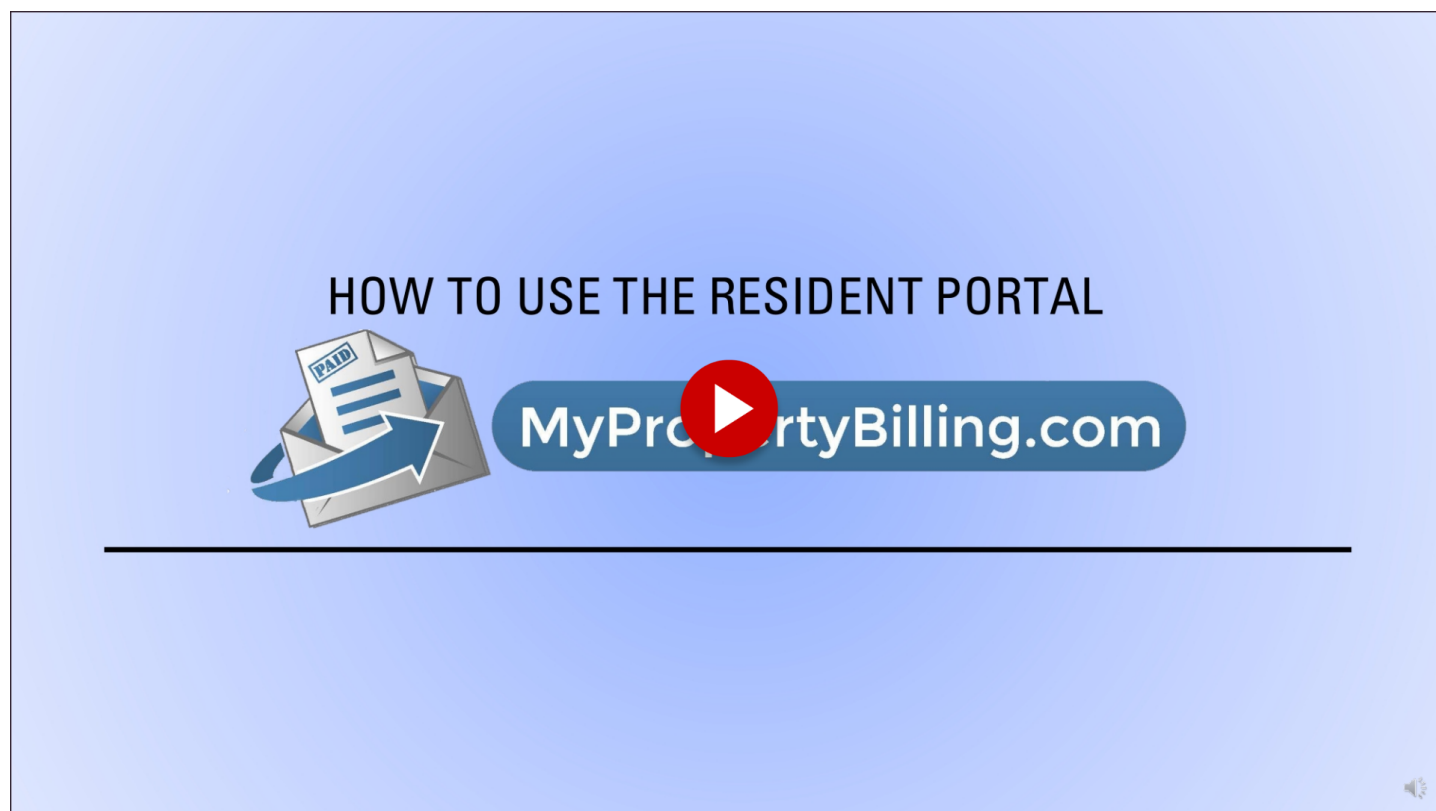


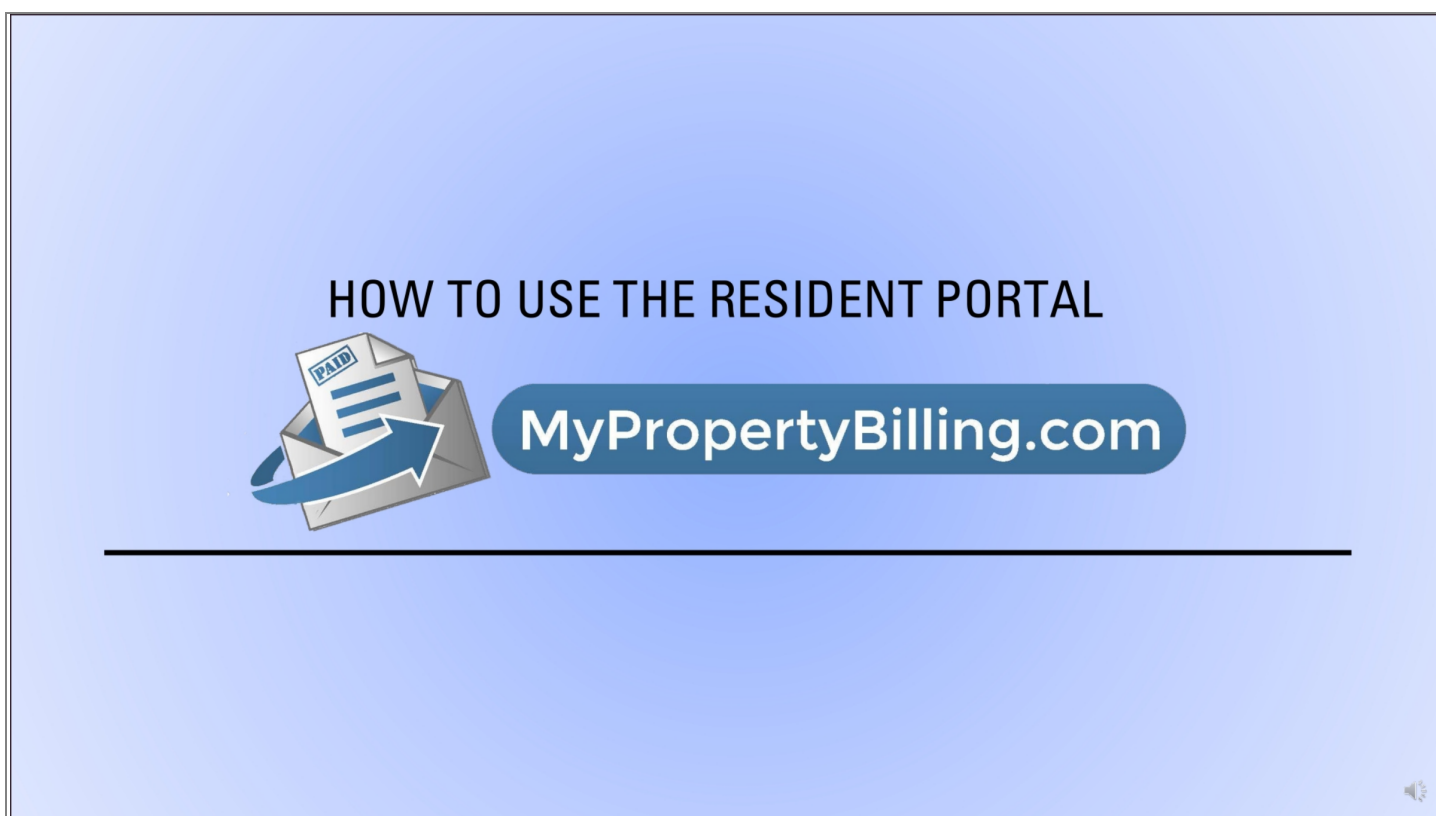
How to Use the MyPropertyBilling.com Resident Portal

