INTRODUCTION
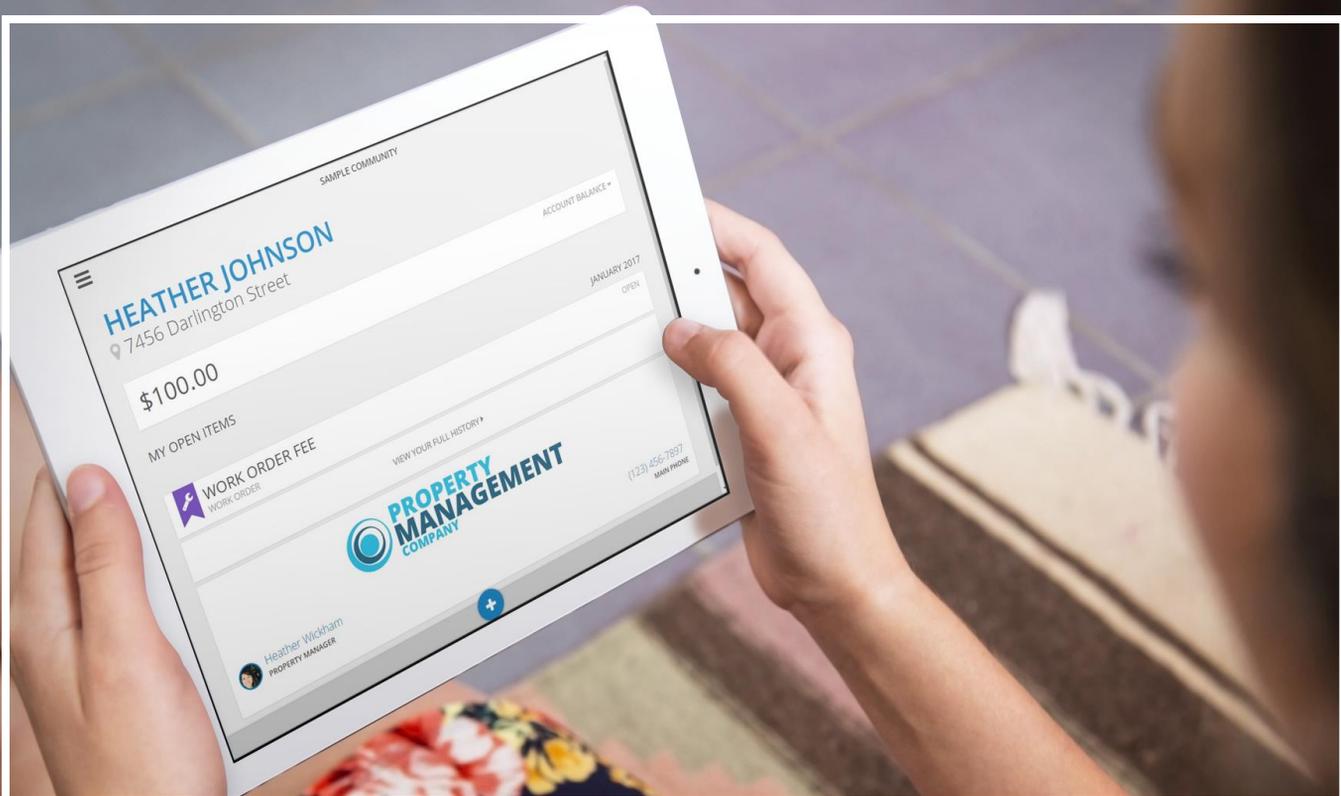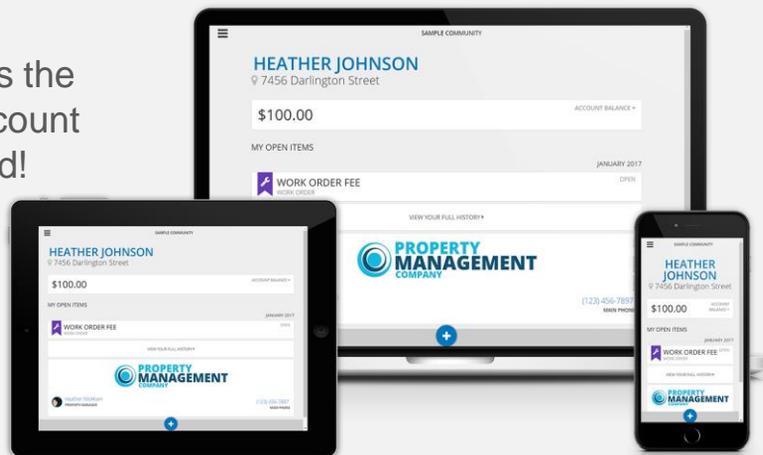
OWNER
ACCESS

Instructions for Homeowners & Residents

TOPS[ONE]

Welcome to
OWNER ACCESS

House proud. That's what you are. And why shouldn't you be? Your community association is protecting property values and making it easy to show your pride. But until now, your account info has been in the dark. Do you owe? Is there something you're missing? A once-a-month statement isn't enough - you need an up-to-the-minute breakdown of your account. And now you have it!

