

CommunityPro®PORTAL

TUTORIAL For HOMEOWNERS To:

Register & Learn to Navigate in CommunityPro®PORTAL

Login & Access Ledger Balances
& Make Assessment Payments

This tutorial is designed to help Homeowner's "Register" into their Association's CommunityPro®PORTAL. Through CommunityPro®PORTAL Homeowners can find their ledger page and check their balance, and/or make online payments.

Sentry Website & CommunityPro® PORTAL System Requirements

- Windows 7, 8, 8.1, 10 Operating System
- Internet Explorer 11 (IE 11)
- Mozilla Firefox

Operating system and browsers not listed above will experience compatibility issues with the website, as they are missing the modern components necessary for display, navigation, and functionality.

The site is compatible with iPad/Safari and works on the iPhone, but it is not optimized for it. make sure you are running the latest OS on your mobile device.

Thank you and we hope you enjoy using Sentry management's exclusive CommunityPro®PORTAL.

1. To Register, please go to: www.sentrymgt.com and select "MY ACCOUNT".



To create your unique Login credentials, you will need your **16-digit Account number** (as printed on your coupon):

Number
1

AARON COBB

Account Number
0001230000041014

Due Date
Jan 1, 2017

Amount Due
\$400.00

\$25 LATE FEE IF RECEIVED AFTER 10 DAYS
18% APR INTEREST IF RECEIVED AFTER 10 DAYS

IF YOU DO NOT HAVE YOUR COUPON...

...simply call Sentry's Customer Service Team at 800-932-6636. Monday through Friday (8:30 am to 7:00 pm EST) **OR** contact your Community Association Manager.

Make check payable to:
LA VITA CONDOMINIUM ASSOCIATION INC
PO BOX 105302
ATLANTA GA 30348-5302

MONTHLY ASSESSMENT \$287.90
STRUCT IMPR ASSESSMENT \$112.10
Amount Due \$400.00

SENTRY management
COMMUNITY ASSOCIATION MANAGEMENT

0678 00123000 0001230000041014 0 00040000 00000099 5

2. You are now at the **Homeowner Login Page**. Click on "New User Registration".

MY ACCOUNT

HOMEOWNER LOGIN

ID

Password

LOGIN >

NEW USER REGISTRATION >

[Forgot Password?](#)
[Homeowner Site Guide](#)
[Board Member Site Guide](#)

WELCOME HOMEOWNER

Your Portal gives you access to important information about your personal account, your homeowner association, and allows you to stay connected to your community.

Once in your secure Portal, you can:

- ✓ Make online payments
- ✓ Find Community Manager name, phone number & email address
- ✓ Sign up for emails from your association
- ✓ View your personal account and payment history
- ✓ Access association documents like By-Laws, Rules & Regulations and Reports

MAKE A PAYMENT

PHONE

888.786.6496

MAIL

Mail Today

AUTO-PAY

Hassle Free

CREDIT CARD

VISA MasterCard American Express Discover

E-CHECK

One Time Recurring

3. This opens to the "New User Registration Page".

(a) Fill in all required fields. Please note: your email address, User ID (choose a User ID that is alphanumeric, up to 8 characters) and Password (can be alphanumeric, 5 to 20 characters) are **ALL** case sensitive. An email will be sent from Sentry confirming your User ID for future Logins.

Important Information! As stated in the Sentry Privacy Policy: Your property address, phone number & email address is not shared or otherwise provided to any third party (excluding those who assist in operating and providing services) unless Statutorily required. We use your **Name and Address** as recorded in county and state records which is **public information**.

In order to receive pertinent and current information about your community you should allow your email address to be used for both receiving correspondence and email blasts (eBlasts). Remember--this information is not shared with third parties.

New User Registration

Choose a User ID that is alphanumeric, up to 8 characters and a password that is alphanumeric, 5 to 20 characters.

E-mail address:

An email will be sent confirming your User ID (Name) for all future Logins.

An email will be sent confirming your User Name for all future logins.

Desired User ID:

User ID must be alphanumeric, up to 8 characters and is case sensitive.

Desired Password:

Password must be alphanumeric, 5 to 20 characters and is case sensitive.

