

CINC CONNECT

HOMEOWNERS

Learning Guide



Contents

Overview	1
Lesson 1: Accessing CINC Connect	2
Requesting an Account	2
Logging Into the CINC Connect Web Browser	4
Logging Out of the CINC Connect Web Browser	5
Logging Into the CINC Connect App	6
Logging Out of the CINC Connect App	6
Lesson 2: Using the Community Feed	7
Making a Payment	7
Using the Community Feed	8
Adding a Community Feed Post	8
Interacting with a Community Feed Post	9
Sending Messages	10
Sending Messages in CINC Connect Web Browser	10
Sending Messages in CINC Connect App	11
Viewing Notifications	12
Lesson 3: Using the My Community Tab	13
Reserving Amenities & Common Areas	13
Reserving an Amenity	13
Viewing Your Reservations	16
Managing Visitors & Access	17
Creating a New Pass	17
Viewing the Visitor Log	20
Viewing Visitor Passes	20
Viewing the Calendar	22
Lesson 4: Using the Financial Hub Tab	24
Viewing Account Information	24
Reviewing Payment History	25
Managing Payment Methods	27
Making a One-Time Payment	28
Setting up Autopay or Recurring Payments	31
Lesson 5: Using the My Property Tab	37

Managing My Work Orders	37
Managing My Violations	41
Managing My ACC Requests	42
Viewing Home Value Insights	48
Lesson 6: Using the Menu	49
Using Cephai Chat	49
Viewing Documents	50
Viewing Directories	51
Viewing Consents & Signatures	52
Viewing Ballots & Votes	54
Viewing Ratings	58
Managing Settings	59
Managing Notifications	59
Resetting Your Password	60
Managing Privacy	61
Selecting Preferred Language	62
Managing Communication Preferences	63
Managing My Profile	66
Managing My Units	67

Overview

CINC Connect is a community portal and mobile app that brings homeowners, boards, and management teams together on one convenient platform. Fully integrated with CINC's software, it provides a smooth, connected experience for everyone in your community.

Feature availability in CINC Connect may vary depending on the tools and modules that have been implemented. This means that some features described may not be visible or enabled in your experience. Always refer to your organization's specific configuration and processes to understand which features are available to you.

Objectives

After completing this course, you should be able to:

- Access CINC Connect
- Use the Community Feed
- Use the My Community tab
- Use the Financial Hub tab
- Use the My Property tab
- Use the Menu

Lesson 1: Accessing CINC Connect

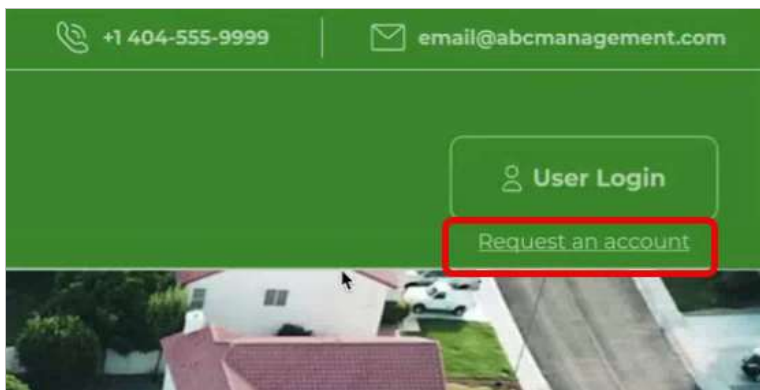
You can log in and out of CINC Connect using the app or web browser. If you haven't installed the app yet, you can download it from Google Play for Android devices or the Apple App Store for iOS devices.

Requesting an Account

If you don't already have an account, you'll need to request one to access your community information in CINC Connect. Your request may be reviewed by your management team. Once approved, you'll receive an email with instructions to set up your login and get started.

Follow these steps to request an account:

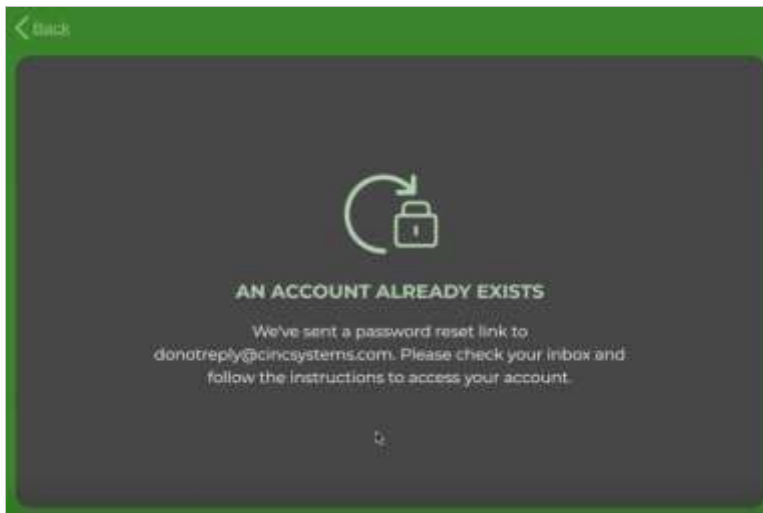
1. Go to the CINC Connect URL provided by your management company.
2. On the home page, click **Request an account** in the upper right of the page.



