

Resident Portal – Help Guide

Welcome to the Resident Portal!

This document’s intended purpose is to assist residents in using some of the basic functions of the resident portal.

Click on a topic below to navigate to a specific area.

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Resident Login – Main Screen

This is the first page you will see of the Resident Portal. There are three options available from this screen:

- 1.) **New User Registration:** Setting up your account for the first time.
- 2.) **Registered User Login:** Enter the Username and Password you registered with and click Login to access your account.
- 3.) **Forgot Username or Password -** This link provides you the ability to change your password or retrieve a lost username just in case you've forgotten your login information.



New User Registration

1. **New User Registration:** Click this link to register a username/password and security question to access your online account.

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REGULAR BILL

Billing Period: 07/01/14 - 07/31/14 = 31 Days

#	Loc.Class/ Zone	Security Code
118		44265C5TCSAL



[Go Back](#)

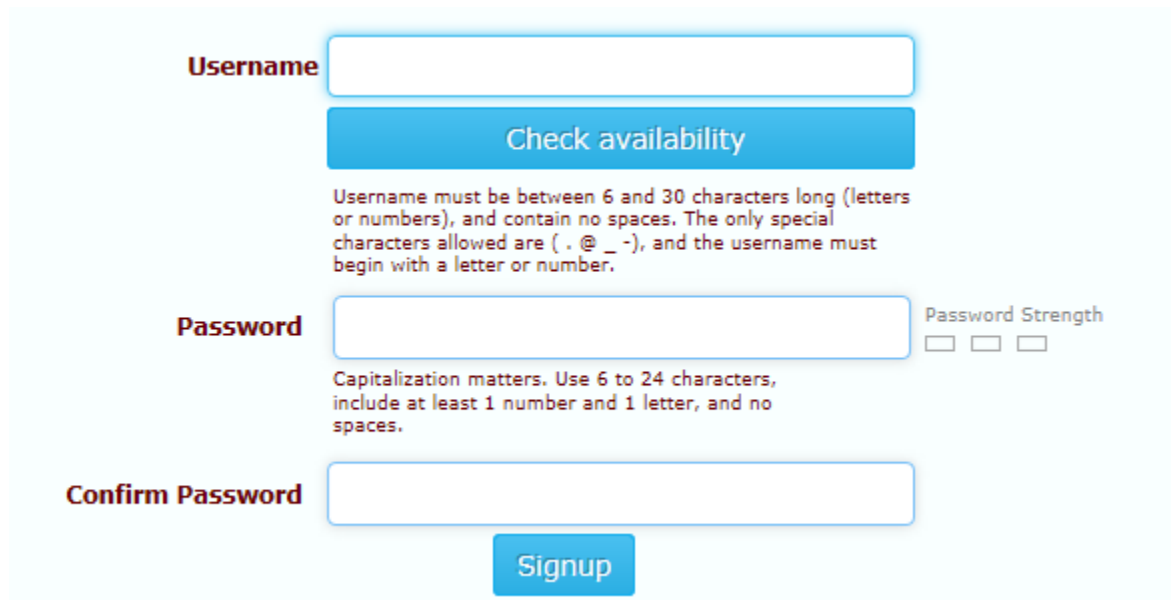
Security Code
The Security Code is case sensitive and must be entered exactly as it appears on your invoice.

Email Address
Please provide a valid email address. We will send a verification email to your email account.

Confirm Email
Re-enter your email address for confirmation.

2. Enter your Security Code from your invoice/utility bill exactly as it appears. Once the security code is entered, you'll need to enter in an email address that can be tied to your online account. This will aid you in retrieving forgotten usernames and resetting passwords for your account(s).
3. Once you have entered and confirmed your email address, click "Send Verification Email" to proceed to the next step.
4. Access your email account and click the link to verify your email address and continue setting up your account with a username and password.
5. If the email address used to register is not already in use, we will default the username to be your entered email address.

