

## RESIDENT PORTAL REGISTRATION PROCESS

Visit your community's Resident Portal website address.

Scroll down the page to the *Resident Access* section and click *Create Account* button

CREATE ACCOUNT

Fill in your first and last name, email address and verify that you are not a robot. Click the *Register* button to continue.

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

Email Address is already registered. Please try again or [click here](#) to login.

Otherwise, you will receive an email from [residentportal@rp.connectresident.com](mailto:residentportal@rp.connectresident.com) titled "Complete your registration" which contains a verification code. Make sure to check your spam folder if an email is not received. This code is set to expire 10 minutes after it is sent.

Enter your verification code and click *Register* to continue.

**You're almost done!**

We have sent you an email with a verification code.

If you did not receive the email, please check your spam folder or [click here](#) to request another email.

Verification Code

REGISTER

Create a password using the criteria below and click *Register* to complete the process.

**Thank you for verifying your email!**

Now you just need to create a secure password and you're all set!

Password ?

Confirm Password

REGISTER

### Password Criteria:

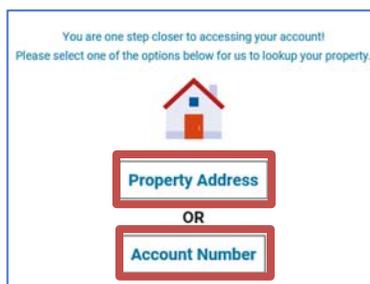
- Minimum of 8 characters in length
- 25 characters maximum
- Password must have at least one uppercase letter, at least one lowercase letter, at least one number, at least one special character (! @ # \$ % ^ & \*)

You will be brought to the Resident Portal login page upon success. Use your email address and newly created password to log in.

## Link Your Property

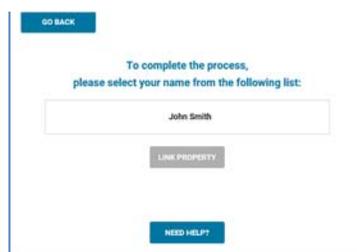
Once registered, log in to the Resident Portal and accept the *Terms and Conditions*.

Select *Property Address* or *Account Number* to locate your property.

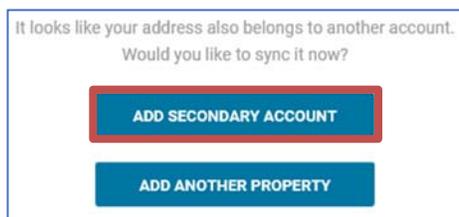


Fill in the requested information and click *Submit*.

Select your name from the list and click *Link Property*. If your name does not appear, click *Need Help* to speak with a Care Center associate.



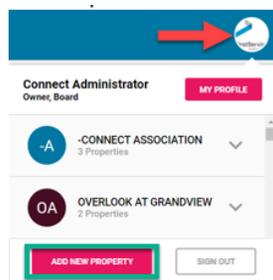
**Master Association?** If you see the message below, it means you are part of a Master association and have access to two profiles. Click “Add Secondary Account” to seamlessly add both your sub-association and master association accounts at once.



## Link Additional Properties

Other properties managed by FirstService Residential may be added to your profile any time by clicking on the profile button 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.



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 **800-870-0010**.