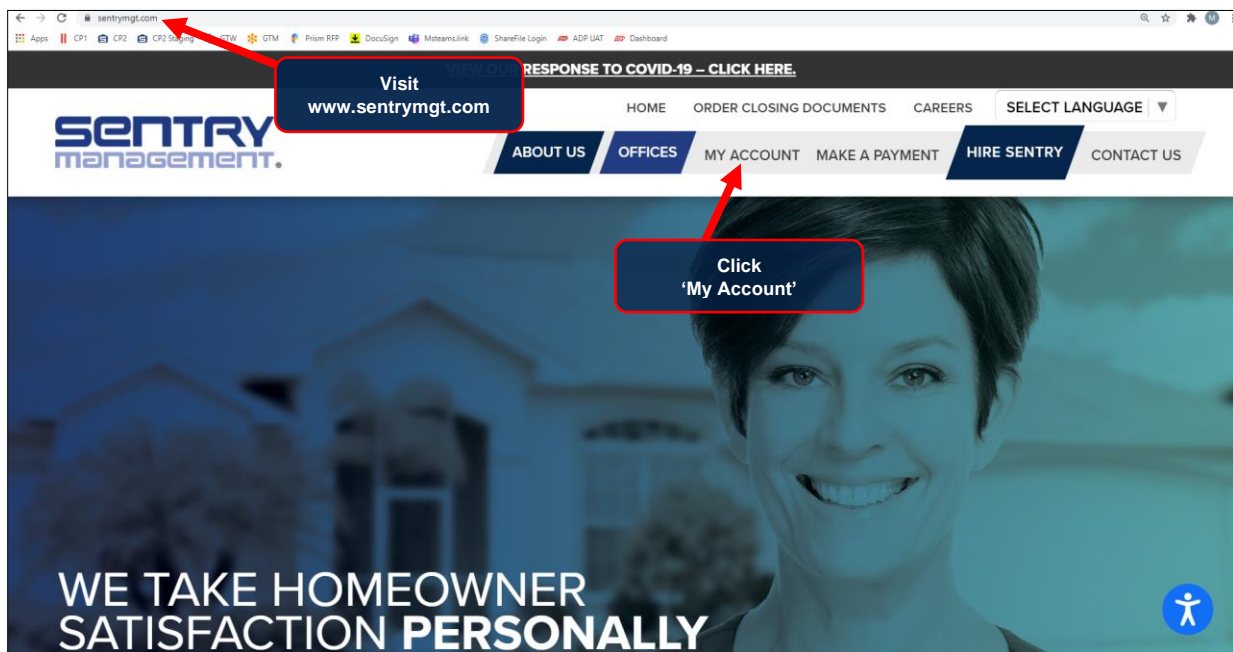


## CommunityPro® Portal – Registration Guide

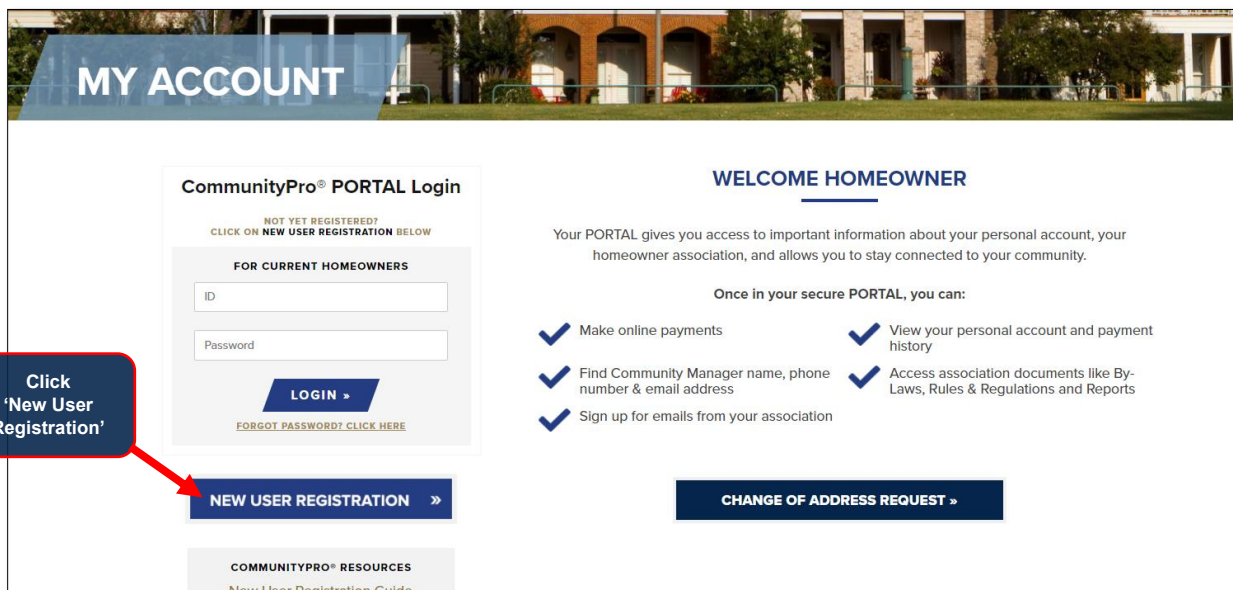
This tutorial is designed to assist homeowners and board members in registering an account for their association CommunityPro® Portal. Registered users have access to online payments, account information including balance and payment history, and community documents and information. Registration is simple and secure, so get started today!

