

Connect Resident Portal Registration



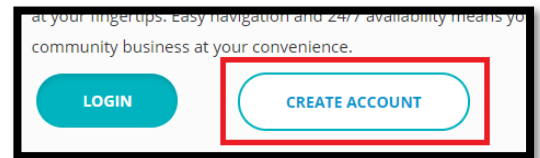
Access your community’s Connect Resident Portal to view your account balance, important forms and documents, view community event information, submit service requests and more! Please complete the following to register:

- 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

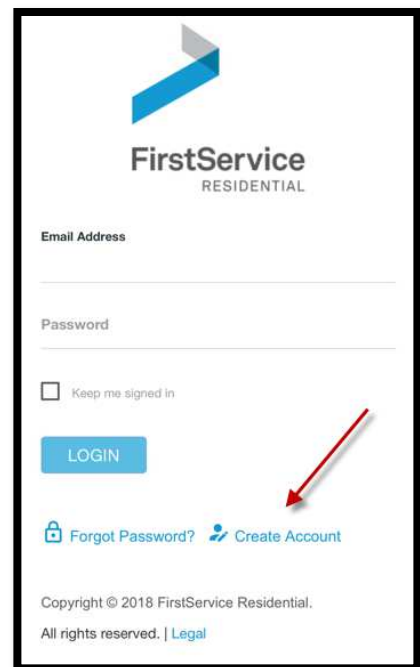
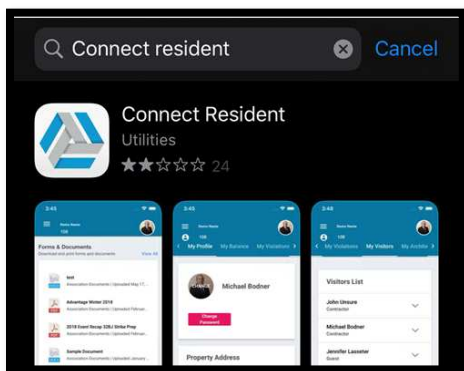
Note: Aside from the initial “Create Account” screen, the registration steps are the same for the website and app.