Click here to watch



01 How to Use the Resident Portal

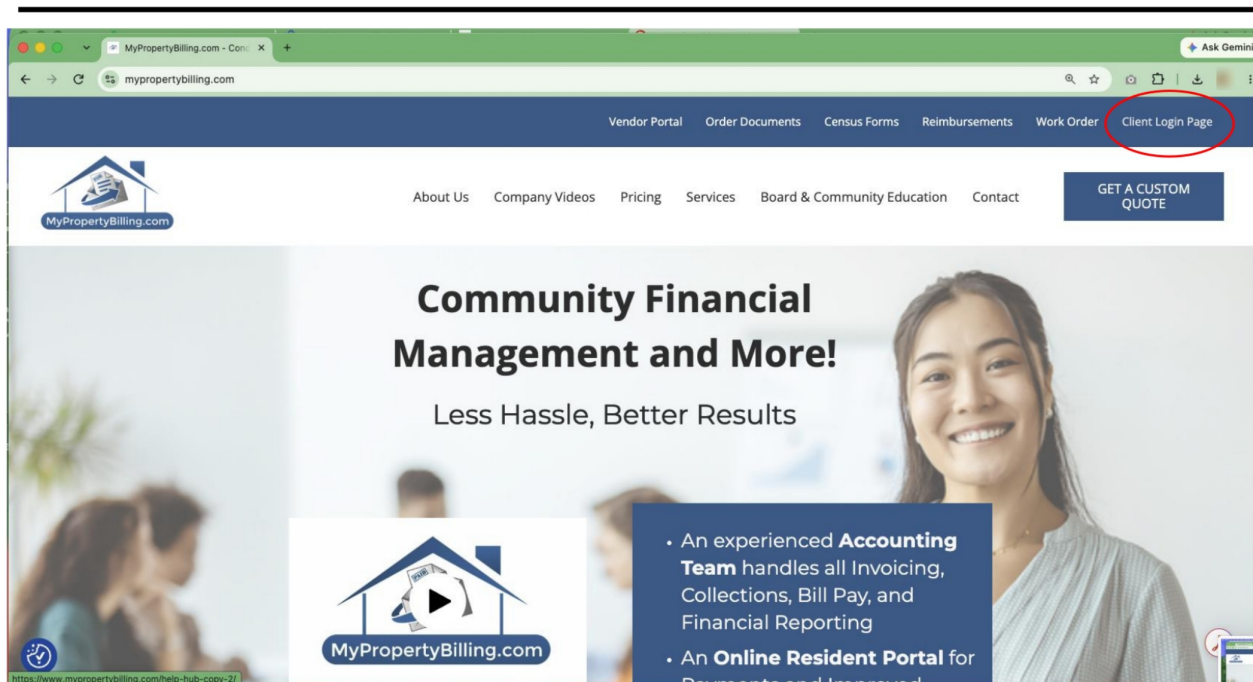
This video provides a comprehensive guide on how to effectively use the resident portal for MyPropertyBilling.com. We'll walk you through the essential features, from logging in and managing your account to making payments and accessing important documents.



02 Accessing the Resident Portal

To access your resident portal, first visit MyPropertyBilling.com. On the main page, you'll find various options, including a 'Client Login Page' button. Select this button to proceed to the secure login area.

USING THE RESIDENT PORTAL



03 Logging In to Your Account

You will be prompted to enter the email address associated with your account. After entering your email, you have two options for logging in: either send a verification code to your email or request a secure login link.

USING THE RESIDENT PORTAL

← Owner Services

Please enter the email address associated with your account.

Send verification code

Or

Send secure login link

This site is protected by reCAPTCHA. Google [Privacy Policy](#) and [Terms of Service](#) apply.

