

RESIDENT FAQs

REGISTRATION QUESTIONS:

- I already have a login for the current community website. Why am I not able to log into the new community website?
 - As a result of our new security protocol, we are asking all residents to register for access to the new community website. To register, please complete the following steps:
 - Visit property's homepage
 - Select "Resident Access"
 - Select "Register"
 - Provide email address and phone number to register
 - If the email address is found, a registration email will be sent to the email address
 - Resident will then click the link in the email to verify their email address
 - If the email address is not found and the phone number is, a registration code will be sent via SMS (US and Canadian mobile phones only)
 - Resident will enter the registration code sent to their mobile device on the site and continue to verify their phone number
 - If neither the email address nor the phone number are found, the resident will be directed to contact the Customer Care Center.
 - Once the resident is verified by email or phone, they will complete the registration form
 - The resident can now login!
- I'm not able to register for the new community website.
 - Using our new security protocol, you will need to use either your email address or mobile phone number that is in our records to register for access to your community's new website. You will be prompted to contact our Customer Care Center who can assist further to ensure your account is ready for registration.
- Can I register for the website without using an email address?
 - You may provide your mobile phone number to confirm your identity, but ultimately you must provide a valid email address to access the Community Website.
- Who do I contact with questions about registering for my community new website?
 - You can contact our Customer Care Center at 703-385-1133 for assistance 24/7/365!

NEW WEBSITE QUESTIONS:

- Why did I receive an email that my email address has been changed?
 - Any time an email address is changed in our system, we will send a notification email to the old email address and the new email address for security purposes. If you did not authorize an email address change, please contact our Customer Care Center immediately!

- What web browser can I use to access my community's website?
 - You may use Chrome, Edge, Firefox, Internet Explorer, or Safari to access your community website.

- What devices can I use to access my community's website?
 - You will be able to easily access your new community website on a desktop, laptop, tablet, or mobile device. We feature a responsive design that formats the site to match perfectly with your devices screens size.

- I own multiple properties. Is there a way to view all of my accounts with one login?
 - Yes! Whether it is multiple properties within one FirstService Residential community or multiple FirstService Residential communities, once each community that you live in launches on the new platform, you will be able to click on your profile in the upper right-hand corner of the portal and click "Add New Properties". The system will automatically check for you other properties and it will provide contact information for the Customer Care Center in the event we have not automatically added all of the properties that you were expecting.

- Why don't I see all of my properties on my account?
 - You may contact our Customer Care Center 24/7/365 to help add any accounts that are missing. Please note: if some of your properties haven't launched the new community website, they will not be available to add to your account yet. All properties must be using the new community websites to combine them into one account view.

- Why can't I open any of the Form & Documents?
 - Documents open in a separate window, you may need to confirm that pop up blockers are not turned on for this site.

- Who can see my information in the Community Directory?
 - By default, no one can see your name, address, or other information in the Community Directory. Each property owner has the option to "opt-in" to allow other logged-in owners and residents in your community to view your directory information. To "opt-in" to the Community Directory, go to the Community menu, then the Directory tab. Click the ADD ME button next to your listing and select the information that you wish to allow other users to see when they are logged in to the portal.

- Who do I contact with questions about my community's new website?
 - You can contact our Customer Care Center at 703-385-1133 for assistance 24/7/365!