

## Training and Development



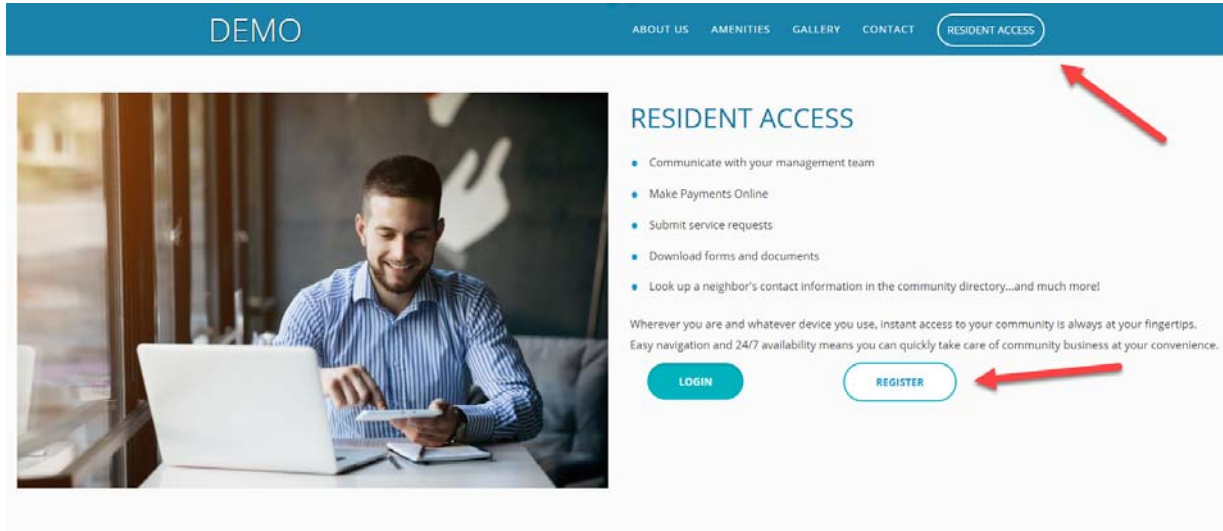
# REGISTRATION AND LOGIN USER GUIDE

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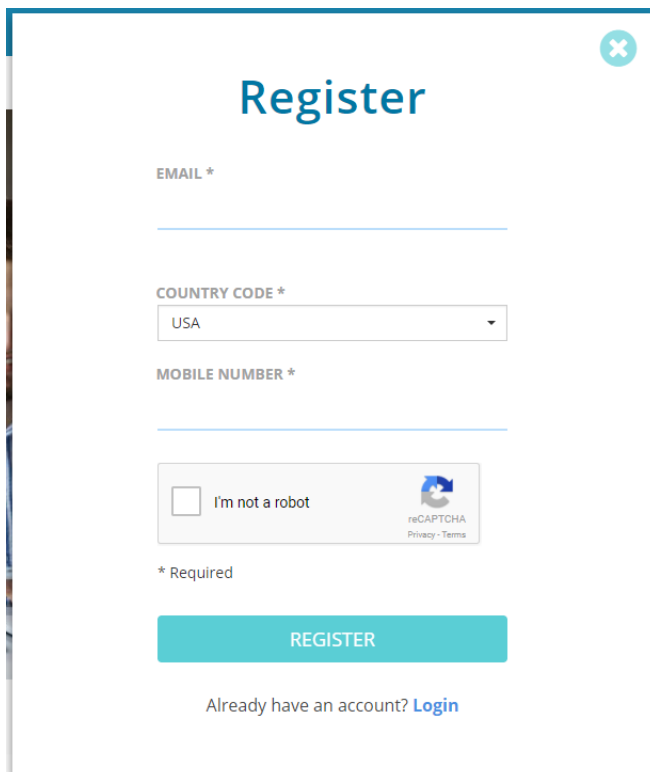
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## Registering with FirstService Connect

When visiting your community's landing page, navigate to the resident access section by selecting the Resident Access button.