3. The **Request or Activate Your Account** page displays. Enter your email and click **Submit**.

A screenshot of the 'REQUEST OR ACTIVATE YOUR ACCOUNT' page. The page has a green header with a back arrow and the word 'Back'. The main content area is dark gray. It features the title 'REQUEST OR ACTIVATE YOUR ACCOUNT' in bold. Below the title is a paragraph: 'Enter your email address to continue. If you're new, we'll guide you on how to request your account. If you already have one, we'll help you sign in or reset your password.' Below this text is an email input field with a placeholder '@' and a green 'SUBMIT' button.

4. If your account already exists, a message displays and the system sends you a password reset link to your email.



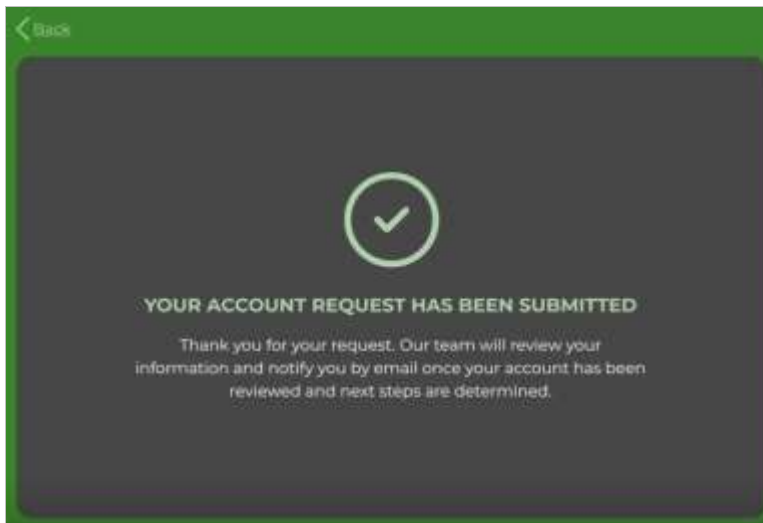
5. If your account doesn't exist, a form displays. Enter the appropriate information and then click **Request Account**.

Notes:

- **Email** populates from previous page.
- **Phone Number** and **Account Number** are optional.
- **Relation to Unit** identifies a person's role for a specific property, such as owner, tenant, or resident.

A screenshot of a mobile application screen with a green header bar containing a back arrow and the word 'Back'. The main content area is dark gray with a green border. At the top, the text 'WE COULDN'T FIND AN ACCOUNT' is displayed in bold. Below this, a message states: 'The email you entered isn't linked to an account. Please submit your account request using the form below so we can get you set up in no time. The more information you provide — and the more accurate it is — the faster we can complete your request.' The form consists of several fields: 'Name*' and 'Last Name*' (text input), 'Email*' (text input with an '@' icon), 'Phone Number' (text input with a country code dropdown showing '+1'), 'Address/Unit*' (text input with a dropdown menu showing 'Type unit or address from dropdown'), 'Account Number' (text input), 'Relation To Unit' (dropdown menu showing 'Select from dropdown'), 'Password*' (text input with a lock icon and a toggle for visibility), and 'Confirm Password*' (text input with a lock icon and a toggle for visibility). At the bottom right, there is a green button labeled 'REQUEST ACCOUNT'.

A message displays letting you know your request was submitted. The system sends you a message once your account is approved.



Logging Into the CINC Connect Web Browser

Follow these steps to log into the CINC Connect web browser:

1. Go to <https://yourdomain.cincconnect.com>.

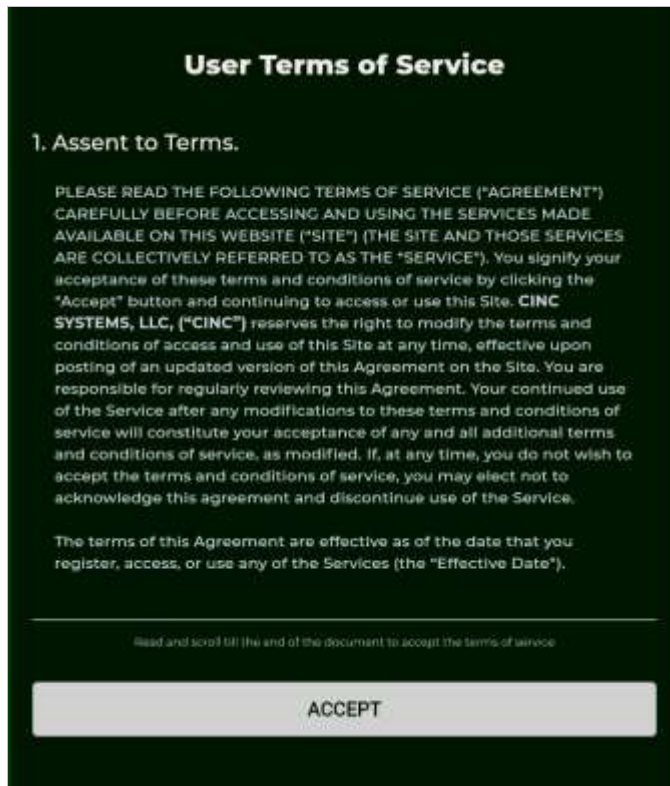
Note: Replace **yourdomain** with your actual organization's domain.

