

### **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 <u>www.sentrymgt.com</u> and click on 'My Account'



# Step 2: Click on 'New User Registration'

| MY                                  |   |   |
|-------------------------------------|---|---|
|                                     | CommunityPro® PORTAL Login  |   |
|                                     | NOT YET REGISTEREO?<br>CLICK ON NEW USER REGISTRATION BELOW<br>FOR CURRENT HOMEOWNERS | Your PORTAL gives you access to important information about your personal account, your<br>homeowner association, and allows you to stay connected to your community. |
|                                     | ID  | Once in your secure PORTAL, you can:  |
|                                     | Password  | Make online payments View your personal account and payment history   |
| Click<br>'New User<br>Registration' | LOGIN >   | <ul> <li>Find Community Manager name, phone number &amp; email address</li> <li>Sign up for emails from your association</li> </ul>                                   |
|                                     | NEW USER REGISTRATION »   | CHANGE OF ADDRESS REQUEST »   |
|                                     | COMMUNITYPRO* RESOURCES   |   |

## Step 3:

### Complete required fields to identify your account

| FOR<br>MY ACCOUNT         FOR<br>ASSOCIATION BOARDS         FOR<br>HOMEOWNERS         MY ACCOUNT         MAKE A PAYMENT         CONT           New User Registration         Email address:   | Users are required to<br>complete the first step of<br>registration for the purpose<br>of identifying their account.   |  |  |
|---|--|--|--|
| You may unsubscribe at any point. Desired User ID: Please Choose a user ID that is a minimum of & alphanumeric characters. Special characters are optional.   | Users will need their 16-digit account number to proceed.  |  |  |
| User Name:<br>Acct No. (as printed on your coupon) :  | Upon clicking 'register', user<br>will receive confirmation that<br>verification email has been<br>sent.               |  |  |
| Are Smith     Are Are Smith     Are Are Smith     Are Are Are Are Are Are Are Are | cptest.sentrymgt.com says<br>Your submission has been sent. Please check your email inbox to<br>complete registration. |  |  |
| Register Back   |  |  |  |

### Step 4:

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



#### Tips:

Email is sent from 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.

| Import Discretify       Association Boxes         New User Registration         Bis STREET 3 Unit 321         UNOWOOD F11111         You are the 1st user for this property         If this is not your property, cancel registration here.         Desired Password:         Desired Password:         Include my address in member directory         Include my address in member directory         Include my address in member directory         Select if you are a Board Member         Vice President         Vice President         Vice President         Include my address in member directory         Include my address in Conditions of Use         Image:         Image:         Image:         Include my address in Conditions of Use         Image:         Image:      <   |   | ER CLOSING DOCUMENTS CAREERS                   |
|--|---|--|
| New User Registration   USER2 HOM   TSTSTEET3 SUB 231   LONGWOOD FL11111   You are the 1st user for this property   This is not your property, cancel registration here.   The wrent wy theyer   Desired Password:   Confirm Password:   Include my padress in member directory   Include my address in member directory  |   |  |
| Desired Password:       Itam a Board Member         Password:       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address and thember       Itam a Board Member         Include my address in member directory       Itam a Board Member         Include my address and thember       Itam a Board Member         Include my address and thembe   | New User Registration   |  |
| If this is not your property, cancel registration here.  | LOSENCE TO UNIT 321<br>LONGWOOD FL 11111<br>You are the 1st user for this property  | Select if you are a Board Member<br>First Name |
| Desired Password:       Iam a Board Member         Password must contain at least 8 characters, a number, an uppercase letter, alover case letter, and a special character       Iam a Board Member         Confirm Password:       Include my address in member directory       Include my email addresses in member directory         Include my email addresses in member directory       President       Vice President         To review the Terms and Conditions       Presected there       Director         Include my email       Director       Director   | If this is not your property, cancel registration here.   | Last Name                                      |
| Confirm Password:<br>Include my address in member directory<br>Include my email addresses in member directory<br>Select if you are a Board Member<br>To review the Terms and Conditions<br>I have read the Terms & Conditions of Use<br>To get the Terms & Conditions of Use<br>Treasuer<br>Director   | Desired Password:<br>Password must contain at least 8 characters, a number,<br>an uppercase letter, a lower case letter, and a special character                            | l am a Board Member                            |
| Include my address in member directory     Include my phone #'s in member directory     Include my phone #'s in member directory     Include my enail addresses in member directory     Select fyou are a Board Member     To review the Terms and Conditions     Press Case line     The terms and Conditions of Use     Treasuer     Include     Director  | Confirm Password:   | ~  |
| To review the Terms and Conditions Presse Cess Here  I have read the Terms & Conditions of Use  Regioner Region | 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 | President tions                                |
| Register Back Director   | To review the Terms and Conditions Please circle New Conditions of Use  | Secretary<br>Treasuer                          |
|  | Register Eack   | Director                                       |

## Step 6:

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



Welcome to Sentry's CommunityPros PORTAL. Thank you for registering your account.

From your computer you can easily:

- Check your balances
  Make your monthly payments
- View your account ledger card
- · Update your contact information · Submit work orders and view violations\*

Plus, by subscribing to our emails, we'll share important community information right to your inbox.

Watch this 5 minute video on the CommunityPro Portal!



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 to your safe senders list.

#### Tips:

Email is sent from 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'



Users who have forgotten or need to reset their account user ID or password may do so by visiting <u>www.sentrymgt.com</u> 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 fyou no longer know your password, please select the "Forgot Password?" link of Forgot Password? Enter the email address used to register your account and user in the email to verify your email and reset your password. Reset Password Back | I that will contain your User ID.<br>the login page.<br>At and you will be sent<br>d.<br>User will be required<br>the email addre<br>with the accour<br>match the email<br>during the regist | uired to enter<br>ss associated<br>nt. This must<br>address used<br>ration process. |
|--|--|---|
|  | Password Reset Request   |   |
|  | Desired Password:  |   |
| User will then check for receipt<br>of email with next steps as<br>shown here:   | Password must contain<br>a number, an uppercase<br>and a special character.  |   |
|  | Confirm Password:<br>Thank you for using CommunityPro® PORTA<br>use TestUser as the User ID to log-in.   | L. To access your profile   |
|  | Save Back Do not reply to this email. This email address does not accept incomin inbox, please add <u>communityassociation@sentrymot.com</u>   | ng messages. To ensure delivery to your<br><u>n</u> to your safe senders list.      |