# CommunityPro®PORTAL TUTORIAL For HOMEOWNERS To:

Register & Learn to Navigate in CommunityPro®PORTAL Login & Access Ledger Balances & Make Assessment Payments

This tutorial is designed to help Homeowner's "Register" into their Association's CommunityPro®PORTAL, find their ledger page and check their balance and/or to make online payments.

# Sentry Website & CommunityPro®PORTAL System Requirements

- Windows 7, 8, 8.1, 10 Operating System
- Internet Explorer 11 (IE 11)
- Mozilla Firefox

Operating systems and browsers other than the ones listed above will experience compatibility issues with the website, as they are missing the modern components necessary for display, navigation, and functionality.

The site is compatible with iPad/Safari. The site works on iPhone/Safari, but it is not optimized for the iPhone. Make sure you are running the latest OS on your mobile device.

*Thank you* and we hope you enjoy using Sentry Managements' exclusive CommunityPro®PORTAL and Payment Center.

1. To Register, please go to: www.sentrymgt.com and click on "MY ACCOUNT".



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To create your unique Login credentials, you will need your 16-digit Account number (as printed on your coupon): IF YOU DO NOT HAVE YOUR COUPON ... 50.00 JANUARY 1, 2011 DURT DUE 1 ... simply call Sentry's Customer Service Team at 800-932-6636. Monday through Friday (8:30 am LAND ASSOCIATION INC to 7:00 pm EST) OR contact your GA 30348-5302 **Community Association** Manager. (800) 932-6636 EXT. 402 0678 DOSUMNYO DODSUNNYODOODOO 3 DODOODOO 00000004 8

**2.** You are now at the **Homeowner Login Page**. Click on "**New User Registration**" (located under the Homeowner Login button).

# Password Forgot Password? New User Registration Homeowner Site Guide Board Member Site Guide

# WELCOME HOMEOWNER

Your Portal, wes you access to important information about your personal account, your homeowner association, and allows you to stay connected to your community.

Ince in your secure Portal, you can:

- Make online payments
- View your personal account and payment history
- Find Community Manager name, phone number & email address
- · Access association documents like By-Laws, Rules & Regulations and Reports
- Sign up for emails from your association

## CLICK BELOW FOR 5 EASY WAYS TO PAY

CREDIT CARD	E-CHECK	PHONE	MAIL	AUTO-PAY
VISA PROGRESS DISCOVER STREET	One Time ( Recurring	866.729.5327	Mail Today	(\$) Hassle Free

- 3. This opens to the "New User Registration Page".
- (a) Fill in all required fields. Please note: your **email address**, **User ID** (<u>choose a User ID that is alphanumeric, up to 8 characters</u>) and **Password** (<u>can be alphanumeric, 5 to 20 characters</u>) are **ALL** case sensitive. An email will be sent from Sentry confirming your User ID for future Logins.

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Important Information! As stated in the Sentry Privacy Policy: Your property address, phone number & email address is <u>not</u> shared or otherwise provided to <u>any</u> third party (excluding those who assist in operating and providing services) unless Statutorily required. We use your Name and Address as recorded in county and state records which is public information.

New User Registration

### Choose a User ID that is alphanumeric, up to 8 characters and a password that is alphanumeric, 5 to 20 characters. An email will be sent In order to receive confirming your User Name for all future logins. pertinent and Desired User ID: current information about your community Desired Password: you should allow Alphanumeric only, 5 to 20 your email address to be You may change your used for both password at anytime. Re-enter Password: receiving correspondence and email blasts $\ensuremath{\checkmark}$ Include my address in member directory This information will display in MEMBERS DIRECTORY the Homeowner Directory, I (eBlasts). INFO ✓ Include my phone #'s in member directory you choose not to display any Remember--this part of this information. ☑ Include my email addresses in member directory information is not uncheck the box before you register. You may change your shared with third Receive correspondence via email preferences in the future by parties. OPT OUT OF COUPON(S) updating Your Profile after Receive email blasts INFO logging in. □ Opt out of assessment coupons If you are making online payments and do not need payment coupons and Should you opt out of receiving your assessment coupons envelopes mailed to you when because you pay by E-Check, Credit/Debit card or AUTOPAY, the budget has been approved, you may opt out of upon approval of your community's Annual Budget you will receiving them. Late notice still be mailed one coupon which simply supplies your 16coupons will be mailed if digit Account # and amount of your new assessment. payments are not received when due. Acct No. (as printed on your coupon): WHEARY 1, 2013 3. (b) Type your 16-digit Account # into this text box. 30348-5302 (800) 932-6636 EXT. 402

