

Front Steps Resident - Accessing Your Community Portal

IMPORTANT

To have the best experience with the FRONTSTEPS portal, we recommend using the most up-to-date version of Safari, Chrome, or Firefox as your web browser.

- If you use Windows, we recommend Windows 10 or higher.
- If you use a mobile device, we recommend Android 9 or above, and iOS 11 or above for Apple products.

Accessing Your Community Portal

There are two ways residents can access their community portal:

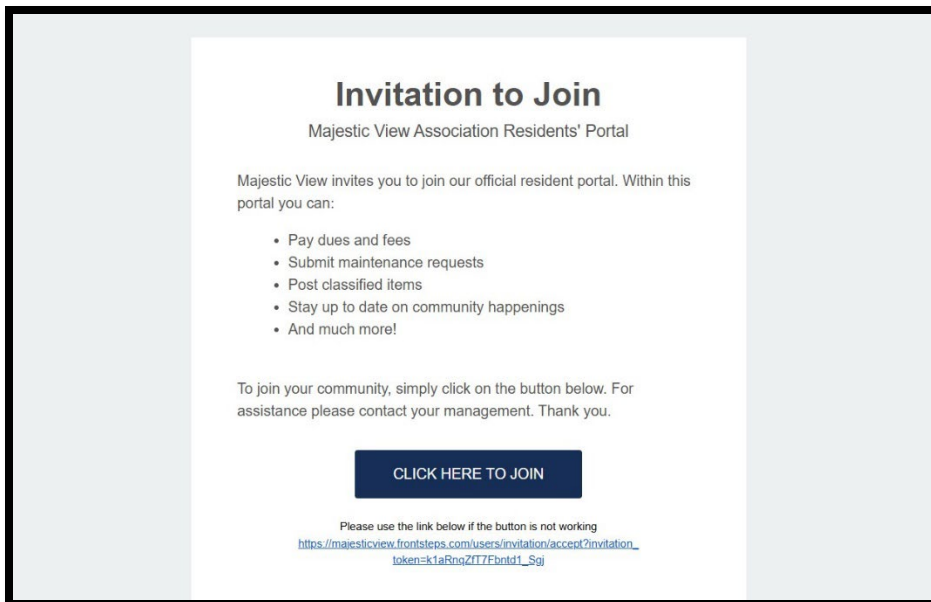
- The community manager can invite the user to join the community portal.
- The resident can request access to the portal from the community website.

Invitation to Join the Community Portal

- If management has your email address on file, we can resend your invitation to join the portal. This invitation would have been sent to you previously from the email address shown below. An example of that invitation is also included for reference.

If you are unable to locate the original message, we recommend checking your spam or junk folder, as it may have been filtered there.

All emails come from notifications@frontsteps.com (<mailto:notifications@frontsteps.com>)



When you select the Click Here to Join option, you'll be redirected to a registration screen where you will:

1. Create a password
2. Enter your phone number
3. Accept the Terms of Use and Privacy Policy
4. Select Submit Registration

The screenshot shows a registration form for the Majestic View Association. On the left, a message reads: "You Have Been Invited. Hi Corey Delaney, Your management at Majestic View Association under the care of Frontsteps Management LLC, (QA Test) is excited to invite you to join the official resident's portal for owners and tenants. To join, simply submit this registration form or login with any of your existing FRONTSTEPS account." The form itself has a header "MAJESTIC VIEW ASSOCIATION" and a question "Already have an existing FRONTSTEPS user account?". Below this is a blue "LOGIN" button and an "OR" separator. The registration section includes input fields for "Full name", "Password", and "Password confirmation", each with a lock icon. A "Mobile Phone" section has a dropdown for "United States (+1)" and a text input for the number "+1 201-555-5555". There are two checkboxes: "Select to receive all text notifications from FRONTSTEPS' automated messaging system regarding your account and associated services. Text notifications will be sent to the phone number above. Carrier charges may apply." and "I have read and agree to the Terms of Use and Privacy Policy". A green "SUBMIT REGISTRATION" button is at the bottom.

