Connect Resident Portal Guide For Homeowners

The Connect Resident portal (a.k.a. – Community Website) is available to all FirstService managed communities. This document will provide you with information on the various functions of the site and assist you in navigating through the various functions available to you.
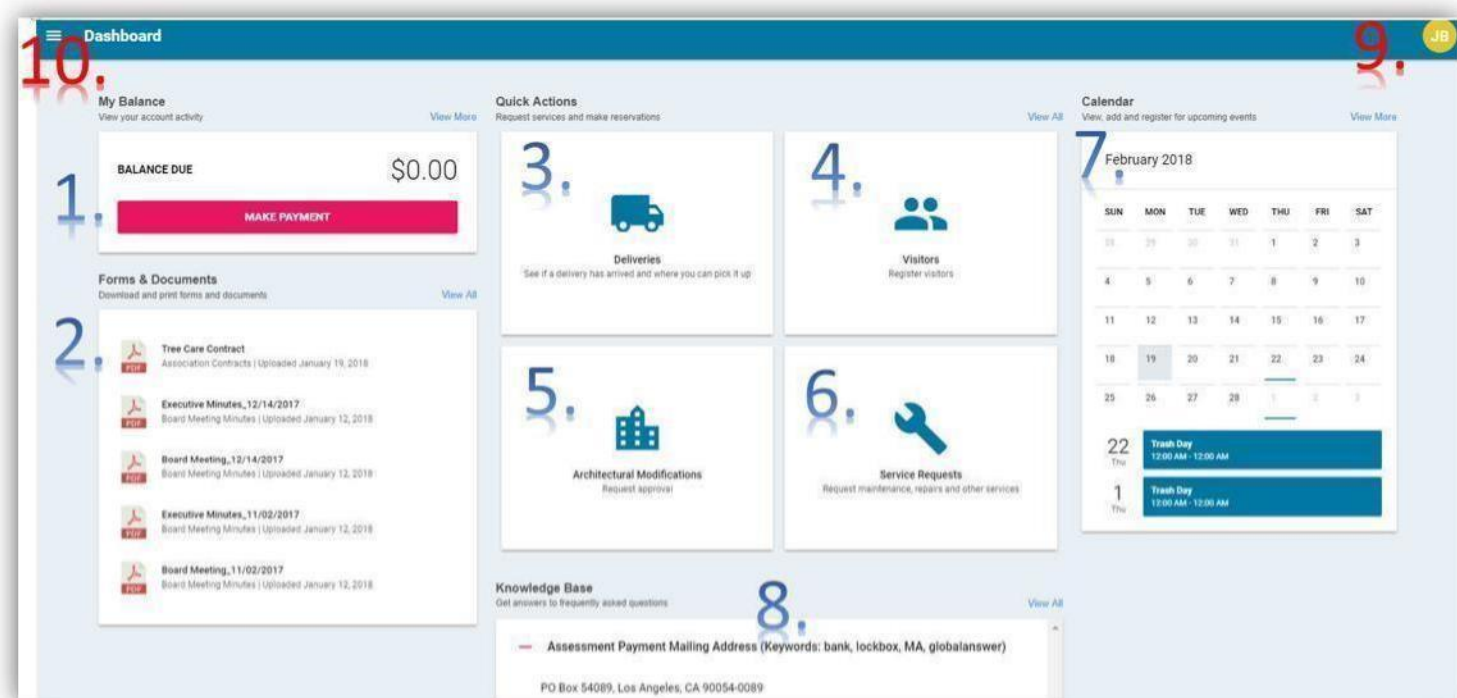
Resident Access

To log into the site, residents must register. Registration is simply done by clicking **REGISTER** and entering in your **email address** and **mobile phone number**. If either one is found in our database, you will receive either an email or text to finalize registration. This *2-factor authentication* method ensures the highest levels in security! Residents whose number or email is not found, are directed to call our Customer Care Center at 877.378.2388 for fast, live support!

We have 2 brief instructional videos outlining the registration process and portal navigation features.
Check it out! - https://www.fsresidential.com/connect/learning-center

Dashboard/Home Page

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1. **Balance Due**
   o This displays to the resident their current account balance total. The Make Payment link directs the owners to ClickPay – our online service for setting up autopay or making payment via credit/debit card

2. **Forms & Documents**
   o This will show the most recently uploaded documents to the community. If the document is a board only document (i.e. Executive Minutes), those will only display to the board members. Clicking **view all** will allow you to sort by different types of documents (Governing documents, Forms, Newsletters, etc.)

3. **Deliveries**
   o Check to see if your recent package has been delivered! *Only activated for High-Rise communities where package delivery services drop off packages to the front desk*

4. **Visitors**
   o Allows an owner to enter a guest or visitor to their account. A very useful tool if the community has a guard house that uses Connect to log visitors.

5. **Architectural Modifications**
   o Owners can submit Architectural Requests online! A small web form is required to be filled out and a place for attachments like PDF Arc Application can be uploaded.

6. **Service Requests**
   o Residents who wish to report a maintenance or service need within the community can submit the request online. The Community Manager will be notified and take action.

7. **Calendar**
   o The Community Calendar can list upcoming events like board meetings as well as give residents an idea of recurring events such as trash days

8. **Knowledge Base**
   o What is the monthly assessment amount? When is an assessment considered late? What are the guidelines for basketball hoops? These are all questions that residents can find the answer to within the knowledgebase. The most frequently asked questions will display on the dashboard but residents can browse through 400+ questions and answers by clicking View All.