For registration, we require a valid email address and a mobile phone number. If a mobile phone number is not available, a non-mobile phone number is allowed but will not be used for registration.



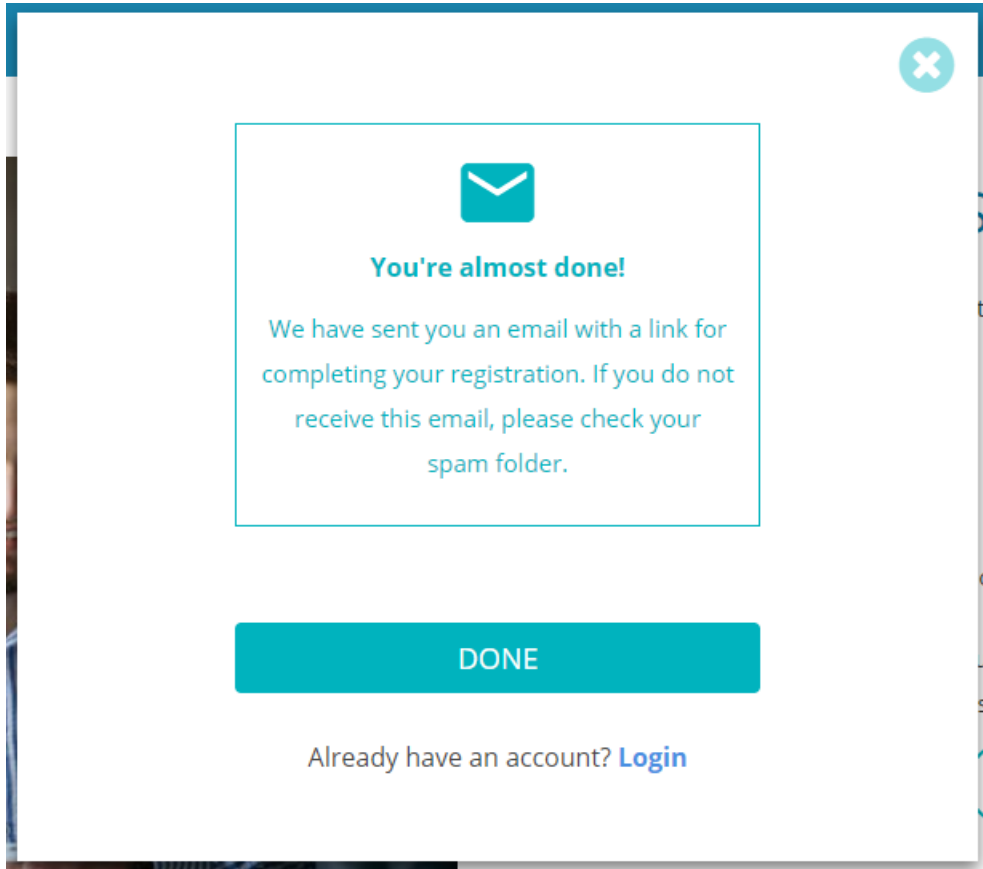
The screenshot shows a "Register" form with the following fields and elements:

- Register** (Title)
- EMAIL \*** (Text input field)
- COUNTRY CODE \*** (Dropdown menu with "USA" selected)
- MOBILE NUMBER \*** (Text input field)
- I'm not a robot (reCAPTCHA widget)
- \* Required** (Text below the reCAPTCHA widget)
- REGISTER** (Teal button)
- Already have an account? [Login](#)

Once a user submits their registration information, there are a few scenarios that may occur.