Once submitted, you'll be redirected to the login page. Use the following credentials to log in:

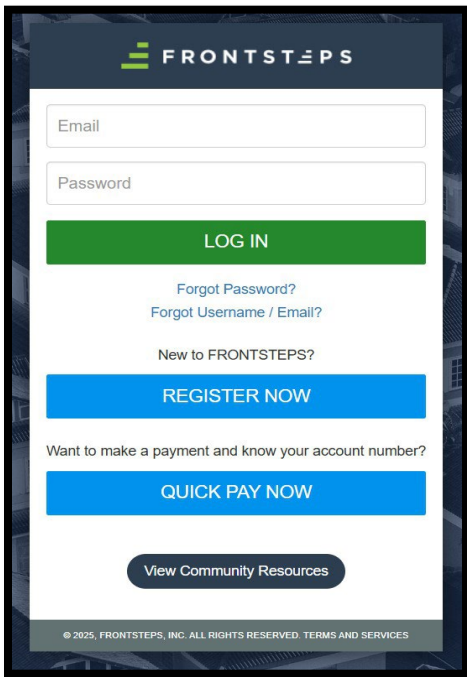
Email: Type in the email address you received your invite on

Password: Type in the password you created during registration

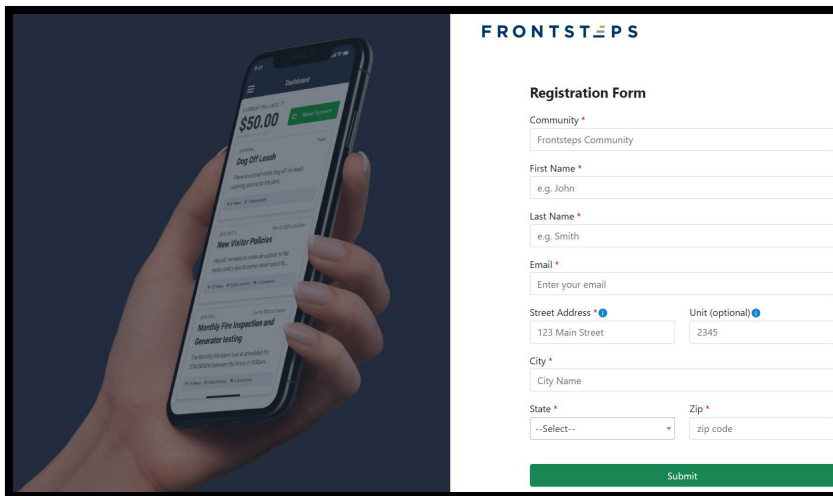
You'll also receive a "Welcome" email with instructions on how to log in, reset your password, and find community-specific help resources.

Requesting Access to the Community Portal*

- The community allows for self-registration:
 1. Go to your Community Website. (Communitiyname.frontsteps.com (http://Communitiyname.frontsteps.com)) - Please contact your management company for the Exact URL if needed.
 2. Select Register Now.



You'll be redirected to the Registration Form.



Complete the form to verify your ownership within the community. Once submitted, you'll need to:

1. Confirm your email address using the verification link sent to your inbox.
2. Wait for your community manager to approve your registration before you can access the portal.

Logging Into the Resident Portal

- Once your account is set up, log in using your email and password on the same portal login page.

Mobile Access

- To access your portal from a mobile device, visit your community website and follow the on-screen instructions to download your community's mobile app.

The mobile app is required to access your account from a mobile device

Course Library

Are you an interactive learner?

Try our Courses. Please note that some features in the guides may not be accessible and/or enabled with all Front steps platforms.

View our Courses [_https://support.frontsteps.com/frontsteps/s/course-library_](https://support.frontsteps.com/frontsteps/s/course-library)

Front Steps Resident – Merging Accounts

Features

This enhancement provides the following features:

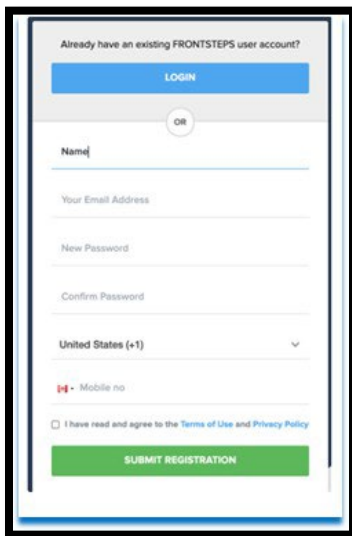
- **One User Account Remains** – After the merge, only one user account remains. All other (merged) accounts are removed. All units will be linked to one user account.
 - **Two different ways to link accounts:**
 - Accounts may be linked during the sign-up process
 - OR
 - Accounts can also be linked via the Dashboard.

To Merge Accounts During the Sign-Up Process

If you own multiple units, you will receive multiple invitation letters to sign up with FRONTSTEPS Community. First, you will create your initial account. Then, register your additional accounts using the same email and password.