9. **My Profile and Properties**
   o Clicking on your initials in the top right corner will display the list of properties tied to you! What this means is you only need to register once and you can view account and community details for every home you own that is managed by FirstService – switch between them at the click of a button.
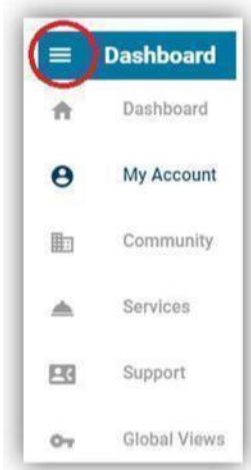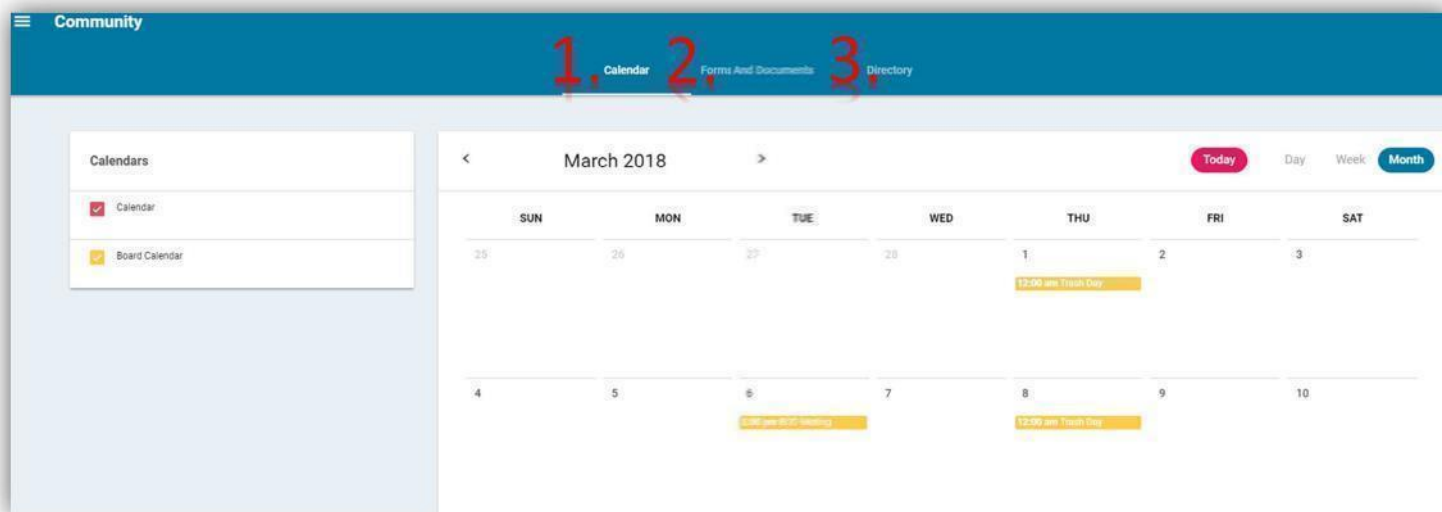

10. Menu (In the upper left-hand corner) The menu allows you to navigate to:
   o The main page **(Dashboard)**
   o Your personal account information **(My Account)**
   o Association information **(Community)**
   o The Knowledgebase **(Support)**
   o A Board Member-Only section **(Global Views)**
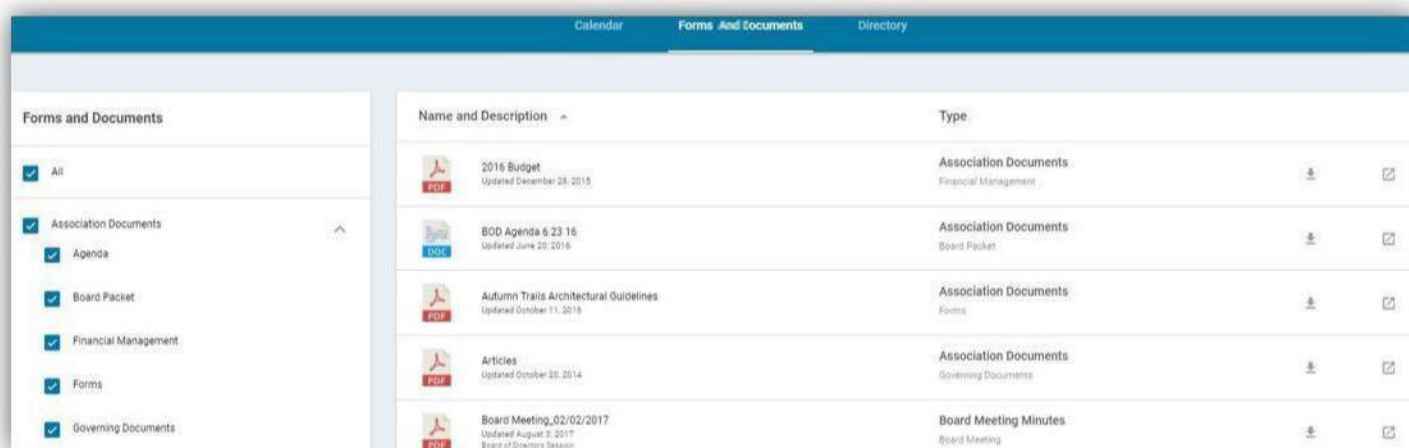
Community

1. Calendar
- o Stay up to date on what events are going on in the community with the community Calendar!

2. Forms and Documents
- o Quick and accessible forms, documents, and meeting minutes that can be filtered by type

3. Directory
- o A personal "phone-book" for the community. Residents can opt into displaying their contact info in the directory. They can also choose what contact info appears (e.g. email but not phone number)