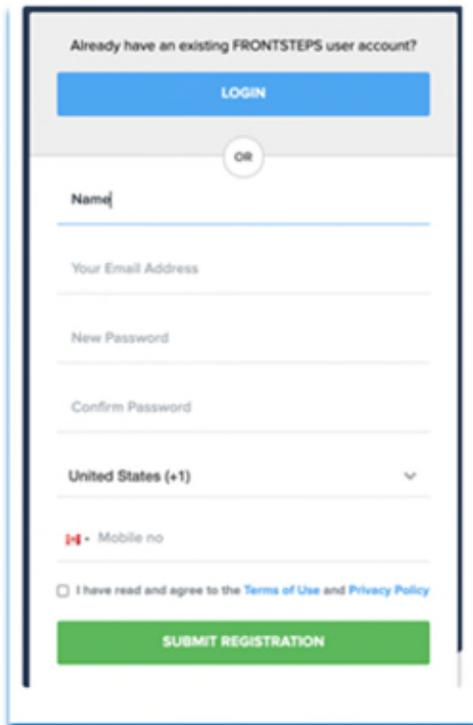


To Merge Accounts During the Sign-Up Process

If you own multiple units, you will receive multiple invitation letters to sign up with FRONTSTEPS Community. First, you will create your initial account. Then, register your additional accounts using the same email and password.

To Create the Initial Account

1. Create an account, use the instructions and links in the invitation letters.

A screenshot of a mobile registration form. At the top, it asks "Already have an existing FRONTSTEPS user account?" with a blue "LOGIN" button. Below this is a grey bar with a white circle containing the word "OR". The form fields include: "Name", "Your Email Address", "New Password", "Confirm Password", a dropdown menu for "United States (+1)", a field for "Mobile no" with a red "H" icon, and a checkbox for "I have read and agree to the Terms of Use and Privacy Policy". At the bottom is a green "SUBMIT REGISTRATION" button.

2. Enter your Email Address and New Password. Confirm the password.
3. Select the **Submit Registration** button.

For the Additional Accounts that You Wish to Merge with the Original

1. **Follow the link on the Invitation Letter.**
2. **Type the link into your browser.**
3. This time, click the blue **Login** button at the top (underneath *Already have an existing FRONTSTEPS user account?*).

Already have an existing FRONTSTEPS user account?

LOGIN

OR

Name|

Your Email Address

New Password

Confirm Password

United States (+1)

Mobile no

I have read and agree to the [Terms of Use](#) and [Privacy Policy](#)

SUBMIT REGISTRATION

4. Enter the Email address and Password you used to register for the initial account.

FRONTSTEPS

Email

Password

LOG IN

New to Frontsteps? [Sign Up!](#)

[Forgot Password?](#)

[Forgot Username / Email?](#)

[View Community Resources](#)

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5. Select [Login](#).