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



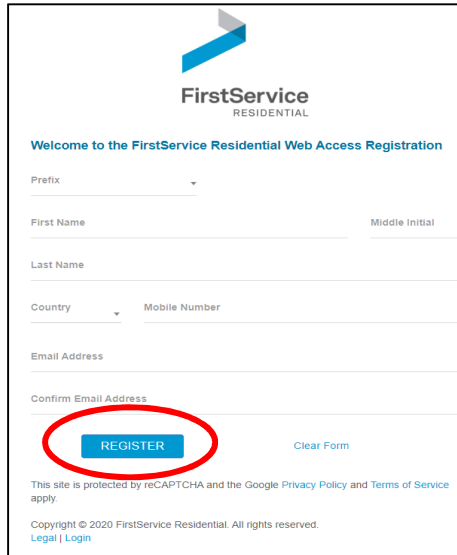
b) App Registration

- Click “Create Account” at the bottom of the screen



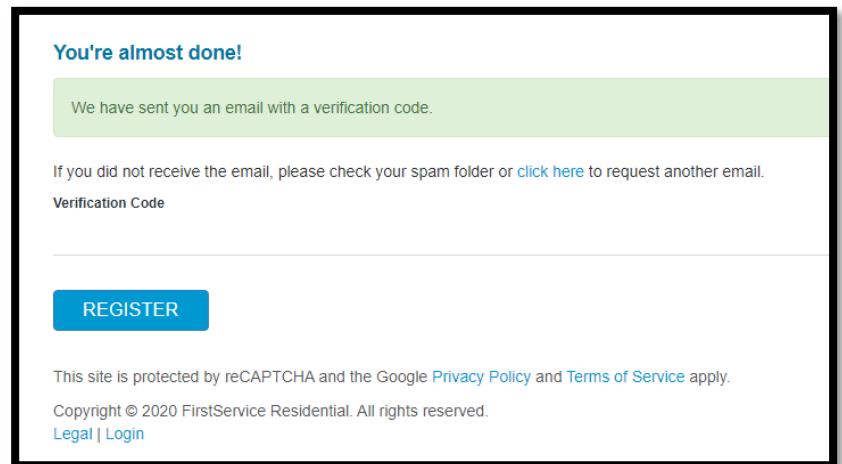
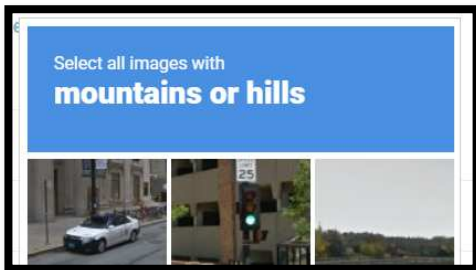
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- 3) Fill in your **First Name**, **Last Name** and **Email Address**. (*Prefix, Middle Initial, Country and Mobile Phone are optional as long as your email address is registered with the Association.*) Click **REGISTER**.



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 highlighted with a red circle. Below the form, there is a 'Clear Form' link and a footer with copyright information 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 'You're almost done!' screen features a green message box stating 'We have sent you an email with a verification code.' Below this, there is a link to request another email if needed. A 'Verification Code' input field is provided, followed by a blue 'REGISTER' button. The footer includes copyright information and links for 'Legal' and 'Login'.

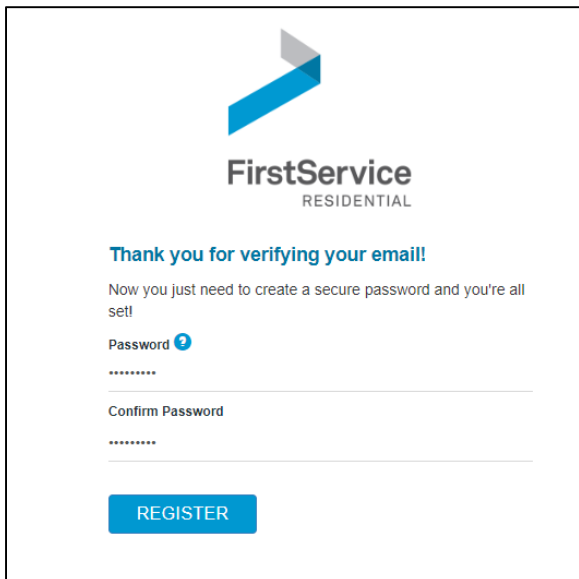
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- 5) Minimize the registration screen and sign onto your email account. A **VERIFICATION CODE** will be sent to your email from residentportal@rp.connectresident.com (*The verification code will expire in 10 minutes*).
- 6) Enter the verification code 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**

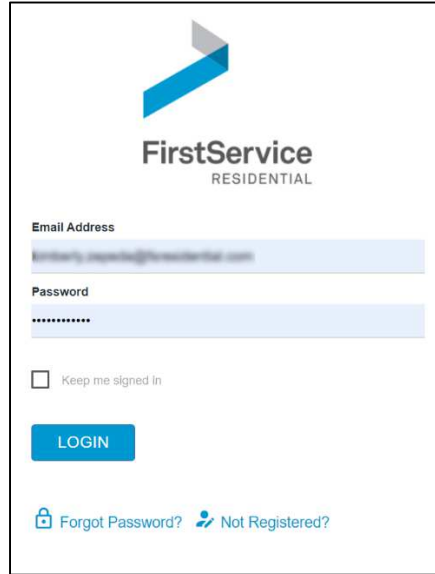


Password Criteria:

- 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 (! @ # \$ % ^ & *)