2. Enter your **Email**, **Password**, and then click **Sign In**.

Notes:

- You can click the **Remember me** toggle to ensure your **Email** and **Password** are saved for the next time you log into CINC Connect.
- If you need assistance logging into CINC Connect, click **Forgot username or password**. Follow the instructions sent to your registered email to create a new password.

3. If you are logging in for the first time, read the User Terms of Service and click **Accept**.



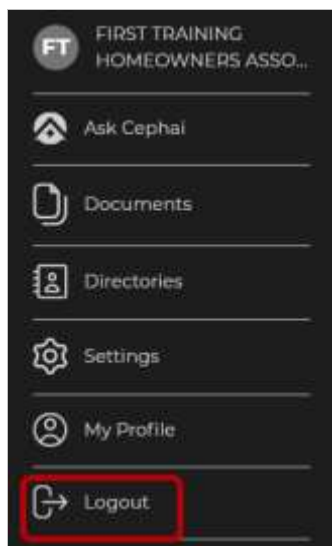
4. If you are a member of multiple associations, select the appropriate association.

After a successful login, you are redirected to your account dashboard where you can access all features and settings available to you.

Logging Out of the CINC Connect Web Browser

Follow these steps to log out of the CINC Connect web browser:

1. From any page, click **Logout**.



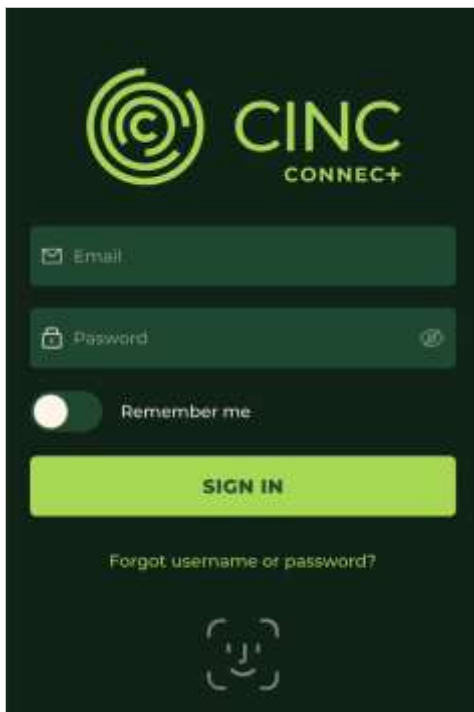
Logging Into the CINC Connect App

Follow these steps to log into the CINC Connect app:

1. On the login page, enter your **Email**, **Password**, and then tap **Sign In**.

Notes:

- You can tap the **Remember me** toggle to ensure your **Email** and **Password** are saved for the next time you log into CINC Connect.
- If you need assistance logging into CINC Connect, tap **Forgot username or password**. Follow the instructions sent to your registered email to create a new password.



2. If you are logging in for the first time, read the User Terms of Service and tap **Accept**.
3. If you are a member of multiple associations, select the appropriate association.

After a successful login, you are redirected to your account dashboard where you can access all features and settings available to you.

Logging Out of the CINC Connect App

Follow these steps to log out of the CINC Connect app:

1. From any page, tap the **Menu**  icon.
2. Click **Logout**.

Lesson 2: Using the Community Feed

The **Community Feed** is your community's real-time activity stream and a centralized place to stay informed about what is happening in your association. It brings together official updates, notifications, and actionable items such as management announcements, board communications, and payment reminders in one easy-to-access location.

To manage and monitor the Community Feed effectively, focus on posting clear, concise, and relevant updates. Use it for time-sensitive and actionable communication rather than static or detailed reference content. Review posts regularly to stay current and monitor engagement to confirm messages are being received and to identify when follow-up may be necessary.

Notes:

- If you are linked to multiple units, you can select the unit to view all related information in one place, without logging into a separate portal.
- If you are using the app, you can swipe left or right to switch between units.

Making a Payment

If you have payments due, a payment reminder displays in your community feed. You can select the reminder to make a payment right away without navigating to the Financial Hub.

[Setting up Autopay](#)

[Making a One-Time Payment](#)

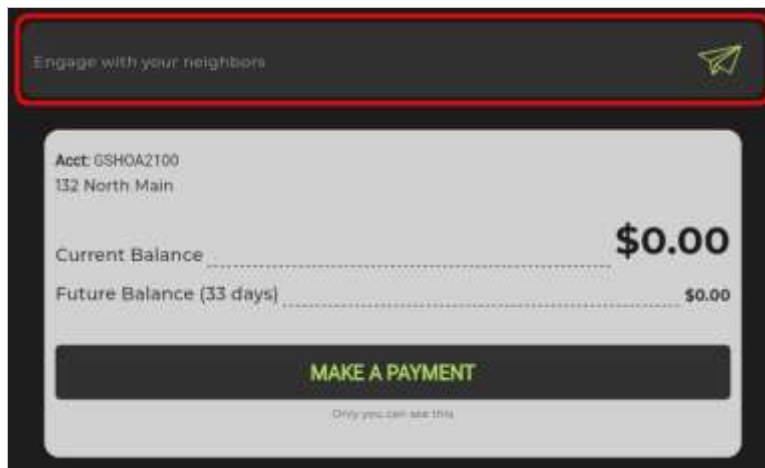
Using the Community Feed

The **Community Feed** lets you share updates, announcements, and information with your community in one central place. Use this feature to communicate important messages, keep residents informed, and encourage engagement in your community.