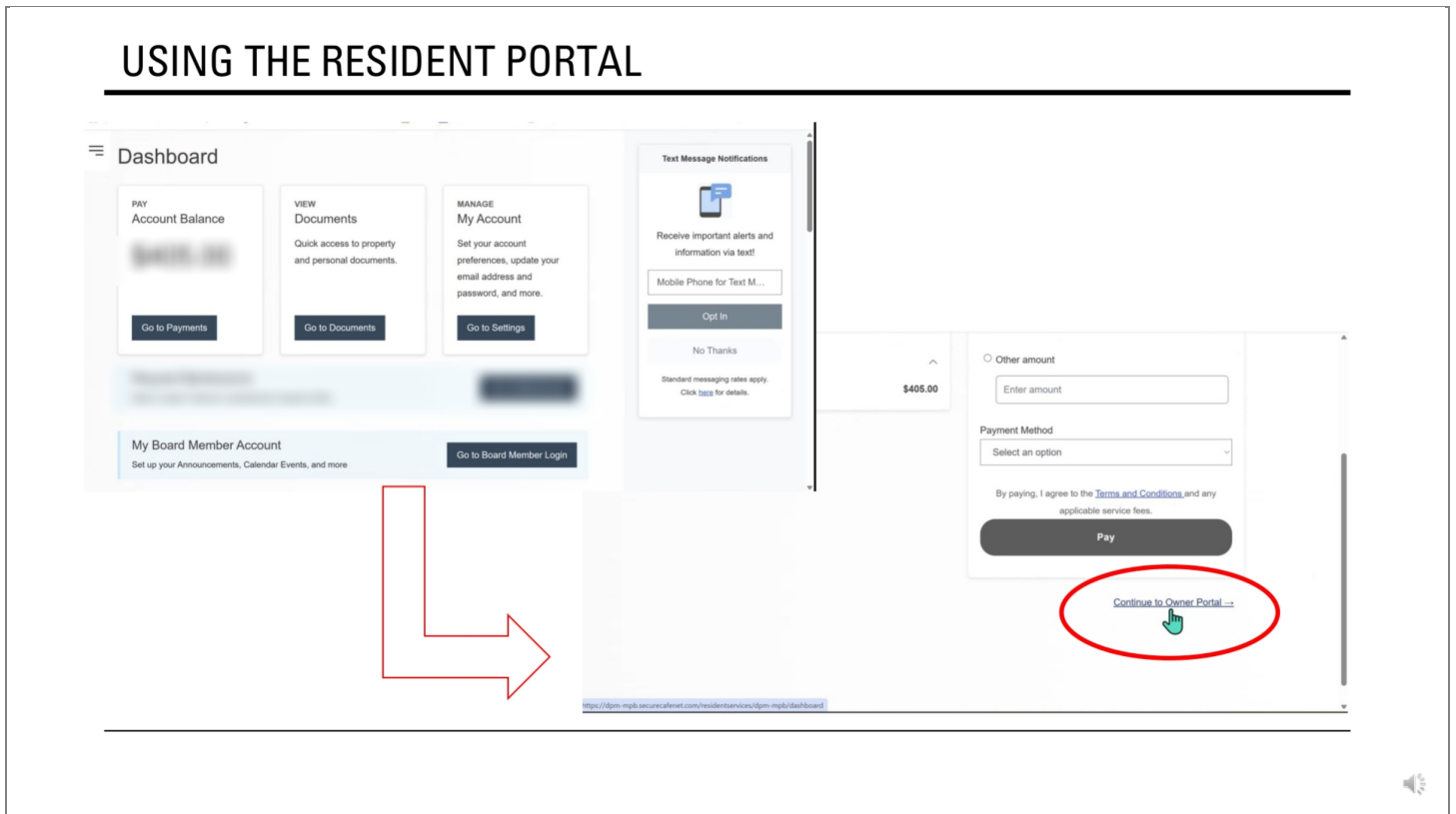
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04 Navigating to the Resident Dashboard

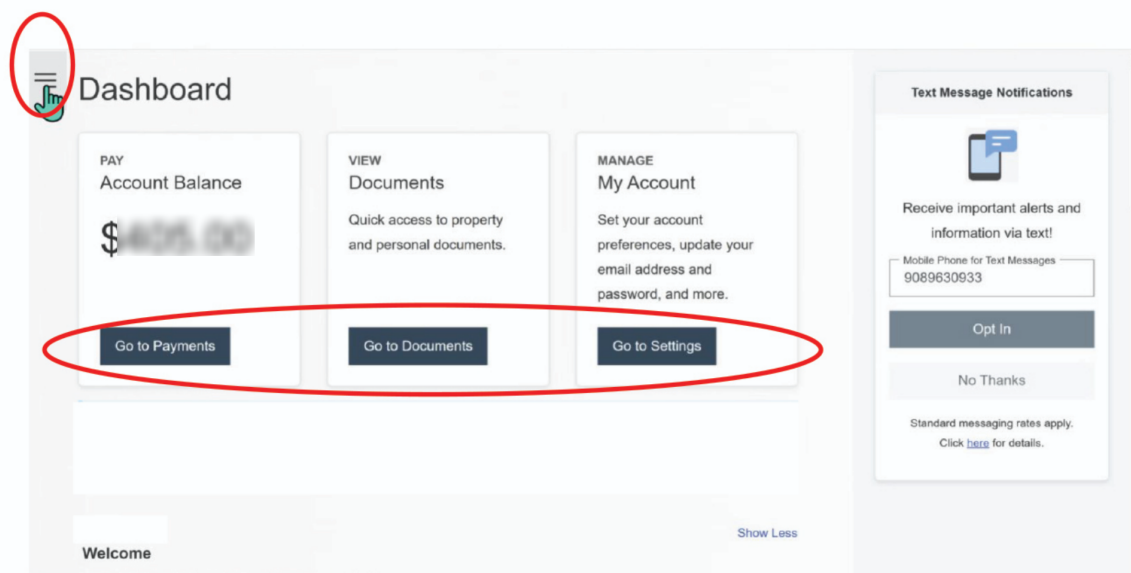
After successfully logging in, you'll arrive at a dashboard overview. To fully access the resident portal's features, scroll down the page. You will find a link labeled 'Continue to Owner Portal.' Clicking this link will take you directly to your personalized resident dashboard, where all your management tools are available.



