

PORTAL NAVIGATION GUIDE

This tutorial is designed to help homeowners and board members navigate their association's CommunityPro® Portal website. Each homeowner has access to each of the areas highlighted in this tutorial and board members have special access to the Boardroom. A separate guide for the Boardroom is available in the resources area of the 'My Account' page on sentrymgt.com.

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CommunityPro Portal Navigation Guide

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TABS

Along the left side of the portal is a list of all available tabs. Each tab contains important information and features for users to access.

Your Rules & Regs, Calendar, Visitor Authorization, and Work Order Request are optional and not all communities will see these options

- Home
- Online Payment
- My Profile
- Your Ledger Card
- Your Rules & Regulations
- Homeowner Directory
- Calendar
- Information Center
- Visitor Authorization
- Work Order Request
- Change Password
- Contact Us
- Terms/Privacy Policy

HOMEPAGE

The homepage allows homeowners to view association contact info, messages from the Board of Directors, details about upcoming events, and links to submit requests and documents.

The screenshot shows the homepage of the CommunityPro 8 portal for Sunnyland Association Inc. The top navigation bar includes the CommunityPro 8 logo, utility icons for 'Make a Payment', 'Account Balance', 'Work Order', and 'My Profile', and the association name 'SUNNYLAND ASSOCIATION INC'. A left sidebar contains a list of navigation tabs. The main content area features an aerial photograph of a residential neighborhood. Overlaid on the right side of the photo is the contact information for the Property Owner: 'WILLIAM TURNER & ELIZABETH SWAN, 210 MAGNOLIA RD #201, ANYWHERE MX 12345'. Below the photo is a contact card for 'JOHN SUNSHINE, Community Manager', with his address, phone number, and email. At the bottom of the contact card is a link: 'Click here to view NOTICES of Board and Member Meeting'. The footer includes the Sentry logo and the text: 'Website powered by CommunityPro 8, an online system of Sentry Management, Inc. 2022. All Rights Reserved. | 1-800-932-6636 | CONTACT US'.

COMMUNITYPRO 8

Make a Payment Account Balance Work Order My Profile

SUNNYLAND ASSOCIATION INC

Property Owner
WILLIAM TURNER & ELIZABETH SWAN
210 MAGNOLIA RD #201
ANYWHERE MX 12345

JOHN SUNSHINE
Community Manager
2180 W. 5th Ave Ste 5000 LONGWOOD FL
32779-5044
communitycare@sentrymgmt.com

Click here to view NOTICES of Board and Member Meeting

Close Help

Sentry

Website powered by CommunityPro 8, an online system of Sentry Management, Inc. 2022. All Rights Reserved. | 1-800-932-6636 | CONTACT US


ONLINE PAYMENT

Users are able to explore the various payment options available. Once selected, each option will provide instructions for use or redirect to the appropriate secure payment platform.

Payment Methods


Choose from a variety of payment methods, provided by Sentry Management's single-source payment processor, designed to make paying your bill simple, secure and convenient.

COMPARE PAYMENT METHODS »




eCheck »

An easy free online payment option. Use your checking or savings account to make a one-time payment or set up an autopay.




Credit/Debit Card »

Make a one-time or future payment.




AutoPay »

Make a payment by drafting funds from your choice of electronic payment methods.




Phone Payment

Call toll free [844-550-0336](tel:844-550-0336) or set up autopay.



Mail

Mail to: P.O. Box 30437, Tampa FL 33630-3437. Make check payable to your association. Write your 16-digit account number on the memo line.



In Person »

Pay by check at your local office. We do not accept credit or debit cards; you may make a cash payment at any [Money Gram location](#).

Users can click the compare feature to see what frequency and fees may exist for each payment method.

