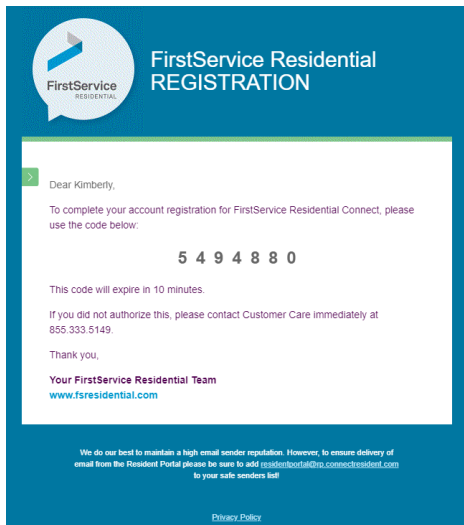


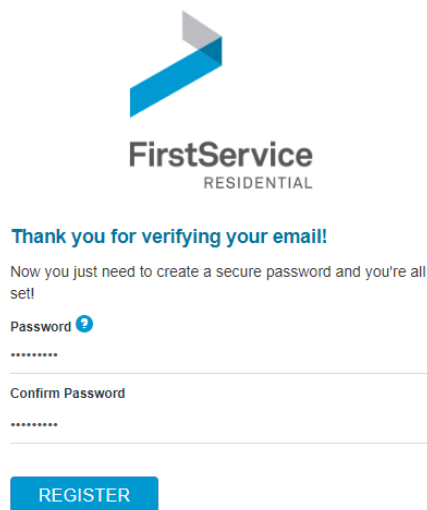
Resident Portal Registration FAQ

- Minimize the registration screen and sign onto your email account. A **VERIFICATION CODE** will be sent to your email from residentportal@rp.connectresident.com (*The verification code will expire in 10 minutes*).
- Enter the verification code into the registration screen presented. (*It can be copied and pasted into the screen from the email as well.*) Click **REGISTER**.



Example of the code within your email received from Connect Resident Portal with the subject "Complete your registration"

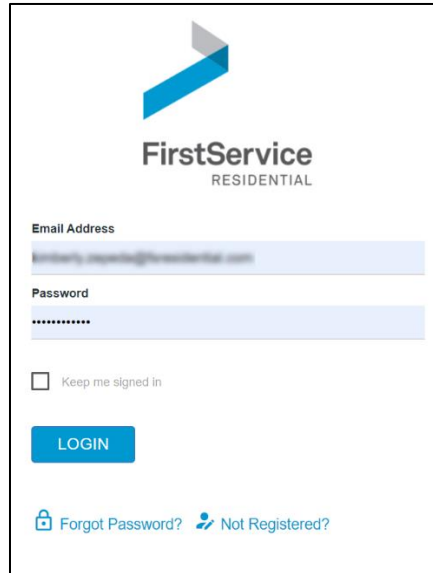
- Once the email address is verified, a screen will be prompting for creation of a **PASSWORD**



Password Criteria:

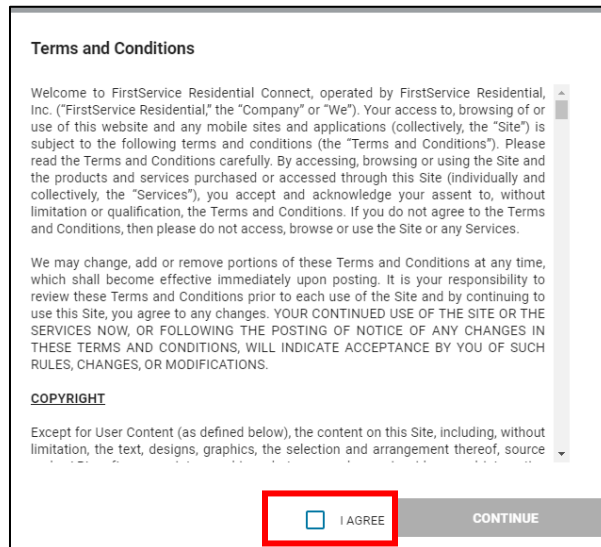
- Minimum of 8 characters in length
- 25 characters maximum
- Password must have at least one uppercase letter, at least one lowercase letter, at least one number, at least one special character (! @ # \$ % ^ & *)

8. After the password is created successfully, the **Login Page** to the portal will be presented. Enter in your email and password. Click **LOGIN**.