Adding a Community Feed Post

Follow these steps to add a community feed post:

1. Click the **Community Feed**  icon.
2. The **Community Feed** displays. Click **Engage with your neighbors** at the top of the page.



3. A blank post displays. Enter a **Title** and **Message** for the post.



4. Click the **Image** icon to search for and add an image to add to the post.
5. Click the **Send**  icon.

Note: Alternatively, click **Cancel** to not post to the community feed.

The system adds the post to the community feed.

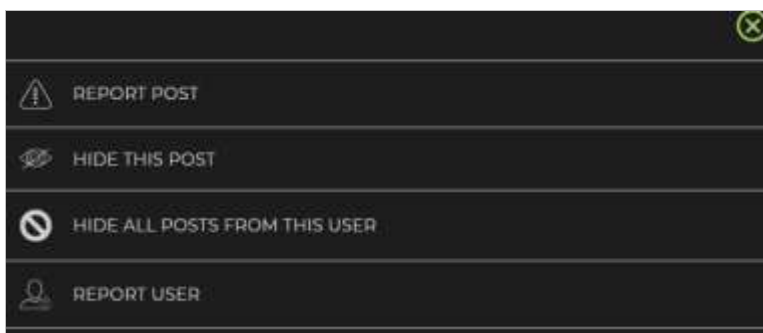
Interacting with a Community Feed Post

Follow these steps to interact with a community feed post:

1. Click the **Community Feed**  icon.
2. The **Community Feed** displays existing posts. You can like this post by clicking the **heart**  icon. You can also comment on this post by clicking the **comments**  icon, entering the comment, and clicking the **Send**  icon.



3. Click the **More**  icon to the right of the post and select:
 - **Report Post** to notify management of inappropriate or concerning content.
 - **Hide This Post** to remove the post from your view.
 - **Hide All Posts From This User** to stop seeing any posts from that user.
 - **Report User** to alert management about a user's behavior.



Sending Messages

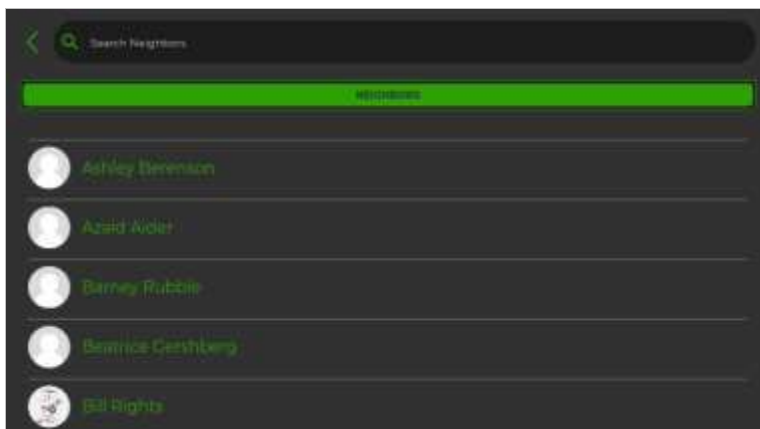
Sending Messages in CINC Connect Web Browser

You can communicate with neighbors in the platform. Message availability and who you can contact may vary based on your community's settings and permissions. When enabled, messaging helps keep communication centralized, organized, and easy to access.

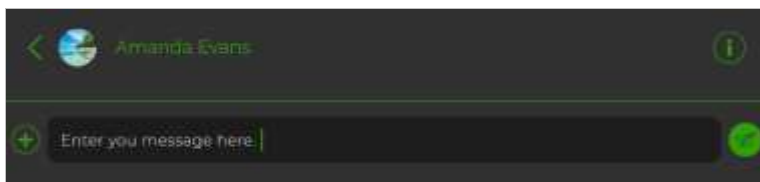
Follow these steps to view and send messages:

1. Click the **Community Feed**  icon.
2. The **Community Feed** displays. Click **Messages**.
3. Your existing conversations display. Click on a conversation if applicable.
4. To send a message, click the **Compose**  icon.
5. Select who you want to message by clicking either **Neighbors**, **Staff**, or **Groups**.

Note: You can use the **Search** field in each section to quickly filter and locate the specific person or group.



6. Enter your message and click the **Send**  icon.



Notes:

- Click the information  icon to view details about the person you're messaging and manage options such as muting, blocking, or hiding their content.



- Click the Add  icon to search for and add a file to the message.

Sending Messages in CINC Connect App

You can communicate with neighbors in the app. Message availability and who you can contact may vary based on your community's settings and permissions. When enabled, messaging helps keep communication centralized, organized, and easy to access.

Follow these steps to view and send messages in the app:

1. Tap the **Messages**  icon.
2. The **Messages** window opens. Tap the **Compose**  icon.
3. Select **Neighbors**, **Staff**, or **Groups** to choose your message recipient(s). Enter a partial name in the **Search** field and select the right person or group.
4. Enter your message and tap the **Send**  icon.

Note: Tap the **Camera** icon to attach an image to the message.