### YOUR EMAIL ADDRESS WAS FOUND

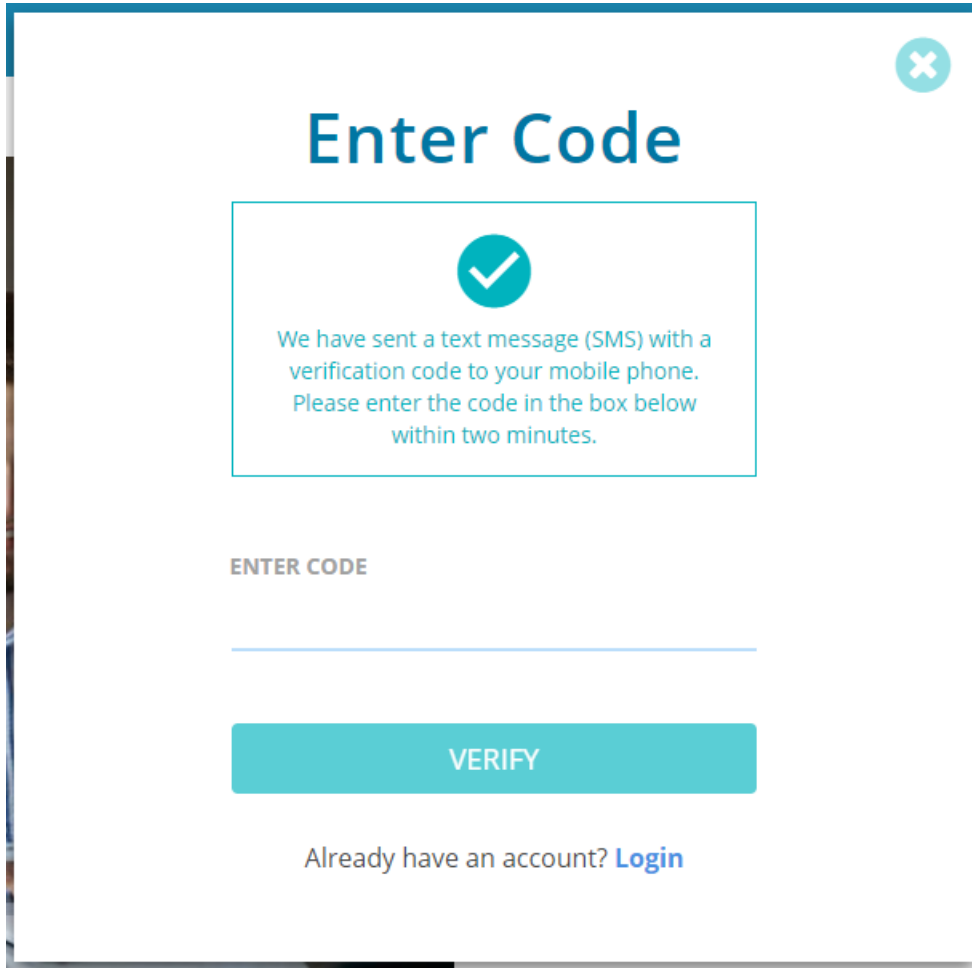
Your email address was found in our system. We will send you an email to the email address provided. In the email you will find a link to validate the email address. Once the email address is validated, you will be redirected to a registration form to complete your registration.



## YOUR PHONE NUMBER WAS FOUND

We did not have your email in our systems but your phone number was found. We will send you a SMS text message with a code to your phone number. You will then be prompted to enter the code provided to validate your phone number. Once the phone number is validated, you will be redirected to a registration form to complete your registration.

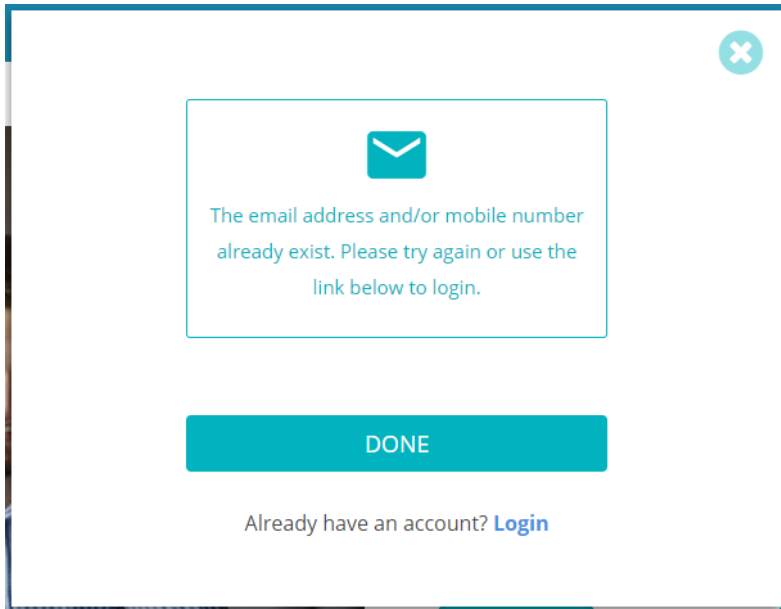
This code can include letters and numbers and is case sensitive.