05 Resident Portal Dashboard Overview

This is your main resident portal dashboard. From here, you can easily make payments, view important documents and manage your account settings. You have the flexibility to navigate these sections using the dedicated buttons or the convenient menu located on the left side of the screen.

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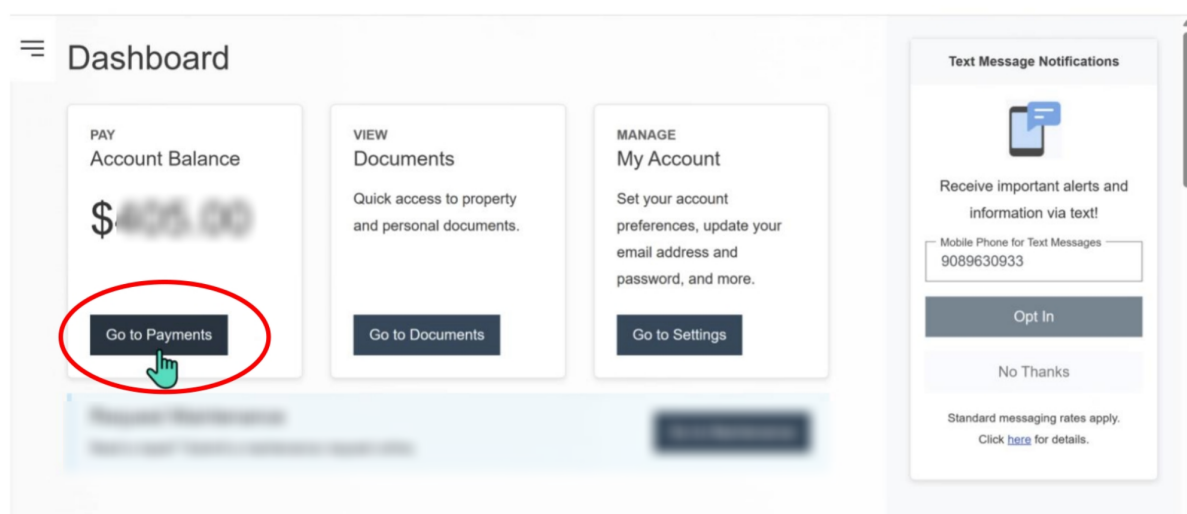


06 Accessing the Payments Section

Let's explore the payments section as a primary example of the portal's functionality. To proceed, simply click on the 'Go to Payments' button located within the 'Pay Account Balance' tile on your

dashboard. This action will take you to a dedicated page where you can manage all aspects of your financial transactions.

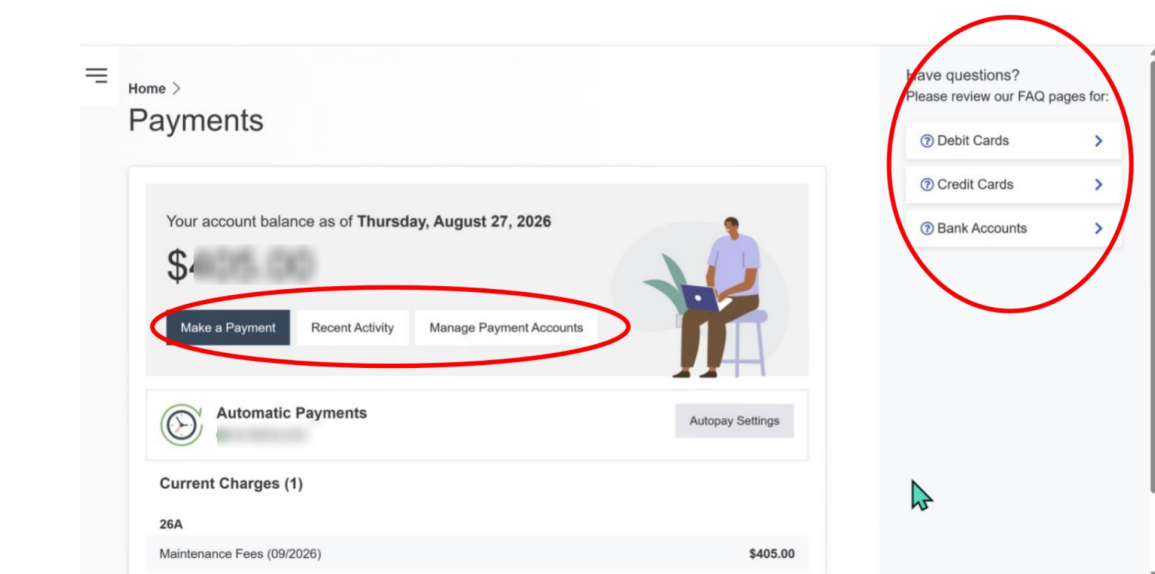
USING THE RESIDENT PORTAL



07 Managing Your Payments

On the payments screen, you have several options. You can initiate a new payment, view your recent activity, or manage your saved payment accounts. Additionally, you can set up or adjust automatic payment settings for recurring charges, ensuring your payments are always on time. Review the FAQ section for common questions about debit cards, credit cards, and bank accounts.

