COMMUNITY PRO

PORTAL NAVIGATION GUIDE

This tutorial is designed to help homeowners and board members navigate their association's CommunityPro® Portal website. Each homeowner has access to each of the areas highlighted in this tutorial and board members have special access to the Boardroom. A separate guide for the Boardroom is available in the resources area of the 'My Account' page on sentrymgt.com.

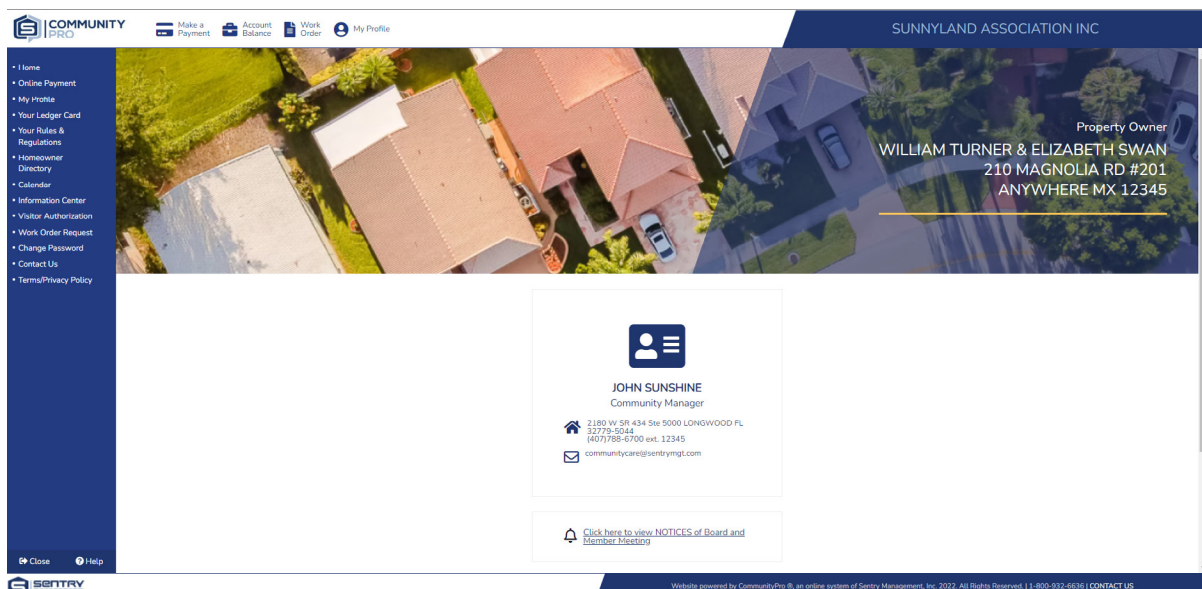# CLICKABLE LINKS

CommunityPro Portal Navigation Guide

TABS

Along the left side of the portal is a list of all available tabs. Each tab contains important information and features for users to access.

Your Rules & Regs, Calendar, Visitor Authorization, and Work Order Request are optional and not all communities will see these options

- Home
- Online Payment
- My Profile
- Your Ledger Card
- Your Rules & Regulations
- Homeowner Directory
- Calendar
- Information Center
- Visitor Authorization
- Work Order Request
- Change Password
- Contact Us
- Terms/Privacy Policy

HOMEPAGE

The homepage allows homeowners to view association contact info, messages from the Board of Directors, details about upcoming events, and links to submit requests and documents.

ONLINE PAYMENT

Users are able to explore the various payment options available. Once selected, each option will provide instructions for use or redirect to the appropriate secure payment platform.

Payment Methods

Choose from a variety of payment methods, provided by Sentry Management's single-source payment processor, designed to make paying your bill simple, secure and convenient.

COMPARE PAYMENT METHODS »

eCheck »
An easy free online payment option. Use your checking or savings account to make a one-time payment or set up an autopay.

Credit/Debit Card »
Make a one-time or future payment.

AutoPay »
Make a payment by drafting funds from your choice of electronic payment methods.

Phone Payment
Call toll free 844-550-0336 or set up autopay.

Mail
Mail to: P.O. Box 30437, Tampa FL 33630-3437. Make check payable to your association. Write your 16-digit account number on the memo line.

In Person »
Pay by check at your local office. We do not accept credit or debit cards; you may make a cash payment at any Money Gram location.

Users can click the compare feature to see what frequency and fees may exist for each payment method.

MY PROFILE

Users are able to review account details and update the following:

Homeowner Profile

🖨 Print

Homeowner Information

ASSOCIATION	TYPE	OWNER A/R #	BILL-PAY ACCT #	SMI DIVISION
SUNNYLAND ASSOCIATION INC		000201	000SUNNY00002016	01

⊕ **Property Management**
Add another property

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.

