RealManage
POWERED BY CIRACONNECT

INTRODUCTION TO THE REALMANAGE RESIDENT PORTAL

Welcome to the RealManage Resident Portal!   All residents in communities managed by RealManage have access to the RealManage Resident Portal.   The following tutorial is designed to introduce you to the Portal, the information available to you on the portal, and how to locate the information you are looking for, so let's get started!

- **Registering Your New Account and Logging In:**   To log onto the Resident Portal, please visit https://www.realmanage.com/resident-services/.   Click on the green "Log In" button to log in.

- Once you click on the "Log In" button, you will arrive at the log in screen.   Enter your User Name and Password in the appropriate fields.   On your first visit to the portal, click on the "Don't have an account" link below to create your new account:

- What you will need to register on the Resident Portal:

Association ID:	Typically an 8-digit association ID
Customer ID:	A 16-digit account number beginning with an "R"
Check Digit:	A 1-digit security code

This information can be found on on the initial Welcome Letter you receive from RealManage, as well as any billing statement or coupon (if you cannot locate one, contact RealManage):

STATEMENT

Statement Date	07/24/2017
Account Number	
Check Digit	
Community ID	
Property Address	

Access your account at **www.ciranet.com/residentportal** or via **CiraMobile**, available in the Apple App Store for iOS devices. Create a customer service request via email at service@ciramail.com or contact us via phone toll-free at 866-473-2573 or 866-4-REALSERVICE
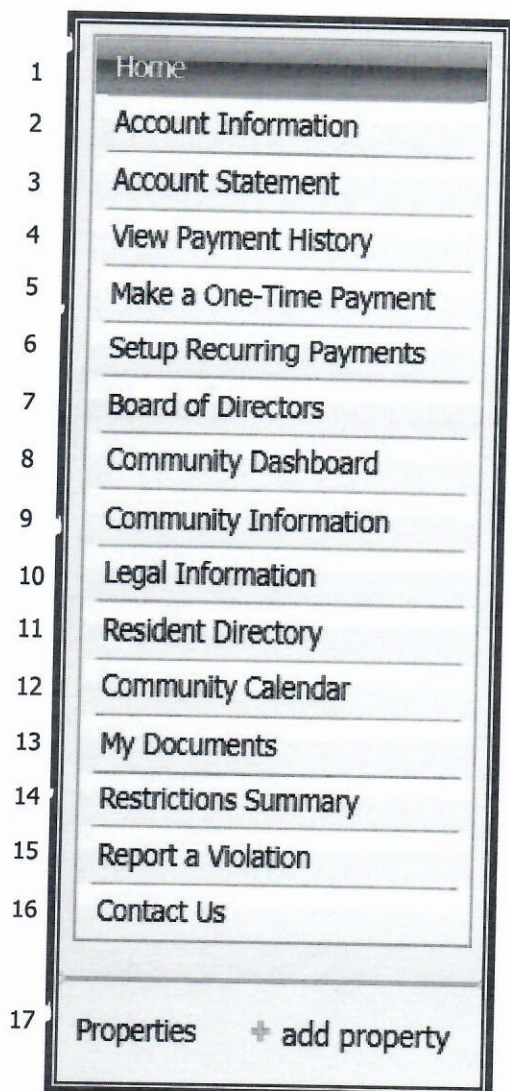
• **Forgot Your Log-in Info?**   If at any time you forget your log in credentials, return to this screen and hit "Retrieve User Name or Validate E-mail Address" to have your credentials resent to you:

CiraNet
Owner / Resident Portal

Login

Username
User Name is required.

Password
Password is required
☐ Remember me

| Log In | Reset Password |

Don't have an account?
Retrieve UserName or Validate Email Address

Quick Payment

Make A Payment

Make online payments directly to your account. No login necessary. All you need is your 16 digit account number.

• **Quick Pay:**   Once your account is established, as the screen shot above illustrates, you can also make a Quick Payment directly from the main log-in screen.   Just click the "Make a Payment" button to make an online payment directly to your account without the need to log in.

• **At Your Fingertips**: The portal puts a a wealth of association and individual homeowner account information at your fingertips! Once you are logged in, you will find a menu of options available to you. Follow the guide below to learn what each option offers.

1	Home
2	Account Information
3	Account Statement
4	View Payment History
5	Make a One-Time Payment
6	Setup Recurring Payments
7	Board of Directors
8	Community Dashboard
9	Community Information
10	Legal Information
11	Resident Directory
12	Community Calendar
13	My Documents
14	Restrictions Summary
15	Report a Violation
16	Contact Us
17	Properties + add property

1) **Home** - The Home screen displays announcements that have been posted by your management team for your information and review.

2) **Account Information** - On this screen you can view your account number, lot information, assessment, late fee and/or finance charge amounts and due dates, update your mailing address, add new Contacts to your account (i.e., other household members, property managers, etc.) add or modify phone numbers and e-mail addresses for each Contact associated with your account, elect to Opt In or Opt Out of receiving both Standard and Emergency community notifications via e-mail (and text if your association has opted in for our texting feature), and elect to publish your information in the online community directory.