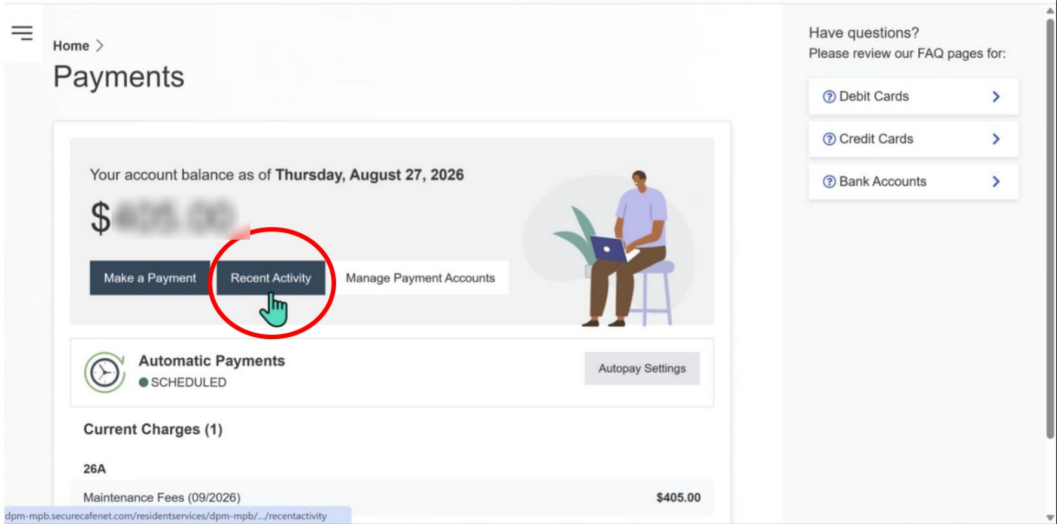
USING THE RESIDENT PORTAL



08 Viewing Recent Payment Activity

To review your payment history, select the 'Recent Activity' button. This will display a detailed log of all your past transactions.

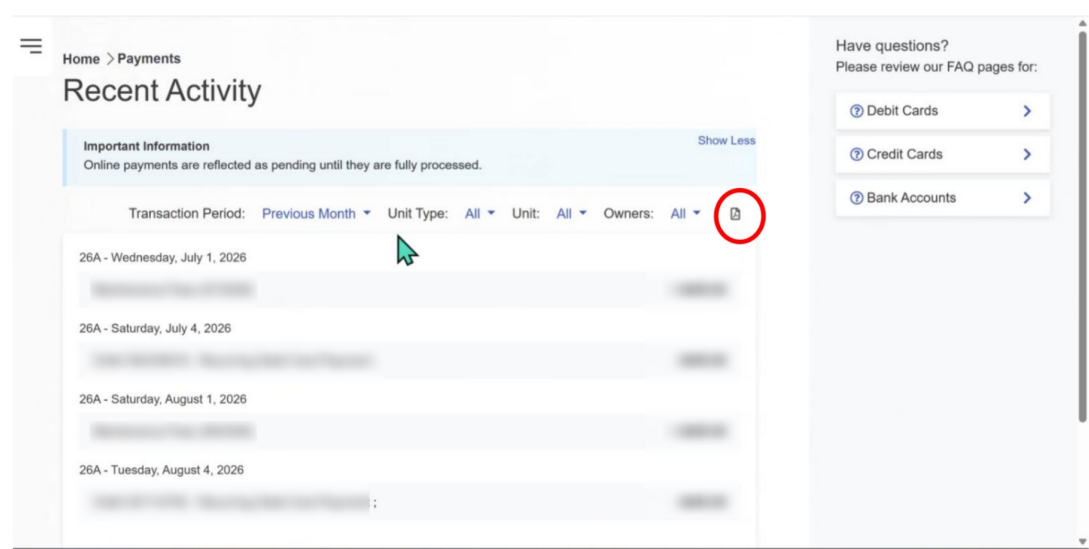
USING THE RESIDENT PORTAL



09 Downloading Transaction Records

From the Recent Activity page, you have the option to download a PDF of your transactions. Simply click the download icon, typically found next to the transaction period filter. This feature allows you to save or print a comprehensive record of your payments for your personal files or for accounting purposes, providing easy access to your financial history.

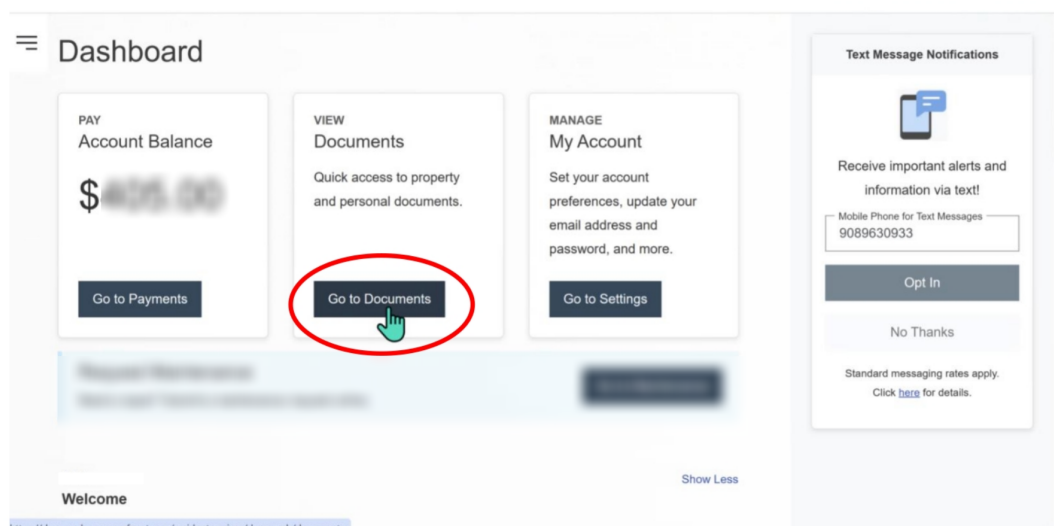
USING THE RESIDENT PORTAL



10 Accessing Important Documents

The resident portal also serves as a central repository for important documents. To access these, return to your dashboard and click the 'Go to Documents' button. This section provides quick access to property-related and community documents, ensuring you have all necessary information readily available whenever you need it.

