

NATIONAL PROPERTY OPERATIONS



REGISTRATION USER GUIDE

Registration Process (New)

1. Navigate to any Landing Page or <https://portal.connectresident.com/>
2. Click the “Create Account” hyperlink (fka Not Registered?)
 - The new form is displayed

DEMO DANIA BRWD

ABOUT US AMENITIES GALLERY LOGIN

RESIDENT ACCESS

- Communicate with your management team
- Download forms and documents

test

LOGIN CREATE ACCOUNT

FirstService
RESIDENTIAL

Email Address

Password

☐ Keep me signed in


LOGIN

[Forgot Password?](#) [Create Account](#)

Copyright © 2018 FirstService Residential.
All rights reserved. | [Legal](#)

Anyone that does not have an account can register

- Residents that already have an account will receive this error: ***“Email Address is already registered. Please try again or click here to login.”***



Welcome to the FirstService Residential Web Access Registration

Prefix

First Name Middle Initial

Last Name

Country Mobile Number

Email Address

Confirm Email Address

[Clear Form](#)

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


Copyright © 2020 FirstService Residential. All rights reserved.
[Legal](#) | [Login](#)

Registration Form Validation

- Prefix
 - This field is optional
 - Dropdown list - no value selected (default)
 - Items in the dropdown (this is the same list we have in Associate Portal): Attorney, Dr., Father, Honorable, Master, Miss, Mr., Mrs., Ms., Professor and Reverend.
- First Name field
 - This field is required
 - Error message: ***“First Name is required”***
 - Maximum amount of characters allowed is “100”
 - Field is alphanumeric, and allows the following special characters only: “.” or “-”
- Middle Initial
 - This field is optional
 - Maximum amount of characters is “1”
 - Alpha only
- Last Name Field
 - This field is required
 - Error message: ***“Last Name is required”***
 - Maximum amount of characters is “100”
 - Field is alphanumeric, and allows the following special characters only: “.” or “-”
- Email Address
 - This field is required
 - Error message: ***“Email is required”***
 - Invalid email error message: ***“Invalid email address used. Please enter a valid email”***
 - Email Address valid formats:

- [X@X.XXXX](#)
 - [X@X.XXX.XX](#)
 - [X@X.XX](#)
 - Copy/Paste not allowed
- Confirm Email Address
 - This field is required
 - Email must match in both fields
 - Error message: ***"Email address must match in both fields."***
 - Copy/Paste not allowed
- Mobile Number
 - This field is optional
 - For USA or CAN, phone number can only contain 10 digits
 - if not USA/CAN, 15 alphanumeric values allowed and can't contain special characters
 - Country Code:
 - Field is required if a mobile number is populated
- Clear Form
 - Clears values entered on the form

3. Resident enters the required information and clicks Register



Welcome to the FirstService Residential Web Access Registration

Prefix

First Name Middle Initial

Last Name

Country Mobile Number

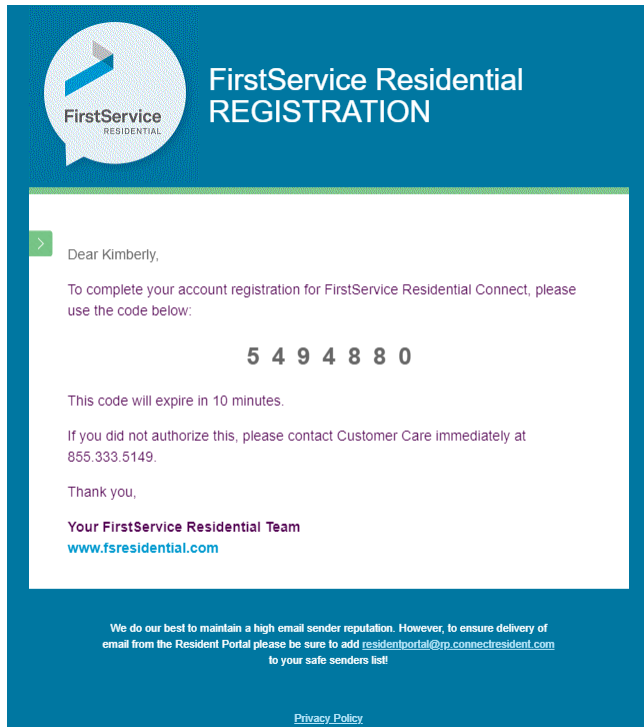
Email Address

Confirm Email Address

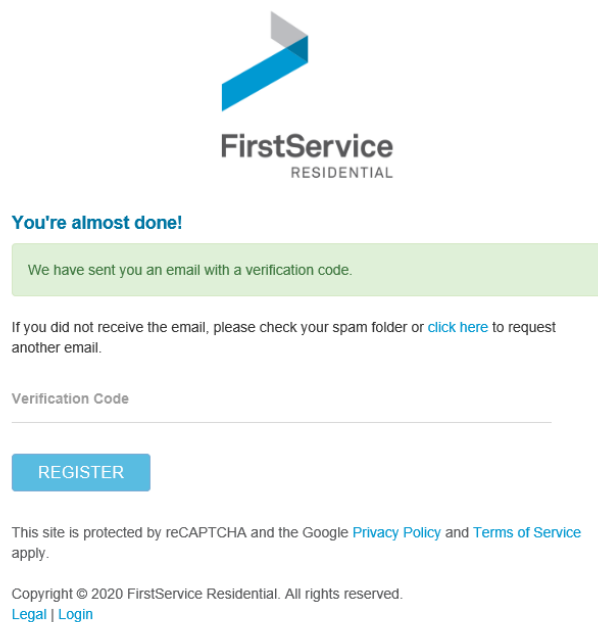
This site is protected by reCAPTCHA and the Google [Privacy Policy](#) and [Terms of Service](#) apply.

Copyright © 2020 FirstService Residential. All rights reserved.
[Legal](#) | [Login](#)

- An email is sent with a verification email for the registration




- Resident is presented with a screen to enter the verification code



- Resident can also request a new verification if:

- The previously generated code was not received
- The code used is invalid
 - Invalid code message: ***“Unfortunately the code that you have entered is not correct. Please update the code and try again. You have X attempts left.”***



You're almost done!

If you did not receive the email, please check your spam folder or [click here](#) to request another email.


Unfortunately the code that you have entered is not correct. Please update the code and try again. You have 3 attempts left.

Verification Code

[REGISTER](#)

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

Copyright © 2020 FirstService Residential. All rights reserved.
[Legal](#) | [Login](#)



You're almost done!

An email has been sent with a new verification code.

If you did not receive the email, please check your spam folder or [click here](#) to request another email.

