07/2021	O	V1	LL	Sent via Direct Mail by Michelle Meyer The lawn needs weekly maintenance; mow, edge, weed and trim.	
amarconi	12/14/2020	O	V1	PE	Sent via Direct Mail by Anne Marconi Keep pets on a leash and do not leave waste in common areas.	
msebren	12/04/2020	O	V2	MX	Sent via: msebren@sentrymgt.com by Michelle Sebren ***** Action to be taken by 12/18/2020 Treat Weeds	
kkrieg	06/14/2019	O	V1	PP	Store trash/recycle receptacles out-of-sight except on collection days.	
bchamnes	05/28/2019	O	V1	MN	Pressure wash or chemically clean your driveway and sidewalk. ***6.14 spoke to h/o will have completed by 6/24/19	
bcardoza	08/17/2017	O	V1	LL	Sent via: larry@mycompany.com by Bonnie Cardoza The lawn needs weekly maintenance; mow, edge, weed and trim.	
mtaylor	07/13/2016	O	V1	PP	Store trash/recycle receptacles out-of-sight of the street except on collection days.	

[Click to Show/Hide legend](#)

Users can view and download copies of correspondence.

Homeowner Directory

- ▶ **Homeowner Directory**
- ▶ Calendar
- ▶ Information Center
- ▶ Visitor Authorization
- ▶ Work Order Request
- ▶ Change Password
- ▶ Contact Us
- ▶ Terms/Privacy Policy

The homeowner directory allows users to view names, addresses, and contact information for other homeowners within the community. The search feature allows users to narrow down the field of results and can be sorted multiple ways included name and street name.

Homeowner Directory for SUNNYLAND ASSOCIATION INC

Please note: This Directory only contains those Homeowners who have registered and given approval to be included in the directory.

Group: [] Search by: Homeowner Last Name Search for: Beginning with [] First name (optional) []

Search results Homeowner Last Name

Name	Address	Phone	Email
BANK ON IT NOW;YOU CAN	210 MAGNOLIA RD #204 ANYWHERE MX 12345		
BUFFAY,PHOEBE	210 MAGNOLIA RD #104 ANYWHERE MX 12345		bully@mycompany.com msebren@sentrymgt.com
BUNDY & MARGE SIMPSON,ALBERT	210 MAGNOLIA RD #206 ANYWHERE MX 12345	407-788-7800 (Home) 949-215-1299 (Work)	joel@dynamic.com sslrandye@prod...
FOREMAN,RED & KITTY	210 MAGNOLIA RD #205 ANYWHERE MX 12345	555-555-5555 (Work)	ssmothers@sentry...
GIBBS,LEROV JETHRO	210 MAGNOLIA RD #207 ANYWHERE MX 12345	555-123-4321 (Home) 555-321-1235 (Work)	newemail@gmail.com information@sentry...
HOUSE,DR GREGORY	210 MAGNOLIA RD #203 ANYWHERE MX 12345		fatboy26@gmail.com
HOWELL III & LOVEY HOWELL,THURSTON	210 MAGNOLIA RD #106 ANYWHERE MX 12345		doug@dynamic.com kpaladino@sentrymgt.com
KIRK & CHRISTINE CHAPEL,JAMES T	210 MAGNOLIA RD #112 ANYWHERE MX 12345	321-657-8765 (Cell)	cbruner@sentrymgt.com

To protect privacy, the directory only includes owners who have granted permission to be included.

Calendar

- ▶ Homeowner Directory
- ▶ **Calendar**
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Calendar

Today Day Week Month Refresh

All

Mon	Tue	Wed	Thu
26		28	29
3	4	5	6
10	11	12	13
17	18	19	20
		26	27

Annual Meeting
Bingo Night
Clubhouse Reservations
Contract Expiration
Neighborhood Garage Sale
Neighborhood Festival

The calendar feature allows homeowners to access a master view of all community events and activities. Users have the option to sort by calendar categories to zero-in on the specific event type to be viewed.

CommunityPro® PORTAL – Navigation Guide

Information Center

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The information center allows users to view association records, documents, and forms.

Information Center

- Cabinet: Association Records
- Drawer: Community Information
- Folder: Governing Documents
- Subfolder: ALL, Agendas, Architectural Standards & Guidelines, Audits/Review/Compilations, Bids, Budgets, Clubhouse, Community Information, Community Photos, Election Certificate - Board of Directors, Financial Information, **Governing Documents**, Meeting Minutes, Newsletters, Notices, Vendor Contracts

Users can search by date and keywords to locate documents quickly and easily.

Common records available include:
Governing Documents, Rules & Regulations, Architectural Guidelines, Forms & Applications, Meeting Minutes and more.

Visitor Authorization

- ▶ Homeowner Directory
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This tab, for communities with security checkpoints, allows users to add approved visitors for problem free access to the community.

Visitor Authorization Form

This form is to authorize visitors to your home THIRTY MINUTES or more from now for today or tomorrow. If you need to provide access sooner than 30 minutes you must call your community office.

Fields marked with a red asterisk (*) must be entered.

Your name: LEROY JETHRO GIBBS
Your address: 210 MAGNOLIA RD #207 ANYWHERE MX 12345
Special Comments:

1. Visitor's First & Last Name: *
Expected Arrival Date: * 05/28/2021
Expected Departure Date:

2. Visitor's First & Last Name:
Expected Arrival Date:
Expected Departure Date:

3. Visitor's First & Last Name:
Expected Arrival Date:
Expected Departure Date:

Send your confirmation to:
 newemail@gmail.com
 information@sentrymgt.com
 Email to: _____

Work Order Request

- ▶ Homeowner Directory
- ▶ Calendar
- ▶ Information Center
- ▶ Visitor Authorization
- ▶ **Work Order Request**
- ▶ Change Password
- ▶ Contact Us
- ▶ Terms/Privacy Policy

SUNNYSLAND ASSOCIATION INC
Work Order Request Form

This form is to submit a work order request pertaining to association maintenance responsibilities. Your request will be logged into the CommunityPro work order system then verified and reviewed by our team.

Your request will be reviewed during regular business hours and should NOT be used for emergencies. If your request is an emergency, please call your local office.

Fields marked with a red asterisk (*) must be entered.

*Summary Description: _____
*Job Location: 210 MAGNOLIA RD #105
 Include Directions
take a left on sunny street

*Contact: _____ Homeowner
Special Instructions: _____
Detailed Description: _____

The work order request tab gives homeowners the ability to submit a work order directly through the portal website. The feature is helpful to report issues like roof leaks, irrigation issues, exterior repair needs and more.