

Connect Resident Portal Registration

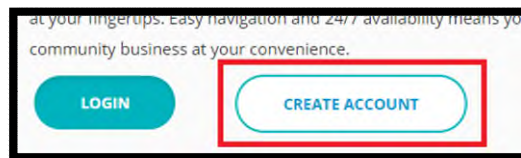


Access your community's Connect Resident Portal to view your account balance, important forms and documents, view community event information, submit service requests and more! Please complete the following to register:

- 1) Visit your Connect Resident Portal address (sample: <https://democalifornia.connectresident.com/>) or complete the registration through the Connect Resident app (just search "Connect Resident" in your smart phone's Google Play or Apple App Store)

2) a) Portal Registration

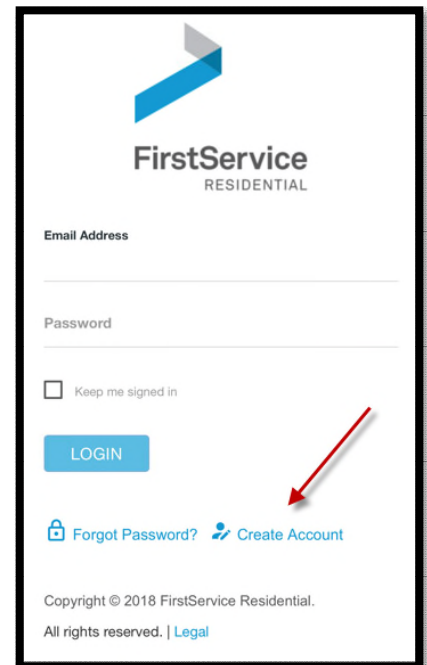
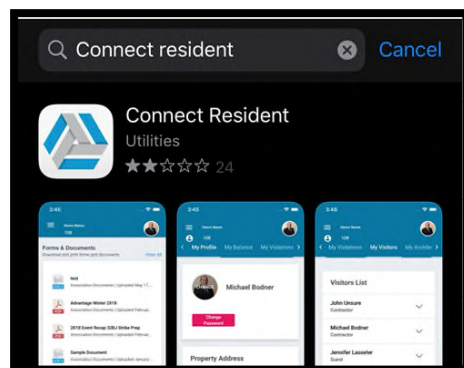
Note: Aside from the initial "Create Account" option on your desktop, you can also complete the same process on your mobile app. You will only need to register once on either option.



- Scroll to the bottom of the page to the Resident Access section and select "Create Account"