0678 DOSUNNYO DODSUNNYODODLO18 3 DDDDDDDD DDDDDDD 4

Terms and Conditions

THIS SITE AND RELATED INFORMATION ARE PROVIDED SUBJECT TO THESE TERMS AND CONDITIONS. PLEASE READ THE FOLLOWING INFORMATION CAREFULLY. YOUR CONTINUED USE OF THIS SITE WILL INDICATE YOUR AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS SET FORTH IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PROMPTLY EXIT THIS SITE.

### Sentry Privacy Policy

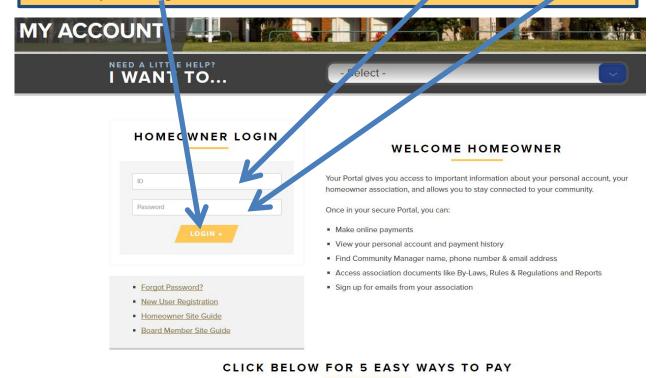
We do not sell, trade or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating and providing services so long as those parties agree to keep this information confidential. We may release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. By using our site, you consent to our privacy policy.

I have read the Terms & Conditions of Use

3. (c) Put a checkmark in the Box "I have read the Terms..." then click on "Register".

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**4.** Now you are registered as a Homeowner and the "**Homeowner Login**" screen will appear again. Simply enter your newly created Login credentials "**User ID (Name)**" and "**Password**" then click on the yellow "**Login**" button.



**5. (a)** Once logged in you see **Your Name** and your **Community Manager's** name and to the left of that you see **Menu Items** starting with "**Close (Log Off)**" and ending with "**Contact Us**".