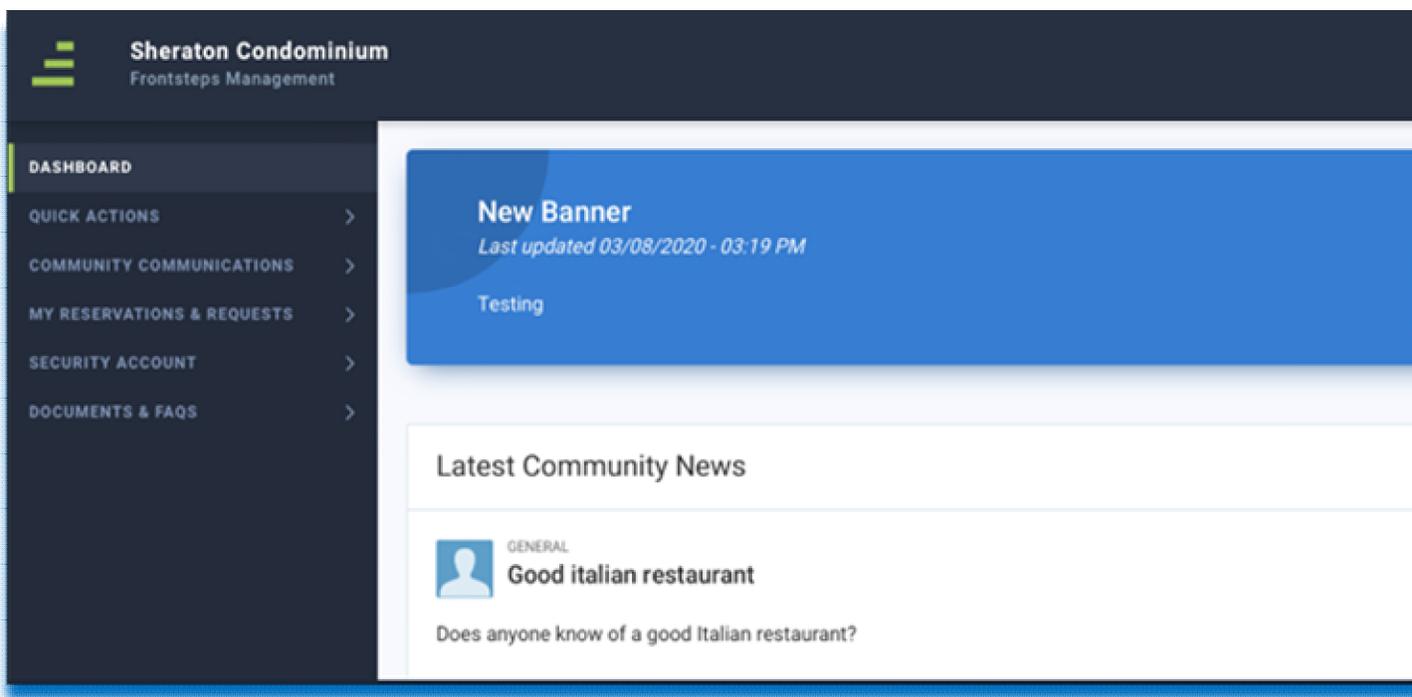
6. After successfully logging in, the second account is merged with the initial account.

7. You will have access to both units from a single account.
8. Repeat these steps for all units.
9. If you prefer to create individual user accounts for each unit, simply register with a unique email address and password.

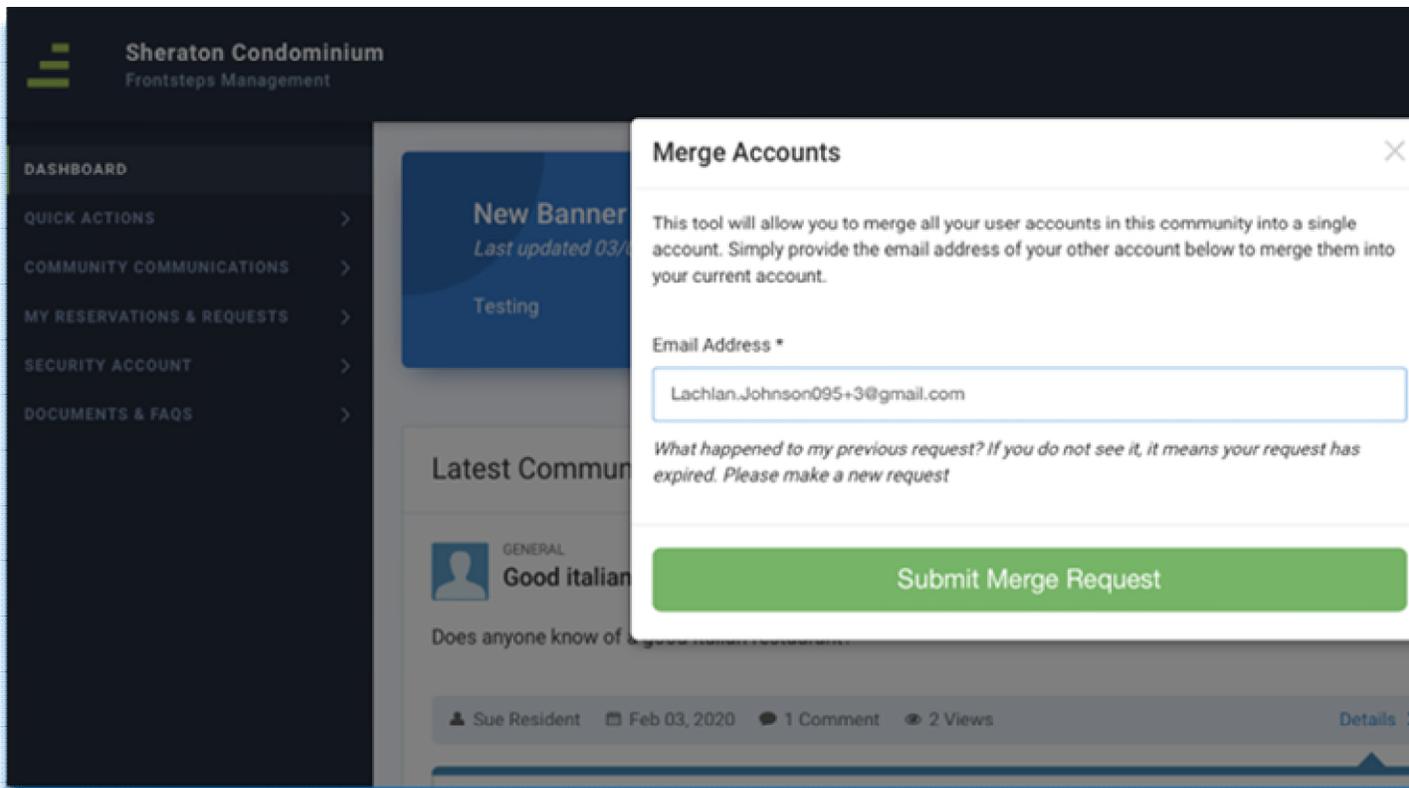
How Residents Can Merge Accounts via the Dashboard

