

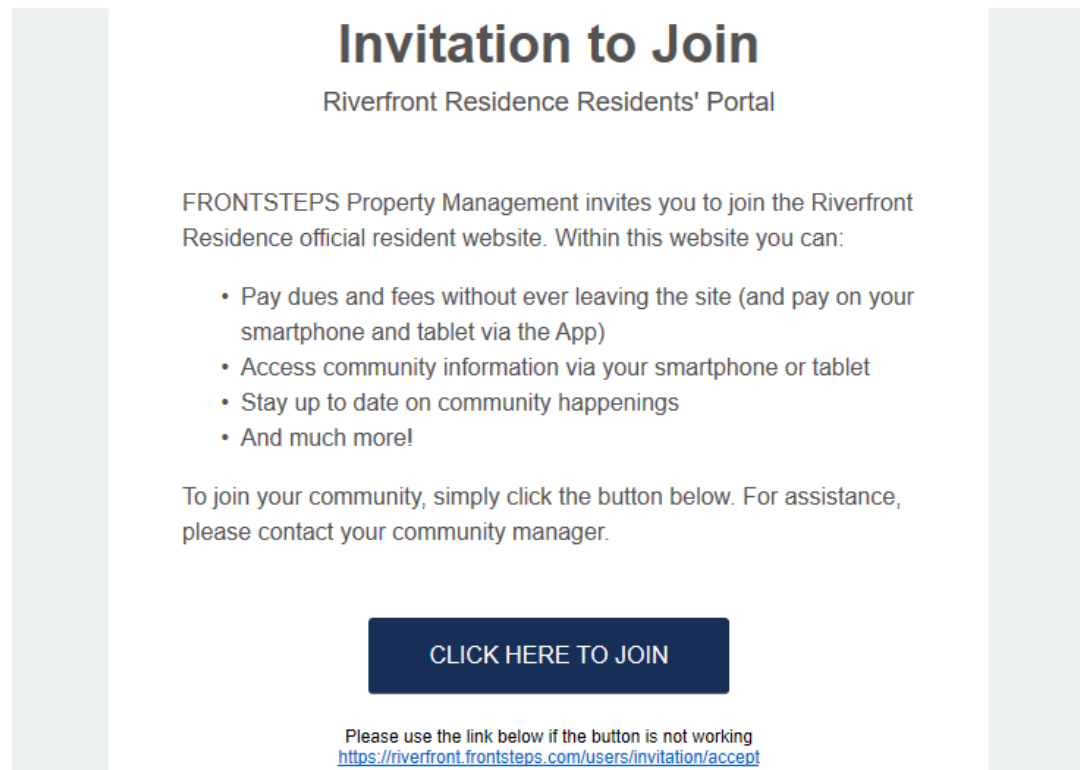
Accessing Your Community Portal

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**.

You Have Been Invited

Hi Susan Sample,

Your management at **Silverthrone Heights HOA** under the care of **Frontsteps Property Management LLC** is excited to invite you to join the official resident's portal for owners and tenants. To join, simply submit this registration form or login with any of your existing FRONTSTEPS account.

SILVERTHRONE HEIGHTS HOA

Already have an existing FRONTSTEPS user account?

LOGIN

OR

Susan Sample

Password

Password confirmation

Mobile Phone

United States (+1)

+1 555-555-5555

☐ Select to receive all text notifications from FRONTSTEPS' automated messaging system regarding your account and associated services. Text notifications will be sent to the phone number above. Carrier charges may apply.