PHONE

**866 729 5327** 

MAIL

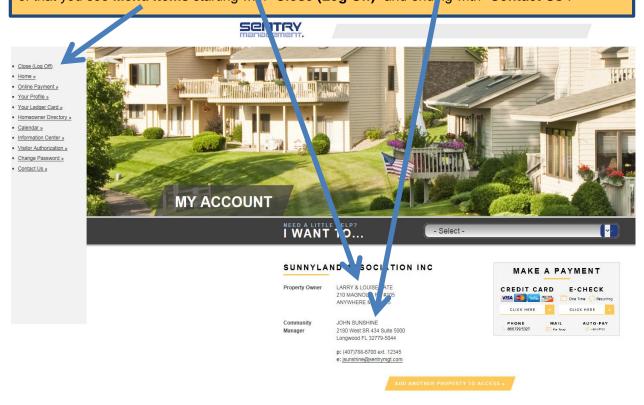
Mail Today

AUTO-PAY

(5) Hassle Free

E-CHECK

One Time () Recurring



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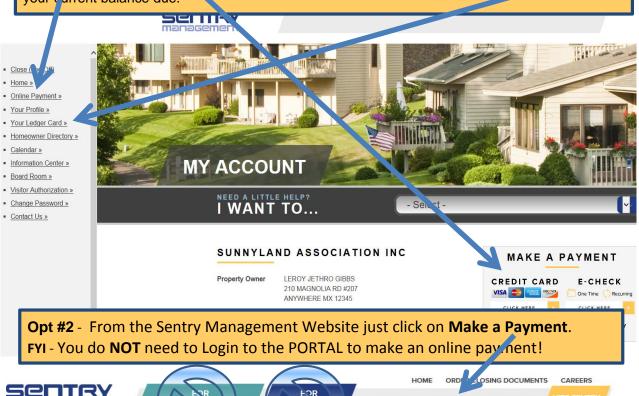
CREDIT CARD

VISA DISCOVER

# **HOW TO MAKE PAYMENTS**

Homeowners can make payments from either:
Option #1 - within CommunityPro® PORTAL, OR
Option #2 - the Sentry Management Website

Opt #1 - From your Association's PORTAL the Online Payment Options are available as a Menu Item or as a direct link for your selection. HINT: While in the PORTAL, you can check your current account balance before making your payment. Click on "Your Ledger Card" for your current balance due.

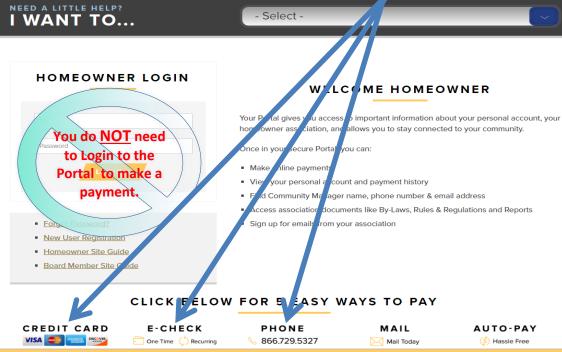




On the Website both "MY ACCOUNT" and "MAKE A PAYMENT" opens to the "Homeowner Login" page. Simply select a payment option below and follow the prompts. FYI - Regardless of payment method each property has individual coupons and corresponding 16-digit Account numbers. If you have multiple Sentry accounts you must make individual payments to each individual account.

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Online Payments are made through third party Vendor Websites separate from Sentry's Website and Portal. Payment options include credit card (Paylease) and E-Check (Union Bank). Since these are Vendor Websites, your unique Sentry Portal Login can NOT be duplicated. In order to make online payments you need to create an additional unique Login credential at the vendor websites. Once you select a payment option, then follow their prompts. Your Association 16-digit Account number(s) is always required to complete any transaction.



### Domombor

- 1) <u>Prior to</u> making your payment if you need your current balance you should access your <u>Ledger Card</u> through the <u>PORTAL</u> to view your balance. From the Sentry website click on <u>My Account</u> and <u>Login</u> to your Association's PORTAL and select Menu Item "Your Ledger Card".
- 2) It is **NOT** required to Login within CommunityPro®PORTAL to make your payment.