Accounts may be merged via the **Dashboard**, as well.

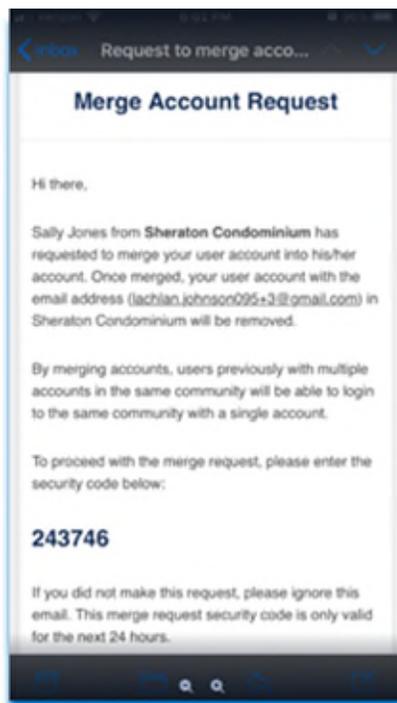
1. From the **Dashboard**, hover over your **User Profile**>select **Merge Accounts** from the dropdown.



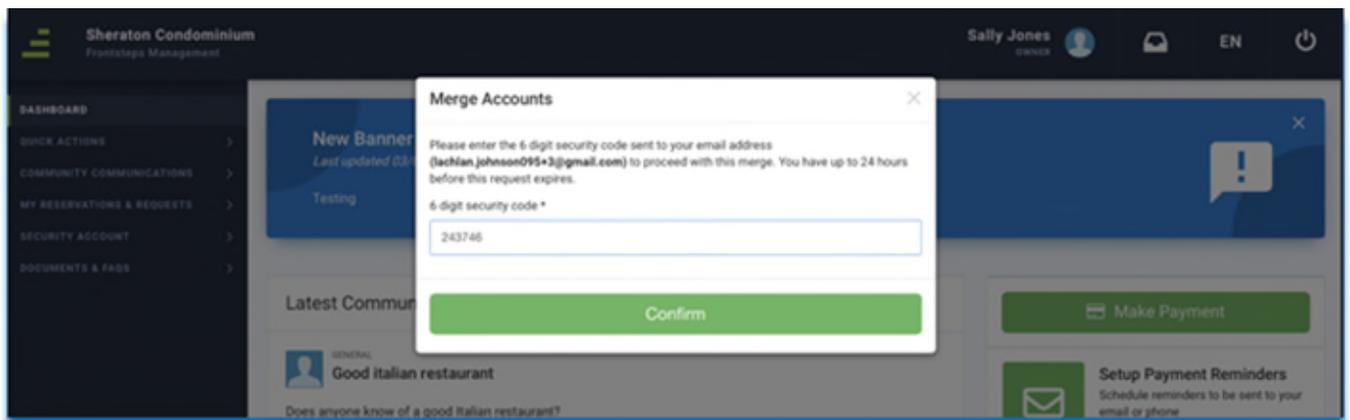
2. Enter the email address of the account you're trying to merge with and click the **Submit Merge Request** button.



