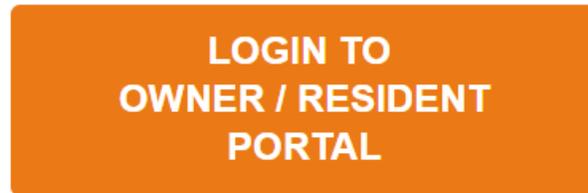


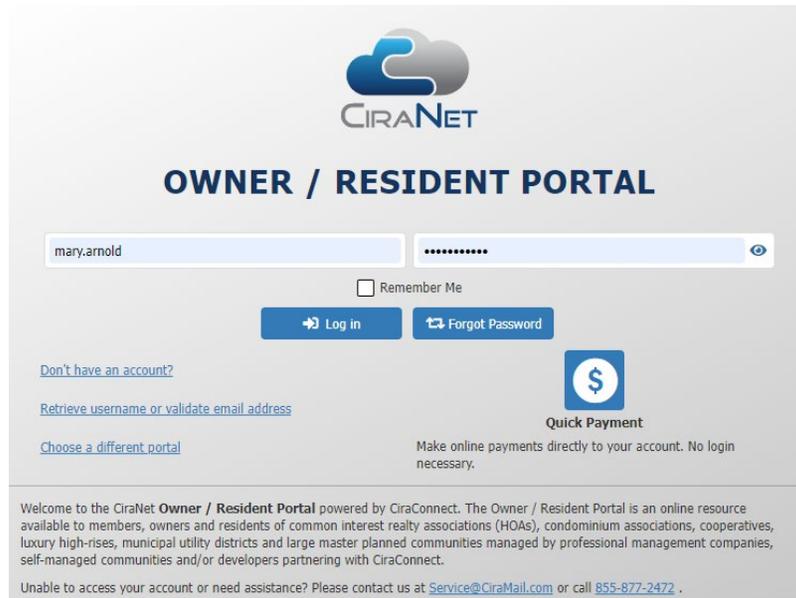
INTRODUCTION TO THE GRANDMANORS RESIDENT PORTAL

Welcome to the GrandManors Resident Portal! All residents in communities managed by GrandManors have access to the RealManage Resident Portal. The following brief 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.GRANDMANORS.com/portals>. Click on the orange Log in to Owner/Resident Portal button to log in.



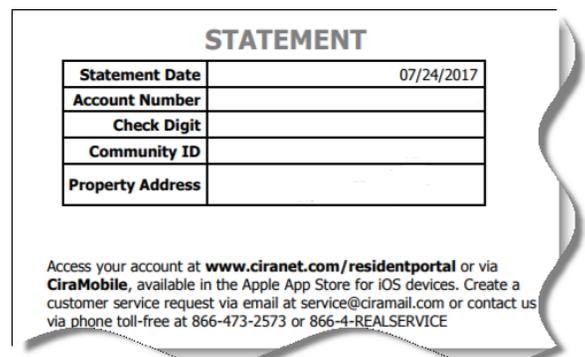
- This will bring you to the log in screen. Enter your Username and Password in the appropriate fields. On your first visit to the portal, click on the "Don't have an account" link below to create your new account. On subsequent visits, you can just log in with your login credentials.



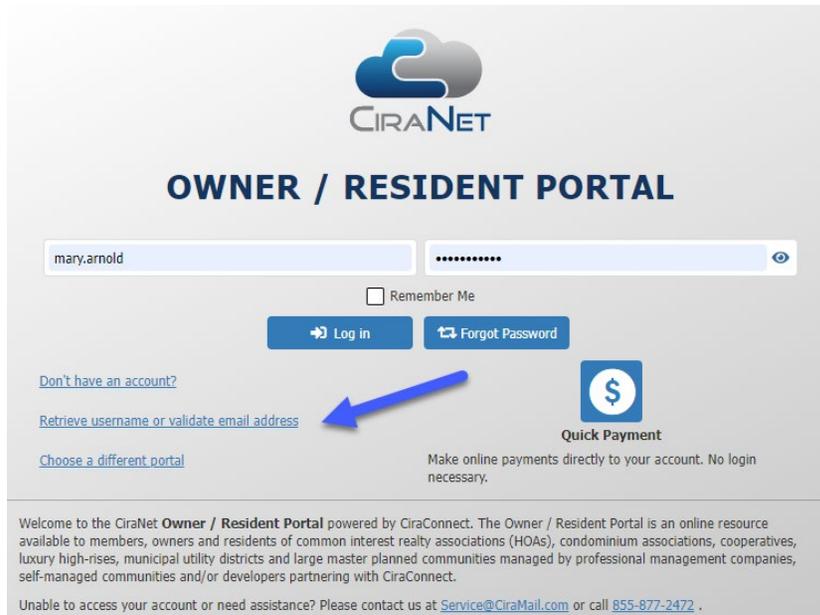
- What you will need to register on the Resident Portal:

Association ID: The Association ID (typically 8-digits, but occasionally 7 or 6 digits)
Customer ID: A 16-digit account number beginning with an "R"
Check Digit: A 1-digit security code