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

SUBMIT REGISTRATION

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

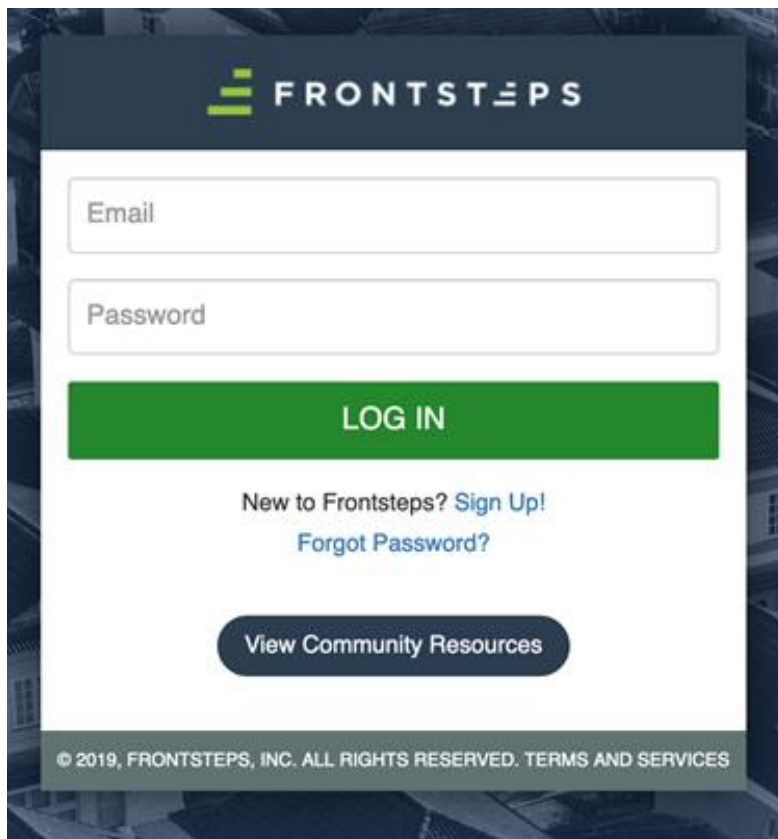
Email: <Type in the email address that you received your email invite on>

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 image shows the Frontsteps login page. At the top is the Frontsteps logo, which consists of three green horizontal bars of increasing length followed by the word "FRONTSTEPS" in white capital letters. Below the logo are two white input fields: "Email" and "Password". Under these fields is a large green button with the text "LOG IN" in white. Below the button, there is a link "New to Frontsteps? Sign Up!" and another link "Forgot Password?". At the bottom of the login area is a dark blue button with the text "View Community Resources". The footer of the page contains the text "© 2019, FRONTSTEPS, INC. ALL RIGHTS RESERVED. TERMS AND SERVICES".

FRONTSTEPS

Email

Password

LOG IN

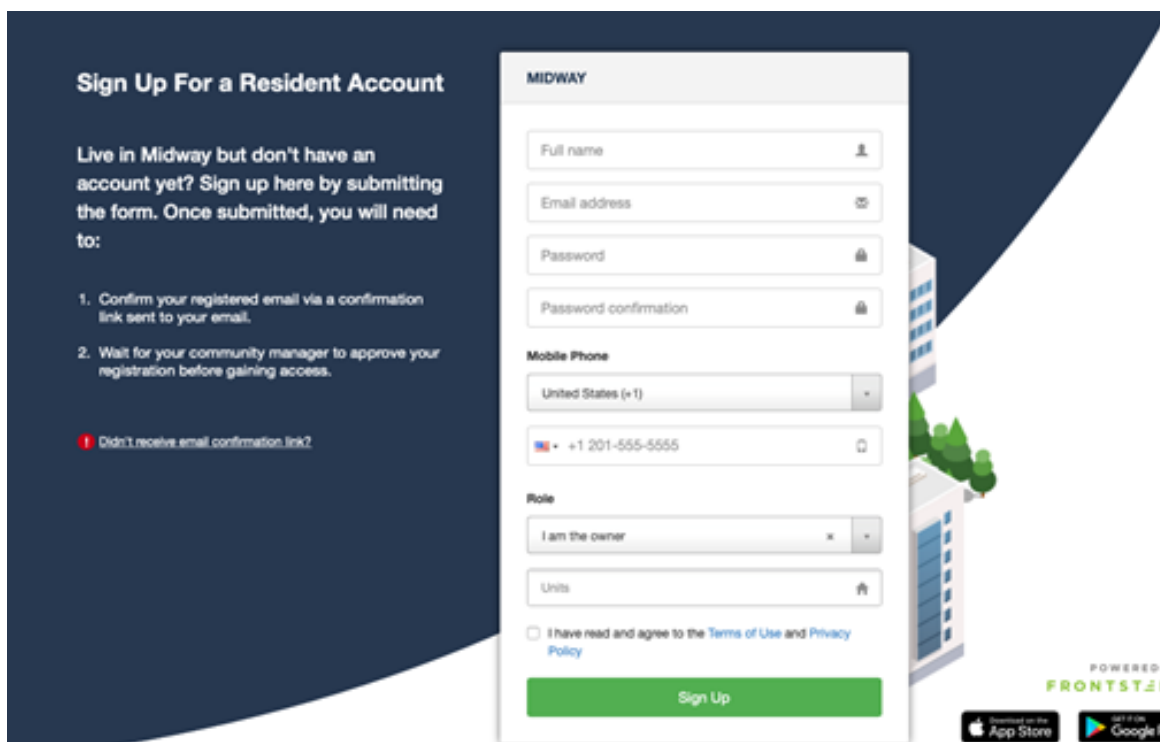
New to Frontsteps? [Sign Up!](#)