The screenshot shows a mobile application interface for entering a verification code. At the top right, there is a close button (an 'X' in a circle). The main heading is 'Enter Code' in a large, bold, teal font. Below the heading is a teal checkmark icon inside a circle, followed by the text: 'We have sent a text message (SMS) with a verification code to your mobile phone. Please enter the code in the box below within two minutes.' Below this text is a label 'ENTER CODE' in a smaller, teal font, followed by a horizontal line representing the input field. Underneath the input field is a large, teal button with the word 'VERIFY' in white, uppercase letters. At the bottom of the screen, there is a link that says 'Already have an account? Login'.

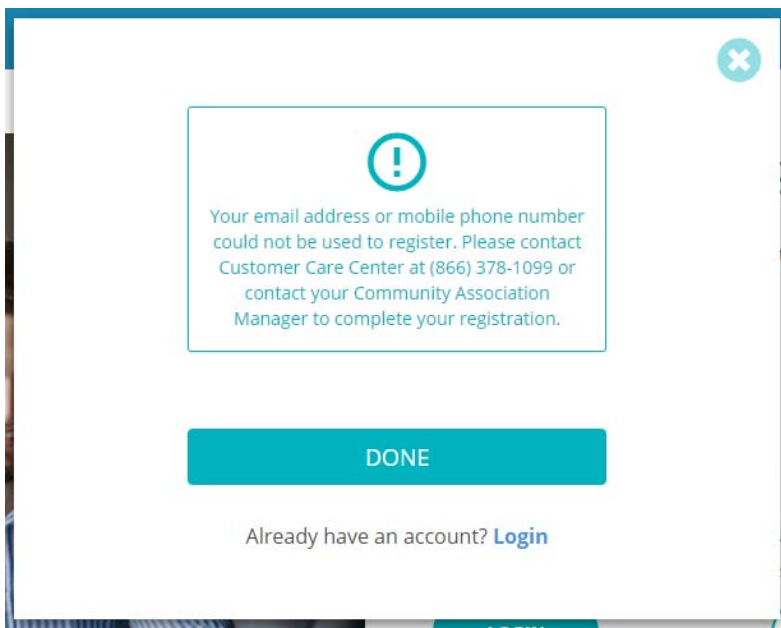
## YOUR EMAIL ADDRESS OR PHONE NUMBER IS ALREADY REGISTERED

The email address and/or phone number was already used for registration and is in our system. You will be prompted to click on the link to navigate to the log in page.




## YOUR EMAIL ADDRESS OR PHONE NUMBER IS NOT FOUND

Unfortunately, your email address or phone number could not be found in our system. If this is not correct, you will be prompted to contact customer care. The number will be displayed on the screen.



## COMPLETE REGISTRATION FORM

Now that we have validated the information provided, fill out the registration form to complete the registration process.



**FirstService**  
RESIDENTIAL

**Welcome to the FirstService Residential Web Access Registration**

Prefix

First Name  MI

Last Name

Country  Mobile Number

Email

Create Password [?](#)