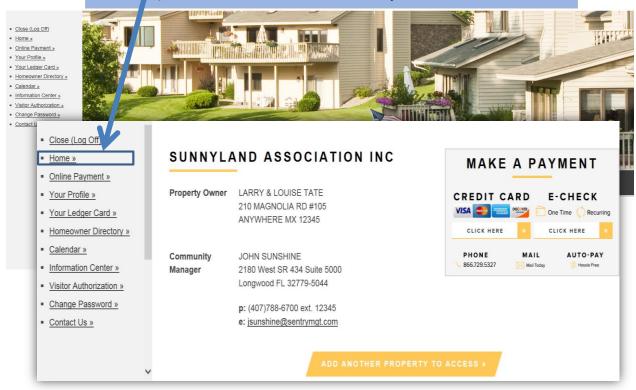
# **PAYMENT OPTIONS**

	TATMENT OF HONS								
Service Provider	Phone #	Payment Options	Additional Fees	How To Make Payment(s):					
Sentry Management	800-932-6636	AUTOPAY	NO	Pay by AUTOPAY using Sentry's free service. Eliminate late notices and late fees. One time setup, electronically posted with assessment changes (if any) automatically.  Your only responsibility is that by making sure the funds are in your account, your assessment payment(s) will be paid on time, each and every time they are due.  Please download and complete the AUTOPAY Form and send to autopay@sentrymgt.com or call Sentry's Customer Service team at 800-932-6636. (8:30am to 7:00pm, EST).					
Sentry Management	800-932-6636	Mail	NO	Pay by Mail using your payment coupon. Via US Mail check/MO with COUPON in envelopes provided. Coupons with the return address are mailed annually to homeowners. When mailing, please allow 5 business days prior to due date. If you cannot find your coupons, order replacements online or call Sentry's Customer Service team at 800-932-6636. (8:30am to 7:00pm, EST).					
Union Bank	Online Only	E Check	NO	Pay by eCheck using the online payment center eCheck option. This Service is provided to your Association by Union Bank at no additional Fee. Choose one time or recurring payments options which are available (up to 12 month) per calendar year. Any Annual change in assessment amount must be updated each year.					
Paylease	866-729-5327	Phone	YES	Pay by Phone by calling 247 toll-free 866-729-5327, additional fees apply. This service is through Paylease with options for Credit Card or eCheck, additional fees will apply.					
Paylease	Online Only	Credit/Debit Card	YES	Pay by Credit Card using the online payment center credit card option through the Sentry Website or CommunityPro®PORTAL.  Credit Cards include Visa, MasterCard, American Express and Discover through Paylease, additional fees apply.					

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# HOMEOWNER PORTAL NAVIGATION TUTORIAL

The "**Home**" button will bring you back to your first page in the CommunityPro®PORTAL within Your Community Association.

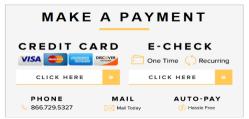


- Close (Log Off)
- Home »

# Online Payment »

- Your Profile »
- Your Ledger Card »
- Homeowner Directory »
- Calendar »
- Information Center »
- Visitor Authorization »
- Change Password »
- Contact Us »

The "Online Payment" button opens directly to access Online Payment Options. Choose either Credit Card or E-Check. Clicking on either option will take you out of your Association's Portal.

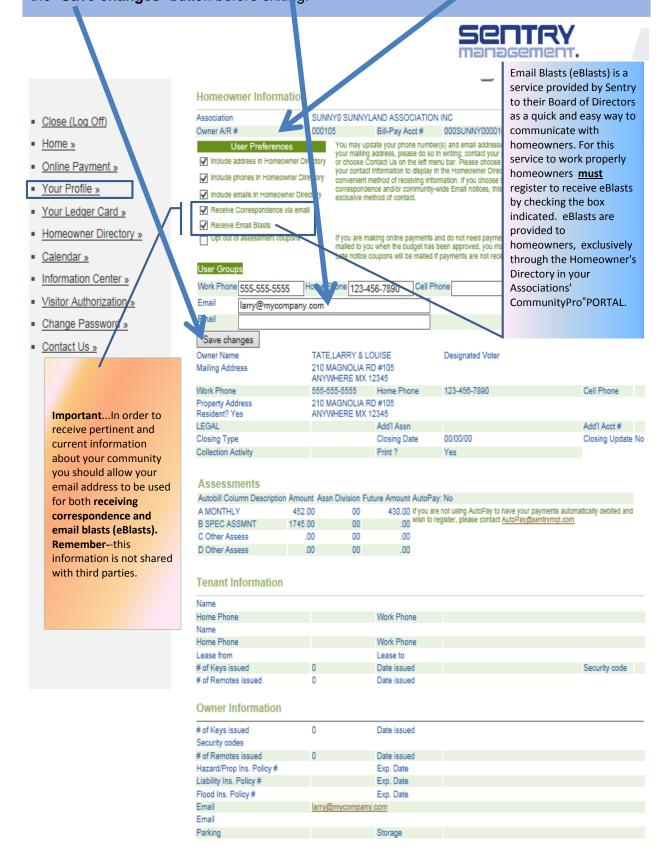


The online Payment Center is available for one-time or recurring credit card and eCheck payments. A service charge is added to credit card payments and Pay-by-Phone payments; there is no charge for eCheck payments.

