

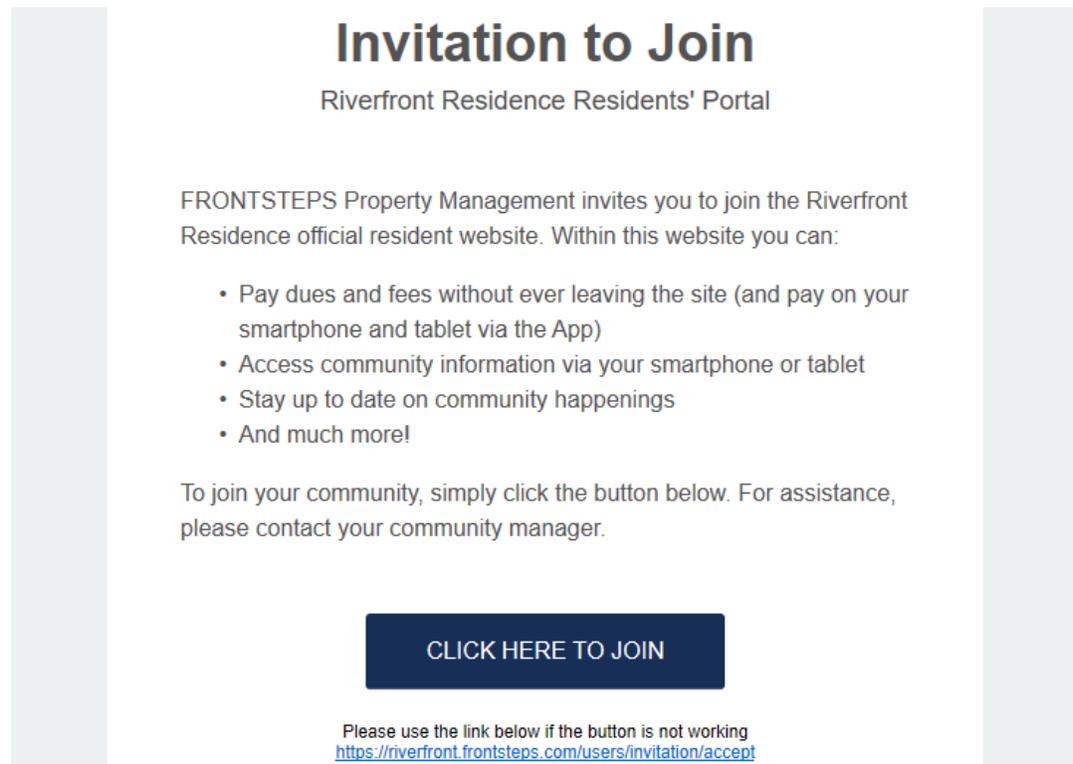
Accessing Your Community Portal

There are two ways a resident can access their community's portal:

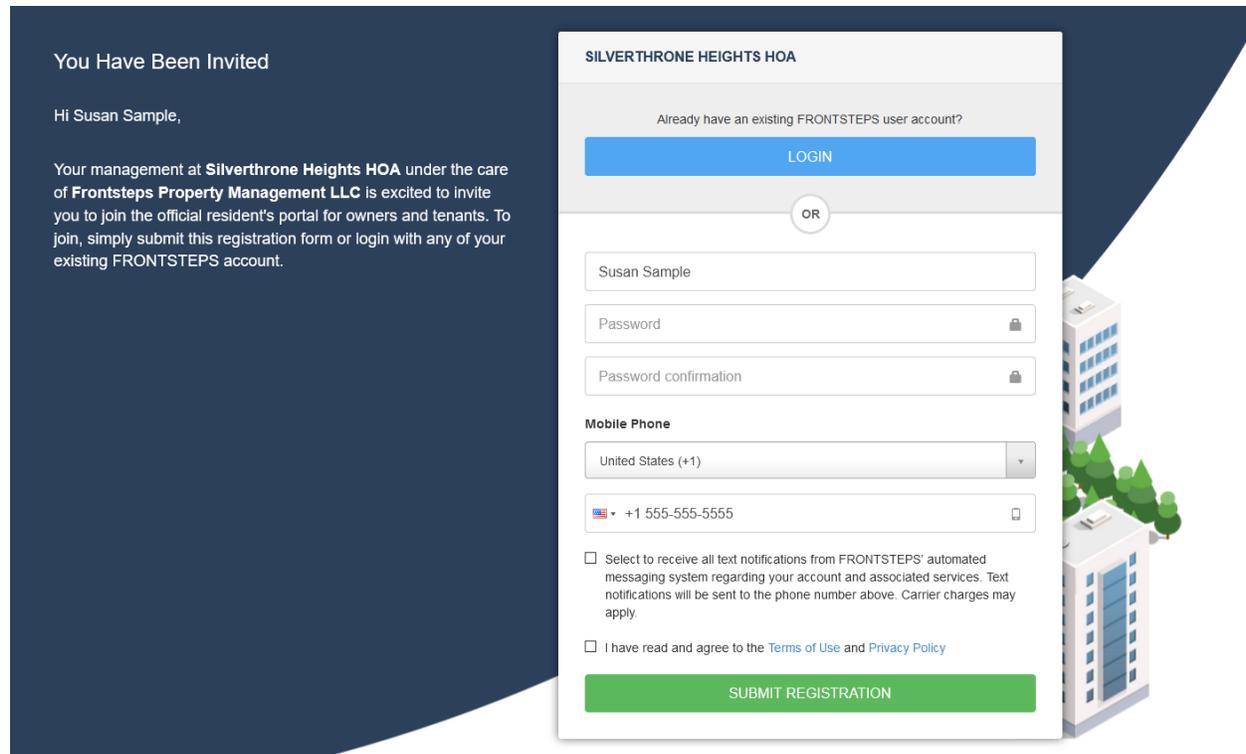
1. The community manager can invite the user to join the community portal.
2. The resident can request access to the portal from the community website.