To Create the Initial Account

1. Create an account, use the instructions and links in the invitation letters.

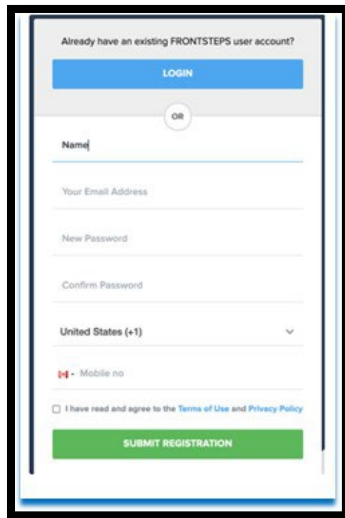
A screenshot of a web registration form. At the top, it asks "Already have an existing FRONTSTEPS user account?" with a blue "LOGIN" button. Below this is a grey bar with a white circle containing "OR". The form fields include: "Name" (text input), "Your Email Address" (text input), "New Password" (text input), "Confirm Password" (text input), "United States (+1)" (dropdown menu), and "Mobile no" (text input with a red flag icon). At the bottom, there is a checkbox for "I have read and agree to the Terms of Use and Privacy Policy" and a green "SUBMIT REGISTRATION" button.

2. Enter your Email Address and New Password. Confirm the password.
3. Select the Submit Registration button.

For the Additional Accounts that You Wish to Merge with the Original

1. Follow the link on the Invitation Letter.
2. Type the link into your browser.
3. This time, click the blue Login button at the top (underneath *Already have an existing FRONTSTEPS user account?*).

Front Steps Resident – Merging Accounts



Already have an existing FRONTSTEPS user account?

LOGIN

OR

Name

Your Email Address

New Password

Confirm Password

United States (+1)

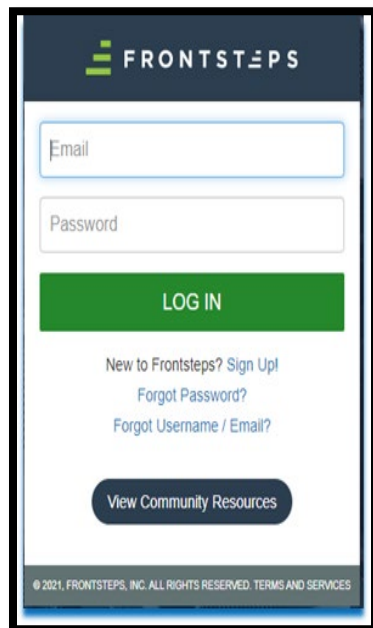
Mobile no

I have read and agree to the [Terms of Use and Privacy Policy](#)

SUBMIT REGISTRATION

4. Enter the Email address and Password you used to register for the initial account

5. .



FRONTSTEPS

Email

Password

LOG IN

New to Frontsteps? [Sign Up!](#)

[Forgot Password?](#)

[Forgot Username / Email?](#)

[View Community Resources](#)

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5. Select Login.

6. After successfully logging in, the second account is merged with the initial account.

7. You will have access to both units from a single account.

8. Repeat these steps for all units.

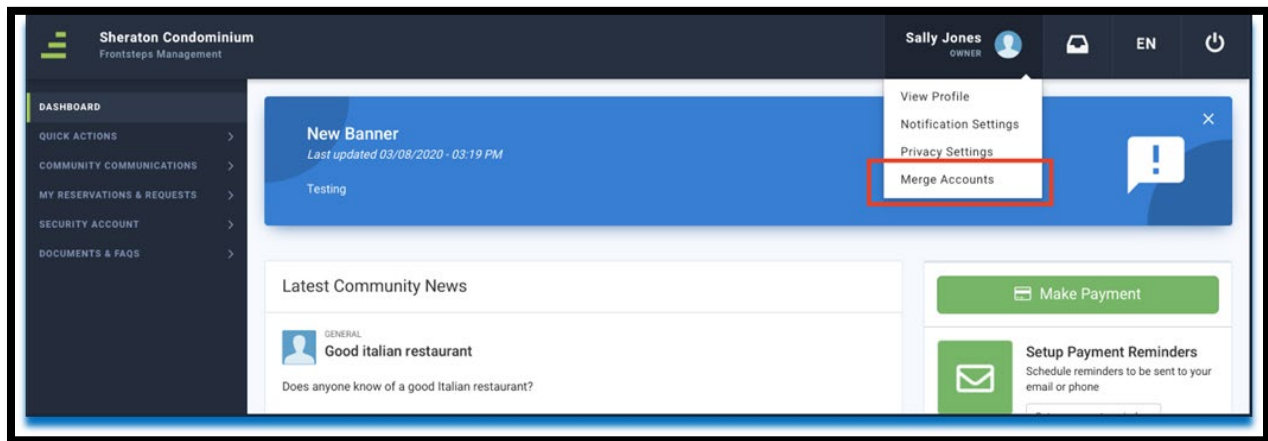
Front Steps Resident – Merging Accounts

9. If you prefer to create individual user accounts for each unit, simply register with a unique email address and password.