[CLICK HERE](#) for instructions on resetting your User ID or Password

### Step 1: Visit [www.sentrymgt.com](http://www.sentrymgt.com) and click on 'My Account'



### Step 2: Click on 'New User Registration'



## Step 3:

### Complete required fields to identify your account

**SENTRY management**

FOR ASSOCIATION BOARDS | FOR HOMEOWNERS | MY ACCOUNT | MAKE A PAYMENT | CONTACT US | REQUEST PROPOSAL

#### New User Registration

Email address:

A validation email will be sent confirming your account. Please note this email address will be used for email correspondence. You may unsubscribe at any point.

Desired User ID:

Please Choose a user ID that is a minimum of 8 alphanumeric characters. Special characters are optional.

User Name:

Acct No. (as printed on your coupon):

**FOR YOUR RECORD**

Number	Number	Account Number	Due Date	Amount Due
1	1	0001234000000123	Jan 1, 2021	\$200.00

**Jane Smith**

Account Number: 0001234000000123

PO BOX 199302  
ATLANTA GA 30348-0302

QUARTERLY ASSESSMENT \$200.00  
Amount Due \$200.00

Register Back

Users are required to complete the first step of registration for the purpose of identifying their account.

Users will need their 16-digit account number to proceed.

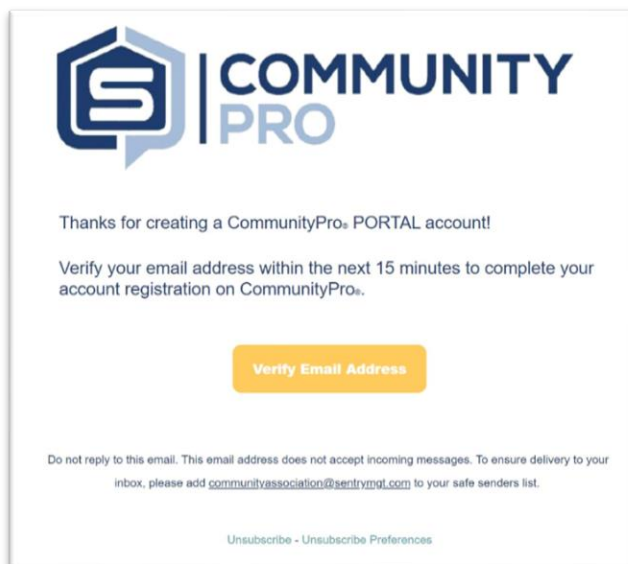
Upon clicking 'register', user will receive confirmation that verification email has been sent.

cptest.sentrymgt.com says  
Your submission has been sent. Please check your email inbox to complete registration.

OK

## Step 4:

### Check for verification email and click 'Verify Email Address'



#### Tips:

Email is sent from [sysadmin@sentrymgt.com](mailto:sysadmin@sentrymgt.com)

If you don't see the verification email in your inbox, be sure to check the spam/junk folder.

The subject line of the email is:  
*'CommunityPro PORTAL Finalize Registration'*

## Step 5:

### Complete required fields – choose password, select preferences

The system will notate whether user is the first or second user for the property. Up to two users are permitted.

Users will choose their password according to minimum password requirements.

User will select their preferences for inclusion in the directory.

If user is a board member, they must select option and complete additional fields.

After clicking 'Register' a welcome email will be sent.

**New User Registration**

USER2 HOM  
TEST STREET 3 Unit 321  
LONGWOOD FL 11111  
You are the 1st user for this property

If this is not your property, cancel registration here.  
 This is not my Property

Desired Password: \_\_\_\_\_  
Password must contain at least 8 characters, a number, an uppercase letter, a lower case letter, and a special character

Confirm Password: \_\_\_\_\_

Include my address in member directory  
 Include my phone #'s in member directory  
 Include my email addresses in member directory  
 Select if you are a Board Member

To review the Terms and Conditions [Please Click Here](#)  
 I have read the Terms & Conditions of Use