USING THE RESIDENT PORTAL

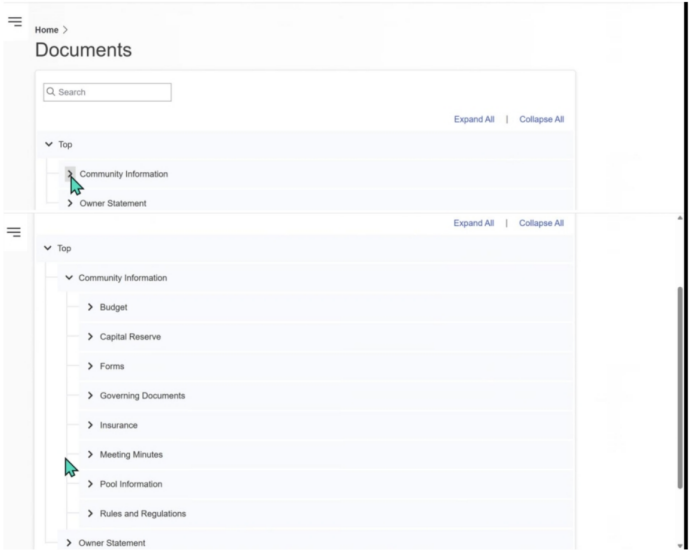


11 Browsing Document Categories

On the Documents page, you'll find various categories such as Community Information, Budget, Capital Reserve, Forms, and Governing Documents. To view the specific documents within each category,

simply click on the small arrow next to the category name. This action will expand the section, revealing a list of all available documents for your review.

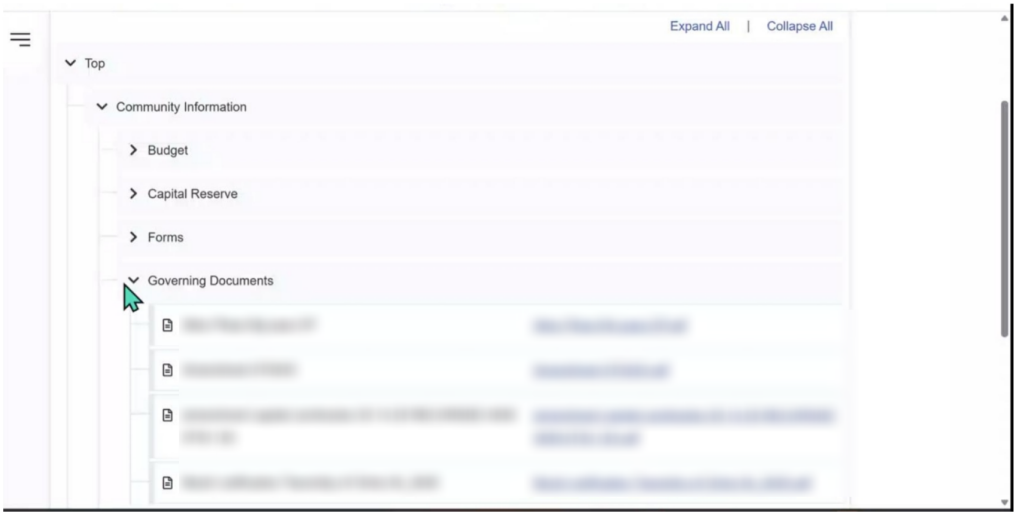
USING THE RESIDENT PORTAL



12 Viewing Specific Documents

Once a category is expanded, you'll see a list of document titles. Any title displayed in blue indicates an active link. To view a specific document, simply click on its blue title. This will typically open the document in a new tab or window, allowing you to read, download, or print the information as needed.

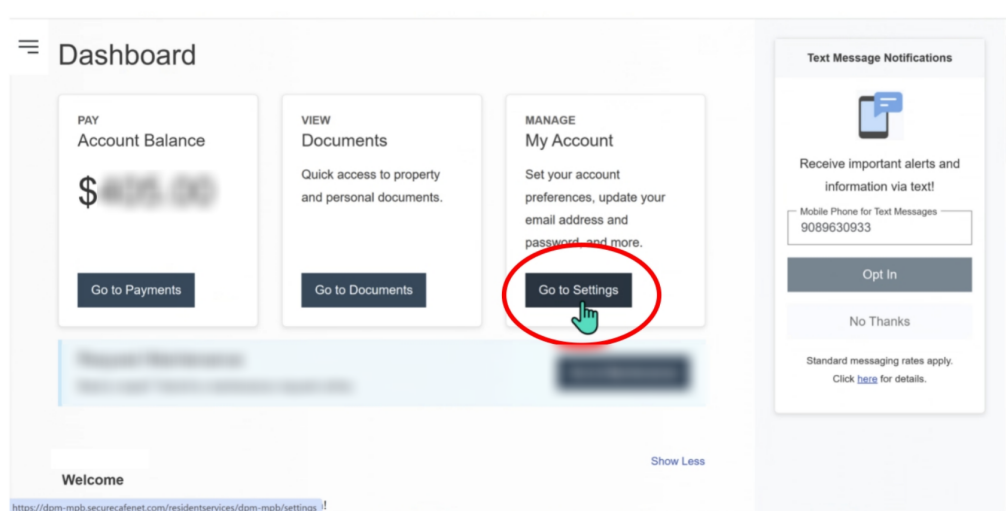
USING THE RESIDENT PORTAL



13 Adjusting Your Profile Settings

The portal also allows you to manage your personal profile and account settings. To access these options, return to your dashboard and click the 'Go to Settings' button. This section is where you can update your contact information, change your password, and customize various preferences related to your account.