Alphanumeric only, 5 to 20 characters. You may change your password at anytime.

Re-enter Password:

☒ Include my address in member directory

☒ Include my phone #'s in member directory

☒ Include my email addresses in member directory

☒ Receive correspondence via email

☒ Receive email blasts

☐ Opt out of assessment coupons

This information will display in the Homeowner Directory. If you choose not to display any part of this information, uncheck the box before you register. You may change your preferences in the future by updating Your Profile after logging in.

If you are making online payments and do not need payment coupons and envelopes mailed to you when the budget has been approved, you may opt out of receiving them. Late notice coupons will be mailed if payments are not received when due.

Should you opt out of receiving your assessment coupons because you pay by eCheck, credit/debit card or AutoPay, upon approval of your community's annual budget you will still be mailed one coupon which simply provides your 16-digit Account # and amount of your new assessment.

Acct No. (as printed on your coupon) :

Number 1	Account Number 0001230000041014	Due Date Jan 1, 2017	Amount Due \$400.00
AARON COBB		\$25 LATE FEE IF RECEIVED AFTER 10 DAYS 18% APR INTEREST IF RECEIVED AFTER 10 DAYS	
 Make check payable to: LA VITA CONDOMINIUM ASSOCIATION INC PO BOX 105302 ATLANTA GA 30348-5302		MONTHLY ASSESSMENT \$287.90 STRUCT IMPR ASSESSMENT \$112.10 Amount Due \$400.00	
			
0678 00123000 0001230000041014 0 00040000 00000099 5			

(b) Type your 16-digit Account # into this text box.

Terms and Conditions

THIS SITE AND RELATED INFORMATION ARE PROVIDED SUBJECT TO THESE TERMS AND CONDITIONS. PLEASE READ THE FOLLOWING INFORMATION CAREFULLY. YOUR CONTINUED USE OF THIS SITE WILL INDICATE YOUR AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS SET FORTH IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PROMPTLY EXIT THIS SITE.

Sentry Privacy Policy

We do not sell, trade or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating and providing services so long as those parties agree to keep this information confidential. We may release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. We therefore have no responsibility or liability for the content and activities of these linked sites. By using our site, you consent to our privacy policy.

☒ I have read the Terms & Conditions of Use

(c) Put a checkmark in the Box "I have read the Terms..." then click on "Register".

4. Now you are registered as a Homeowner and the "Homeowner Login" screen will appear again. Simply enter your newly created Login credentials "User ID (Name)" and "Password" then click on the yellow "Login" button.

HOMEOWNER LOGIN

ID

Password

LOGIN

NEW USER REGISTRATION

- Forgot Password?
- Homeowner Site Guide
- Board Member Site Guide

WELCOME HOMEOWNER

Your Portal gives you access to important information about your personal account, your homeowner association, and allows you to stay connected to your community.

Once in your secure Portal, you can:

- Make online payments
- View your personal account and payment history
- Find Community Manager name, phone
- Access association documents like By-Laws & Regulations and Reports

If you forget your Password click here. You will receive in your email a temporary password that is issued through an automated system. Then you will be prompted to enter a new password (you can reuse your original password if you like but it's not required).

PHONE 888.786.6496

MAIL Mail Today

AUTO-PAY Hassle Free

If you forgot OR need to change your User ID, simply Email us at: website@sentrymgt.com and we will RESET your User ID & Password the next business morning. This wipes out your old information allowing you to re-register again. You can reuse your original password if you like but it's not required. However, your User ID must be completely different than what you may have used before. Our SMI Information Department Hours are 8:30AM to 5:00PM Monday to Friday ET.

5. Once logged in you see **Your Name** and your **Community Manager's** name and to the left of that you see **Menu Items** starting with "Close (Log Out)" and ending with "Terms/Privacy Policy".

NEED A LITTLE HELP?
I WANT TO...

- Select -

5. Once logged in you see Your Name and your Community Manager's name and to the left of that you see Menu Items starting with "Close (Log Out)" and ending with "Terms/Privacy Policy".