User Preferences

☑ Include address in Homeowner Directory
☑ Include phones in Homeowner Directory
☑ Include emails in Homeowner Directory
☐ Opt out of assessment coupons

You may update your phone number(s) and email addresses below. To update your mailing address, please do so in writing; contact your community manager or choose Contact Us on the left menu bar. Please choose whether you wish your contact information to display in the Homeowner Directory. Email is a convenient method of receiving information. If you choose to receive correspondence and/or community-wide Email notices, this will not be the exclusive method of contact.

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.

User Group

User preferences ◄

Work Phone	Home Phone	Cell Phone
407-788-6700		

Phone numbers ◄

Emails

⊕ Add New Email

EMAIL ADDRESS	OPT-IN	PRIMARY EMAIL	BOD	RELATIONSHIP	COMMENTS	USER ID	USER NAME	OPTIONS
test12@test1.com	☑	☑	☐	Homeowner			TURNER & ELIZABETH SWAN,WILLIAM	🗑 Delete ✏ Edit

Email addresses ◄

When adding emails, users can choose to 'opt-in' to receive email communications. Multiple emails may be entered and user has the option to designate a primary email.

YOUR LEDGER CARD

Ledger Card for 000201 TURNER & ELIZABETH SWAN,WILLIAM

Your account balance is -350.00 — Quick glance at current account balance

View history From date

mm/dd/yyyy 📅		Search

ⓘ View References

Search results — History of account charges and payments applied

DATE	DESCRIPTION	MONTHLY	SPEC ASSMNT	OTHER ASSESS	Balance History	TOTAL
07/01/2019	JULY ASSESSMENT	228.00				228.00
08/01/2019	AUGUST ASSESSMENT	228.00				456.00
08/04/2019	CASH REC'D CK#1577-BP	-228.00				228.00

YOUR RULES & REGULATIONS

Rules & Regulations tab is an optional feature that provides users with a history of reminder notices received.

Rules & Regulations Notebook 🖨 Print

From date	To date	Sort by
01/01/2012 📅	06/15/2022 📅	Most recent first ▾

Clear   Search

ⓘ View References

Search results from — Users can view and download copies of correspondence

USER	DATE	STATUS	LETTER#	CODE	NOTES	OPTIONS
Homeownr	06/15/2022	O	MN	MB	test	
Homeownr	06/09/2022	O	MN	MB	test	

HOMEOWNER DIRECTORY

The homeowner directory allows users to view names, addresses, and contact information for other homeowners within the community. The search feature allows users to narrow down the field of results and can be sorted multiple ways including name and street name.

Homeowner Directory

Group	Search by	Search for	Search	First name (optional)
[dropdown]	Homeowner Last Name	Beginning with		

Search

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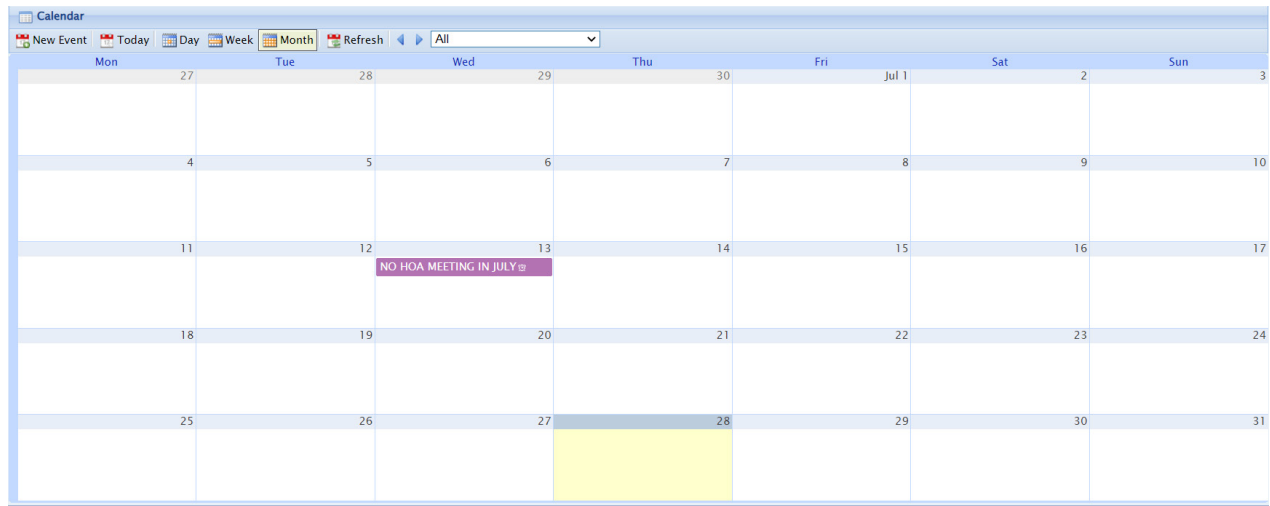
Search results Homeowner Last Name