USING THE RESIDENT PORTAL

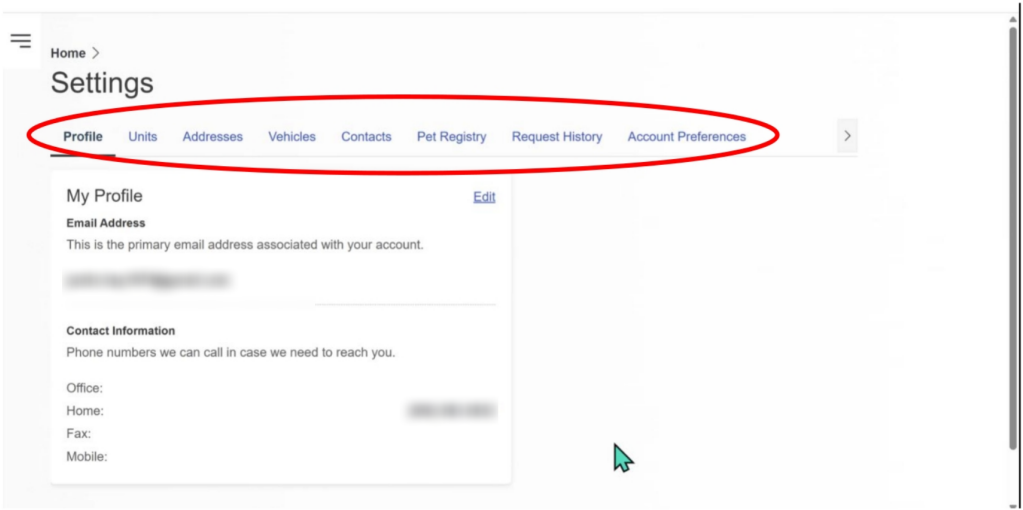


14 Customizing Account Details

Within the Settings menu, you'll find various tabs to customize your account details. These include Profile, Units, Addresses, Vehicles, Contacts, Pet Registry, Request History, and Account Preferences.

Simply click on the appropriate tab to view or modify specific information, such as your email address or phone numbers, ensuring all your details are current and accurate.