Receiving an Invitation to Join the Community Portal

If the community manager has the resident's email address, the manager can send an invitation to the resident to join the community portal. The resident will receive an invitation similar to this:



When the resident selects the **Click Here to Join** option, they will be redirected to a screen on which they will set up password information, enter their phone number, and accept the terms of use and privacy policy. Then the user will select **Submit Registration**.



Once submitted, the resident will be redirected to the login page where they must provide the following to log in:

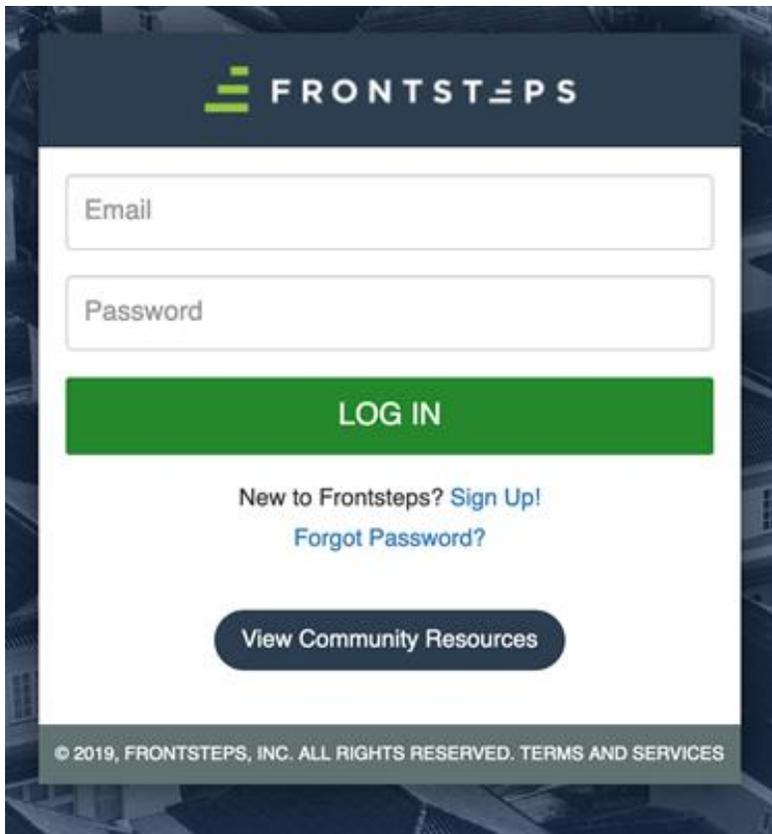
Email: <Type in the email address that you received your email invite on>

