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.

LOGIN	
OR Namej	
Your Email Address	
New Password	
Confirm Password	
United States (+1)	~
Mobile no	
) I have read and agree to the Terms of	f Use and Privacy Polic
SUBMIT REGISTRA	TION

- 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?*).

	LOGIN	
Nameį	OR	
Your Email Addre	155	
New Password		
Confirm Passwor	rd	
United States (+	1)	~
H • Mobile no		
] I have read and ap	pree to the Terms of Use	and Privacy Polic
su	BMIT REGISTRATION	

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

FRONTST = PS
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.

Sheraton Condominium Frontsteps Management	
DASHBOARD QUICK ACTIONS COMMUNITY COMMUNICATIONS MY RESERVATIONS & REQUESTS SECURITY ACCOUNT	New Banner Last updated 03/08/2020 - 03:19 PM Testing
DOCUMENTS & FAQS >	Latest Community News
	General Good italian restaurant Does anyone know of a good Italian restaurant?

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 6digit verification code.



4. Return to FRONTSTEPS Community and enter the verification code. Click Confirm.

Sheraton Condominium Prentateps Management		Sally Jones	•		Φ
DASHBOARD	Merge Accounts ×				
QUICK ACTIONS > Net COMMUNITY COMMUNICATIONS > NY RESERVATIONS & REQUESTS > BECURITY ACCOUNT > DOCUMENTS & FADS >	V Banner Please enter the 6 digit security code sent to your email address (achian.johnsoe095+3/jegmail.com) to proceed with this merge. You have up to 24 hours before this request expires. 6 digit security code + 243746		P		
	Commun Confirm	Make Payment Make Payment Reminders to be sent to your sent for shore			

5. View the successful merge confirmation!

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DASHBOAR				Merge Accounts ×				×	
QUICK ACT		2	New Banner Last updated 03/1	Congratulational Your user accounts were successfully merged.					
MY RELER		5	Testing	This tool will allow you to merge all your user accounts in this community into a single account. Simply provide the email address of your other account below to merge them into				'	
DOCUMEN		2		your current account.					
		Latest Commun		Email address	🖽 Make Payment				
			Good Italian	What happened to my previous request? If you do not see it, it means your request has expired. Please make a new request.	Setup P		yment Reminders		
			Does anyone know of a	Submit Merge Request	\bowtie	email or phone	remindera		
			A Sue Resident D						

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 <u>before</u> 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 <u>separate</u> 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.