Viewing Notifications

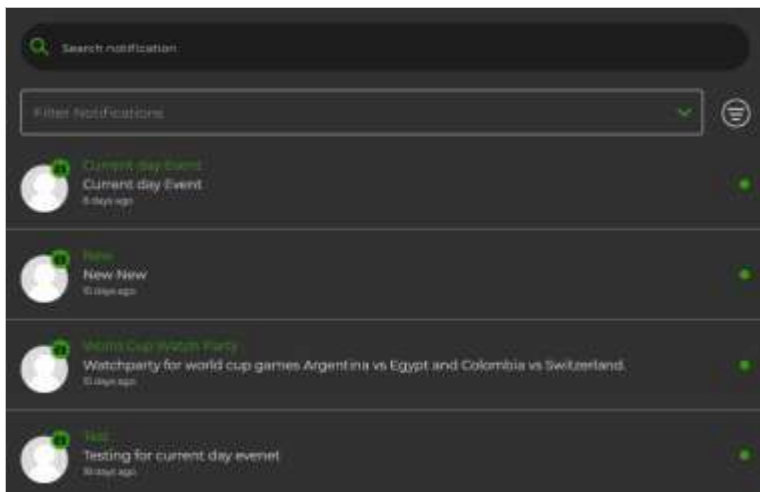
Notifications keep you informed about important updates and activity related to your community. You can quickly review alerts and reminders from community management, so you don't miss time-sensitive information or required actions.

Follow these steps to view notifications:

1. Click the **Community Feed**  icon.
2. Click **Notifications**.
3. All notifications display. Click the appropriate notification.

Notes:

- Unread notifications are marked with a dot on the right.
- Type in the **Search** field to automatically filter the list of notifications.
- Use the **Filter** drop-down to view **All**, **Notifications**, or **Events & Calendar**.
- Click the **Filter**  icon to display only unread notifications.
- Calendar notifications can be added to your calendar for future reference.



Lesson 3: Using the My Community Tab

The **My Community** tab is a central hub for managing community tasks.

Reserving Amenities & Common Areas

Use this section to reserve community amenities and common areas with ease. You can view availability, submit reservation requests, and manage or review any reservations you have already made, all in one convenient place.

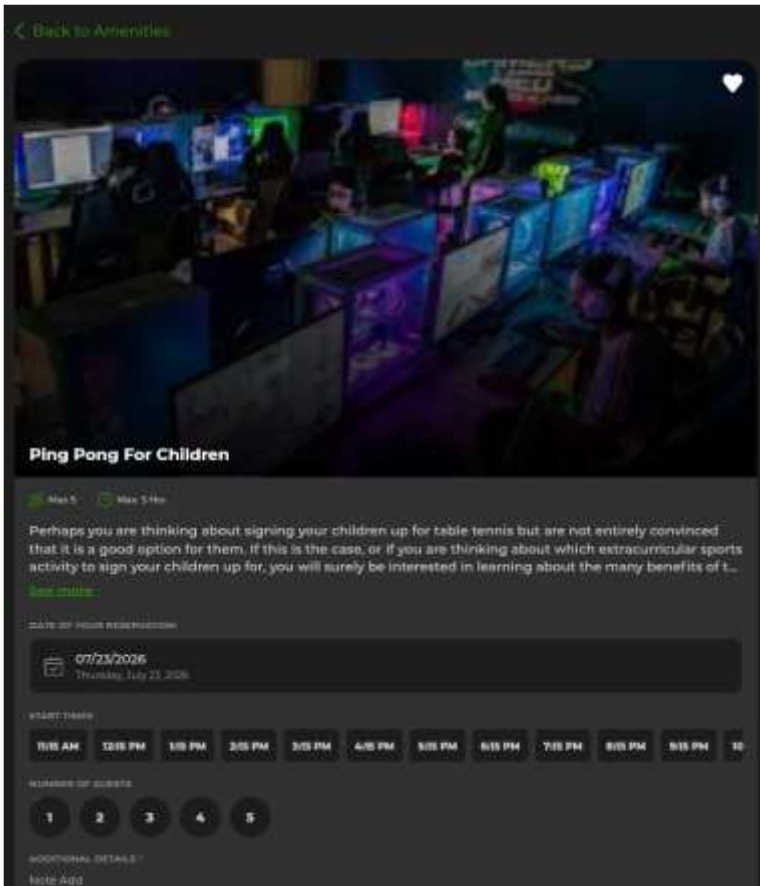
Reserving an Amenity

Follow these steps to reserve an amenity:

1. Click the **My Community**  icon.
2. The **My Community** page displays. Click **Amenities & Common Areas**.
3. The **Reserve** tab displays. Use the **Search** field to quickly filter and select the specific amenity.



4. The amenity displays. Select the desired reservation date, start time, end time, number of guests, and then click **Reserve Now**.



← Back to Amenities

Ping Pong For Children

Max 5 Max 5-Hrs

Perhaps you are thinking about signing your children up for table tennis but are not entirely convinced that it is a good option for them. If this is the case, or if you are thinking about which extracurricular sports activity to sign your children up for, you will surely be interested in learning about the many benefits of L... [See more](#)

DATE OF YOUR RESERVATION

07/23/2026
Thursday, July 23, 2026

START TIME

11:00 AM 12:00 PM 1:00 PM 2:00 PM 3:00 PM 4:00 PM 5:00 PM 6:00 PM 7:00 PM 8:00 PM 9:00 PM TO

NUMBER OF GUESTS

1 2 3 4 5

ADDITIONAL DETAILS

Info Add

5. If a fee is applicable, click **Continue**.
6. Click **Add Payment Method**, enter the appropriate details, and then click **Save Card**.

 We can only reserve this slot for the next **04:48** — please complete your reservation.