\* We do not collect credit card or bank account information. Payments are handled by third party administrators and applications.

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The "Homeowner Profile" button allows you to view information relevant to your personal homeowner account and allows you to update your personal User Preferences (with check marks), phone numbers and email addresses. Be sure to save your changes by clicking the "Save changes" button before exiting.



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The "Your Ledger Card" button allows you to view your account history in detail and boldly displays your current account balance.

	Ledger Card for 000105 TATE, LARRY & LOUISE
<ul> <li>Close (Log Off)</li> <li>Home »</li> <li>Online Payment »</li> <li>Your Profile »</li> </ul>	Your account balance is 0.00  From date : (enter as mmody)y or mmoddyyy or mmidd/yyyy (to view history)  Search (to view history)
Your Ledger Card »	Date Description MONTHLY SPEC ASSMNT Other Assess Other Assess LEGAL Total
<ul> <li>Homeowner Directory »</li> <li>Calendar »</li> </ul>	
<ul> <li>Information Center »</li> <li>Visitor Authorization »</li> </ul>	
Change Password »	
Contact Us »	

The "Homeowner Directory" button contains those Homeowners who have registered and given approval to be included in the directory and/or to receive Association eBlasts.

Please note: This Directory only confains those Homeowners who have registered and given approval to be included in the directory.