Verification Code


[REGISTER](#)

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

Copyright © 2020 FirstService Residential. All rights reserved.
[Legal](#) | [Login](#)

Note: when requesting a new code, the previous code will become invalid

- If the Limit is reached, display message: ***“You have reached the limit of unsuccessful attempts. Please request a new code.”***



You're almost done!

If you did not receive the email, please check your spam folder or [click here](#) to request another email.

You have reached the limit of unsuccessful attempts. Please request a new code.


Verification Code

REGISTER

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

Copyright © 2020 FirstService Residential. All rights reserved.
[Legal](#) | [Login](#)

- Verification code expired
 - A code will expire after X amount of minutes
 - Expired message: ***“Unfortunately the code that you have entered has expired and is no longer valid. Please request a new code.”***



You're almost done!

If you did not receive the email, please check your spam folder or [click here](#) to request another email.

Unfortunately the code that you have entered has expired and is no longer valid. Please request a new code.

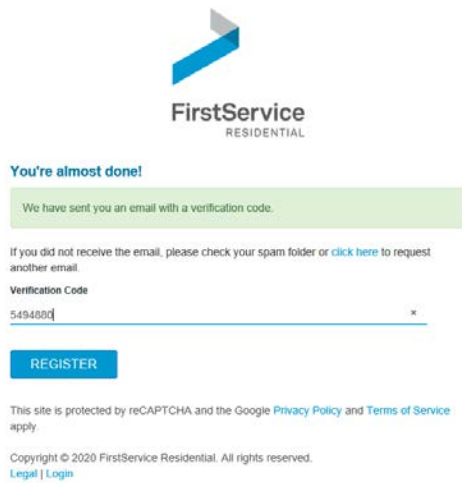
Verification Code

REGISTER

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

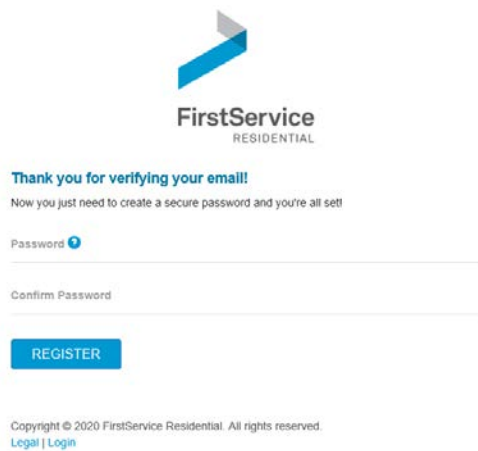
Copyright © 2020 FirstService Residential. All rights reserved.
[Legal](#) | [Login](#)

4. Resident enters a valid verification code



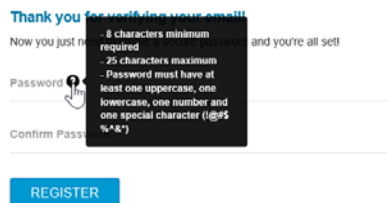
The screenshot shows the FirstService Residential verification page. At the top is the FirstService Residential logo. Below it, a green box says "You're almost done!". A message states: "We have sent you an email with a verification code." Below this, a link says: "If you did not receive the email, please check your spam folder or [click here](#) to request another email." There is a "Verification Code" label and a text input field containing "5494800". Below the input field is a blue "REGISTER" button. At the bottom, there is a copyright notice: "Copyright © 2020 FirstService Residential. All rights reserved." and links for "Legal" and "Login".

- Email is verified and resident is directed to create a password page




The screenshot shows the FirstService Residential password creation page. At the top is the FirstService Residential logo. Below it, a message says: "Thank you for verifying your email!" followed by "Now you just need to create a secure password and you're all set!". There are two input fields: "Password" and "Confirm Password". Below the "Confirm Password" field is a blue "REGISTER" button. At the bottom, there is a copyright notice: "Copyright © 2020 FirstService Residential. All rights reserved." and links for "Legal" and "Login".

- Create Password field
 - Is required
 - Password requirements: 8 chars min - 25 char max must have at least one uppercase, one lowercase, one number and one special character (!@#\$%^+=)



This screenshot is similar to the previous one, but it includes a tooltip over the "Password" input field. The tooltip text reads: "8 characters minimum required", "25 characters maximum", "Password must have at least one uppercase, one lowercase, one number and one special character (!@#\$%^+=)". The rest of the page, including the "Confirm Password" field, the "REGISTER" button, and the footer, is the same as in the previous screenshot.

- Error message: ***“Password must be between 8 to 25 characters, have at least one uppercase, one lowercase, one number and one special character (!@#\$\$%^+=)”***
- Confirm Your Password Field
 - Is required
 - Copy/Paste not allowed
 - Must match the Create Password field
 - Error message: ***“The password and confirm password do not match”***



Thank you for verifying your email!

Now you just need to create a secure password and you're all set!

Password ⓘ

••|


The password must be between 8 and 25 characters long

Confirm Password

The password and confirm password do not match

[REGISTER](#)

Copyright © 2020 FirstService Residential. All rights reserved.
[Legal](#) | [Login](#)



Thank you for verifying your email!

Now you just need to create a secure password and you're all set!

Password ⓘ

••••••••

The password must have at least one uppercase, one lowercase, one number and one special character (!@#\$\$%^&*)

Confirm Password


The password and confirm password do not match

[REGISTER](#)

Copyright © 2020 FirstService Residential. All rights reserved.
[Legal](#) | [Login](#)


5. Resident enters/confirms the password and clicks Register

- Password is updated successfully creates account and redirects to Login page



Thank you for verifying your email!

Now you just need to create a secure password and you're all set!

Password 

.....


Confirm Password

.....

REGISTER


Copyright © 2020 FirstService Residential. All rights reserved.
[Legal](#) | [Login](#)

- Note: A temporary password is set when the user is created, If for some reason the Resident does not complete this step, when clicking Register, a message of "**Email is already registered...**" they can create a password by using the Forgot Password? feature in Resident Portal Login



Welcome to the FirstService Residential Web Access Registration


Email Address is already registered. Please try again or [click here](#) to login.