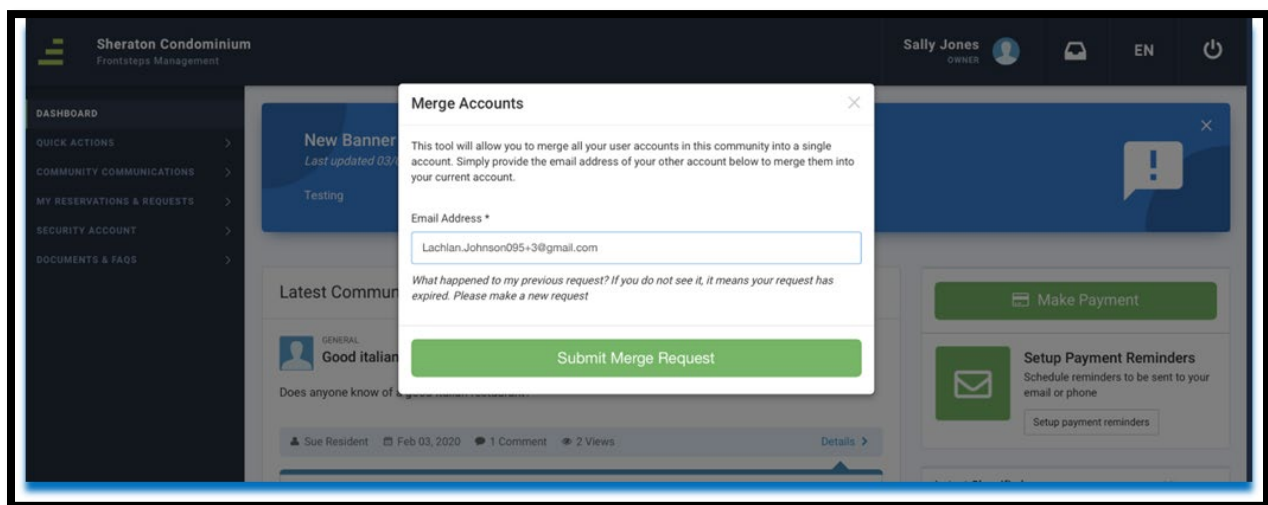
How Residents Can Merge Accounts via the Dashboard

Accounts may be merged via the **Dashboard**, as well.