The Owner Access portal puts the power of your association account info into the palm of your hand! Whenever. Wherever. Now that's something to be proud of.

LOG IN

ACCESS YOUR ACCOUNT
You should have received an invitation for the new owner access portal, with instructions on how to proceed.

Go to the link included in the invitation and create your user log in credentials. Enter your email address and set a password.

REGISTRATION
Click on the **REGISTER FOR OWNER ACCESS** button to securely claim your account and set your password.

- Your email address is your user name.
- Your password must be at least 8 characters.

NOTE: Once you register, you will receive a confirmation email. Click the link provided in this email to confirm your account. Now you should be able to log in using the user name and password that you provided.
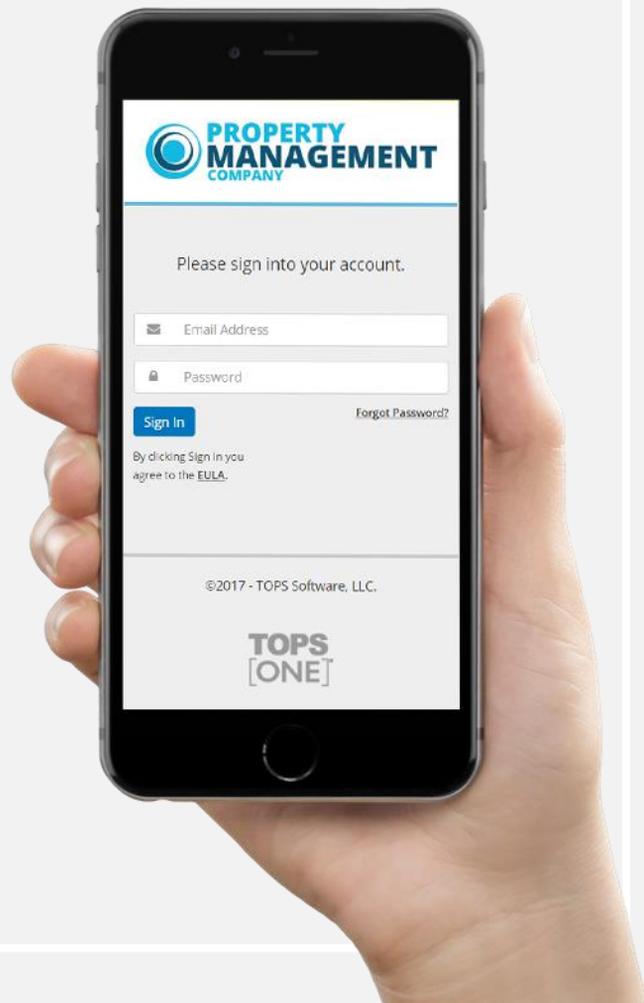
MY PORTAL

The Owner Access portal is designed to be simple and easy so you can get in, do what you need to do, and get out:

1. Main Menu

2. Account Information

3. Current Account Balance

4. Important 'Open Items'

5. Management Office's Contact Information

6. Action Menu

OPEN ITEMS DASHBOARD

The first screen you see when you log in is called the Open Items Dashboard. Here, you can see a quick overview of important account information, such as current account balance, and open tickets that require your attention.

1

SAMPLE COMMUNITY

2

HEATHER JOHNSON
📍 7456 Darlington Street

3

$100.00   ACCOUNT BALANCE ▾

4

MY OPEN ITEMS

APRIL 2017

⚡ **TSH VIOLATION FEE**
CCR VIOLATION

JANUARY 2017

🔧 **WORK ORDER FEE** OPEN
WORK ORDER

VIEW YOUR FULL HISTORY ▸

5

PROPERTY MANAGEMENT COMPANY

6 ✚

NAVIGATE THE APP

Click the menu icon in the upper left corner to access the menu. From here, you can navigate anywhere in the app with ease.

NOTE: The menu will also display the number of open tickets (Violations, Service Requests, Work Orders and Messages) that require your attention.

MY OPEN ITEMS
View open items needing your attention.

ACCOUNT HISTORY
Review account charges and payment history as well as any other pertinent account activity.

ACCOUNT SETTINGS
Update and manage alternate addresses and phone numbers on file.

PAYMENT HISTORY
Review financial transaction activity on your account.

DOCUMENT LIBRARY
View documents made available by your management company.