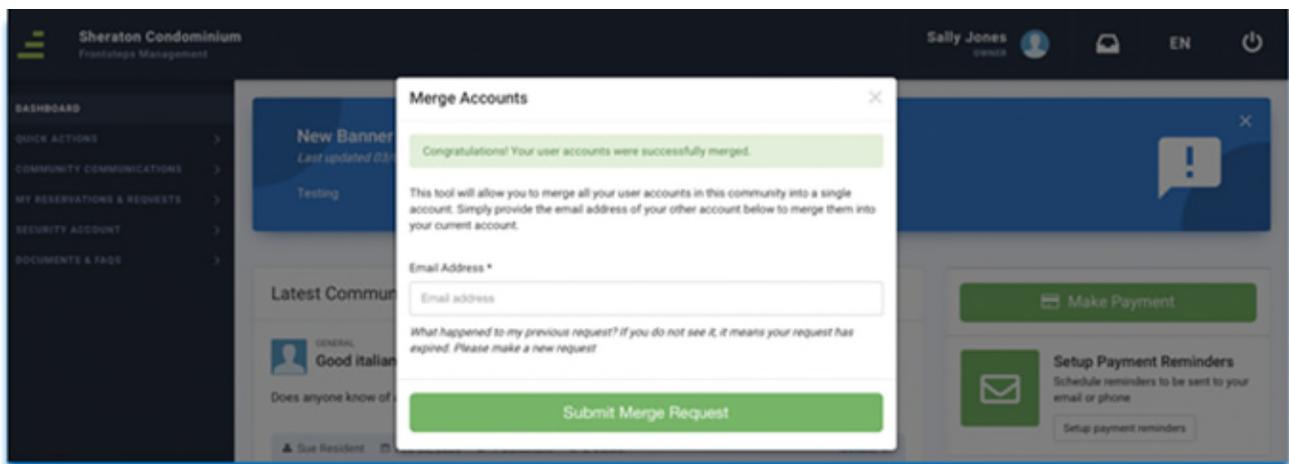
3. Check your email address (the one you just entered in the box) for an email containing a 6-digit verification code.



4. Return to FRONTSTEPS Community and enter the verification code. Click [Confirm](#).



5. View the successful merge confirmation!



Here you may enter another email address to merge another account or close this confirmation window.

For Customers with FRONTSTEPS Caliber

- If the Owner owns two (or more) units within the **same** community:
 - If the **same** email address is used for both accounts the accounts will **automatically**** merge in FSC, allowing the Owner one set of credentials to access both their Units.

- *****Email addresses must exist in FRONTSTEPS Caliber before the FRONTSTEPS Community move in process takes place in order for the merge to occur Automatically.***
- The merge will **NOT** Automatically happen if:
 - If Unit A has email A and Unit B has email B, two accounts are generated in FRONTSTEPS.
 - Residents will have the option to merge accounts on their own via the Dashboard.
 - If Unit A has Email A, and Unit B does not have an email and the move in takes place, 2 accounts will be generated in FRONTSTEPS Community.
 - Updating Unit B to contain email A within FRONTSTEPS Caliber, will **not** sync to FRONTSTEPS Community. Residents will need to use the Dashboard to complete the merge process.

If there are multiple primary email addresses entered in FRONTSTEPS Caliber for a single person, FRONTSTEPS Community only takes the 1st (Top of the list)

- If the Owner owns units in **separate** communities:
 - The owner must register for each community using the same email address and password. This will give them the ability to switch communities within the FRONTSTEPS Community Portal.