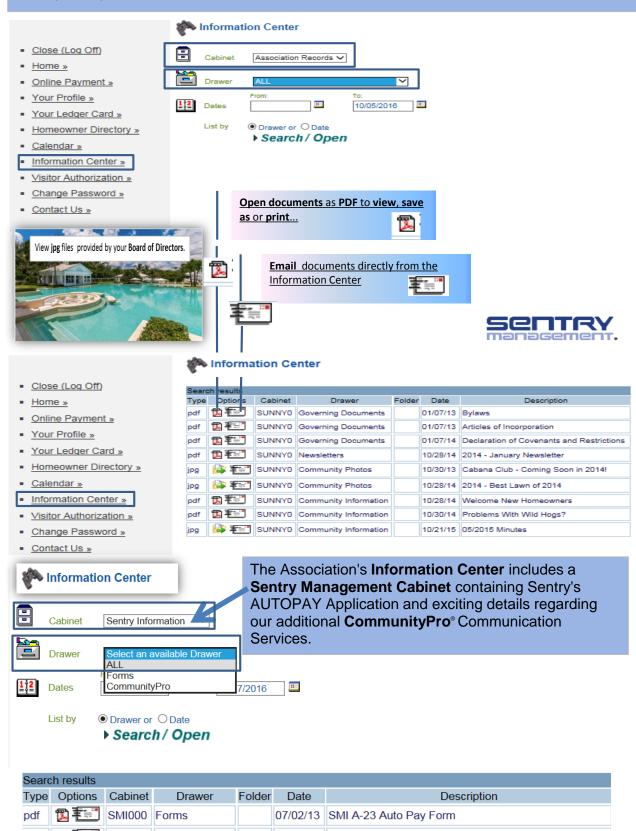
Group:	Search by :	Search for :				
~	Street Name	Beginning with 🗸				
		М	Street # (optional	) U	init # (optional)	Search
Your Profile »	Search results Street No	Name Name	Address	Phone	Email	
<ul> <li>Your Ledger Card »</li> </ul>	A HOME OWNER		210 MAGNOLIA RD #101 ANYWHERE MX 12345			
■ Homeowner Directory »	RICARDO & LUCY MCGII	LLICUDDY,RICKY	210 MAGNOLIA RD #102 ANYWHERE MX 12345		rickynlucy@mycompany.com	<u>m</u>
Calendar »	TATE,LARRY & LOUISE		210 MAGNOLIA RD #105 ANYWHERE MX 12345	123-456-7890 (Home) 555-555-5555 (Work)	larry@mycompany.com	
Information Center »	MERTZ,FRED & ETHEL		210 MAGNOLIA RD #107 ANYWHERE MX 12345			
	PICARD, JEAN LUC		210 MAGNOLIA RD #108 ANYWHERE MX 12345		captain@mycompany.com	
	RIKER, WILLIAM T		210 MAGNOLIA RD #109 ANYWHERE MX 12345		number1@mycompany.com	1
ImportantIn order to	TROI FAMILY REVOCABI	LE TRUST,LWAXANA & DEANA	210 MAGNOLIA RD #110 ANYWHERE MX 12345	407-555-5555 (Cell)		
receive pertinent and	STEVENS,DARRIN & SAI	MANTHA	210 MAGNOLIA RD #111 ANYWHERE MX 12345		sam@mycompany.com	
current information about	PENNYWORTH,ALFRED		210 MAGNOLIA RD #113 ANYWHERE MX 12345		batfan@mycompany.com	
your community you should	GOTHAM CITY TRUST		210 MAGNOLIA RD #114 ANYWHERE MX 12345	407-788-6700 (Work)	joker@mycompany.com	
	TOTALIA & CEIZADETTI		210 MAGNOLIA RD #201 ANYWHERE MX 12345		pirate@mycompany.com	
allow your email address to	BARONE, RAYMOND & D	EBORAH	210 MAGNOLIA RD #202 ANYWHERE MX 12345	555-555-5555 (Home)	rayray@mycompany.com	
be used for both receiving	HOUSE, DR GREGORY		210 MAGNOLIA RD #203 ANYWHERE MX 12345		liarliar@mycompany.com	
correspondence and email	BANK ON IT NOW, YOU O	CAN	210 MAGNOLIA RD #204 ANYWHERE MX 12345			
blasts. Rememberthis	FOREMAN,RED & KITTY		210 MAGNOLIA RD #205 ANYWHERE MX 12345			
information is not shared	BUNDY & MARGE SIMPS	ON,ALBERT	210 MAGNOLIA RD #208 ANYWHERE MX 12345	949-215-1299 (Work)	doh@mycompany.com	
with third parties.	GIBBS,LEROY JETHRO		210 MAGNOLIA RD #207 ANYWHERE MX 12345	555-123-4321 (Home) 555-321-1234 (Work)	leroy@mycompany.com	
•	SKYWALKER,LUKE		210 MAGNOLIA RD #209 ANYWHERE MX 12345		jedimaster@mycompany.co	m.
	NELSON,OZZIE & HARRI	ET	210 MAGNOLIA RD #212 ANYWHERE MX 12345		hozzie@mycompany.com	

If your Association's Board is using this function, view your Association's **Calendar** from within your Association's Portal.

	Calendar						
	Today Day Week	Month Refresh 4	Ali				
Close (Log Off)	Mon 26	Tue	Annual Members Meeting Clubhouse Reservations	Thu 29	Fri 30	Sat Oct 1	Sun
■ <u>Home »</u>	20	21	Neighborhood Garage Sale Neighborhood Festival	D	30	out	
Online Payment »							
■ Your Profile »	3	4	5	6	7	8	
<ul> <li>Your Ledger Card »</li> </ul>							
<ul> <li>Homeowner Directory »</li> </ul>	10	11	12	7:00PM Annual Meeting ©	14	15	
■ <u>Calendar »</u>				7.00PM Annual Meeting 6			
<ul> <li>Information Center »</li> </ul>	17	18	19	20	21	22	
Visitor Authorization »							
<ul> <li>Change Password »</li> </ul>	24	25	26	27	28	29	
■ Contact Us »							
	31	Nov 1	2	3	4	5	

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The "Information Center" contains your Association's Governing Documents, Rules and Regulations, <u>Architectural Application</u> and any other <u>Board approved</u> documents. These PDF files can be opened, reviewed, "saved as" and/or printed. The "envelope icon" emails directly to <u>any</u> email address.