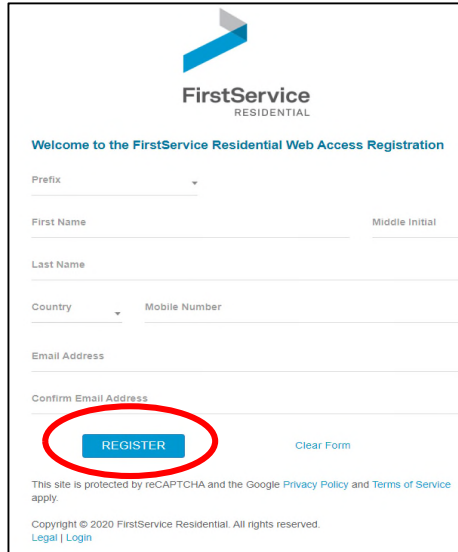
b) App Registration

- Click "Create Account" at the bottom of the screen



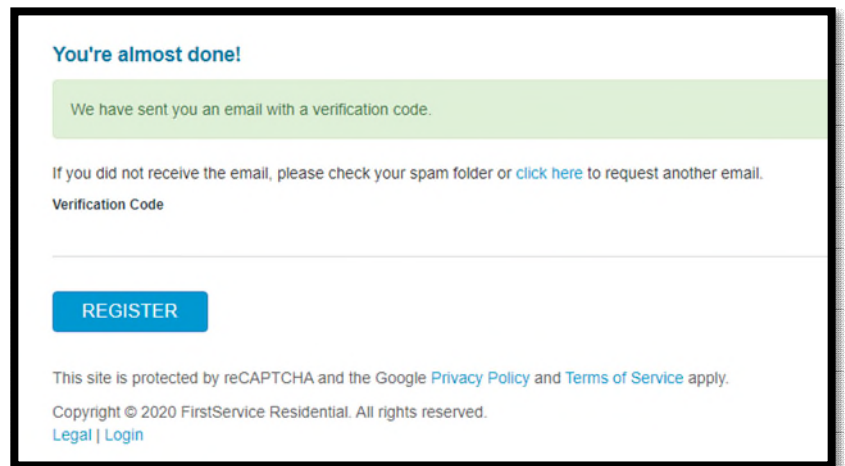
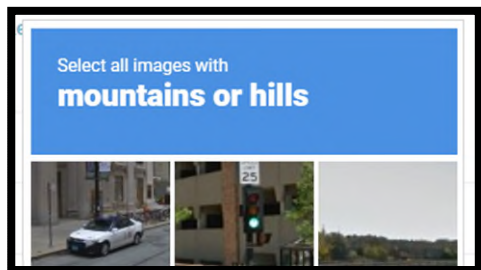
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- 3) Fill in your **First Name**, **Last Name** and **Email Address**. (*Prefix, Middle Initial, Country and Mobile Phone are optional as long as your email address is registered with the Association.*) Click **REGISTER**.



The screenshot shows the registration form with the following fields: Prefix (dropdown), First Name, Middle Initial, Last Name, Country (dropdown), Mobile Number, Email Address, and Confirm Email Address. A blue 'REGISTER' button is circled in red, and a 'Clear Form' link is visible to its right. At the bottom, there is a copyright notice for 2020 FirstService Residential and links for 'Legal' and 'Login'.

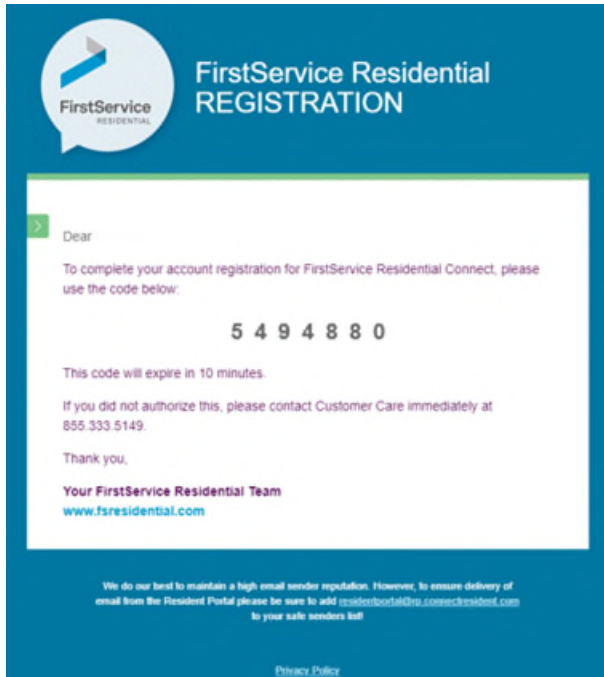
- 4) For security purposes, a Captcha verification process is presented. Click the relevant pictures until there are no more required and click the **VERIFY** button, which will prompt a verification code to be sent to you. The following screen will be presented:



The verification screen has a green header 'You're almost done!' and a green message box: 'We have sent you an email with a verification code.' Below this, it says 'If you did not receive the email, please check your spam folder or [click here](#) to request another email.' There is a 'Verification Code' input field and a blue 'REGISTER' button. At the bottom, there is a copyright notice for 2020 FirstService Residential and links for 'Legal' and 'Login'.