Prefix 

First Name
Kimberly

Middle Initial

Last Name
Zepeda

Country  **Mobile Number**

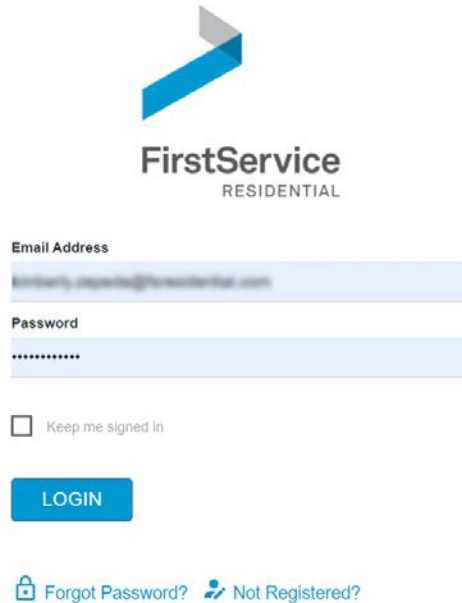
Email Address
1sttimereg@gmail.com

Confirm Email Address

REGISTER [Clear Form](#)

Resident Portal

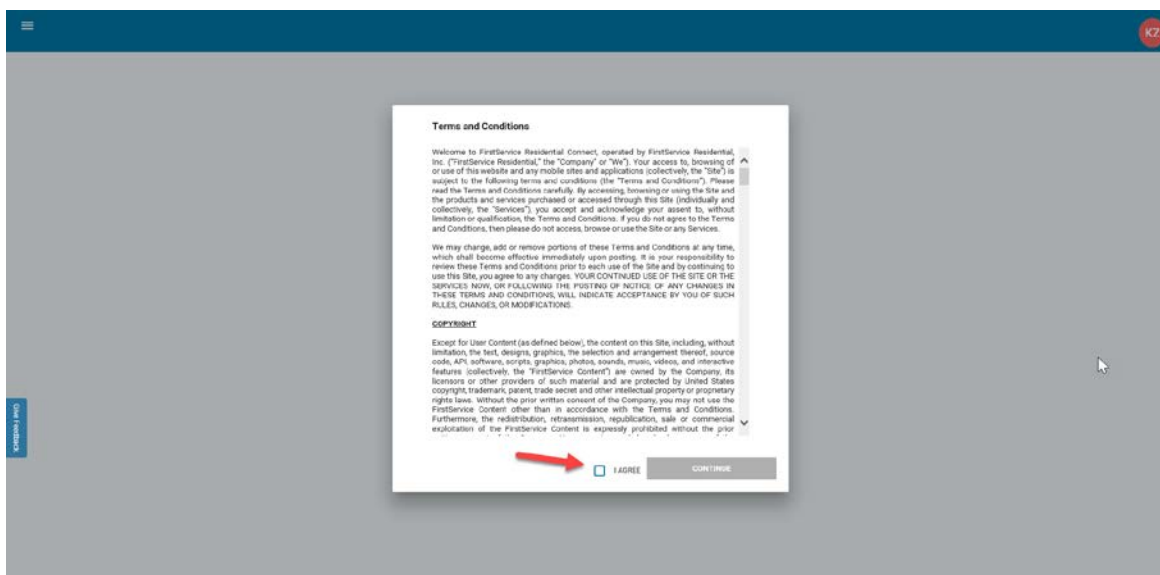
6. In Resident Portal, the Resident enters Email and Password used in the Registration and Logs in



The image shows the FirstService Residential login page. At the top is the FirstService Residential logo, which consists of a blue and grey geometric shape above the text "FirstService RESIDENTIAL". Below the logo are two input fields: "Email Address" and "Password". The email field contains the text "resident.connect@firstservice.com". The password field contains a series of dots. Below the password field is a checkbox labeled "Keep me signed in". Below the checkbox is a blue "LOGIN" button. At the bottom are two links: "Forgot Password?" with a key icon and "Not Registered?" with a person icon.

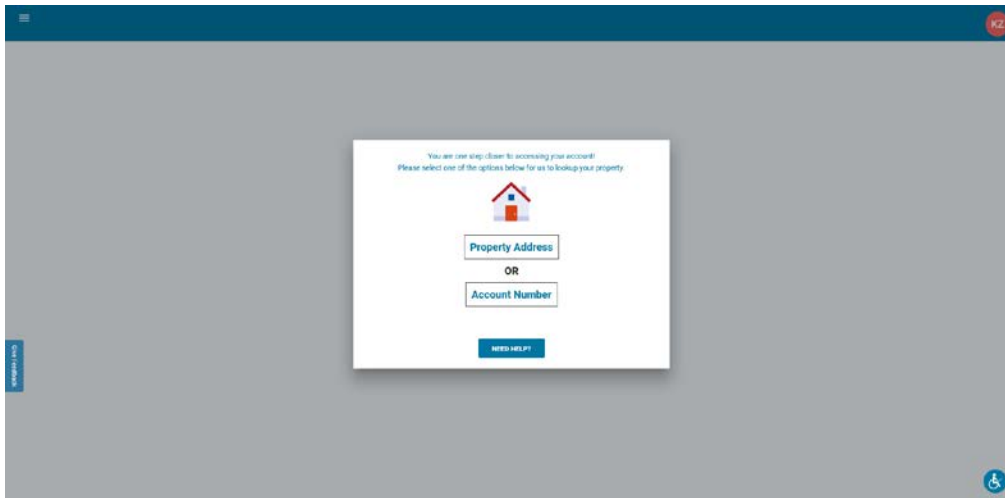
First Time Users

- Resident accepts “Terms & Conditions” (first time users only)
 - i. Clicks “I Agree”