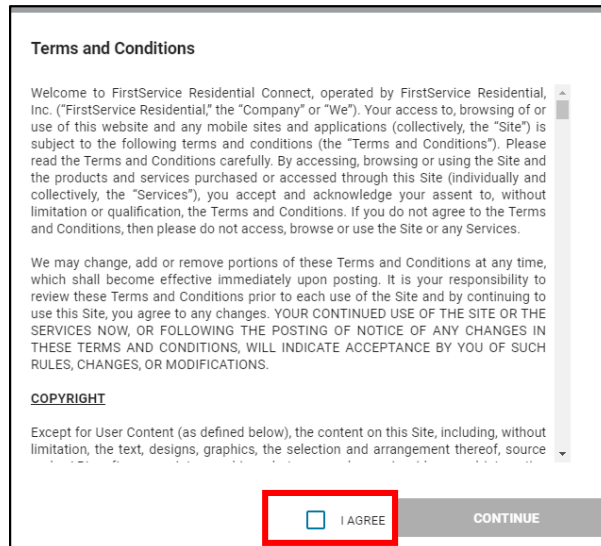
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- 8) After the password is created successfully, the [Login Page](#) to the portal will be presented. Enter in your email and password. Click [LOGIN](#).



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 a sample email address and "Password" with masked characters. There is a checkbox for "Keep me signed in" and a blue "LOGIN" button. At the bottom, there are links for "Forgot Password?" and "Not Registered?".

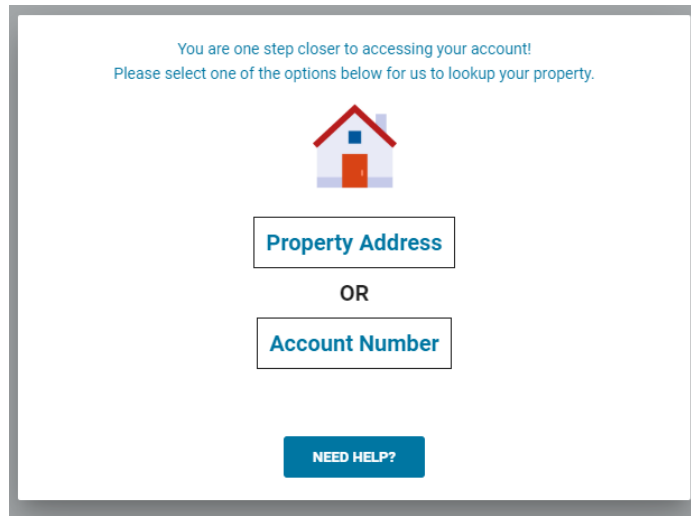
- 9) Accept the “Terms & Conditions” by clicking the box “[I AGREE](#)” and click the pink box “[CONTINUE](#)”



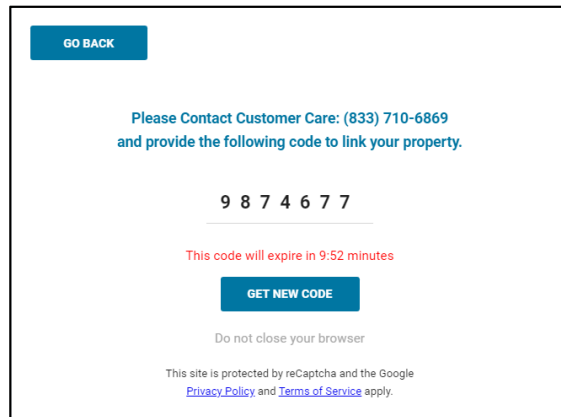
The image shows a "Terms and Conditions" page. The title is "Terms and Conditions". The text describes the user's access to the website and the services provided, and states that the user agrees to the terms and conditions. There is a "COPYRIGHT" section. At the bottom, there is a checkbox labeled "I AGREE" and a pink "CONTINUE" button. The "I AGREE" checkbox is highlighted with a red box.

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- 10) Final step is to link your unit to your login profile by either the **PROPERTY ADDRESS** or your 12-digit **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.***



- 11) 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!



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.

[Connect Resident Portal Registration](#)

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.