3) **Account Statement** - Here you may view and/or print an account statement for any date range you choose. Statements can date as far back as the date RealManage began managing your community. You can also view the Open Balance tab which breaks any outstanding balance out by category (assessments, late or finance fees, etc.).

4) **View Payment History** - All assessment related payments you have made, including dates, can be viewed here to verify if a payment you made was posted to your account. There is also an option to jump ahead to the make a one time payment or set up recurring payments screens (more below).

5) **Make a One-Time Payment** - This option allows you to submit a one-time payment for your assessment amount, or another amount of your choosing. You'll have the option of paying by via e-check ($0 processing fee) or credit card (bank processing fees stated on portal will apply to all credit card payments). This screen also provides the address to which your payments should be sent should you prefer to mail it. Just print out a statement from the Account Statement screen and include it with your check to aid in processing.

6) **Setup Recurring Payments** - Signing up for automatic recurring payments is the simplest method of paying your assessments without every having to worry about sending checks or incurring late fees due to lost or forgotten payments again. You can elect to allow automatic drafting of assessment payments from your checking or savings account on their due date. Please note, select the "Assessment Charges" option to assure the correct amount is withdrawn from your account in the event of a change in the assessment amount. Choose the "Open Balance" option to have any amount open and due on your account drafted (which could also include any special assessment that might be approved in your community and billed to your account). Choose the "Other" option to have another fixed amount withdrawn; please note the amount cannot exceed the current assessment amount; the bank will only withdraw an amount up to but not exceeding the current assessment amount. .

7) **Board of Directors** - A listing of your current Board of Directors with their titles is available here. Contact information is confidential. Should you wish to communicate with your Board, e-mail RealManage and we will forward your request or concern to your Board of Directors on your behalf and advise you of their decision or response.

8) **Community Dashboard** - On this screen you may view pie charts illustrating financial information and violation information for your community. This includes the status of the association's bank accounts, delinquency matters, expense allocations, and number of residents in and out of compliance with the deed restrictions.

9) **Community Information** - General information regarding access to the amenities at your community, annual and board meetings can be located here, along with contact information for service providers of your association, can be viewed here. This includes the landscaper, trash removal provider, and insurance agent should you require special insurance certificates for the upcoming sale of your home.

10) **Legal Information** - A summary of key legal requirements per your Governing Documents, such as assessment requirements, meeting requirements, association attorney, and more is available to you here.

11) **Resident Directory** - View a listing of all addresses within the community; you may also view owner names and contact information for those homeowners who elected to publish their information on the Account Information screen.

12) **Community Calendar** - View the general community calendar containing board, annual and special meeting information and other community events. Should your community have amenities available for rental (such as a clubhouse), you may also view current reservations and availability on the Amenity Calendar by clicking on the Amenity tab. This allows you to quickly see if a date you are interested in is available.

13) **My Documents** - On this screen you can view all association documents (legal documents, budgets, forms, meeting minutes, financial reports, etc.). In addition, you can view documents pertaining only to your individual account, such as prior letters or statements that were sent, in the event you misplace them.

14) **Restrictions Summary** - The Restriction Summary provides a summary view of the Use Restrictions for your community in a simplified format. If you aren't sure what the rule is about boats, for example, you can jump straight to Vehicle Parking and view the rule without having to pull out and sift through all the legal documents containing use restrictions for your community. This screen also contains a short-cut to the Report a Violation screen (more below).

15) **Report a Violation** - On this screen you can report a violation that you have observed in the community. Please be sure to include a photograph as evidence, as violation enforcement cannot be initiated without proper substantiation. While our inspectors will attempt to verify violation reports so the process may begin, they cannot see violations that are in back yards, intermittent, or occur after hours, making date and time-stamped photos a necessity.

16) **Contact Us** - This screen contains a quick way to send a message to RealManage regarding any concern you may have, including account questions, maintenance requests, pool key or gate access requests, and much more, with the option to upload a document pertaining to your request.

17) **Add Property** - Should you own multiple properties in the community or other communities managed by RealManage, you can click on "Add Property" to link those to your Resident Portal account so that you may toggle back and forth between them with ease.

• **CiraMobile:** You may also access the Resident Portal through CiraMobile, a feature rich app with much of the same functionality as our cloud-based application, but specifically designed to be easy to read and navigate from your mobile device. CiraMobile is currently available for free download in the Apple App Store. There is both an Apple iPad and Apple iPhone version. Simply search for CiraMobile (spelled as one word):

CiraMobile

View More by This Developer

By CiraConnect

Open iTunes to buy and download apps.

Description

Manage your community association business using this mobile application designed for community association management companies, managers, board / committee members and property owners / residents in communities partnering with CiraConnect for cloud-based software and on-demand services.

CiraMobile Support ›

...More

What's New in Version 1.6.9

- Fix camera zoom issue.

View in iTunes

This app is designed for both iPhone and iPad

We hope you find the above helpful as you begin to learn how to navigate our Resident Portal. Should you have any questions or encounter any difficulties, please feel free to contact a Resident Advisor at 866-4-RealService (866-473-2573) or via e-mail at service@realmanage.com.