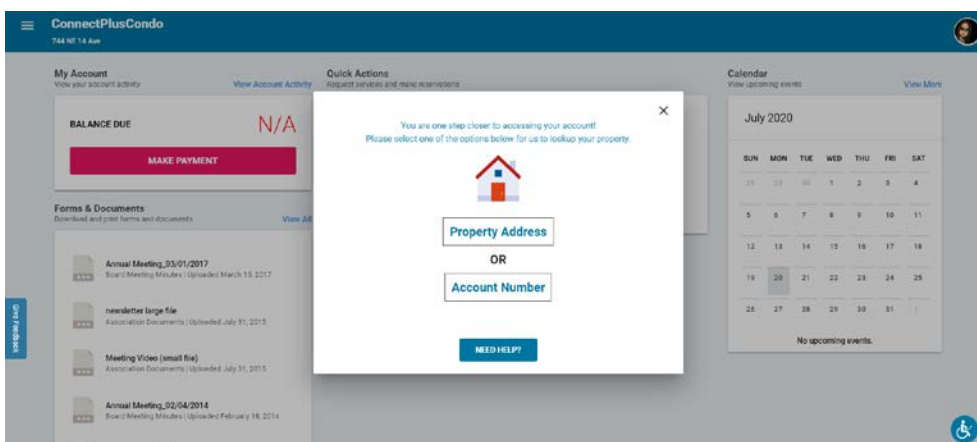
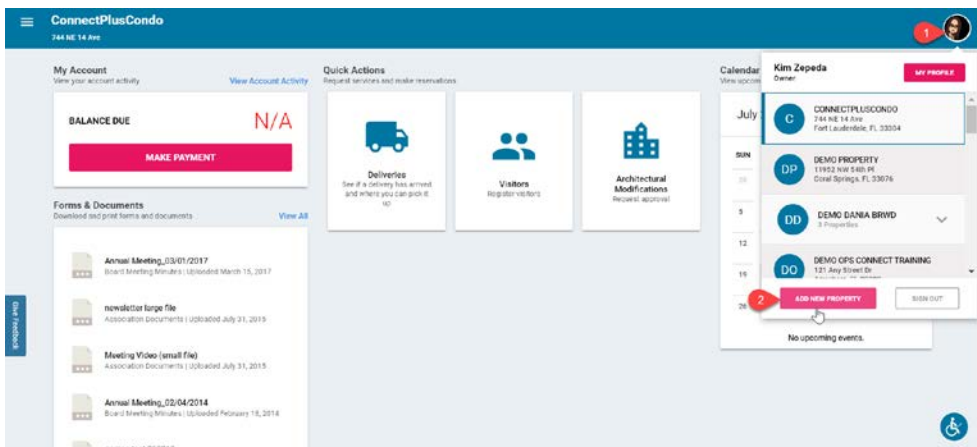
The image shows a "Terms and Conditions" modal window. The modal has a title "Terms and Conditions" and a scrollable text area containing the following text: "Welcome to FirstService Residential Connect, operated by FirstService Residential, Inc. ("FirstService Residential," the "Company" or "We"). Your access to, browsing of or use of this website and any mobile sites and applications (collectively, the "Site") is subject to the following terms and conditions (the "Terms and Conditions"). Please read the Terms and Conditions carefully by accessing, browsing or using the Site and the products and services purchased or accessed through this Site (individually and collectively, the "Services"), you accept and acknowledge your assent to, without limitation or qualification, the Terms and Conditions. If you do not agree to the Terms and Conditions, then please do not access, browse or use the Site or any Services. We may change, add or remove portions of these Terms and Conditions at any time, which shall become effective immediately upon posting. It is your responsibility to review these Terms and Conditions prior to each use of the Site and by continuing to use the Site, you agree to any changes. YOUR CONTINUED USE OF THE SITE OR THE SERVICES NOW, OR FOLLOWING THE POSTING OF NOTICE OF ANY CHANGES IN THESE TERMS AND CONDITIONS, WILL INDICATE ACCEPTANCE BY YOU OF SUCH RULES, CHANGES, OR MODIFICATIONS. COPYRIGHT Except for User Content (as defined below), the content on this Site, including, without limitation, the text, designs, graphics, the selection and arrangement thereof, source code, API, software, scripts, graphics, photos, sounds, music, videos, and interactive features (collectively, the "FirstService Content") are owned by the Company, its licensors or other providers of such material and are protected by United States copyright, trademark, patent, trade secret and other intellectual property or proprietary rights laws. Without the prior written consent of the Company, you may not use the FirstService Content other than in accordance with the Terms and Conditions. Furthermore, the redistribution, retransmission, republication, sale or commercial exploitation of the FirstService Content is expressly prohibited without the prior written consent of the Company." At the bottom of the modal are two buttons: "I AGREE" and "CONTINUE". A red arrow points to the "I AGREE" button.

ii. Add New Property selection modal is displayed



Returning Users

- Resident clicks the Profile Image or Initials
- Resident selects ADD NEW PROPERTY
 - i. Add New Property Modal is displayed

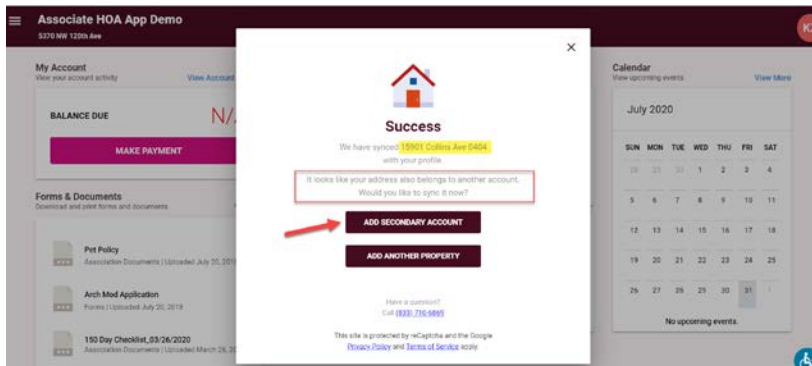


7. User can select to link via:

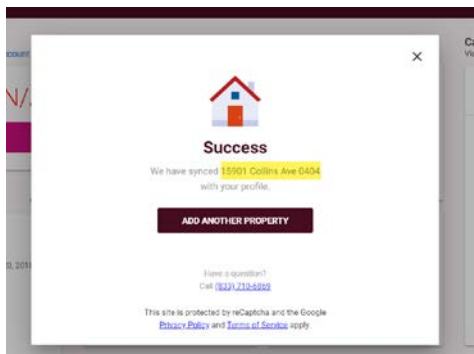
- Property Address
 - i. Resident provides a valid Property Address and verifies their identity
 - Unit is linked successfully

Note: for Master/Sub properties, the Resident will be linked to the Sub first and then prompted to add the Secondary Account found for the address entered.

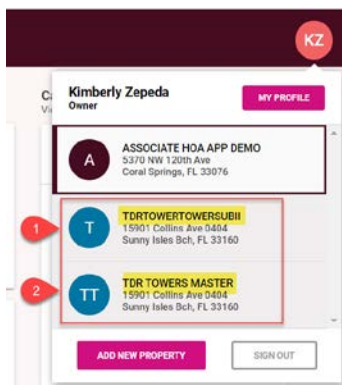
- Address found for property of type “Sub” is linked first
 - Message of ***“It looks like your address also belongs to another account. Would you like to sync it now?”***



- Click Add Secondary Account
 - Address for property of type “Master” is successfully added