Password: <Type in the password you established when you registered above>

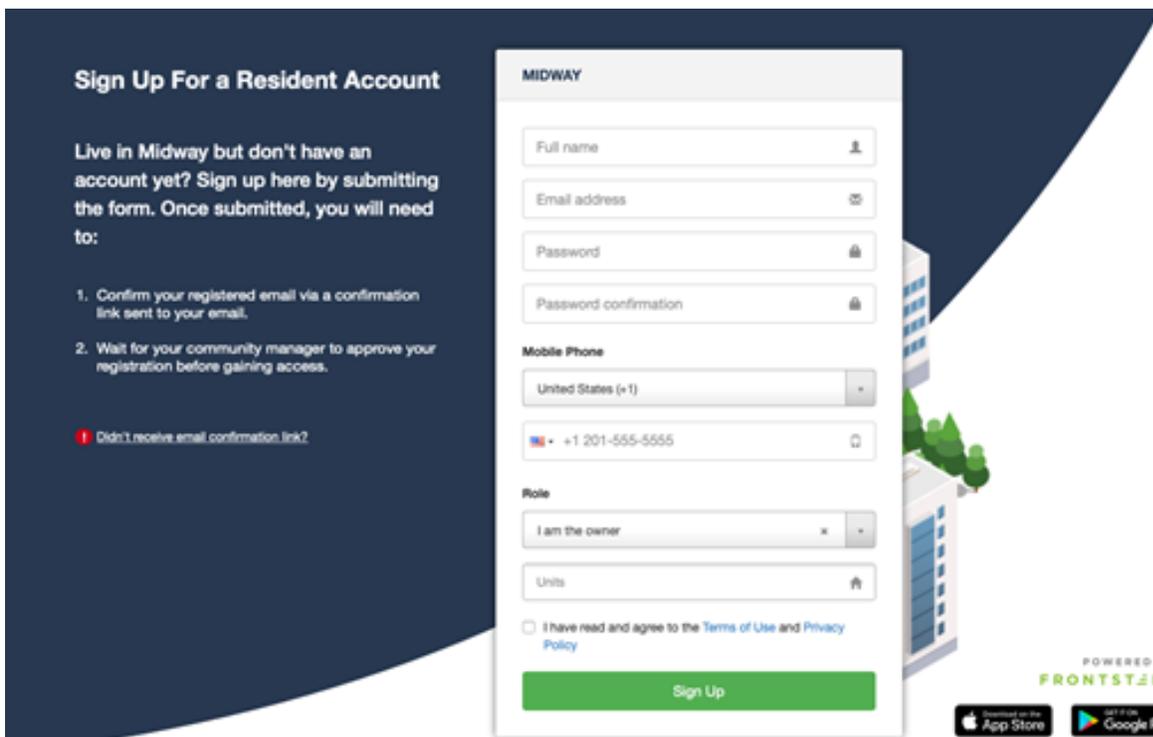
Note: You should also receive a "Welcome" email that covers steps to log in, reset your password, and find online help resources.

Requesting Access to the Community Portal*

From the **Community Website**, the resident will select the **Login** option. The Resident is redirected to the **Login** screen.



The resident selects the [Sign Up!](#) option.

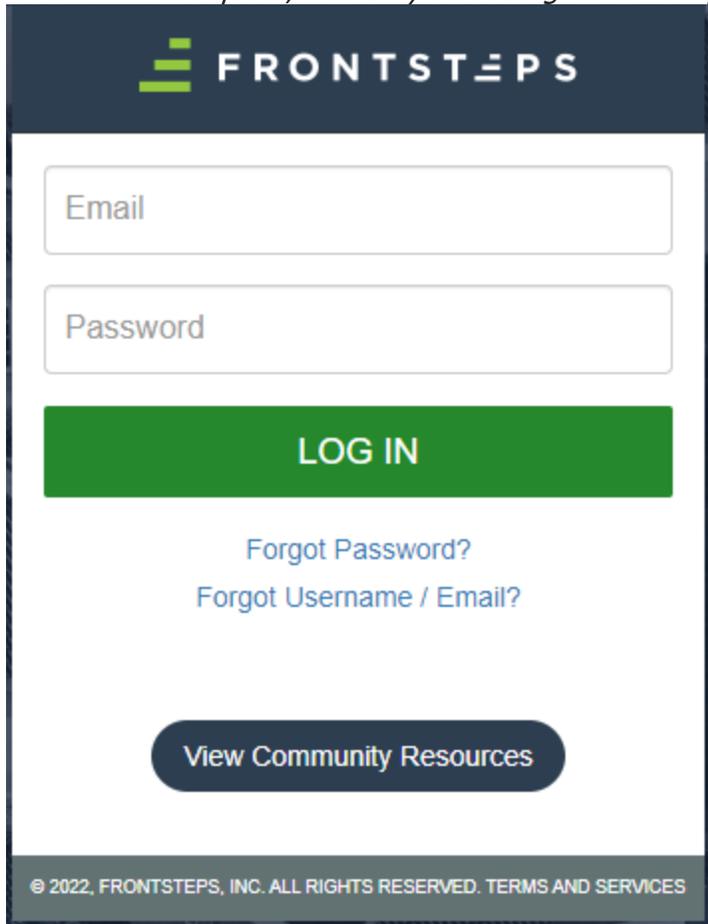


The resident completes the user and password information and selects [Sign Up](#).

Once submitted, the resident will need to:

1. Confirm their registered email address via a confirmation link sent to their email address.
2. Wait for the community manager to approve the registration before gaining access.

**Please Note, not all Community Portals allow for Self Registration (the Sign Up! option). If you do not see this option, contact your Management Company.*



The image shows a screenshot of the FrontSteps login portal. At the top, there is a dark blue header with the FrontSteps logo (three horizontal bars) and the text "FRONTSTEPS". Below the header, there are two input fields: "Email" and "Password". A prominent green button labeled "LOG IN" is centered below the input fields. Underneath the "LOG IN" button, there are two links: "Forgot Password?" and "Forgot Username / Email?". At the bottom of the main content area, there is a dark blue button labeled "View Community Resources". The footer of the page contains the text "© 2022, FRONTSTEPS, INC. ALL RIGHTS RESERVED. TERMS AND SERVICES".

Logging Into the Resident Portal

Once the resident has set up their user and password information, they can log into the portal using the same login screen as above.