COMMUNITY PRO

SUNNYLAND ASSOCIATION INC

Close Help (Log Out)

- Home
- Online Payment
- Your Profile
- Your Ledger Card
- Homeowner Directory
- Calendar
- Information Center
- Board Room
- Visitor Authorization
- Change Password
- Contact Us
- Terms/Privacy Policy

Property Owner → **LEROY JETHRO GIBBS**
210 MAGNOLIA RD #207
ANYWHERE MX 12345

Community Manager **JOHN SUNSHINE**

2180 West SR 434 Suite 5000
Longwood FL 32779-5044

(407)788-6700 ext. 12345

jsunshine@sentrymgt.com

Add another property to access

If you own more than one property in this association, or if you own property in another association managed by Sentry, you may choose to add that account to your profile.

HOW TO MAKE PAYMENTS

Homeowners can make payments from either:

Option #1 - CommunityPro® PORTAL, OR

Option #2 - Sentry Management's Website

Opt #1 - From your **Association's PORTAL** the **Online Payment Options** are available via a **direct link** to be selected as a **Menu Item**.

COMMUNITY PRO
AND ASSOCIATION INC

Online Payment

Property Owner LEROY JETHRO GIBBS
210 MAGNOLIA RD #207
ANYWHERE MX 12345

Community Manager JOHN SUNSHINE
2180 West SR 434 Suite 5000
Longwood FL 32779-5044
(407)788-6700 ext. 12345
jsunshine@sentrymgt.com

[Add another property to access](#) If you own more than one property in this association.

HINT: While in the PORTAL, you can check your current account balance before making your payment. Click on "Your Ledger Card" for your current balance due.

Opt #2 - From the Sentry Management Website just click on **Make a Payment**.

SENTRY management

FOR ASSOCIATION BOARDS FOR HOMEOWNERS

HOME ORDER CLOSING DOCUMENTS CAREERS SELECT LANGUAGE MY ACCOUNT **MAKE A PAYMENT** CONTACT US HIRE SENTRY

Online Payments are made through third party vendor websites separate from Sentry's website and PORTAL. Since these are vendor websites, your unique Sentry PORTAL login can **NOT** be duplicated. In order to make online payments you need to create an *additional* unique login credential at the vendor websites. Once you select a payment option, then follow their prompts. Your Association 16-digit Account number(s) is always required to complete any transaction.



[Home](#) » Make A Payment

Simply select a **payment option** below and follow the prompts.

WELCOME HOMEOWNER

MAKE A PAYMENT

PHONE

888.786.6496

MAIL

Mail Today

AUTO-PAY

Hassle Free

CREDIT CARD



CLICK HERE

E-CHECK

One Time Recurring

CLICK HERE

Remember:

- 1) Prior to** making your payment if you need your current balance you should access your **Ledger Card** through the **PORTAL** to view your balance. From the Sentry website click on **My Account** and **Login** to your Association's **PORTAL** and select Menu Item **"Your Ledger Card"**.
- It is **NOT** required to Login within CommunityPro®PORTAL to make your payment.

PAYMENT OPTIONS

FIVE EASY WAYS TO PAY



	Auto-Pay: Set up this service to have assessments automatically paid when due. You may access this service at www.mysentrypay.com .*
	One-Time: One-Time Payments can be made online at www.mysentrypay.com . If you are new to this service, you may register your account by using your 16-digit account number or using the FIND ME option. *
	By Phone: Our Pay-By-Phone service is available by calling toll-free (888) 786-6496 (24/7, 365 days a year). This service allows you to make a payment with the assistance of a Customer Service Representative for a small fee. Additional convenience charges apply to Debit or Credit Card transactions.
	Mail: If you prefer to Pay by Mail, enclose your check along with your payment coupon. Payments can be mailed to our Payment Processing Center. Please include your coupon to ensure accurate application. If you cannot find your coupons, you may order replacements online at www.sentrymgt.com .
	In Person: If you prefer to pay in person, you can visit your local Sentry Management office. To find your nearest office, please visit www.sentrymgt.com or call our Owner Services Team at (800) 932-6636 (8:30am - 7:00pm, EST).

*Convenience charges may apply for credit/debit transactions, customer service assisted transactions and some one-time payment transactions.