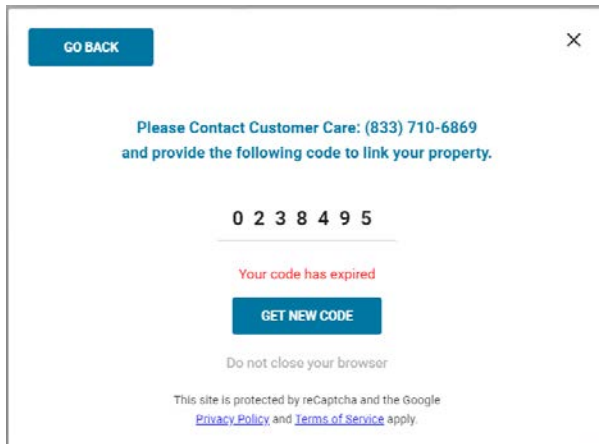


- Both accounts successfully linked

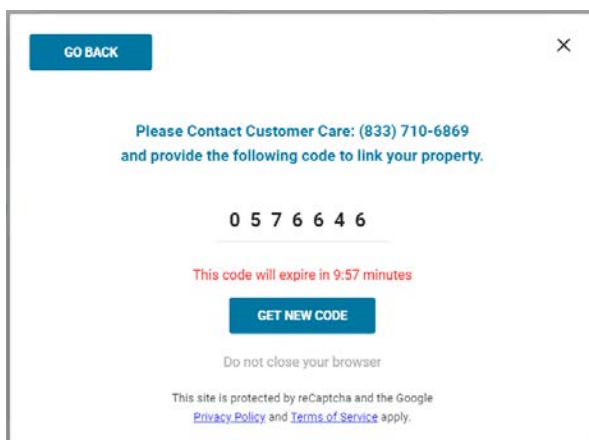


All failure paths will lead the resident to Contact Care Center

- Contact Customer Care is displayed with code to link
- Account Number
 - i. Resident provides a valid Property Address and verifies their identity
 - Unit is linked successfully
 - ii. All failure paths will lead the resident to Contact Care Center
 - Contact Customer Care is displayed with code to link
- Need Help
 - i. Contact Customer Care is displayed. ***“Please Contact Customer Care: (833)710-6869 and provide the following code to link your property. Code XXXXXX This code will expire in min:sec minutes”***
 - Code will expire after 10 minutes (this is configurable)
 - 1. Error message: ***“Your code has expired”***



- If user clicks Get New Code
 - 1. New code is generated



Perfect Match

- The Email Address + First/Last Name used in registration and Property Address OR Account Number entered in the selection screen matches the records in Associate Portal

The left screenshot shows the 'Look Up Property By Address' form. It includes fields for Country (United States of America), Address 1 (4716 Demo 14th St), Address 2, City (Danis), State (Florida), and Zip/Postal Code (33004). A 'SUBMIT' button is highlighted with a mouse cursor. The right screenshot shows the 'Enter your Account Number as shown on your Coupon/Statement' form. It has a field for Account Number (0362-0000-4716-01) and a 'SUBMIT' button highlighted with a mouse cursor. Both screens have a 'GO BACK' button at the top and a 'NEED HELP?' button at the bottom.

- Property is successfully linked

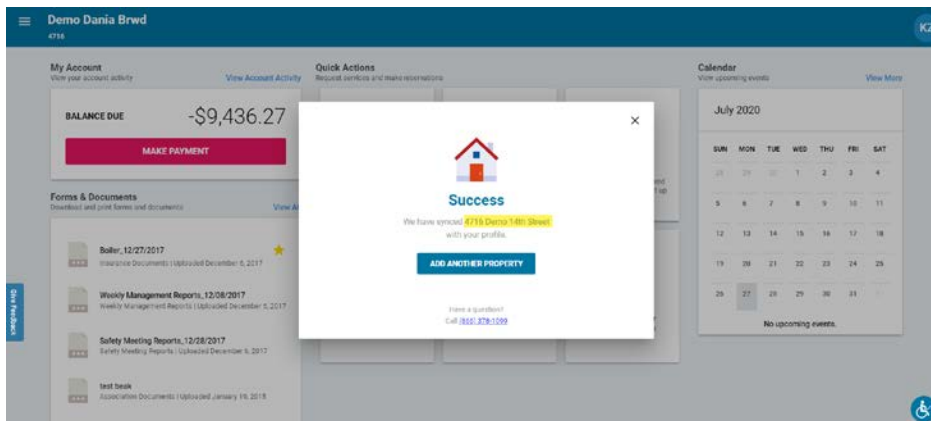
The screenshot shows a user dashboard for 'Demo Danis Blvd'. A modal window displays a 'Success' message: 'We have synced 4716 Demo 14th Street with your profile.' Below the message is an 'ADD ANOTHER PROPERTY' button. The background dashboard includes sections for 'My Account' (with a balance due of -\$9,436.27), 'Forms & Documents', and a 'Calendar' for July 2020.

Not a Perfect Match

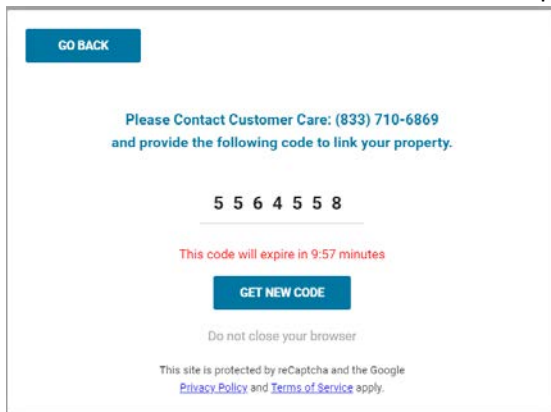
- Property Address or Account Number found + Email Address found + First & Last Name **not** found
 - List of names that exist in the unit is displayed for user to verify the name
 - Selects name from the list
 - Click "Link Property"

The screenshot shows a screen titled 'To complete the process, please select your name from the following list:'. It features a text input field containing the name 'Gia Gigi', which is highlighted by a mouse cursor. Below the input field is a 'LINK PROPERTY' button. At the bottom of the screen is a 'NEED HELP?' button. A 'GO BACK' button is located at the top left.