Confirm your password

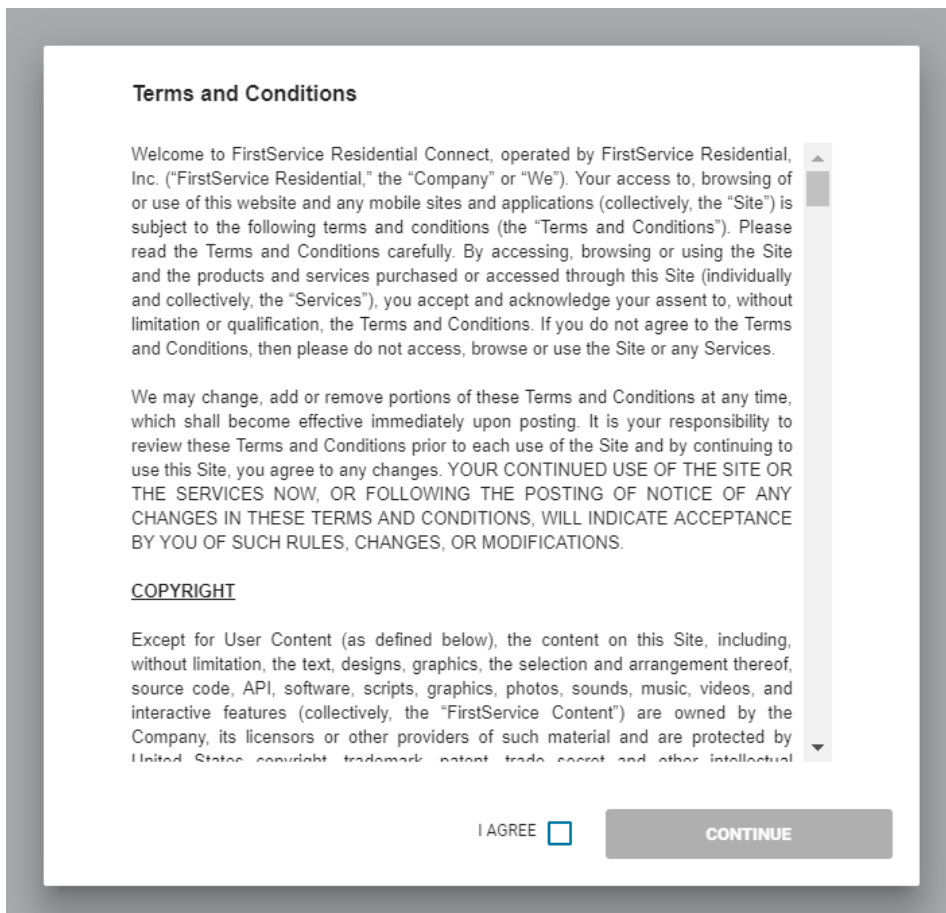
[Register](#)

[Clear Form](#)

Now that you have registered with FirstService Residential Connect, use the email address and password you created during registration to log in.

## ACCEPT TERMS OF USE

On your first log in, you will be presented with the Terms of Use for FirstService Residential Connect. You must read through by scrolling down to the end to select the “I Agree” checkbox. You must agree to the Terms of Use in order to use FirstService Residential Connect. Once you have accepted the Terms of Use, you will not be asked again unless the terms have been updated.



**Terms and Conditions**

Welcome to FirstService Residential Connect, operated by FirstService Residential, Inc. (“FirstService Residential,” the “Company” or “We”). Your access to, browsing of or use of this website and any mobile sites and applications (collectively, the “Site”) is subject to the following terms and conditions (the “Terms and Conditions”). Please read the Terms and Conditions carefully. By accessing, browsing or using the Site and the products and services purchased or accessed through this Site (individually and collectively, the “Services”), you accept and acknowledge your assent to, without limitation or qualification, the Terms and Conditions. If you do not agree to the Terms and Conditions, then please do not access, browse or use the Site or any Services.

We may change, add or remove portions of these Terms and Conditions at any time, which shall become effective immediately upon posting. It is your responsibility to review these Terms and Conditions prior to each use of the Site and by continuing to use this Site, you agree to any changes. YOUR CONTINUED USE OF THE SITE OR THE SERVICES NOW, OR FOLLOWING THE POSTING OF NOTICE OF ANY CHANGES IN THESE TERMS AND CONDITIONS, WILL INDICATE ACCEPTANCE BY YOU OF SUCH RULES, CHANGES, OR MODIFICATIONS.