Remember:

- Please do not send post-dated checks as our payment center cannot single out these payments and the checks will be processed as received. If you have already prepaid your assessments, please disregard these coupons.
- If you use a bill pay service through your bank to make your payments, please include your 16-digit account number to ensure the payment is credited to your association homeowner account.
- Should your current mailing address differ from that shown on this mailing, please advise us in writing so that we may update our records.

HOMEOWNER PORTAL NAVIGATION TUTORIAL

The "**Home**" button will bring you back to your first page in the CommunityPro®PORTAL within your Association.

COMMUNITY PRO

HOME

PROPERTY OWNER LARRY & LOUISE TATE
210 MAGNOLIA RD #105
ANYWHERE MX 12345

COMMUNITY MANAGER JOHN SUNSHINE
2180 West SR. 434 Suite 5000
Longwood FL 32779-5044
(407)788-6700 ext. 12345
jsunshine@sentrymgt.com

The "**Online Payment**" button opens directly to access online payment options. Choose either credit/debit card or eCheck. **Clicking on either option will take you out of your Association's Portal.**

MAKE A PAYMENT

PHONE 888.786.6496

MAIL Mail Today

AUTO-PAY Hassle Free

CREDIT CARD
VISA MASTERCARD AMERICAN EXPRESS DISCOVER
CLICK HERE

E-CHECK
One Time Recurring
CLICK HERE

"Your Profile" allows you to view information relevant to your personal homeowner account and allows you to update your **User Preferences**, phone numbers, and email addresses. Be sure to **save your changes** by clicking the "Save changes" button before exiting.

Close Help

(Log Out)

▶ Your Profile

▶ Online Payment

▶ Your Profile

▶ Your Ledger Card

▶ Homeowner Directory

▶ Calendar

▶ Information Center

▶ Board Room

▶ Visitor Authorization

▶ Contact Us

▶ Terms/Privacy Policy

Homeowner Profile

Homeowner Information

Association SUNNY0 SUNNYLAND ASSOCIATION INC
Owner A/R # 000207 Bill-Pay Acct # 000SUNNY00002

User Preferences

- ☒ Include address in Homeowner Directory
- ☒ Include phones in Homeowner Directory
- ☒ Include emails in Homeowner Directory
- ☒ Receive Correspondence via email
- ☒ Receive Email Blasts
- ☐ Opt out of assessment coupons

You may update your phone number(s) and email address. Email Blasts (eBlasts) is a service provided by Sentry as a quick and easy way to communicate with homeowners. For this service to work properly homeowners **must** register to receive eBlasts by checking the box indicated. eBlasts are provided to homeowners, exclusively through the Homeowner's Directory in your Associations' CommunityPro® PORTAL.

mailed to you when the budget has been approved, you may receive late notice coupons. Late notice coupons will be mailed if payments are not received.

User Groups

Work Phone 555-321-1234 Home Phone 555-123-4321 Cell Phone

Email leroy@mycompany.com

Email

Owner Name GIBBS, LEROY JETHRO Designated Voter
BOD Member GIBBS, LEROY JETHRO Position PRES

Mailing Address PO BOX 1436
WASHINGTON DC 23456

Work Phone 555-321-1234 Home Phone 555-123-4321

Property Address 210 MAGNOLIA RD #207
Resident? No ANYWHERE MX 12345

LEGAL

Add'l Assn

Closing Type

Closing Date

00/00/00

Collection Activity

Print ?

Yes

Assessments

Autobill Column	Description	Amount	Assn Division	Future Amount	AutoPay: No
A MONTHLY		395.00	00	375.00	If you are not using AutoPay to wish to register, please contact
B SPEC ASSMNT		1678.00	00	.00	
C Other Assess		.00	00	.00	
D Other Assess		.00	00	.00	

Tenant Information

Name

Home Phone

Work Phone

Name

Home Phone

Work Phone

Lease from

Lease to

of Keys issued

0

Date issued

of Remotes issued

0

Date issued

Owner Information

Important...In order to receive pertinent and current information about your community you should allow your email address to be used for both **receiving correspondence and email blasts**.

Remember--this information is not shared with third parties.