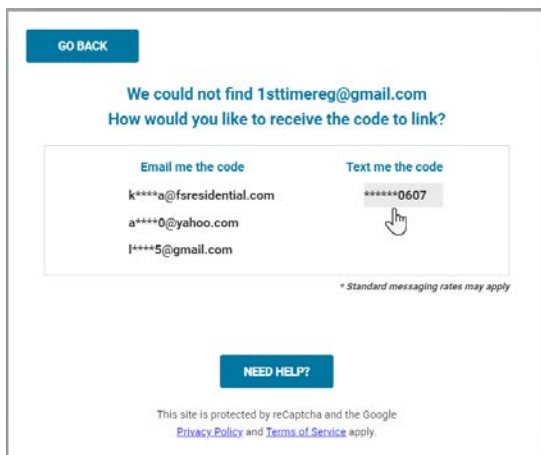
- Property is successfully linked



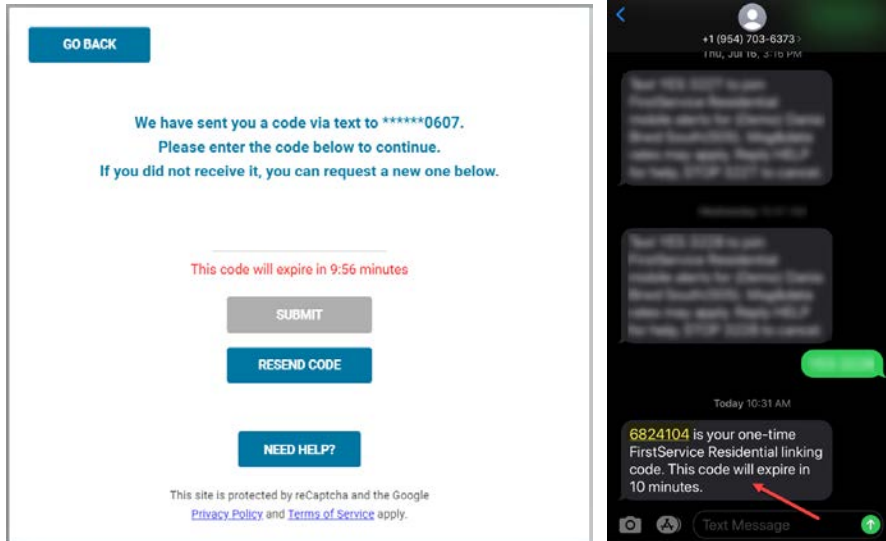
- Contact Customer Care option → Need Help
 - Contact Customer Care is displayed with code to link



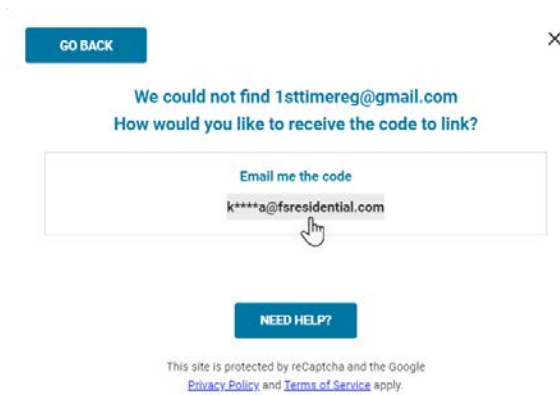
- Property Address or Account Number found + Email Address **not** found + First & Last Name and found
 - List of Email Addresses and/or Mobile Numbers that exists in the unit is displayed for user to verify their identity
 - Select mobile number



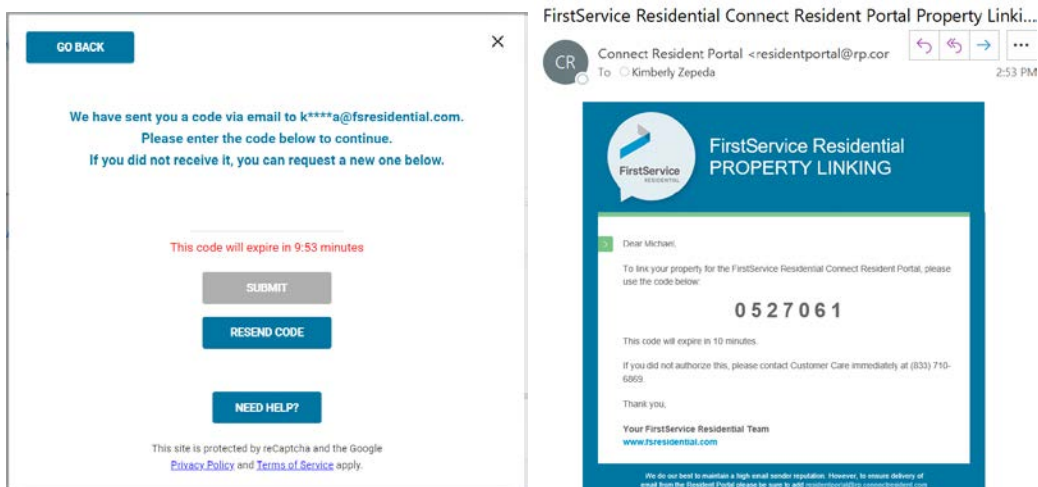
- Verification code is sent via text



- OR if Email selected



- Verification code is sent via email



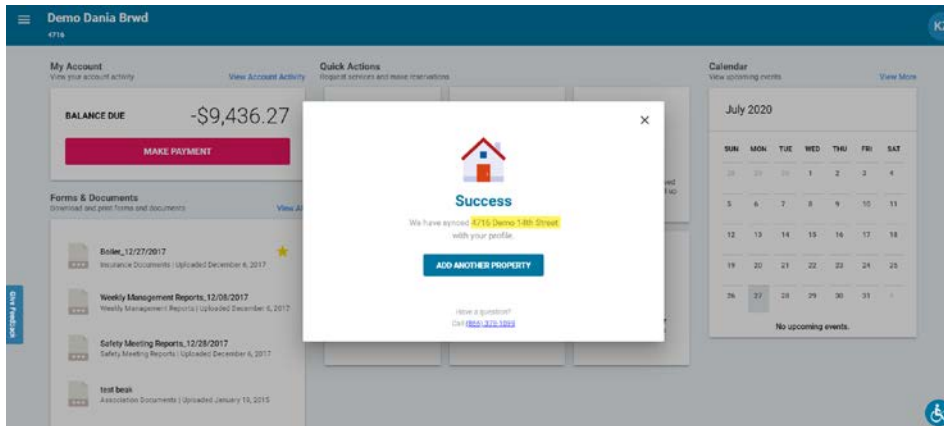
- Enter an Invalid Code
 - Message of ***“Unfortunately the code you entered is invalid. Please update the code and try again. This code will expire in MM:SS minutes”*** is displayed

A screenshot of a web form for code verification. At the top left is a blue button labeled "GO BACK". The main text reads: "We have sent you a code via text to *****0607. Please enter the code below to continue. If you did not receive it, you can request a new one below." Below this is a text input field containing "1234". A red error message states: "Unfortunately the code you entered is invalid. Please update the code and try again." Below the error message, a red timer indicates: "This code will expire in 6:20 minutes". There are three blue buttons: "SUBMIT", "RESEND CODE", and "NEED HELP?". At the bottom, a small footer says: "This site is protected by reCaptcha and the Google Privacy Policy and Terms of Service apply."