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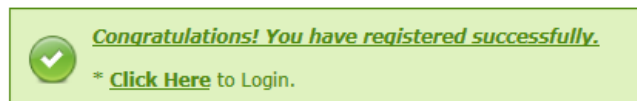
The image shows a registration form with the following elements:

- Username:** A text input field with a blue border.
- Check availability:** A blue button with white text.
- Username instructions:** A red text block stating: "Username must be between 6 and 30 characters long (letters or numbers), and contain no spaces. The only special characters allowed are (. @ _ -), and the username must begin with a letter or number."
- Password:** A text input field with a blue border.
- Password Strength:** Three empty square checkboxes to the right of the password field.
- Password instructions:** A red text block stating: "Capitalization matters. Use 6 to 24 characters, include at least 1 number and 1 letter, and no spaces."
- Confirm Password:** A text input field with a blue border.
- Signup:** A blue button with white text.

All fields are required. Details provided below:

- **Username:** Choose a username for your online account. This username must be between 6 and 30 characters long and begin with a letter or number. Special characters allowed are (. @ _ -). Spaces are not an allowed character. It is recommended that a username is your email address to make it easier to remember.
- **Check Availability:** This button will check the availability of the username entered. If the username entered is available, you will be able to proceed with registration; however, if the username is already in use, please choose another username.
- **Password Strength:** This object will display the strength of your password. It is for your benefit that this password strength reaches: Strong Password.
- **Password:** Choose a password to be associated with your account. Capitalization does matter! This password must be between 6 and 24 characters long and must include at least one letter and one number. Spaces are not accepted.
- **Confirm Password:** Please re-type your password. This will confirm that there were no typos while entering the original password.

Once you have filled in all of the fields, click Submit. You should receive this message:



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This will redirect you to the main Resident Login screen. You will now be able to login using your new Username and Password to view your account.

If you still have additional questions after reviewing this document, please contact the customer support number listed on your utility bill/invoice.

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Resident Login – Registered Users

Please enter the Username and Password that was setup during the initial registration process and click Login.



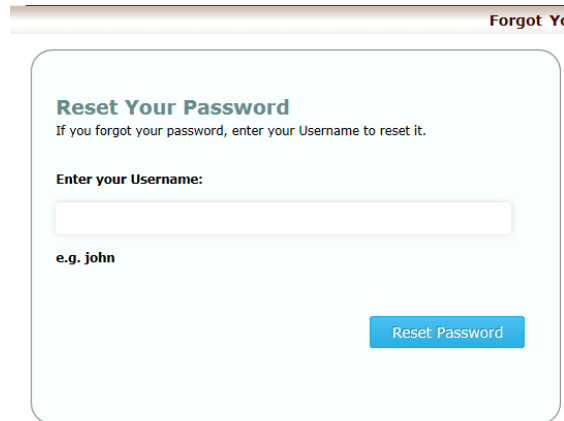
The image shows a 'New User Registration' form. It features a title 'New User Registration' at the top. Below the title are two input fields: 'Username' and 'Password'. A red 'Login' button is positioned below the password field. Underneath the button, there are two links: 'Forgot Username or Password' and 'Need Help? (Login Instructions) click here'. At the bottom of the form is a logo for 'PCI DSS COMPLIANT' with a green checkmark.

If login is unsuccessful, please check your username and password and try again.
If login is successful, you will now be on the main screen of your account.

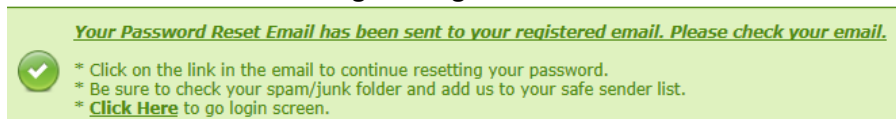
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Forgot Password?

Did you forget your password? Click on the link, “**Forgot Username or Password**”.