Close Help
(Log Out)

Your Ledger Card

- Your Profile
- Your Ledger Card
- Homeowner Directory
- Calendar
- Information Center
- Board of Directors

Homeowner Directory

"Your Ledger Card" allows you to view your account history in detail and displays your current account balance.

Ledger Card for 000105 TATE,LARRY & LOUISE

Your account balance is 0.00

From date : (enter as mm/dd/yy or mm/dd/yyyy or mm/dd/yy or mm/dd/yyyy)

Search

(to view history)

Search results

Date	Description	MONTHLY	SPEC	ASSMNT	Other Assess	Other Assess	LEGAL	Total
------	-------------	---------	------	--------	--------------	--------------	-------	-------

"Homeowner Directory" contains those Homeowners who have registered and given approval to be included in the directory and/or to receive Association eBlasts.

Homeowner Directory for SUNNYLAND ASSOCIATION INC

Please note: This Directory only contains those Homeowners who have registered and given approval to be included in the directory.

Group :

Search by :

Search for :

Homeowner Last Name Beginning with

First name (optional)

Search

Search results Homeowner Last Name

Name	Address	Phone	Email
A HOME OWNER	210 MAGNOLIA RD #101 ANYWHERE MX 12345		
BANK ON IT NOW, YOU CAN	210 MAGNOLIA RD #204 ANYWHERE MX 12345		
BARONE, RAYMOND & DEBORAH	210 MAGNOLIA RD #202 555-555-5555 (Home) ANYWHERE MX 12345		rayray@mycompany.com
BUNDY & MARGE SIMPSON, ALBERT	210 MAGNOLIA RD #206 949-215-1299 (Work) ANYWHERE MX 12345		doh@mycompany.com
FOREMAN, RED & KITTY	210 MAGNOLIA RD #205 ANYWHERE MX 12345		netsuke47@aol.com
GIBBS, LEROY JETHRO	210 MAGNOLIA RD #207 555-123-4321 (Home) ANYWHERE MX 12345 555-321-1234 (Work)		leroy@mycompany.com
GOTHAM CITY TRUST	210 MAGNOLIA RD #114 407-788-6700 (Work) ANYWHERE MX 12345		loker@mycompany.com

If your Association's Board is using this function, you may view your Association's **Calendar** from within your PORTAL.

Close Help
(Log Out)

- Home
- Online Payment
- Your Profile
- Your Ledger Card
- Homeowner Directory
- Calendar
- Information Center
- Calendar
- Contact Us

Calendar						
New Event	Today	Day	Week	Month	Refresh	AB
Mon	Tue	Wed	Thu	Fri	Sat	Sun
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Annual Members Meeting
Board Meetings
Cubhouse Reservations
Neighborhood Garage Sale
Neighborhood Festival

07:00AM Community Garage Sale

7:00PM Annual Meeting

"Information Center" contains your Association's **Governing Documents, Rules and Regulations, Architectural Application** and any other documents.

Information Center

Close Help
(Log Out)

- Home
- Online Payment
- Your Profile
- Your Ledger Card
- Homeowner Directory
- Calendar
- Information Center**

Information Center

Cabinet: Association Records

Drawer: Select an available Drawer

Dates: From: To: 08/20/2018

List by: ☒ Drawer or ☐ Date

Search / Open

View .jpg files provided by your Board of Directors

SENTRY
management.

Information Center

Open documents as PDF to view, save as or print...

Email documents directly from the Information Center

Type	Options	Cabinet	Drawer	Folder	Date	Description
pdf		SUNNYD	Governing Documents		01/07/13	Bylaws
pdf		SUNNYD	Governing Documents		01/07/13	Articles of Incorporation
pdf		SUNNYD	Governing Documents		01/07/14	Declaration of Covenants and Restrictions
pdf		SUNNYD	Newsletters		10/28/14	2014 - January Newsletter
pdf		SUNNYD	Community Photos		10/30/13	Cabana Club - Coming Soon in 2014!
pdf		SUNNYD	Community Photos		10/28/14	2014 - Best Lawn of 2014
pdf		SUNNYD	Community Information		10/28/14	Welcome New Homeowners
pdf		SUNNYD	Community Information		10/30/14	Problems With Wild Hogs?
jpg		SUNNYD	Community Information		10/21/15	05/2015 Minutes

Information Center

Cabinet: Sentry Information

Drawer: Select an available Drawer

Dates: 7/2016

List by: ☒ Drawer or ☐ Date

Search / Open

The Association's **Information Center** includes a **Sentry Information** cabinet containing details regarding our additional **CommunityPro®** communication services.