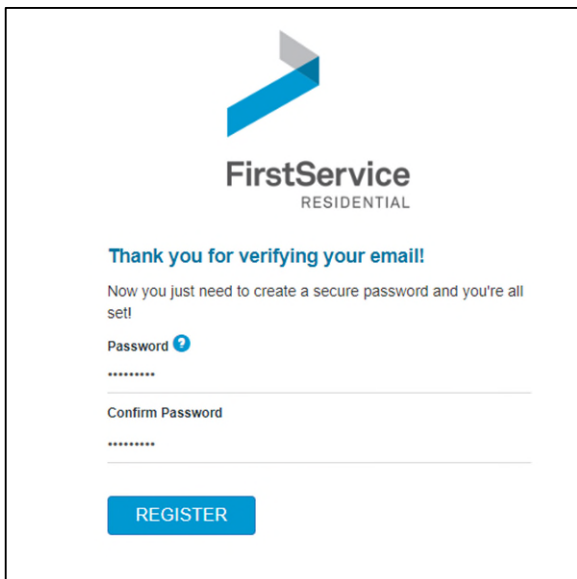
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- 5) Minimize the registration screen and sign onto your email account. A **VERIFICATION CODE** will be sent to your email from residentportal@rp.connectresident.com (*The verification code will expire in 10 minutes*).
- 6) Enter the verification code into the registration screen presented. (*It can be copied and pasted into the screen from the email as well.*) Click **REGISTER**.



Example of the code within your email received from Connect Resident Portal with the subject "Complete your registration"

- 7) Once the email address is verified, a screen will be prompting for creation of a **PASSWORD**

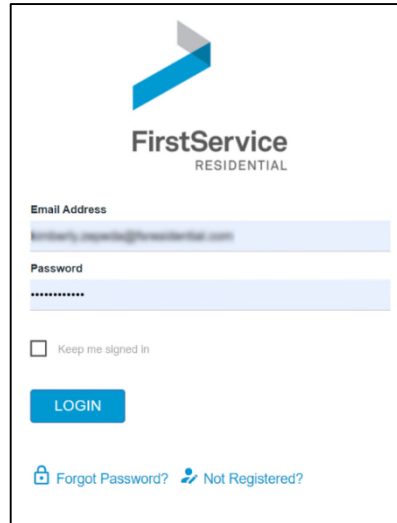


Password Criteria:

- Minimum of 8 characters in length
- 25 characters maximum
- Password must have at least one uppercase letter, at least one lowercase letter, at least one number, at least one special character (! @ # \$ % ^ & *)

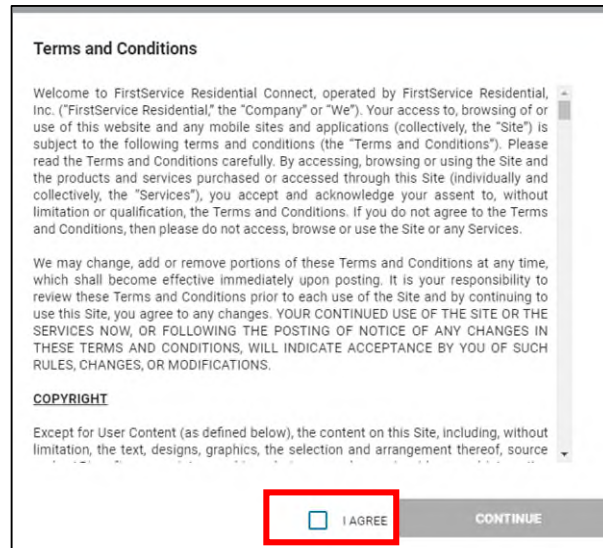
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- 8) After the password is created successfully, the **Login Page** to the portal will be presented. Enter in your email and password. Click **LOGIN**.



The image shows the login page for FirstService Residential. At the top is the FirstService Residential logo. Below it are two input fields: "Email Address" with the text "firstservice.residential@firstservice.residential.com" and "Password" with a masked password "*****". There is a checkbox labeled "Keep me signed in" which is unchecked. A blue "LOGIN" button is positioned below the fields. At the bottom, there are two links: "Forgot Password?" with a key icon and "Not Registered?" with a person icon.