NAME	ADDRESS	PHONE	EMAIL
			0test@mail.com
			home@mycompany.com
			mickeymouse999@gmail.com
			barbaraks180@gmail.com
			mrsbaldyga@gmail.com
A HOME OWNER	210 MAGNOLIA RD #101 ANYWHERE FL 12345	222-333-4455 (Home) 111-222-3333 (Cell)	joemaez@gmail.com
BANK ON IT NOW,YOU CAN	210 MAGNOLIA RD #204 ANYWHERE MX 12345		

To protect privacy, the directory only includes owners who have granted permission to be included.

CALENDAR

The calendar is an optional feature that enables homeowners to access a master view of all community events and activities. Users have the option to sort by calendar categories to view specific event types.

Calendar						
New Event	Today	Day	Week	Month	Refresh ◀ ▶	All ▾
Mon	Tue	Wed	Thu	Fri	Sat	Sun
27	28	29	30	Jul 1	2	3
4	5	6	7	8	9	10
11	12	13 NO HOA MEETING IN JULY 📅	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

INFORMATION CENTER

The information center allows users to view, download, and send association records, documents, and forms.

Information Center

Cabinet	**From**
Association Records ▾	mm/dd/yyyy 📅
Drawer	**To**
Community Information ▾	07/11/2022 📅
Folder	
Governing Documents ▾	
Subfolder	
ALL ▾	
List by	
● Date or ○ Description	
Sort by	
● Most recent date first or ○ Oldest date first	
Description	

Common records available include:

Governing documents
Rules & Regulations
Architectural Guidelines
Forms
Applications
Meeting Minutes

Users can search by date and keywords to locate documents quickly and easily.

VISITOR AUTHORIZATION

This tab, is optional for communities with security checkpoints, allows users to add approved visitors for problem free access to the community.

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.

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

Your name

WILLIAM TURNER & ELIZABETH SWAN

Your address

210 MAGNOLIA RD #201 ANYWHERE MX 12345

Special Comments

#1 *

Visitor's First & Last Name	Expected Arrival Date *	Expected Departure Date
	07/22/2022	07/22/2022

Complete only if calling in additional visitors

#2

Visitor's First & Last Name	Expected Arrival Date	Expected Departure Date
	mm/dd/yyyy	mm/dd/yyyy

Step 1: Homeowner Portal
Click "Visitor Authorization" on the left menu.

COMMUNITY PRO

Make a Payment   Account Balance   Work Order   My Profile

- Home
- Online Payment
- My Profile
- Your Ledger Card
- Your Rules & Regulations
- Homeowner Directory
- Calendar
- Information Center
- Boardroom
- Visitor Authorization
- Work Order Request
- Contact Us
- Terms/Privacy Policy

Visitor Authorization

Close   Help

Step 2: Visitor Authorization Form
Homeowners will complete the boxes that apply.

NOTE: Homeowners have the option to authorize more than one visitor on this form.

Step 3: Homeowner Confirmation Email
Homeowners have the option to send a confirmation email. Homeowners can select the email address on file, add a new email address, or utilize both by selecting both options and clicking "Submit".

NOTE: When homeowners hit "submit" an email will also be sent to the manager's email on file.

WORK ORDER REQUEST

The work order request tab is an optional feature that gives homeowners the ability to submit a work order directly through the portal website. The feature is helpful for reporting issues like roof leaks, irrigation issues, exterior repair needs and more.

Work Order Request Form

This form is to submit a work order request pertaining to association maintenance responsibilities. Your request will be logged into the CommunityPro work order system then verified and reviewed by our team.
Your request will be reviewed during regular business hours and should NOT be used for emergencies. If your request is an emergency, please call your local office.
Fields marked with a red asterisk (*) must be entered.

Summary Description

Job Location

210 MAGNOLIA RD #201

☐ Include Directions
take a left on sunny street

Contact

Homeowner

Special Instructions

Detailed Description

1. **Log in to CommunityPro® by visiting sentrymgt.com and selecting "My Account" from the main menu**
   If you do not have an account, please register HERE

2. **Once you are logged in, select the link for "Work Order Request" from the navigation on the left**

3. Fill in the required fields

4. Select "Save"

After saving, an on-screen confirmation will appear to confirm the submission, and your Community Manager will receive an email notification of the work order submitted.