[Forgot Password?](#)

View Community Resources

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



The image shows the Frontsteps sign-up page. On the left, there is a dark blue sidebar with the heading "Sign Up For a Resident Account". Below the heading, it says "Live in Midway but don't have an account yet? Sign up here by submitting the form. Once submitted, you will need to:" followed by two numbered steps: "1. Confirm your registered email via a confirmation link sent to your email." and "2. Wait for your community manager to approve your registration before gaining access." Below the steps is a red icon and the text "Didn't receive email confirmation link?". On the right, there is a white form titled "MIDWAY". The form contains several input fields: "Full name", "Email address", "Password", and "Password confirmation". Below these is a "Mobile Phone" section with a dropdown for "United States (+1)" and a text field for the phone number "+1 201-555-5555". There is also a "Role" dropdown set to "I am the owner" and a "Units" dropdown. At the bottom of the form is a checkbox "I have read and agree to the Terms of Use and Privacy Policy" and a green "Sign Up" button. In the bottom right corner, there is text "POWERED BY FRONTSTEPS" and logos for the App Store and Google Play.

Sign Up For a Resident Account

Live in Midway but don't have an account yet? Sign up here by submitting the form. Once submitted, you will need to:

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

Didn't receive email confirmation link?

MIDWAY

Full name

Email address

Password

Password confirmation

Mobile Phone

United States (+1)

+1 201-555-5555

Role

I am the owner

Units

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

Sign Up

POWERED BY FRONTSTEPS

Download on the App Store

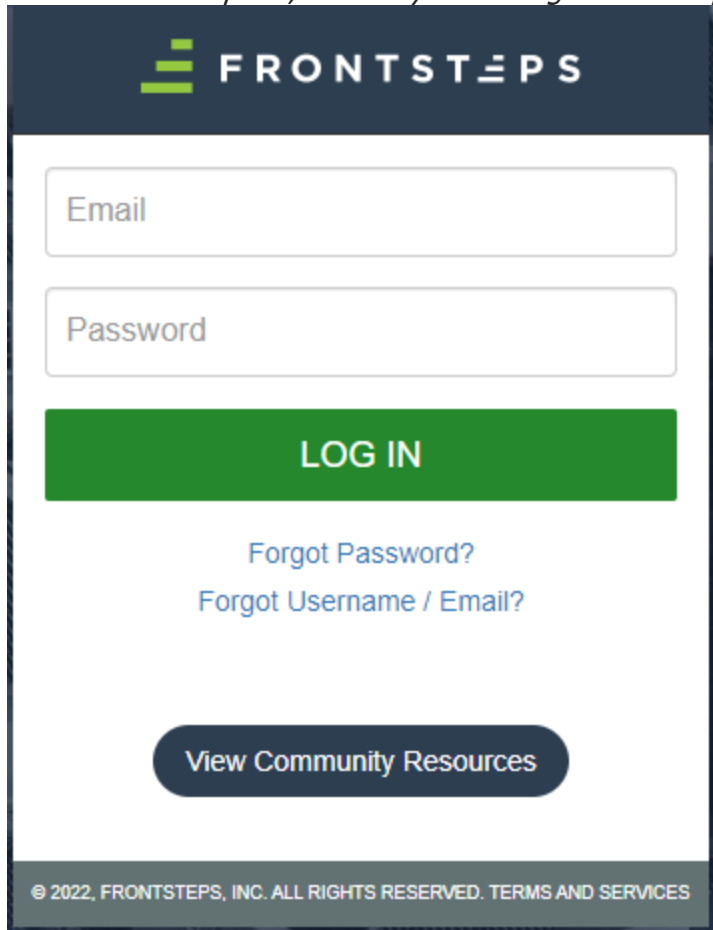
GET IT ON Google Play

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 mobile application login screen for 'FRONTSTEPS'. At the top is a dark blue header with the 'FRONTSTEPS' logo in white. Below the header, there are two white input fields with rounded corners: the first is labeled 'Email' and the second is labeled 'Password'. Below these fields is a large green button with the text 'LOG IN' in white. Underneath the button are two links in blue text: 'Forgot Password?' and 'Forgot Username / Email?'. At the bottom of the main content area is a dark blue button with rounded corners that says 'View Community Resources' in white. The very bottom of the screen has a dark grey footer with the text '© 2022, FRONTSTEPS, INC. ALL RIGHTS RESERVED. TERMS AND SERVICES' in small white letters.

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.