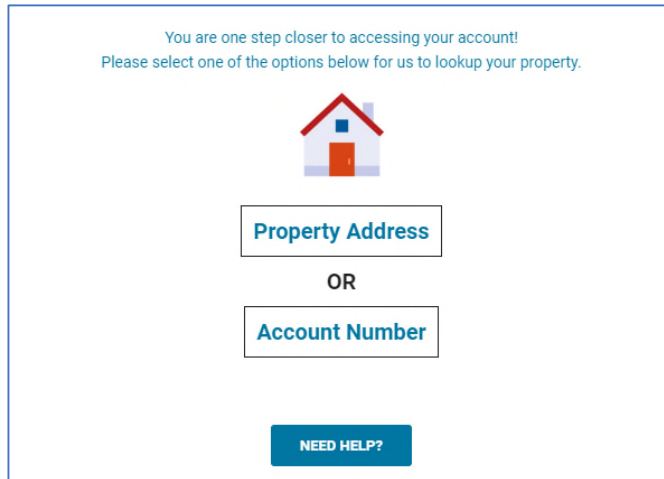
- 9) Accept the "Terms & Conditions" by clicking the box "I AGREE" and click the pink box "CONTINUE"




The image shows a "Terms and Conditions" page. The title "Terms and Conditions" is at the top. The main text describes the user's access to the site and their agreement to the terms. Below the text is a "COPYRIGHT" section. At the bottom, there is a checkbox labeled "I AGREE" which is highlighted with a red box, and a pink "CONTINUE" button.

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- 10) Final step is to link your unit to your login profile by either the PROPERTY ADDRESS or your ACCOUNT NUMBER (Customer ID) – Important! This number is listed as the “Customer ID” on your assessment statement).
- If you experience issues with the Property Address entry, ***please use the Account Number/Customer ID instead, and vice versa.***



You are one step closer to accessing your account!
Please select one of the options below for us to lookup your property.



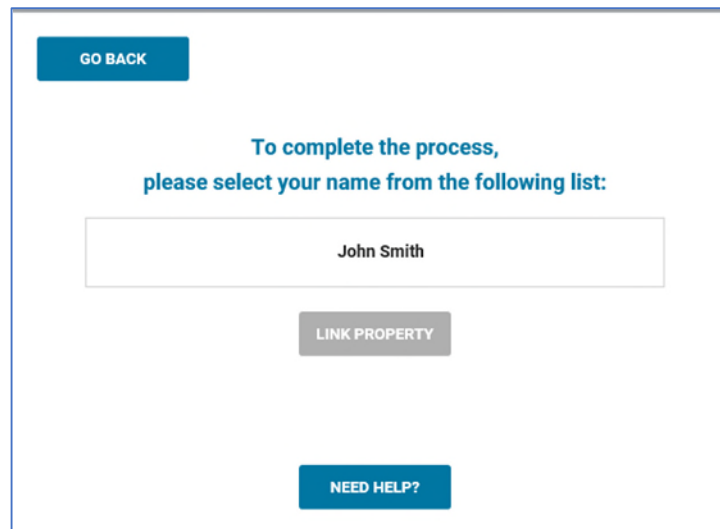
Property Address

OR

Account Number

NEED HELP?

- 11) Select your name from the list and click “Link Property”



GO BACK

To complete the process,
please select your name from the following list:

John Smith

LINK PROPERTY

NEED HELP?

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12) If you have included your mobile phone number at the time of registration and your email address is not entered with the Association, you will have the option for the verification code to be sent via text

GO BACK

We could not find jenitestfsr@gmail.com
How would you like to receive the code to link?

Email me the code	Text me the code
<input type="checkbox"/> z****a@fsresidential.com	<input checked="" type="checkbox"/> *****6193
<input type="checkbox"/> j****a@fsresidential.com	<input type="checkbox"/> *****8837
<input type="checkbox"/> j****o@fsresidential.com	<input type="checkbox"/> *****5429
<input type="checkbox"/> s****n@fsresidential.com	
<input type="checkbox"/> s****s@fsresidential.com	
<input type="checkbox"/> D****e@fsresidential.com	

* Standard messaging rates may apply

NEED HELP?

This site is protected by reCaptcha and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

GO BACK

We have sent you a code via text to *****5429.
Please enter the code below to continue.
If you did not receive it, you can request a new one below.