RESERVATION SUMMARY



Payment + Deposit Amenity
08/19/2026 - 12:30 AM - 12:45 AM
Guests: 1

AMOUNT DUE TODAY

Amenity Fee	\$55.00
Transaction Fee (3.3%)	\$1.79
Total Due Today	\$56.79

SECURITY DEPOSIT

Security Deposit Amount	\$35.00
-------------------------	---------

This deposit will be refunded once the amenity has been inspected and confirmed to be in the same condition it was received.

SELECT PAYMENT METHOD

 ADD PAYMENT METHOD

PAY & RESERVE NOW

 Back

ADD PAYMENT METHOD

Address Line 1

Address 2 (Unit, Apt, Etc)

City

State

Billing Phone Number

Cardholder Name

 Card Number

MM/YY

CVV

Zip code

SAVE CARD

7. Click **Pay & Reserve Now**.

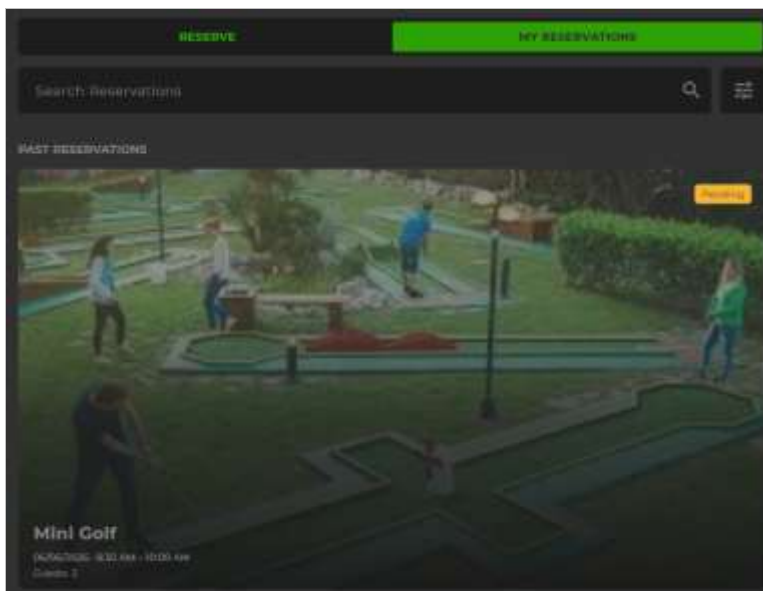
Notes:

- While you are completing payment for a booking, a timer holds the slot so it can't be double-booked.
- If an amenity has a security deposit, the charge is scheduled 5 days before the reservation date. If that hold fails, for example, due to an expired card or insufficient authorization, you receive a notification prompting you to update the payment method. If the payment method isn't updated and the hold still can't be placed, the reservation is automatically cancelled, and you are notified of the cancellation.

Viewing Your Reservations

Follow these steps to view your reservations:

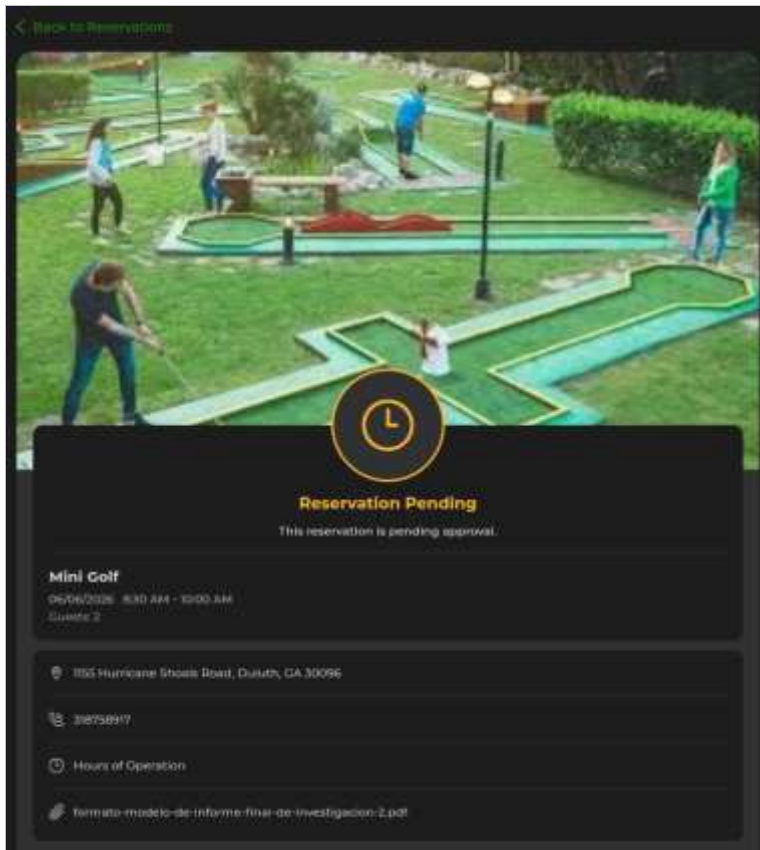
1. Click the **My Community**  icon.
2. The **My Community** page displays. Click **Amenities & Common Areas**.
3. The **Amenities** display. Click **My Reservations**.



4. Your reservations display. If you have many reservations, you can use the date filters to locate a specific reservation.

5. Click a reservation and review the details.

Note: You can also click **Cancel Reservation** if you no longer need the reservation.