Important! The **Information Center** & **Calendar** are available for use by any Association simply by providing access rights to a duly appointed Board member. This appointed Board member would be the Administrator for this file and allowed to place new or archived documents and/or pictures into additional file drawers within the Cabinet for their Association. The Administrator will also have access to the Association Calendar to place future up coming events for your Community there.

The **Visitor Authorization** Form is provided for gated communities with guards on duty. This form is simply used to communicate with the guards on duty authorizing visitors to enter your community. The form is only good for today or tomorrow.

- ▶ Home
- ▶ Online Payment
- ▶ Your Profile
- ▶ Your Ledger Card
- ▶ Homeowner Directory
- ▶ **Visitor Authorization**
- ▶ Board
- ▶ Contact Us
- ▶ Terms/Privacy Policy

Fields marked with a red asterisk (*) must be entered.

Your name: LEROY JETHRO GIBBS
 Your address: 210 MAGNOLIA RD #207 ANYWHERE MX 12345
 Special Comments:

1. Visitor's First & Last Name: *
 Expected Arrival Date: * 08/20/2018
 Expected Departure Date:

COMPLETE ONLY IF CALLING IN ADDITIONAL VISITORS

2. Visitor's First & Last Name:
 Expected Arrival Date:
 Expected Departure Date:

3. Visitor's First & Last Name:
 Expected Arrival Date:
 Expected Departure Date:

Send your confirmation to:
☐ leroy@mycompany.com
☐ Email to

Submit

SUNNYLAND ASSOCIATION INC



Visitor Authorization Form

This form is to authorize visitors to your home THIRTY MINUTES or more from now for today or tomorrow. If you need to provide access sooner than 30 minutes you need to call the gate. Using this form you can submit a request for up to three visitors.

Close Help
(Log Out)

- ▶ Home
- ▶ Online Payment
- ▶ Your Profile
- ▶ Your Ledger Card
- ▶ Homeowner Directory
- ▶ Calendar
- ▶ **Change Password**
- ▶ Visitor Authorization
- ▶ Contact Us
- ▶ Terms/Privacy Policy

Change your Password use the Form below. If you need to change (or forgot) your User ID Please email us at: **website@sentrymgt.com**. We will need to RESET and you will be required to re-register again.

Change Password

To change your password please enter your existing password and then enter your new password twice.

User ID : Homeownr
 Old Password :
 New Password :
 New Password (again) :

Save Cancel



Close Help
(Log Out)

- ▶ Home
- ▶ Online Payment
- ▶ Your Profile
- ▶ Your Ledger Card
- ▶ Homeowner Directory
- ▶ Calendar
- ▶ Information Center
- ▶ Board Room
- ▶ Visitor Authorization
- ▶ **Contact Us**
- ▶ Terms & Privacy Policy

▶ **Contact Us**

Contact Us - Just complete the short form below and we will route your request to a Sentry team member ready to assist you.

How may we help you <input type="text"/>	Location of Interest <input type="text"/>
Name <input type="text"/>	Association <input type="text"/>
Email Address <input type="text"/>	Phone Number <input type="text"/>
Street Address <input type="text"/>	
City <input type="text"/>	State <input type="text"/> Zip <input type="text"/>
Contact by phone? <input type="text"/>	Best time to reach you? <input type="text"/>
Comments or Questions <input type="text"/>	

Remember the Requirements Below:

Sentry Website & CommunityPro® PORTAL System Requirements

- Windows 7, 8, 8.1, 10 Operating System
- Internet Explorer 11 (IE 11)
- Mozilla Firefox

Operating system and browsers not listed above will experience compatibility issues with the website, as they are missing the modern components necessary for display, navigation, and functionality.

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Thank you and we hope you enjoy using Sentry management's exclusive CommunityPro®PORTAL.