MY PROFILE

Users are able to review account details and update the following:

User preferences

Phone numbers

Email addresses

Homeowner Profile Print

Homeowner Information

ASSOCIATION	TYPE	OWNER A/R #	BILL-PAY ACCT #	SMI DIVISION
SUNNYLAND ASSOCIATION INC		000201	0005UNNY00002016	01

Property Management
Add another property

User Preferences

- Include address in Homeowner Directory
- Include phones in Homeowner Directory
- Include emails in Homeowner Directory
- Opt out of assessment coupons

User Group

Work Phone: 407-788-6700 Home Phone: Cell Phone:

Emails Add New Email

EMAIL ADDRESS	OPT-IN	PRIMARY EMAIL	BOO	RELATIONSHIP	COMMENTS	USER ID	USER NAME	OPTIONS
test12@test1.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Homeowner			TURNER & ELIZABETH SWAN, WILLIAM	Delete Edit

When adding emails, users can choose to 'opt-in' to receive email communications. Multiple emails may be entered and user has the option to designate a primary email.

YOUR LEDGER CARD

Ledger Card

for 000201 TURNER & ELIZABETH SWAN,WILLIAM

Your account balance is -350.00

Quick glance at current account balance

View history From date

mm/dd/yyyy



Search

[View References](#)

Search results

History of account charges and payments applied

DATE	DESCRIPTION	MONTHLY	SPEC ASSMNT	OTHER ASSESS	Balance History	TOTAL
07/01/2019	JULY ASSESSMENT	228.00				228.00
08/01/2019	AUGUST ASSESSMENT	228.00				456.00
08/04/2019	CASH REC'D CK#1577-BP	-228.00				228.00

YOUR RULES & REGULATIONS

Rules & Regulations tab is an optional feature that provides users with a history of reminder notices received.

Rules & Regulations Notebook

[Print](#)

From date

01/01/2012



To date

06/15/2022



Sort by

Most recent first



Clear

Search

[View References](#)

Search results from

Users can view and download copies of correspondence

USER	DATE	STATUS	LETTER#	CODE	NOTES	OPTIONS
Homeownr	06/15/2022	O	MN	MB	test	
Homeownr	06/09/2022	O	MN	MB	test	

HOMEOWNER DIRECTORY

The homeowner directory allows users to view names, addresses, and contact information for other homeowners within the community. The search feature allows users to narrow down the field of results and can be sorted multiple ways including name and street name.

Homeowner Directory

Group: Search by: Homeowner Last Name Search for: Beginning with Search: First name (optional):

Please note: This Directory only contains those Homeowners who have registered and given approval to be included in the directory.

