

Community Resident Portal FAQs for Residents

What do I do if my Registration Key expired?

Reach out to your community manager, they will generate a new Registration Key or send you an email with a link to register.

What do I do if I forgot my Login name?

Click on the [Forgot your login or password?](#) link on the home page. To recover the login enter in your Resident Portal Login Information email address and click on Submit. If you forgot your email address, please reach out to your community manager.

What do I do if I forgot my Password?

Click on the [Forgot your login or password?](#) link on the home page. To recover your password, enter in your Login and the Security Question and Answer and click on Submit. If you can't answer your Security Question successfully, please reach out to your community manager. A new "temporary password" will be emailed to you. You will be prompted to create a "new password" using the "temporary password" as the "old password".

What do I do if I'm Locked Out?

This is a temporary security lock out. Wait 30 minutes and log back in with your correct login information.

I didn't get a reset email when I clicked on the "forgot password" link.

Check your Junk or Spam mail folder first. If there isn't a reset email, check with your community manager to verify the email address you signed up with. Make sure you added the Resident Portal email address to your "Safe Senders" list. This was provided to you in an email when you first signed up.

Is my Login name my email address?

It may be, this is the name you created when you first signed up for Resident Portal. If you can't remember see next question.

Is there a number I can call for Resident Portal support?

There is not. Please reach out to your community manager for assistance.

How do I change my login, email, security questions or password?

To review and update this information, click on the Personal Information tab once you have successfully logged into Resident Portal.

What is AutoPay? How do I sign up?

AutoPay will automatically debit your account every month on the day your community specifies until you turn it off. To sign up, on the My Account Tab click on Manage Account and enter your bank account information. Then click on Make A Payment and scroll down to AutoPay. Click on Edit and check Enable AutoPay, select your bank in the dropdown, select a Payment Option, check the Payment Authorization and click on Save. Changes must be made at least 24 hours before the next scheduled AutoPay date. Please note if you are already enrolled in your community's EFT Program, AutoPay enrollment will not display.

How do I turn off AutoPay?

Click on the My Account tab, click on Make A Payment and scroll down to AutoPay. Click on Edit and uncheck Enable AutoPay and click on Save. A message will display: "You are not enrolled for AutoPay".

What is E-Billing?

E-billing is a convenient, paperless management of your account. Once you sign up, no more paper bills! Instead you'll receive an email alert when next month's statement is available for viewing and paying on the Resident Portal website.

How do I know if I'm signed up for E-billing? How do I sign up for E-Billing?

Once you've logged into your Community Resident Portal account, click on the My Account Tab. Under E-Billing, this message displays if you're not signed up: "You are not currently signed up for e-Billing". To sign up just click on edit to check Enable E-billing and click on Save.

How do I turn on or off E-Billing Reminders?

Once you've logged into your Community Resident Portal account, click on the My Account tab. Under E-Billing Info click on edit. Select one of the day reminders or choose do not send me a reminder and click on Save.

If I sign up for E-Billing do I have to pay online through the Resident Portal?

No, you can continue to pay how you normally pay or you can choose to pay through the portal.

Why didn't I get my reminder email?

Make sure to check your Junk or Spam mail folder and add the Resident Portal url to your address book. Check in E-billing which email reminders are being sent to. You may have entered in an Alternate email address or selected "Do not send me a reminder" in the dropdown list.

How do I turn off E-billing?

Once you've logged into your Community Resident Portal account, click on the My Account tab. Under E-Billing Info just click on edit to uncheck Enable E-billing and click on Save. "You are not currently signed up for e-Billing" message will display.