Managing Visitors & Access

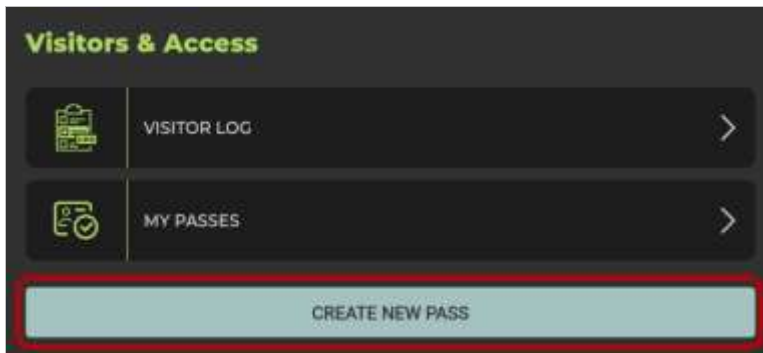
Manage guest access and stay informed about community activity in this section. You can create new passes, view active and past passes, and review the visitor log to see recent entry details, all in one convenient place.

Creating a New Pass

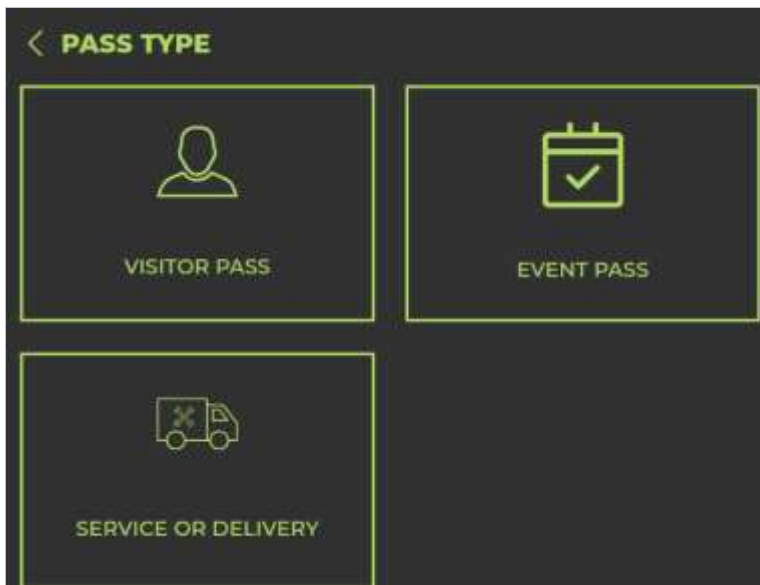
Follow these steps to create a visitor pass:

1. Click the **My Community**  icon.
2. The My Community page displays. Click Visitors & Access.
3. From the home screen, select **Visitors & Access**.

4. The **Visitors & Access** page displays. Click **Create New Pass**.

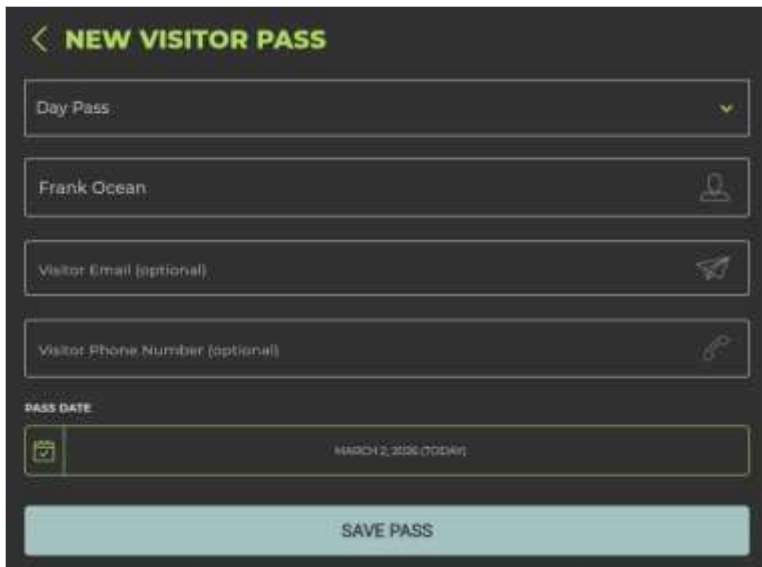


5. The **Pass Type** page displays. Select the pass type:
- Visitor for individual guests
 - Event for gatherings with multiple attendees
 - Service/Delivery for vendors, contractors, or deliveries



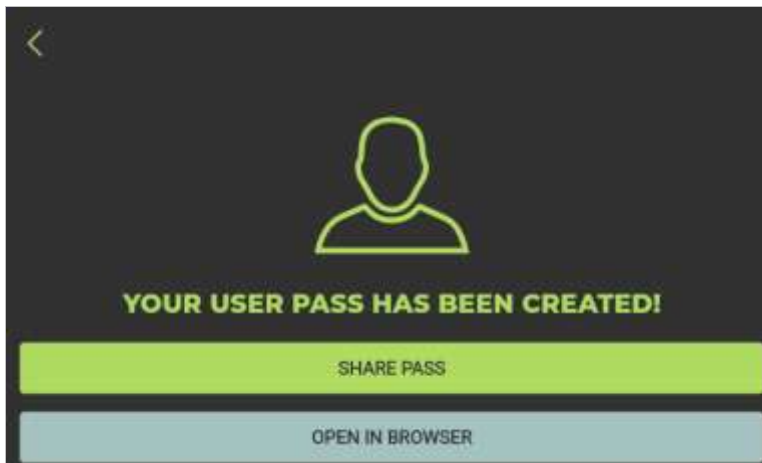
6. Enter the required details, such as name, date, and time frame.

