



PORTAL REGISTRATION GUIDE

This tutorial is designed to assist homeowners and board members in registering an account for their association CommunityPro® portal. Registered users have access to online payments, account information including balance and payment history, and community documents and information. Registration is simple and secure, so get started today!

CLICKABLE LINKS

■ CommunityPro Portal Registration Guide

Step 1: Visit sentrymgt.com	3
Step 2: Click on New User Registration	3
Step 3: Identify your Account	4
Step 4: Check Verification Email	4
Step 5: Complete Required Fields	5
Step 6: Sign In	5
Reset User ID or Password	6

STEP 1: Visit sentrymgt.com and click on 'My Account'







STEP 2: Click on 'New User Registration'



CommunityPro® PORTAL Login
NOT YET REGISTERED? CLICK ON NEW USER REGISTRATION BELOW
FOR CURRENT HOMEOWNERS
ID
Password
LOGIN »
FORGOT USER ID? CLICK HERE
FORGOT PASSWORD? CLICK HERE

WELCOME HOMEOWNER

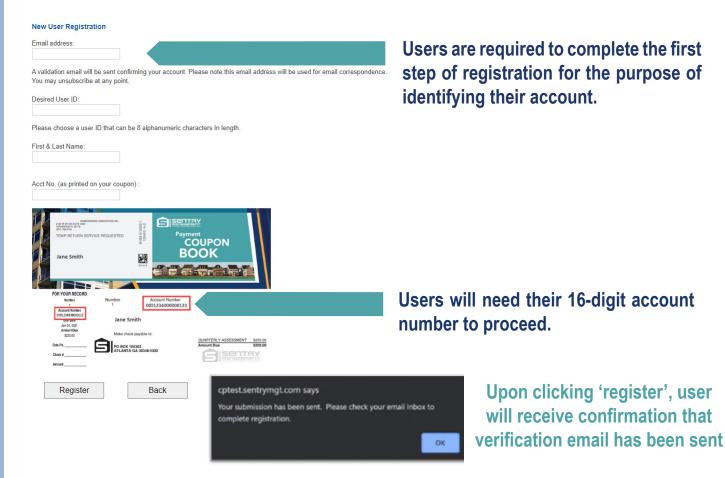
Your PORTAL gives you access to important information about your personal account, your homeowner association, and allows you to stay connected to your community.

Once in your secure PORTAL, you can:

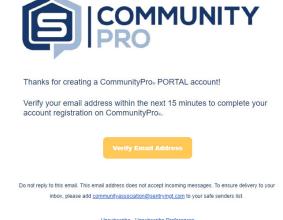
- Make online payments
- View your personal account and payment
- Find Community Manager name, phone number & email address
- Access association documents like By-Laws, Rules & Regulations and Reports
- Sign up for emails from your association

CHANGE OF ADDRESS REQUEST

STEP 3: Complete required fields to identify your account



STEP 4: Check for verification email and click 'Verify Email Address'



TIPS:

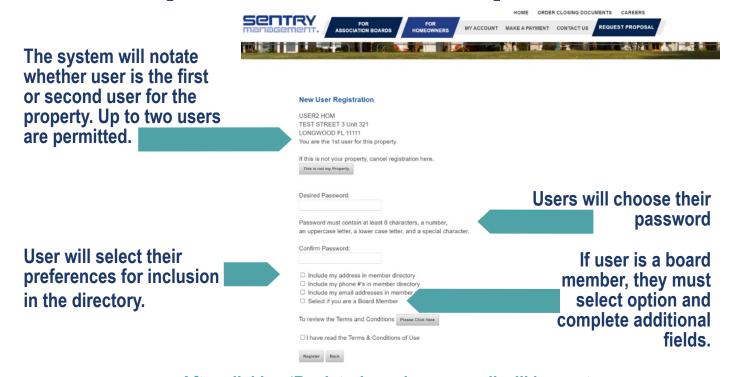
Email is sent from: sysadmin@sentrymgt.com

If you don't see the verification email in your inbox, be sure to check the spam/junk folder.

The subject line of the email is: 'CommunityPro PORTAL Finalize Registration'

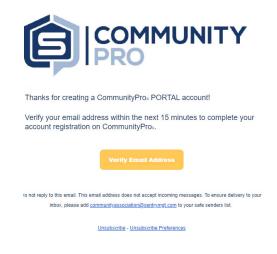
Unsubscribe - Unsubscribe Preferences

STEP 5: Complete required fields – choose password, select preferences



After clicking 'Register' a welcome email will be sent.

STEP 6: View 'welcome' email and click 'Sign In' to access the portal



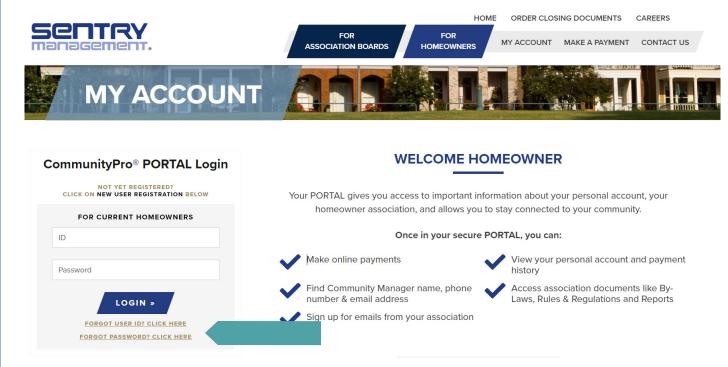
TIPS:

Email is sent from sysadmin@sentrymgt.com

If you don't see the welcome email in your inbox, be sure to check the spam/junk folder.

The subject line of the email is: 'Welcome to CommunityPro PORTAL'

Reset User ID or Password



Users who have forgotten or need to reset their account user ID or password may do so by visiting sentrymgt.com and clicking on 'My Account.' Below the login tool the user is able to click either link to begin the reset process.

Once clicked, the following actions will occur:

Forgot User ID?

Enter the email address used to register your account and you will be sent an email that will contain your User ID.
If you no longer know your password, please select the "Forgot Password?" link on the login page.

Forgot Password?

Enter the email address used to register your account and you will be sent an email to verify your email and reset your password.

Reset Password Back

User will be required to enter the email address associated with the account. This must match the email address used during the registration process.

User will then check for receipt of email with next steps as shown here:

Desire	d Passw	ord:		
a numb	oer, an u	st contain uppercase character.		acters, case letter
Confirm	n Passv	vord:		

Password Reset Request



Thank you for using CommunityPro® PORTAL. To access your profile use TestUser as the User ID to log-in.

Do not reply to this email. This email address does not accept incoming messages. To ensure delivery to your inbox, please add <u>communityassociation@sentrymgt.com</u> to your safe senders list.