1. From the **Dashboard**, hover over your **User Profile**>select **Merge Accounts** from the dropdown.

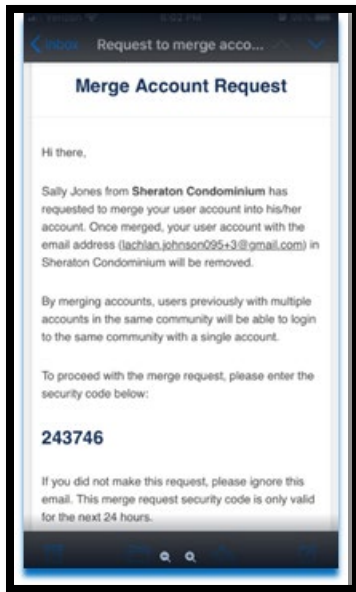


2. Enter the email address of the account you're trying to merge with and click the Submit Merge Request button.

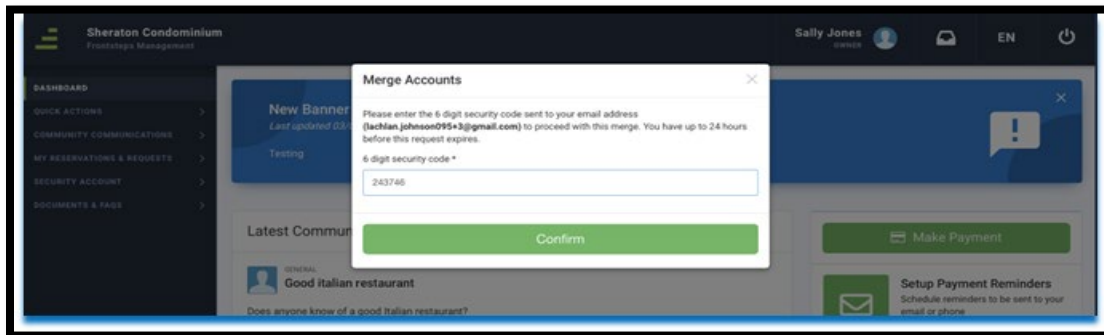


3. Check your email address (the one you just entered in the box) for an email containing a 6-digit verification code.

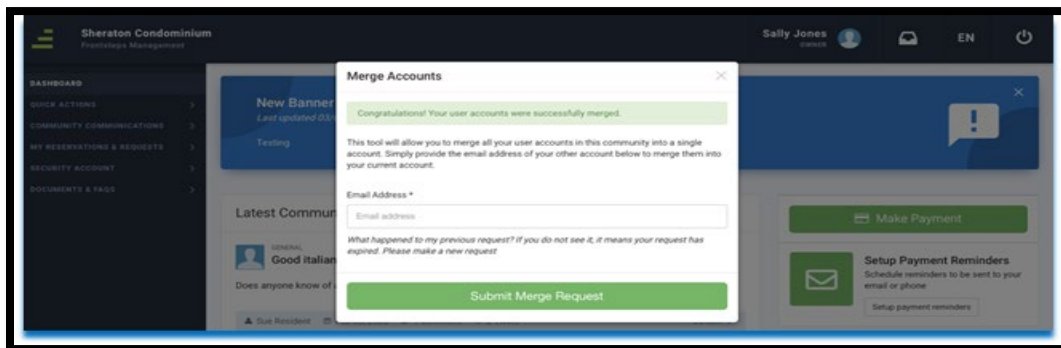
Front Steps Resident – Merging Accounts



4. Return to FRONTSTEPS Community and enter the verification code. Click Confirm.



5. View the successful merge confirmation!





VISION
COMMUNITY MANAGEMENT
A REALMANAGE COMPANY

Contact And Payment Options

Contact

Phone: 480-759-4945 Hours: Mon - Fri | 8:00 AM – 4:00 PM (Excluding Holidays)

Correspondence Address: Vision Community Management
16625 S Desert Foothills Pkwy, Phoenix, AZ 85048

Payment Options - 2026

<u>Mail:</u>	<ul style="list-style-type: none">● Mail a check or money order with your payment coupon to: Association Name, PO Box 93866, Las Vegas, NV 89193-3866● Make checks payable to your Association and include your 10-digit account number● If you own multiple units or lots, pay one unit/lot per check/money order to ensure proper payment application● <i>Allow 7+ business days for mail delivery and processing.</i>
<u>Auto Pay or Scheduled Payments:</u> Western Alliance Bank	<ul style="list-style-type: none">● Visit www.visioncommunitymanagement.com, select 'find your community', find your association and select 'Pay Online by eCheck/Credit Card/Auto Pay'● OR Visit https://pay.westernalliancebank.com/Home?cmcid=D3005594● Sign In / Create an account - Go to Scheduled Payments ● Western Alliance Customer support: 1-844-739-2331
<u>One Time:</u> Western Alliance Bank	<ul style="list-style-type: none">● Visit www.visioncommunitymanagement.com, select 'find your community', find your association and select 'Pay Online by eCheck/Credit Card/Auto Pay'● OR Visit https://pay.westernalliancebank.com/Home?cmcid=D3005594● Make a Payment as a Guest● eCheck or Debit/Credit Card● Management ID: 6747 - Association ID: Refer to Statement● Property Account Number: Include the ten-digit account number listed on your statement● Western Alliance Bank Customer support: 1-844-739-2331● <i>*Additional bank fee applied to credit card payments & one time payments</i>
<u>Bill Pay:</u> Your Personal Bank	<ul style="list-style-type: none">● Send a payment using your own bank bill pay service● Payee: Your Association Name● P.O. Box 93866, Las Vegas, NV 89193-3866● Property Account Number: Include the ten-digit account number listed on your statement● <i>Allow 7-10 business days for mail delivery and processing.</i>
<u>In-Person:</u>	<ul style="list-style-type: none">● Provide a check or money order in-person to our local office at 16625 S Desert Foothills Pkwy, Phoenix AZ 85048 during regular business hours. Cash and credit cards are <u>not</u> accepted forms of payment.● Property Account Number: Include the ten-digit account number listed on your statement

www.VisionCommunityManagement.com