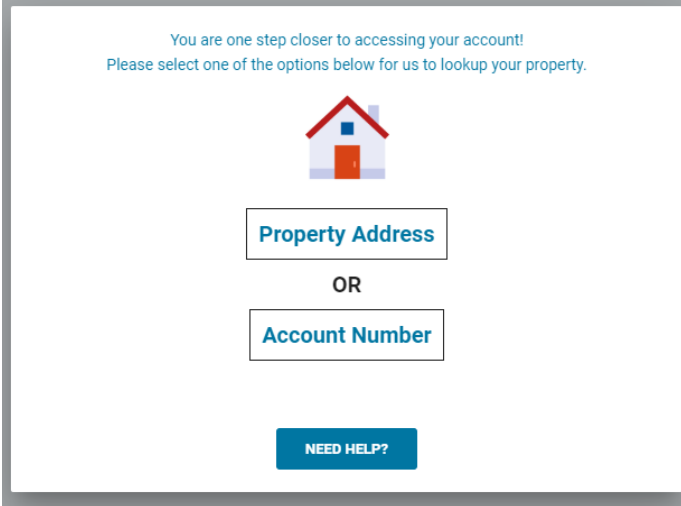
The screenshot shows the login page for FirstService Residential. At the top is the FirstService Residential logo. Below it are two input fields: "Email Address" with the placeholder "firstservice.residential@firstservice.com" and "Password" with a masked password "*****". There is a checkbox labeled "Keep me signed in" which is unchecked. A blue "LOGIN" button is positioned below the fields. At the bottom, there are two links: "Forgot Password?" with a lock icon and "Not Registered?" with a person icon.

8. Accept the "Terms & Conditions" by clicking the box **"I AGREE"** and click the pink box **"CONTINUE"**




The screenshot displays the "Terms and Conditions" page. The title "Terms and Conditions" is at the top left. The main text describes the user's access to the site and the services provided, along with the terms of use. A "COPYRIGHT" section is also visible. At the bottom, there is a red-bordered box containing an unchecked checkbox and the text "I AGREE". To the right of this box is a grey button labeled "CONTINUE".

9. Final step is to link your unit to your login profile by either the **PROPERTY ADDRESS** or **ACCOUNT NUMBER**. The Account Number is only **available** by choosing Need Help.



You are one step closer to accessing your account!
Please select one of the options below for us to lookup your property.



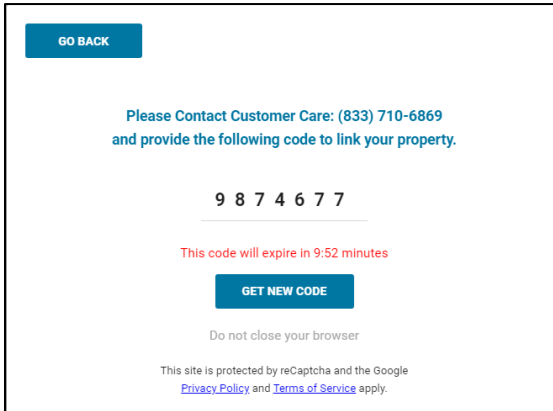
Property Address

OR

Account Number

NEED HELP?

10. During this process, if help is needed, click the button “Need Help?” The following item will be presented, call the number and someone will be ready to assist:



GO BACK

Please Contact Customer Care: (833) 710-6869
and provide the following code to link your property.

9 8 7 4 6 7 7

This code will expire in 9:52 minutes

GET NEW CODE

Do not close your browser

This site is protected by reCaptcha and the Google
[Privacy Policy](#) and [Terms of Service](#) apply.

Q: Which web browsers can I use to access my community portal?

A: All of the most common browsers can be used to navigate the portal: Chrome, Edge, Firefox, Internet Explorer, or Safari.

Q: What devices or equipment can I use to access my community portal?

A: The community portal can be accessed on a desktop, laptop, tablet or mobile device. The new Community portal features a responsive design which will match your device’s screen size. There are mobile apps available for smart devices and can be found by searching “Connect Resident” in the Google Play or Apple App Store.