08/08/13 Sentry's CommunityApp™

10/09/14 Sentry Management CommunityPro® Public Websites

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SMI000 CommunityPro

SMI000 CommunityPro

pdf

**Important!** The **Information Center** & **Calendar** are available for use by <u>any</u> Association simply by providing access rights to a duly appointed Board member. This appointed Board member would be the Administrator for this file and allowed to place new or archived documents and/or pictures into additional file drawers within the Cabinet for the Association. The Administrator will also have access to the Association Calendar to place future up coming events for your Community there.

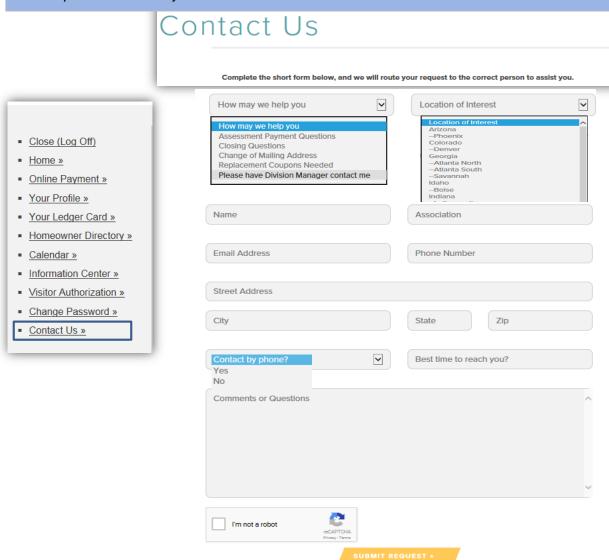
The Visitor Authorization Form is provided for gated Communities with guards on duty. This Form is simply used to communicate with the guards on duty authorizing visitors to enter your community. The Form is only good for today or tomorrow. Sentry SUNNYLAND ASSOCIATION INC Visitor Authorization Form Close (Log Off) Home » This form is to authorize visitors to your home THIRTY MINUTES or more from now for today or tomorrow. If you need to provide access sooner than 30 minute Online Payment » Fields marked with a red asterisk (\*) must be entered. Your Profile » LARRY & LOUISE TATE Your name Your Ledger Card » Your address: 210 MAGNOLIA RD #105 ANYWHERE MX 12345 Special Comments: Homeowner Directory » Calendar » Information Center » 1. Visitor's First & Last Name: \* 10/05/2016 Expected Arrival Date: 1 Visitor Authorization » Ш Expected Departure Date: Change Password » COMPLETE ONLY IF CALLING IN ADDITIONAL VISITO 2. Visitor's First & Last Name: Contact Us » Expected Arrival Date: Expected Departure Date: Ш 3. Visitor's First & Last Name: 10 Expected Arrival Date: Ш Expected Departure Date Send your confirmation to: Occarvalho@sentrymgt.com O informationassociate@sentrymgt.com O Email to Submit Change your Password use the Form below. If you need to change (or forgot) your **User ID** contact: website@sentrymgt.com. Close (Log Off) Home » Change Password Online Payment » To change your password please enter your existing password and then enter your new password twice. Your Profile » Your Ledger Card » User ID : Homeownr Homeowner Directory » Old Password Calendar » **New Password**  Information Center » New Password Visitor Authorization » (again) Change Password »

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Save Cancel

Contact Us »

**Contact Us -** Just complete the short Form below and we will route your request to the correct person to assist you.



# Remember the Requirements Below:

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- Windows 7, 8, 8.1, 10 Operating System
- Internet Explorer 11 (IE 11)
- Mozilla Firefox

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