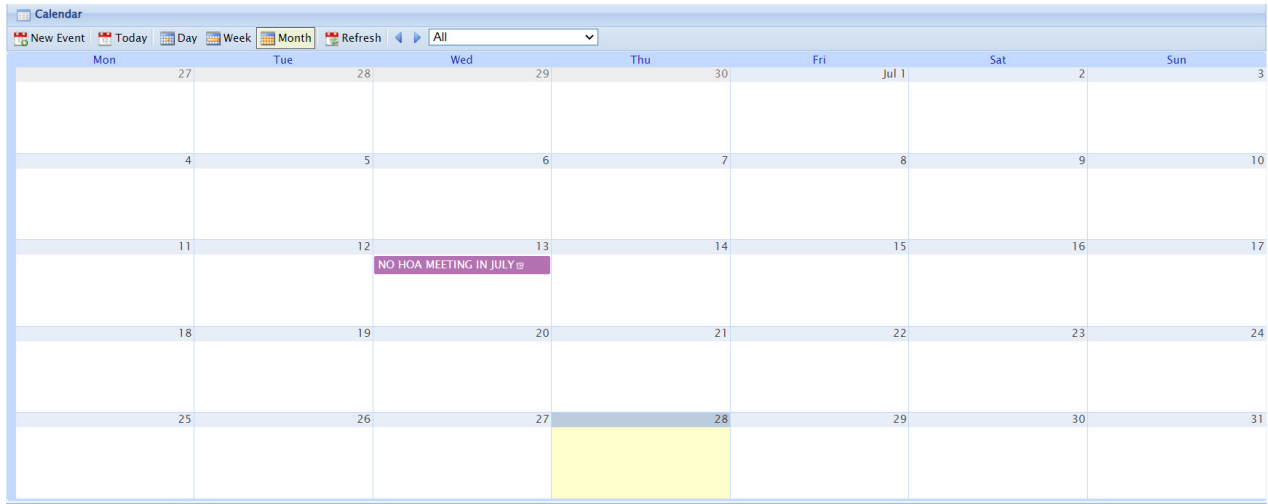
Search results Homeowner Last Name

NAME	ADDRESS	PHONE	EMAIL
A HOME OWNER	210 MAGNOLIA RD #101 ANYWHERE FL 12345	222-333-4455 (Home) 111-222-3333 (Cell)	Otest@mail.com home@mycompany.com mickeymouse999@gmail.com barbaraks180@gmail.com mrsbaldyga@gmail.com joemaez@gmail.com
BANK ON IT NOW, YOU CAN	210 MAGNOLIA RD #204 ANYWHERE MX 12345		

To protect privacy, the directory only includes owners who have granted permission to be included.

CALENDAR

The calendar is an optional feature that enables homeowners to access a master view of all community events and activities. Users have the option to sort by calendar categories to view specific event types.



INFORMATION CENTER

The information center allows users to view, download, and send association records, documents, and forms.

Information Center

Cabinet: Association Records

Drawer: Community Information

Folder: Governing Documents

Subfolder: ALL

List by: Date or Description

Sort by: Most recent date first or Oldest date first

Description:

From: mm/dd/yyyy

To: 07/11/2022

Common records available include:

- Governing documents
- Rules & Regulations
- Architectural Guidelines
- Forms
- Applications
- Meeting Minutes

Users can search by date and keywords to locate documents quickly and easily.

VISITOR AUTHORIZATION

This tab, is optional for communities with security checkpoints, allows users to add approved visitors for problem free access to the community.

Visitor Authorization Form

This form is to authorize visitors to your home THIRTY MINUTES or more from now for today or tomorrow. If you need to provide access sooner than 30 minutes you need to call the gate. Using this form you can submit a request for up to three visitors.

Fields marked with a red asterisk (*) must be entered.

Your name

WILLIAM TURNER & ELIZABETH SWAN

Your address

210 MAGNOLIA RD #201 ANYWHERE MX 12345

Special Comments

#1 *

Visitor's First & Last Name

Expected Arrival Date *

07/22/2022



Expected Departure Date

07/22/2022



Complete only if calling in additional visitors

#2

Visitor's First & Last Name

Expected Arrival Date

mm/dd/yyyy



Expected Departure Date

mm/dd/yyyy



Step 1: Homeowner Portal

Click "Visitor Authorization" on the left menu.

Visitor Authorization

The screenshot shows the Homeowner Portal interface. At the top, there is a navigation bar with the 'COMMUNITY PRO' logo and several utility icons: 'Make a Payment', 'Account Balance', 'Work Order', and 'My Profile'. Below this is a dark blue sidebar menu with a list of options: Home, Online Payment, My Profile, Your Ledger Card, Your Rules & Regulations, Homeowner Directory, Calendar, Information Center, Boardroom, Visitor Authorization (highlighted with a green arrow), Work Order Request, Contact Us, and Terms/Privacy Policy. At the bottom of the sidebar are 'Close' and 'Help' buttons. The main content area features an aerial photograph of a residential neighborhood.

Step 2: Visitor Authorization Form

Homeowners will complete the boxes that apply.

NOTE: Homeowners have the option to authorize more than one visitor on this form.

The first screenshot shows the 'Visitor Authorization Form' header with the SUNNYLAND ASSOCIATION INC. logo. Below the header, there is a navigation menu on the left and a main content area. The main content area contains a yellow box with instructions: 'This form is to authorize visitors to your home THIRTY MINUTES or more from now for today or tomorrow. If you need to provide access sooner than 30 minutes you need to call the gate. Using this form you can submit a request for up to three visitors. Fields marked with a red asterisk (*) must be entered.' Below this, there are input fields for 'Your name' (LERROY JETHRO, GIBBS) and 'Your address' (210 MAGNOLIA RD #207 ANYWHERE M). There is also a 'Special Comments' field.