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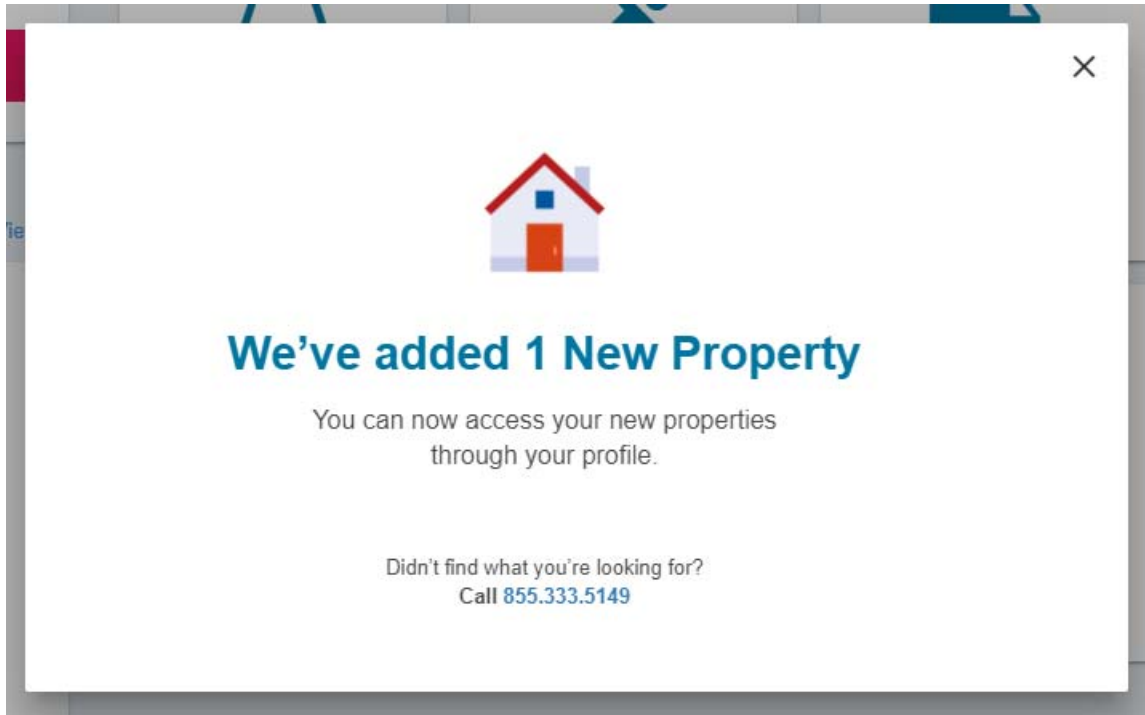
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I AGREE



## INITIAL LINK TO PROPERTIES

Upon accepting the Terms of Use, the system will link you to your available properties based on your verified email address or phone number.



## YOU ARE NOW READY TO USE FIRSTSERVICE RESIDENTIAL CONNECT FOR RESIDENTS


Dashboard
HT


**My Balance**  
View your account activity [View More](#)


**BALANCE DUE** \$0.00

MAKE PAYMENT

**Quick Actions**  
Request services and make reservations [View All](#)

  
**Valet Parking**  
Request your vehicle

  
**Amenities**  
Make a reservation

  
**Deliveries**  
See if a delivery has arrived and where you can pick it up






**Calendar**  
View, add and register for upcoming events [View More](#)

October 2017

SUN	MON	TUE	WED	THU	FRI	SAT
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

No upcoming events.

**Forms & Documents**  
Download and print forms and documents [View All](#)

-  **test**  
Board Reports | Uploaded October 12, 2017
-  **Annual Meeting\_10/05/2017**  
Board Meeting Minutes | Uploaded October 12, 2017
-  **Annual\_10/08/2017**  
Financial Documents | Uploaded October 15, 2017
-  **Logo**  
Board Reports | Uploaded October 16, 2017
-  **Announcement\_10/12/2017**  
Association Documents | Uploaded October 12, 2017

**Knowledge Base**  
Get answers to frequently asked questions [View All](#)

No FAQs to display.