**Select if you are a Board Member**

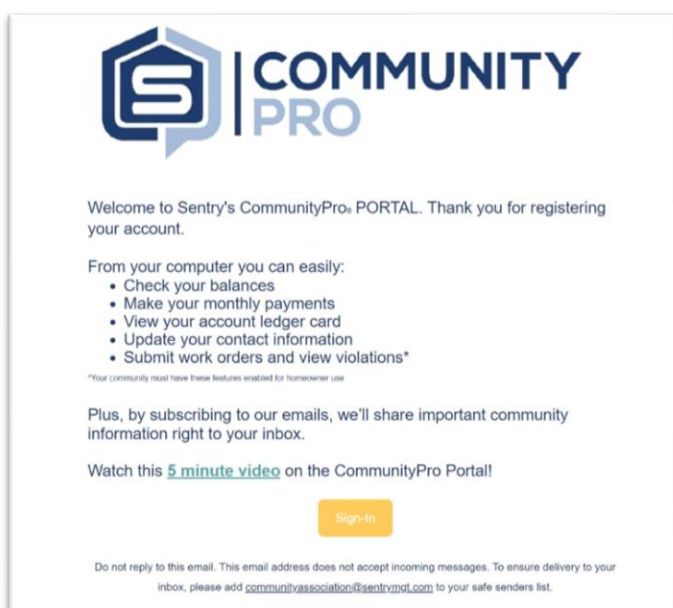
First Name \_\_\_\_\_  
Last Name \_\_\_\_\_

I am a Board Member \_\_\_\_\_

- President
- Vice President
- Secretary
- Treasurer
- Director
- Committee Member

## Step 6:

### View 'welcome' email and click 'Sign-In' to access the portal



#### Tips:

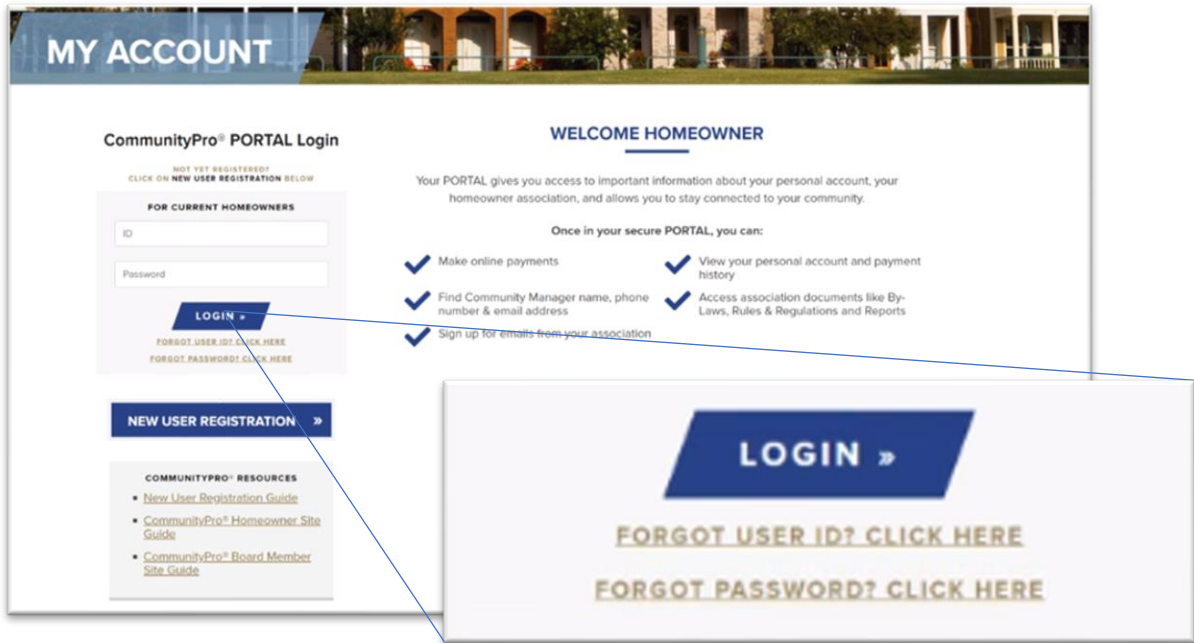
Email is sent from [sysadmin@sentrymgt.com](mailto:sysadmin@sentrymgt.com)

If you don't see the welcome email in your inbox, be sure to check the spam/junk folder.

The subject line of the email is:  
*'Welcome to CommunityPro PORTAL'*

## How to:

### Reset forgotten user ID or password



Users who have forgotten or need to reset their account user ID or password may do so by visiting [www.sentrymgt.com](http://www.sentrymgt.com) and clicking on 'My Account.' Below the login tool the user is able to click either link to begin the reset process.

Once clicked, the following actions will occur:

**Forgot User ID?**  
Enter the email address used to register your account and you will be sent an email that will contain your User ID. If you no longer know your password, please select the "Forgot Password?" link on the login page.  
Send User ID Back

**Forgot Password?**  
Enter the email address used to register your account and you will be sent an email to verify your email and reset your password.  
Reset Password Back

**Password Reset Request**  
Desired Password:  
Password must contain a number, an uppercase and a special character.  
Confirm Password:  
Save Back

User will be required to enter the email address associated with the account. This must match the email address used during the registration process.

User will then check for receipt of email with next steps as shown here:

**COMMUNITY PRO**  
Thank you for using CommunityPro® PORTAL. To access your profile use TestUser as the User ID to log-in.  
Do not reply to this email. This email address does not accept incoming messages. To ensure delivery to your inbox, please add [communityassociation@sentrymgt.com](mailto:communityassociation@sentrymgt.com) to your safe senders list.