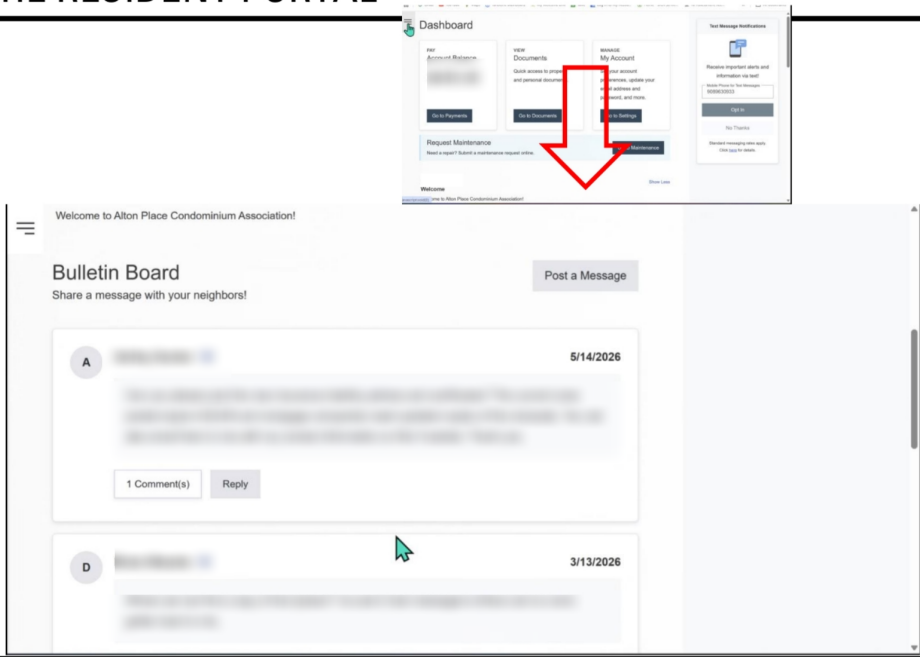
USING THE RESIDENT PORTAL



15 Engaging with the Bulletin Board

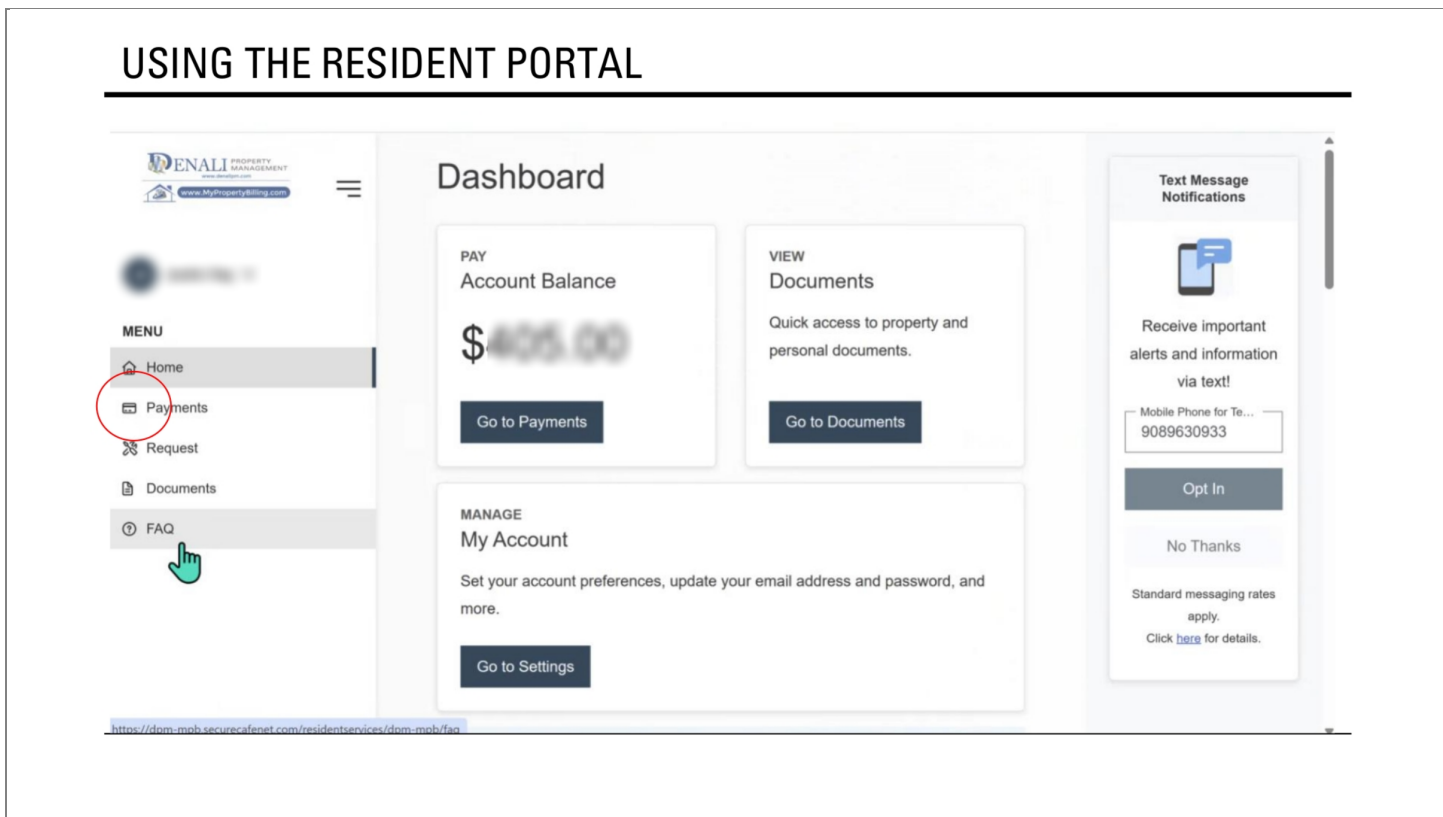
As you scroll down the main dashboard, you'll discover the Bulletin Board. This feature allows you to share messages with your neighbors and stay informed about community updates. It's a great way to foster communication, ask questions, or share important information within your residential community.

USING THE RESIDENT PORTAL



16 Accessing Frequently Asked Questions

For additional assistance or to find answers to common questions, utilize the main menu on the left side of the dashboard. Locate and click on the 'FAQ' section. This resource provides a list of frequently asked questions covering various topics, designed to help you quickly resolve any queries you may have.

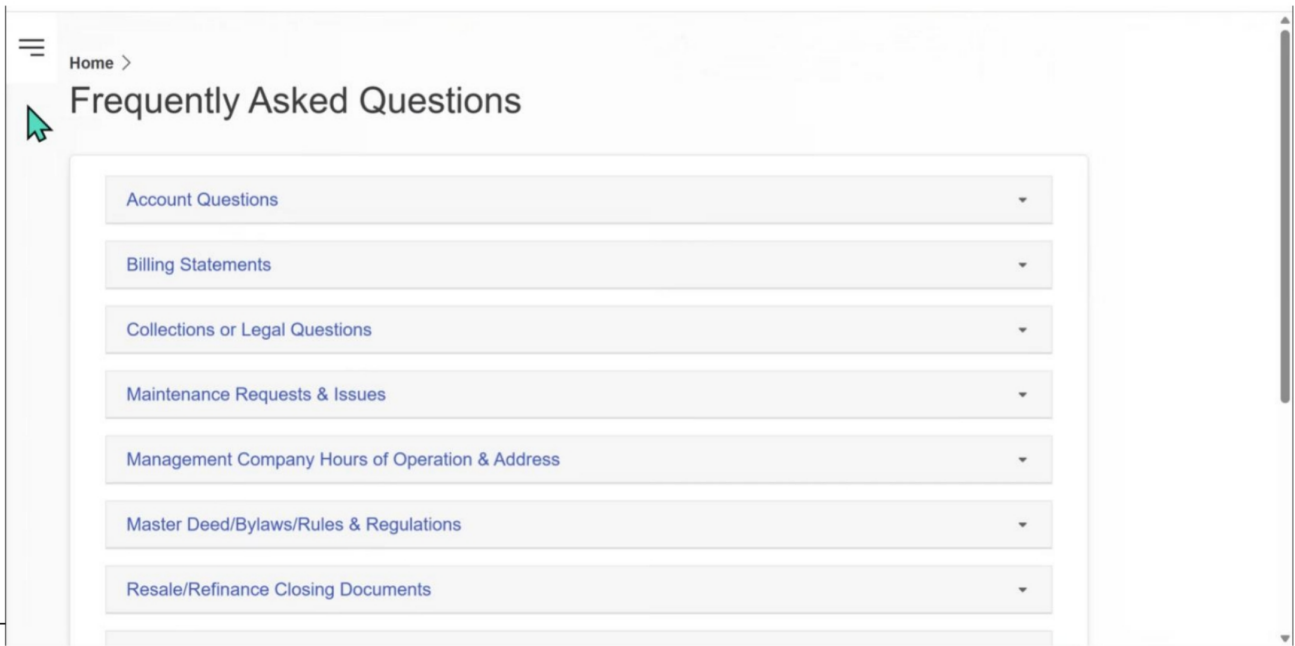


17 Exploring FAQ Categories

The Frequently Asked Questions page organizes information into helpful categories such as Account Questions, Billing Statements, Collections or Legal Questions, and Maintenance Requests & Issues.

These FAQs are designed to provide clear and concise answers, empowering you to find solutions independently.

USING THE RESIDENT PORTAL



18 Thank You

Thank you for joining this guide on using the MyPropertyBilling.com Resident Portal. We hope this overview helps you efficiently manage your property and community interactions.