MY ACCOUNT

Need to update your account information? Click the **Edit** link or go to the **Account Settings** menu item to manage your personal account information.

ACCOUNT SETTINGS

Changing this information will affect the information on record for your community association's official account. For this reason, certain information may be restricted from editing, such as:

Name (the legal name on your property)

Address (the address of the home in the community)

To update restricted fields, please contact your management office.

ALTERNATE ADDRESS

Click the **Plus** button and select the type of address you wish to add to your account. Then enter the address and click the **Save Account Settings** button to update your records.

UPDATE PASSWORD

If you know your current password, but wish to change it, you can do so here. Enter your current password and then enter a new password twice to confirm. Then, click **Save Account Settings** to update your record.

SAMPLE COMMUNITY

MY ACCOUNT

✔ Save Account Settings

Account Email Address:
heatherjohnson@example.com
Account: 1131
Property Address:
7456 Darlington Street
Clermont, FL 33703

PHONE NUMBERS ➕

Home Phone

(727) 786-1235   Unlisted

ALTERNATE ADDRESSES ➕

Currently, you have no Alternate Addresses set.

UPDATE PASSWORD

✔ Save Password

Current Password

Current Password

New Password

➕

HEATHER JOHNSON
📍 7456 Darlington Street

$100.00   ACCOUNT BALANCE ▾

BALANCE DETAILS

DESCRIPTION	AMOUNT
Assessment 📅 AutoPay	$100.00

ACCOUNT HISTORY
DECEMBER 2016

DESCRIPTION	AMOUNT
CCR Violation Dec 21, 2016	$0.00

FINANCIAL MANAGEMENT

Click on the **Account Balance** button at the top of the dashboard to access your financial account details. The Owner Access portal allows you to access several financial functions for your account, including:
- Check current balance
- See Balance Breakdown
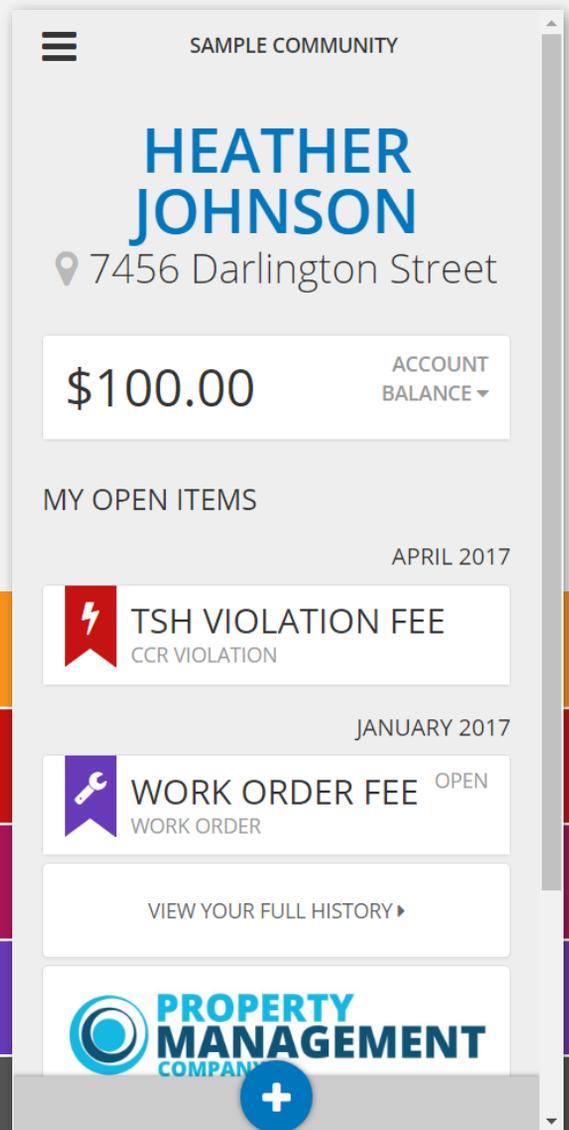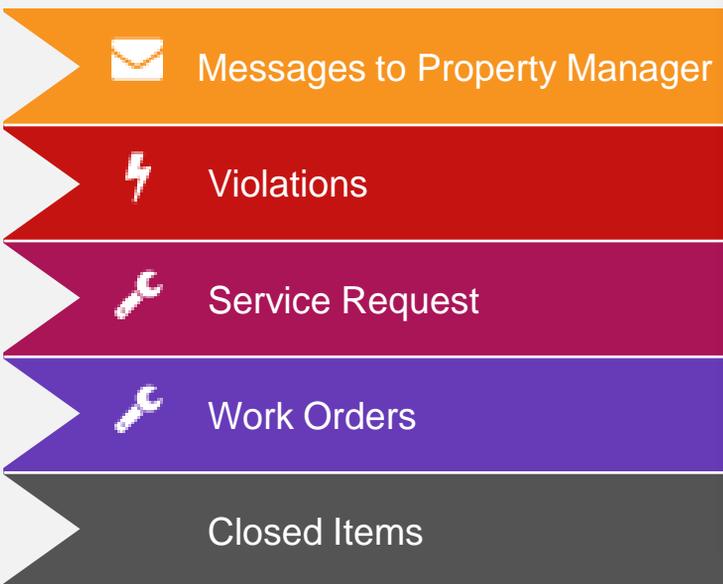- View Account History