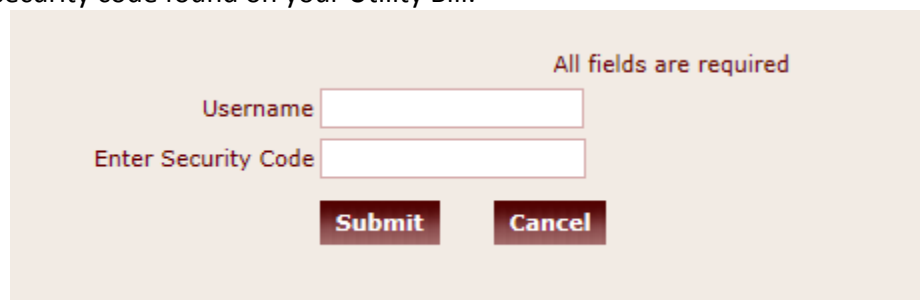
1. If you have a registered email address associated with your online account, you'll be able to request a password reset link via email.
 - Enter your Username and click “Reset Password”
 - If an email address is found, we will email you a link to your email address and you will receive the following message:



- If there is not a registered email address associated with your account, we will let you know with the below message. Skip to 2 to continue this process.

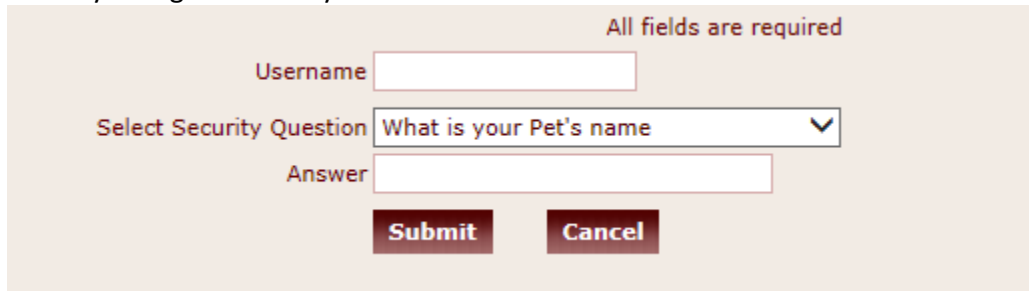


2. If you do not have an email address registered to your account (recommended), you can use the Security Code or Security Question to reset your password:
 - **Reset password using your Security Code:** You will need your username and the security code found on your Utility Bill.



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- • **Reset password using your Security Question:** This option will allow you to enter your Username and then enter your security question answer that was setup when you registered for your account.



The screenshot shows a form titled "All fields are required" with three input fields: "Username" (text box), "Select Security Question" (dropdown menu with "What is your Pet's name" selected), and "Answer" (text box). Below the fields are two buttons: "Submit" and "Cancel".

Once you have selected which option to use to reset your password, you will be prompted to enter your new password:

- *Password:* Choose a password to replace your original password. Capitalization does matter! This password must be between 6 and 24 characters long and must include at least one letter and one number. Spaces are not accepted.
- *Password Strength:* This object will display the strength of your password. It is for your benefit that this password strength reaches: Strong Password.
- *Confirm Password:* Please re-type your password. This will confirm that there were no typos while entering the original password.

Click Submit to be redirected to the Resident Login page. You may now log in using your username and new password to view your account.

Forgot Username?

Did you forget your Username? Click on the link, "**Forgot Username or Password**" to access the Forgot Username feature. *Please note: This function is only available for accounts that have successfully registered an email address to their account.*

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Retrieve Your Username

If you forgot your Username, enter your email address to retrieve it.

Enter your email address:


e.g. john@XYZemail.com

[Retrieve Username](#)

1. If you have a registered email address associated with your online account, you'll be able to request any usernames associated with your email address to be emailed directly to you.
 - Enter your email address and click "Retrieve Username"
 - If an email address is found, we will email all usernames associated with the entered email address.

Registering an Email Address to an Existing Account

After you login, you will be prompted to register an email address for your account. This is optional but definitely recommended for access to the reset password and retrieval of usernames via email. You will have the ability to register your email each time you login:

 **Note: We couldn't find an email address associated with this account!**
- We strongly recommend adding an email address to your account for enhanced security, including password reset by email.

Username **bingms**

Email Address

Please provide a valid email address. We will send a verification email to your email account.

Confirm Email

Re-enter your email address for confirmation.

[Send Verification Email](#)

[Skip this step](#)