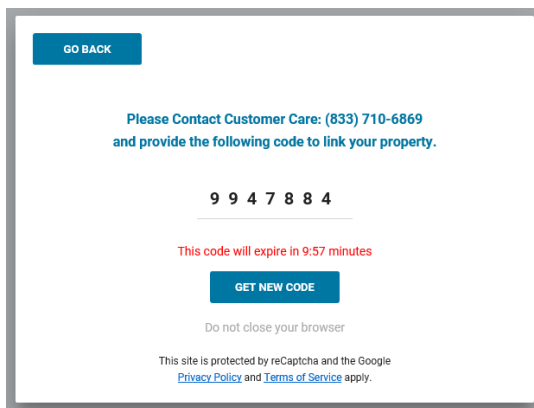
- Resend Code
 - New code generated
 - Previous code will become invalid
- Invalid Code limit reached
 - Resend Code is disabled
 - Click “Need Help” to contact Care Center or “Go Back” to select the email again and get a new code

A screenshot of a web form for code verification, presented as a modal window with a close button (X) in the top right corner. At the top left is a blue button labeled "GO BACK". The main text reads: "We have sent you a code via email to k****a@fsresidential.com. Please enter the code below to continue. If you did not receive it, you can request a new one below." Below this is a text input field containing "5555". A red error message states: "You have reached the limit of unsuccessfull attempts." Below the error message, there are three buttons: "SUBMIT" and "RESEND CODE" are greyed out, while "NEED HELP?" is blue. At the bottom, a small footer says: "This site is protected by reCaptcha and the Google Privacy Policy and Terms of Service apply."

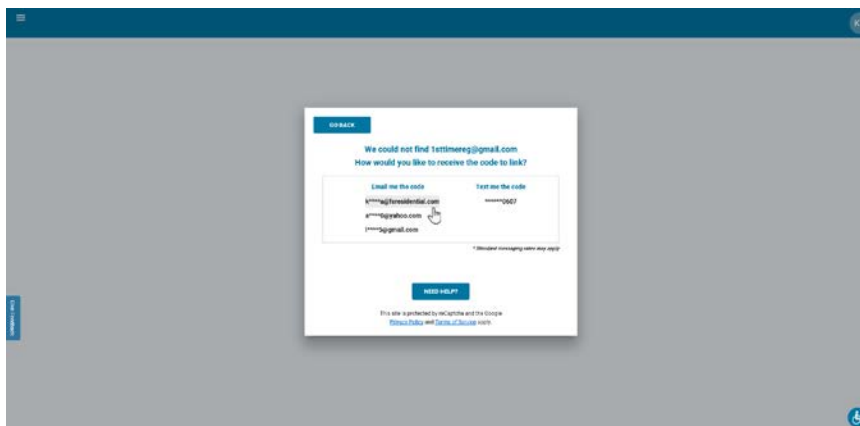
- Enter a valid Code
 - Property is successfully linked



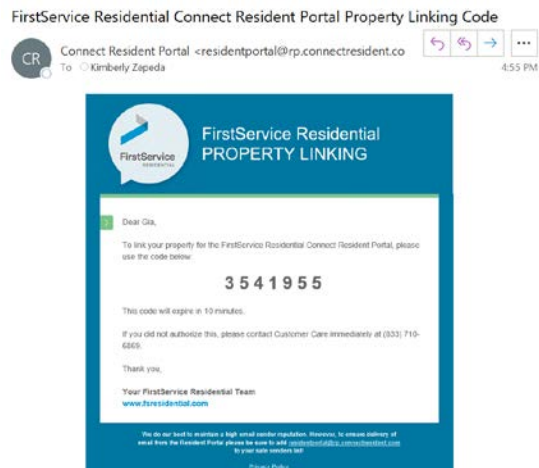
- Contact Customer Care option → Need Help
 - Contact Customer Care is displayed with code to link



- Property Address or Account Number found + Email Address **not** found + First & Last Name **not** found
 - List of Email Addresses and/or Mobile Numbers that exists in the unit is displayed for user to verify their identity
 - Selects email address or mobile number



- Verification code is sent



- Enters valid Code

[GO BACK](#)

We have sent you a code via email to k****a@fsresidential.com.
Please enter the code below to continue.
If you did not receive it, you can request a new one below.

This code will expire in 9:54 minutes

[SUBMIT](#)

[RESEND CODE](#)

[NEED HELP?](#)

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

- List of names that exist in the unit is displayed for user to verify the name

[GO BACK](#)

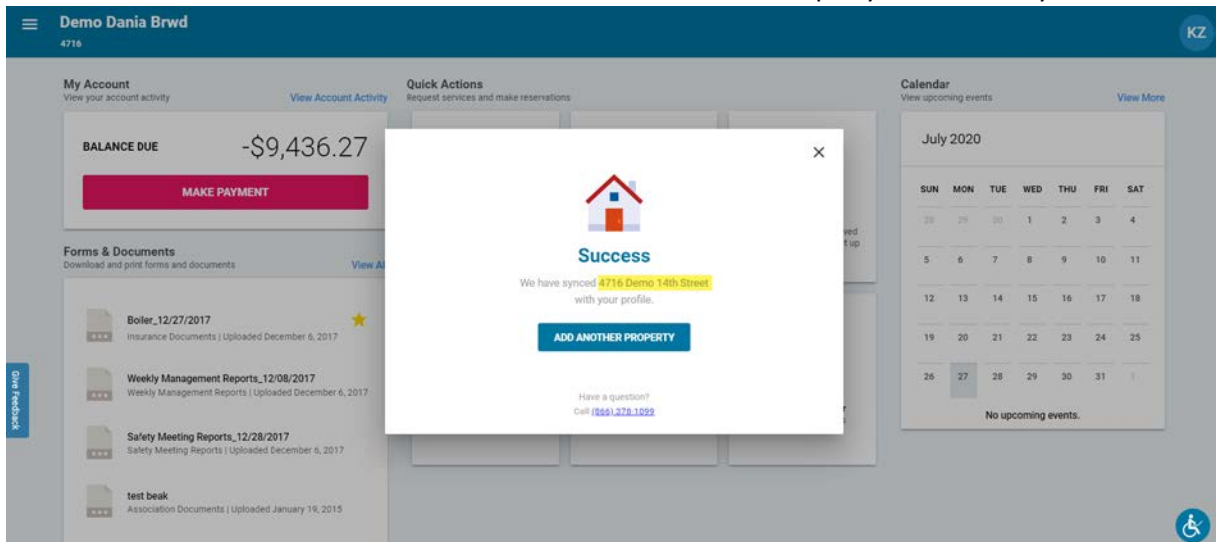
To complete the process,
please select your name from the following list:

Gia Gigi

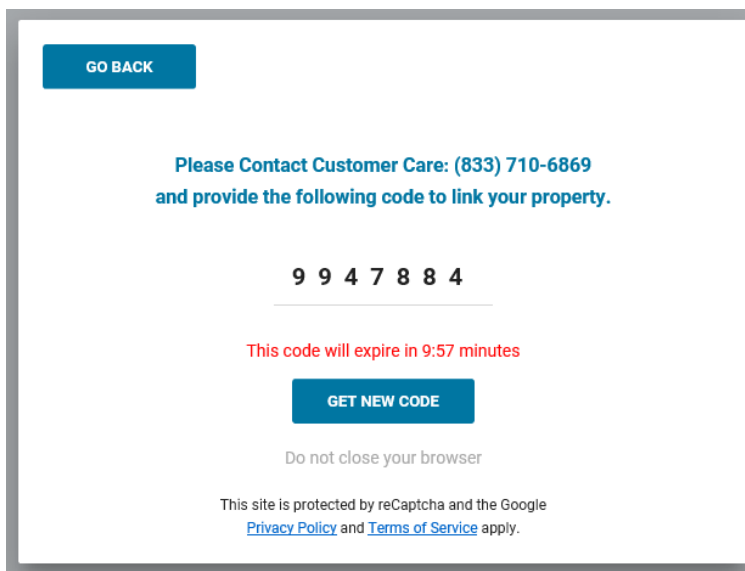
[LINK PROPERTY](#)

[NEED HELP?](#)

- Selects name from the list
 - Click “Link Property”
 - Property is successfully linked



- Contact Customer Care option → Need Help
 - Contact Customer Care is displayed with code to link



Failure Paths

- Property Address not found, and limit of attempts reached

GO BACK

×

Look Up Property By Address

Country *
United States of America

Address 1 *
4716 Demo 14th St 56

City *
dania

Zip/Postal Code *
33004

Address 2

State/Province *
Florida

Unfortunately the property address that you have entered was not found. Please update the property address and try again.

SUBMIT

NEED HELP?

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

GO BACK

×

Look Up Property By Address

Country *
United States of America

Address 1 *
4716 Demo 14th St 56

City *
dania

Zip/Postal Code *
33004

Address 2

State/Province *
Florida

You have reached the limit of unsuccessfull attempts.


NEED HELP?

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

Note: if the user clicks “Go Back” after the limit of attempts reached, the Selection will be disabled

×

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?

- Account Number not found, and limit of attempts reached

GO BACK

×

Enter your Account Number as shown on your Coupon/Statement

Account Number

123

Unfortunately the account number that you have entered was not found. Please update the account number and try again.

SUBMIT

NEED HELP?

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

GO BACK

×

Enter your Account Number as shown on your Coupon/Statement

Account Number

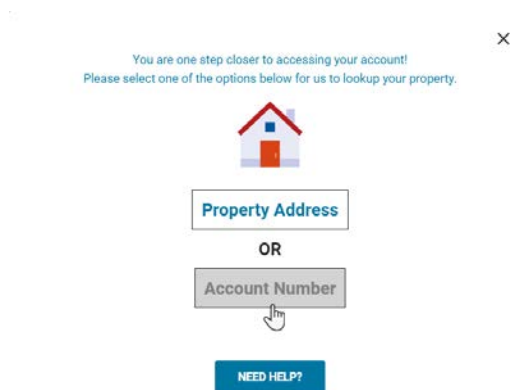
1234

You have reached the limit of unsuccessfull attempts.


NEED HELP?

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

Note: if the user clicks “Go Back” after the limit of attempts reached, the Selection will be disabled



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



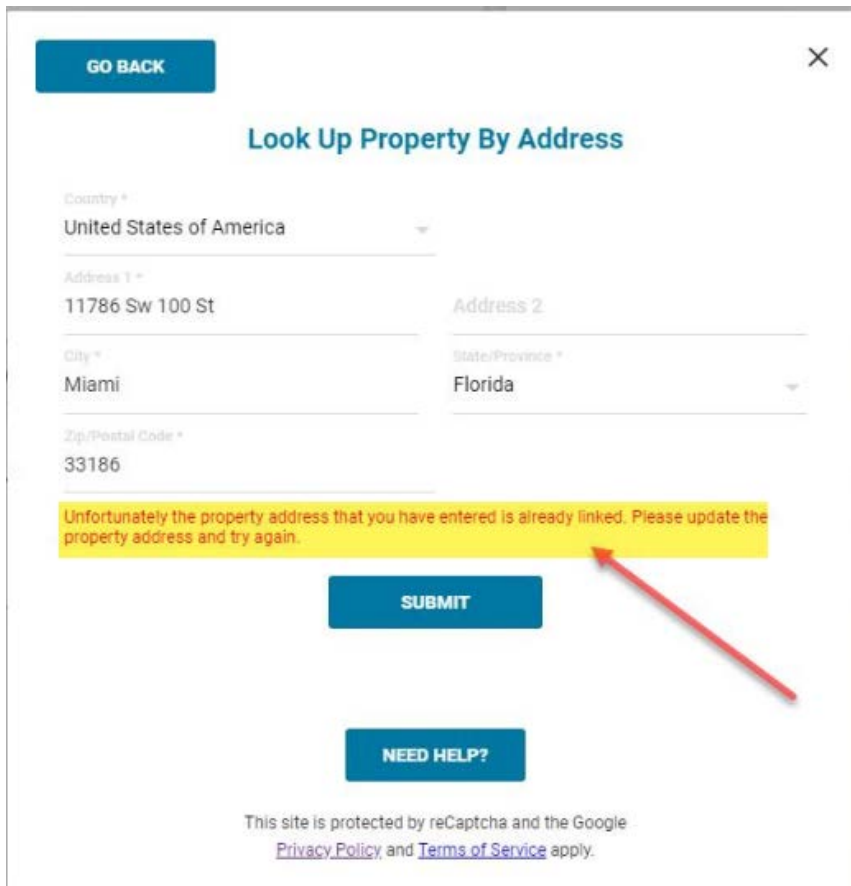
Property Address

OR

Account Number

NEED HELP?

- Property Address already linked
 - Message:



GO BACK

Look Up Property By Address

Country *
United States of America

Address 1 *
11786 Sw 100 St

Address 2

City *
Miami

State/Province *
Florida

Zip/Postal Code *
33186

Unfortunately the property address that you have entered is already linked. Please update the property address and try again.

SUBMIT

NEED HELP?

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

- No email/mobile numbers exist in Associate Portal for the property address
 - Message: ***“Please Contact Customer Care: (866)378-1099 and provide the following code to link your property”***

GO BACK

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

8 5 0 1 0 9 1

This code will expire in 9:35 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.

GO BACK

Sorry, we could not link you to your unit.

Please Contact Customer Care: (866) 378-1099
and provide the following code to link your property.

8 9 9 5 1 7 5

This code will expire in 9:39 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.

- Resident selects “Need Help” in any stage of the process
 - Contact Customer Care is displayed with code to link

GO BACK

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

3 3 4 1 7 5 2

This code will expire in 9:43 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.