NOTES
- When your account balance is updated it is reflected in the Owner Access portal at the same time.
- The **Pay Now** button may be disabled if your community is not set up to accept payments at this time.

OPEN ITEMS

The Open Items dashboard is designed to surface important information that requires your attention. Whether it is a new ticket, a communication from your manager, or an imminent or pending fine, these will be displayed on your Open Items dashboard.

Click on any item to expand the row and view additional information.

☰ SAMPLE COMMUNITY

HEATHER JOHNSON
📍 7456 Darlington Street

| $100.00 | ACCOUNT BALANCE ▾ |

MY OPEN ITEMS

APRIL 2017

🚩 **TSH VIOLATION FEE**
CCR VIOLATION

JANUARY 2017

🔧 **WORK ORDER FEE**   OPEN
WORK ORDER

VIEW YOUR FULL HISTORY ▸

PROPERTY MANAGEMENT COMPANY

✉ **Messages to Property Manager**

⚡ Violations

🔧 Service Request

🔧 Work Orders

Closed Items

NOTE
- The availability of these features in your portal are at the discretion of your community management.

TSH VIOLATION FEE
CCR VIOLATION

1 Photo Available

Violation Fee - Apr 19, 2017

Created On: Apr 19, 2017

Detailed Description
Do not leave trash bin out more than 24 hours.

Action to Take
Do not leave trash bin out more than 24 hours.

COMMENTS

TICKET DETAILS

You can view the details on any ticket by clicking the top of the ticket panel. This will expand the panel to show additional information for that item.

NOTES
If you would like to comment on an open item such as an open Violation, a Work Order, or Service Request, you can add a comment to the ticket item. This comment will alert the management office via email and via their system and they have the opportunity to reply to the comment and continue the conversation or close the item as needed.

SEND A MESSAGE

If your community allows, you may Send a Message to the management company contact. Within your Owner Access portal, you will see responses to your messages on the message item details.

To send a message, click on the Plus icon at the bottom of the screen. If this option is available, you will be able to click Send Message.

The intended recipient of the message is displayed by default and you can then add the subject and contents of your message.

Click **Send** to send the message to the recipient indicated here.

HAWKS LANDING

AMBERLY M NOBLE
📍 707 River Drive

SEND A MESSAGE

Send To
Amanda Hilton - TOPS Property Mgmt

Subject
Update Please

Message
Hi will you please provide an update on the sod replacement schedule?

Send ▶

TROUBLESHOOTING

Having some issues logging in? Are you not receiving emails from your management company? Verify the following information and try these troubleshooting steps.

- Verify the email your management company has on file.
- Are you logging in using the web browser, Google Chrome? *Google Chrome is the recommended web browser when using the Owner Portal. Click here for instructions on how to [Download & Install Google Chrome](#)*
- Clear your cache in Google Chrome *Clearing them fixes certain problems, like loading or formatting issues on sites. Click here for instructions on how to [Clear Cache](#)*

TROUBLE RECEIVING EMAILS FROM YOUR MANAGEMENT COMPANY?

- Whitelist the domain @topssoft.com *Some email providers can mark our emails as spam and will prevent you from receiving our emails. Click here for instructions on how to [Whitelist an Email Address](#)*

CAN'T LOG INTO YOUR OWNER PORTAL?

- Verify your Owner Portal Link Your owner link should look similar to

  https://owner.topssoft.com/[   ]/Account/Login

- Reset your password Click the Forgot Password? link to request a new password.

LOGGING OUT

You will be automatically logged out of the portal after 15 minutes of inactivity.

However, if you need to log out manually, you may do so by clicking the Main Menu, and selecting the **Log Off** option.

NOTE: If you are connecting to Owner Access from a public network, we strongly recommend you log off before stepping away.

Thank you for reading this introductory guide to the Owner Access portal. If you have questions or need assistance with any of the features you've seen here, please contact the management office.

SAMPLE COMMUNITY

HEATHER JOHNSON

! MY OPEN ITEMS   2

✉ ACCOUNT HISTORY

👤 ACCOUNT SETTINGS

🕙 PAYMENT HISTORY $0.00

📄 DOCUMENT LIBRARY

➡ LOG OFF