The second screenshot shows the form with three visitor entries. Each entry has a 'Visitor's First & Last Name' field, an 'Expected Arrival Date' field (with a calendar icon), and an 'Expected Departure Date' field (with a calendar icon). The first entry is for visitor #1 with an arrival date of 07/13/2022 and a departure date of 07/13/2022. Below the entries, there is a section 'Send your confirmation to' with three radio button options: 'cbruner@sentrymgt.com', 'nbidondo@hexacta.com', and 'Email to' followed by an empty input field. A 'Submit' button is located at the bottom right of the form.

Step 3: Homeowner Confirmation Email

Homeowners have the option to send a confirmation email. Homeowners can select the email address on file, add a new email address, or utilize both by selecting both options and clicking "Submit".

This screenshot shows the 'Visitor Authorization Form' with the confirmation email options. The form has three visitor entries, each with a 'Visitor's First & Last Name' field, an 'Expected Arrival Date' field (with a calendar icon), and an 'Expected Departure Date' field (with a calendar icon). The third entry is for visitor #3. Below the entries, there is a section 'Send your confirmation to' with three radio button options: 'cbruner@sentrymgt.com', 'nbidondo@hexacta.com', and 'Email to' followed by an empty input field. A 'Submit' button is located at the bottom right of the form.

NOTE: When homeowners hit "submit" an email will also be sent to the manager's email on file.

WORK ORDER REQUEST

The work order request tab is an optional feature that gives homeowners the ability to submit a work order directly through the portal website. The feature is helpful for reporting issues like roof leaks, irrigation issues, exterior repair needs and more.

Work Order Request Form

This form is to submit a work order request pertaining to association maintenance responsibilities. Your request will be logged into the CommunityPro work order system then verified and reviewed by our team. Your request will be reviewed during regular business hours and should NOT be used for emergencies. If your request is an emergency, please call your local office. Fields marked with a red asterisk (*) must be entered.

Summary Description

Job Location

210 MAGNOLIA RD #201

Include Directions
take a left on sunny street

Contact

Homeowner

Special Instructions

Detailed Description

1. Log in to CommunityPro® by visiting sentrymgt.com and selecting “My Account” from the main menu
If you do not have an account, please register [HERE](#)
2. Once you are logged in, select the link for “Work Order Request” from the navigation on the left



- Home
- Online Payment
- My Profile
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- Your Rules & Regulations
- Homeowner Directory
- Calendar
- Information Center
- Boardroom
- Visitor Authorization
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- Terms/Privacy Policy

Work Order Request



3. Fill in the required fields

The screenshot shows the 'Work Order Request Form' interface. At the top left is the 'COMMUNITY PRO' logo. To its right are navigation icons for 'Make a Payment', 'Account Balance', 'Work Order', and 'My Profile'. The top right corner displays 'SUNNYLAND ASSOCIATION INC'. A dark blue sidebar on the left contains a menu with items: Home, Online Payment, My Profile, Your Ledger Card, Your Rules & Regulations, Homeowner Directory, Calendar, Information Center, Boardroom, Visitor Authorization, Work Order Request (highlighted), Contact Us, and Terms/Privacy Policy. At the bottom of the sidebar are 'Close' and 'Help' buttons. The main content area has a title 'Work Order Request Form' and a yellow informational box stating: 'This form is to submit a work order request pertaining to association maintenance responsibilities. Your request will be logged into the CommunityPro work order system then verified and reviewed by our team. Your request will be reviewed during regular business hours and should NOT be used for emergencies. If your request is an emergency, please call your local office. Fields marked with a red asterisk (*) must be entered.' Below this are four input fields: 'Summary Description', 'Job Location', 'Contact', and 'Special Instructions'. To the right of the 'Job Location' field is a checkbox labeled 'Include Directions' with the text 'take a left on sunny street' below it. At the bottom is a large 'Detailed Description' text area. The bottom of the page has 'Close' and 'Help' buttons.

4. Select “Save”

Once saved, you and your Community Manager will receive a confirmation email from donotreply@sentrymgt.com to the email address you used to create your CommunityPro account.