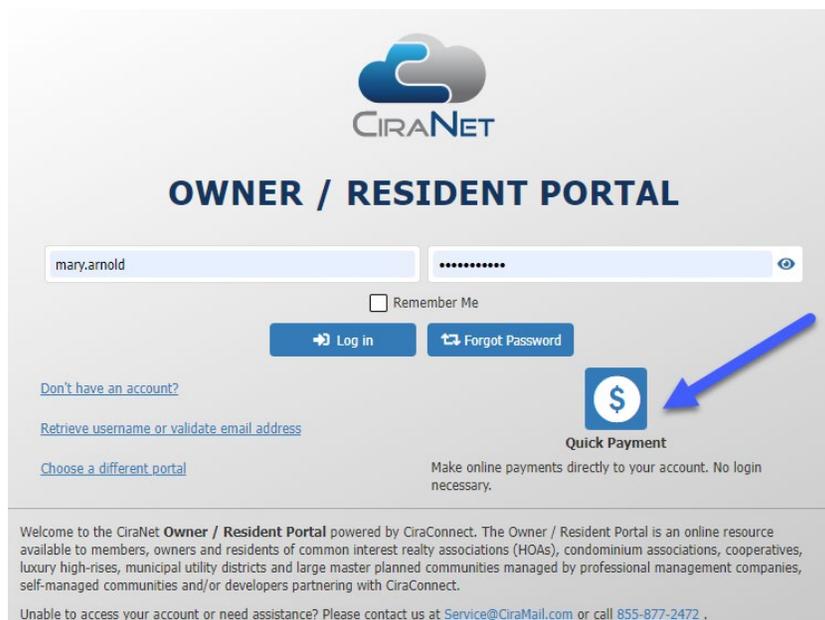
This information is contained on the initial Welcome Letter you receive from RealManage Family of Brands, as well as any billing statement or coupon (if you cannot locate one, feel free to give us a call!



- **Forgot Your Log-in Info?** If at any time you forget your log in credentials, return to this screen and click on "Retrieve Username or Validate E-mail Address." The system will then resend your login credentials to you.



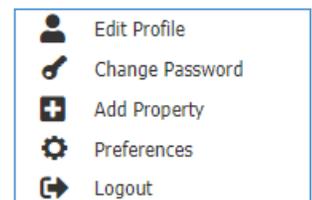
- **Quick Pay:** Once your account is established, as the screen shot above illustrates, you can also make a Quick Payment directly from the main log-in screen. Just click the "Make a Payment" button to make an online payment directly to your account without the need to log in.



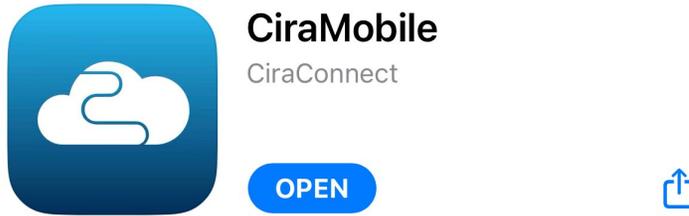
• **At Your Fingertips:** The portal puts a wealth of association and individual homeowner account information at your fingertips! Once you are logged in, you will find a menu of options available to you. Follow the guide below to learn what each option offers.

1	 My Dashboard	<p>1) My Dashboard - The Home screen displays your account balance, open violations, announcements, recent activity, and quick links to frequently used areas.</p>
2	 My Account	<p>2) My Account - On this menu screen you can review information pertaining to your account, including:</p>
	<ul style="list-style-type: none"> Property Information Owner Information Contact Information Directory Sharing Statement Make a Payment My Documents Compliance Work Orders 	<ul style="list-style-type: none"> • Property Information – including account number, lot information, assessment, late fee and/or finance charge amounts and due dates • Owner Information – including legal owner and mailing address – here you can change your mailing address as often as necessary • Contact Information – including contacts associated with your account, their contact information, and their communication preferences (i.e., opt in or out of receiving mass e-mails, e0statements, etc.); allows you to add new contacts, such as other household members, tenants, property managers, etc., and modify contact information associated with each contact • Directory Sharing – choose whether you wish to share any of your contact information with your neighbors in the Resident Directory • Statement – view/print an account statement for any desired date range, going as far back as the date we began managing your community • Make a Payment – make a one-time payment, setup automatic recurring payments, and view payment history • My Documents – view community documents (governing documents, policies, budgets, forms, meeting minutes, etc.) and documents associated with your account (i.e., statements and violation notices previously issued to your address) • Compliance – view any open and closed violation issues concerning your property • Work Orders – view any work orders issued associated with your property
3	 My Community	<p>3) My Community – On this menu you can view information pertaining to your community, including:</p>
	<ul style="list-style-type: none"> Board of Directors Dashboard Information Legal Information Resident Directory Calendar Restrictions Summary Report a Violation 	<ul style="list-style-type: none"> • Board of Directors - A list of your current Board of Directors with titles and terms • Dashboard – pie charts providing financial and violation information for your community (bank accounts, delinquencies, expense allocations and number of residents with open violations) • Information – general community information, including access to the amenities at your community, annual and board meetings, and contact information for some service providers (landscaper, trash removal service, and insurance provider) • Legal Information – a summary of key legal requirements per your governing documents, including assessments, meeting requirements, association attorney and more • Resident Directory – a directory of all addresses within the community and contact information for those homeowners who elected to publish their information here • Calendar – community calendar showing meeting dates, community events, amenity rentals, etc. • Restrictions Summary – a summary of the use restrictions in your community in a simplified format; contains a short-cut to the Report a Violation Screen • Report a Violation – report a violation you observed in your community anonymously, including date and time-stamped photograph clearly showing the property address and violation
4	 Contact Us	<p>4) 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.</p>

• **User Menu:** On the far upper right you will find another menu that allows you to edit your profile, change your password, add a property to link it to your resident portal account should you own more than one property in the same community (or any community managed by the RealManage Family of Brands), change your preferences, and log out.



• **CiraMobile:** Residents may also access the Resident Portal through CiraMobile, our 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):



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 855-947-2636, or via e-mail at TALEGA@ciramail.com.