This code will expire in 9:57 minutes

SUBMIT

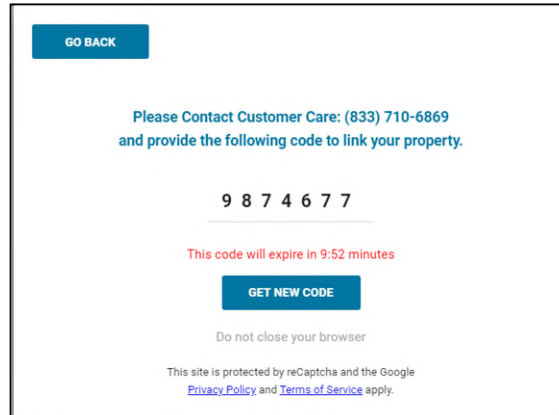
RESEND CODE

NEED HELP?

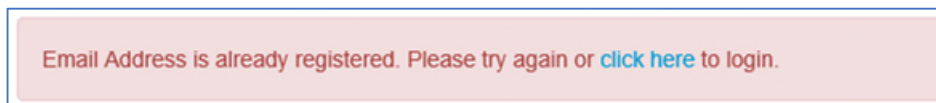
This site is protected by reCaptcha and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Connect Resident Portal Registration

12) During this process, if help is needed, click the button “Need Help?” The following item will be presented, call the Customer Care number and someone will be ready to assist; the team is available for you 24/7!



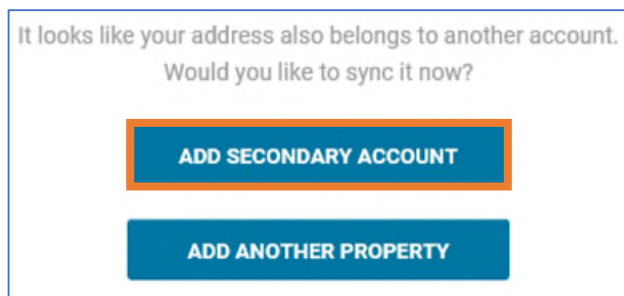
13) **Already Registered?** If you see the message below, it means you already have an account. Please login to continue.



- You will be prompt to complete steps 5-9

14) **Master Association?** If you see the message below, it means you are part of a Master association and have access to two profiles. Click “Add Secondary Account” to seamlessly add both your sub-association and master association accounts at once.

Important note: If this step is missed, you will not get the chance to register your master account again.

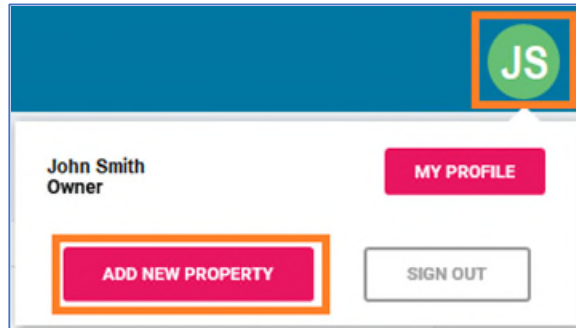


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Link Additional Properties

Other properties managed by FirstService Residential may be added to your profile at any time by clicking on the profile bubble in the upper right corner of the page and selecting “Add New Property”.

Once linked, you can easily toggle between your units by clicking that same profile bubble and selecting your unit from the dropdown.



Receive Assistance Registering or Linking Properties

If at any point in the process you experience difficulties during registration or while trying to link your properties, please reach out to our Care Center for assistance anytime, day or night at **833-710-6869**.

System Requirements:

Compatible Browsers: Chrome, Edge, Firefox, Internet Explorer, and Safari.
Compatible Devices: Desktop, laptop, tablet and mobile device.

Resident Portal Apps: Available in the Google Play and Apple App Store.

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Connect Resident Portal FAQs

Q: Which web browsers can I use to access my community portal? Is there an app?

A: To navigate the portal, the most commonly used browsers are compatible: Chrome, Edge, Firefox, Internet Explorer, or Safari.

Yes, the app version of the portal is also available by searching “Connect Resident” in your smart phone’s app store.

Q: What devices or equipment can I use to access my community portal?

A: The community portal can be accessed on a desktop, laptop, tablet or mobile device. The Community Portal features a responsive design which will match your device’s screen size.

Q: Can I share a profile with another resident in my unit?

A: Each resident needs one unique email address on file. Residents are unable to share an email address or an account with other residents.