7. Click **Save Pass**.



The screenshot shows a dark-themed form titled "NEW VISITOR PASS" with a back arrow icon. It contains several input fields: "Day Pass" with a dropdown arrow, "Frank Ocean" with a person icon, "Visitor Email (optional)" with an envelope icon, and "Visitor Phone Number (optional)" with a phone icon. Below these is a "PASS DATE" section with a calendar icon and the date "MARCH 2, 2026 (TODAY)". At the bottom is a large teal button labeled "SAVE PASS".

8. A message displays letting you know the system created the pass. Click **Share Pass** to provide a pass link to the visitor or click **Open in Browser** to view and print the pass.

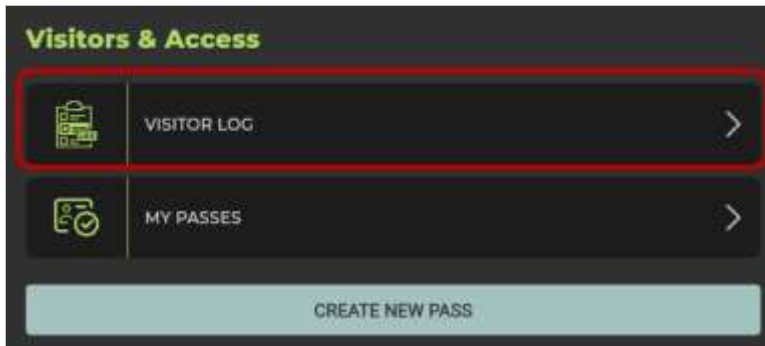


Viewing the Visitor Log

The **Visitor Log** displays a history of guest and vendor check-ins, when applicable.

Follow these steps to x:

1. Click the **My Community**  icon.
2. The **My Community** page displays. Click **Visitors & Access**.
3. The **Visitors & Access** page displays. Click **Visitor Log**.



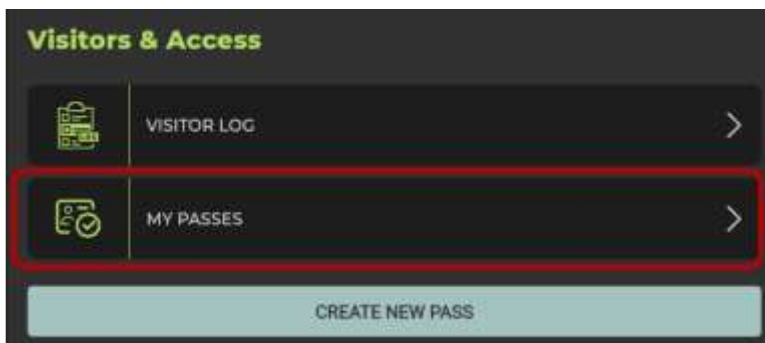
4. Review the list of recorded visitor activity. You can use the date filters to locate a specific entry.

Viewing Visitor Passes

The **Visitor Passes** section allows you to manage and track passes you have created.

Follow these steps to x:

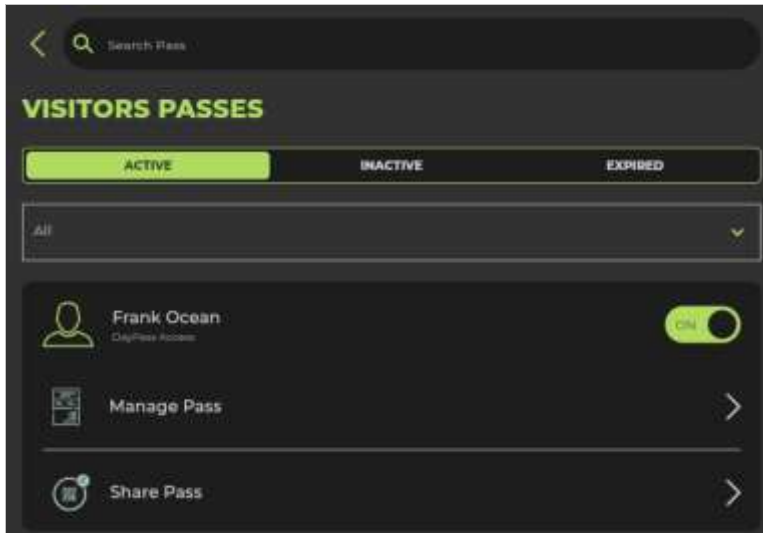
1. Click the **My Community**  icon.
2. The **My Community** page displays. Click **Visitors & Access**.
3. The **Visitors & Access** page displays. Click **My Passes**.



4. The **Visitors Passes** page displays. Review your **Active**, **Inactive**, or **Expired** passes. You can click the **Filter** drop-down list to select a pass type and locate a specific pass.

Notes:

- Click the toggle to make the pass active or inactive.
- Click **Manage Pass** to update or delete the pass.
- Click **Share Pass** to provide a pass link to the visitor.



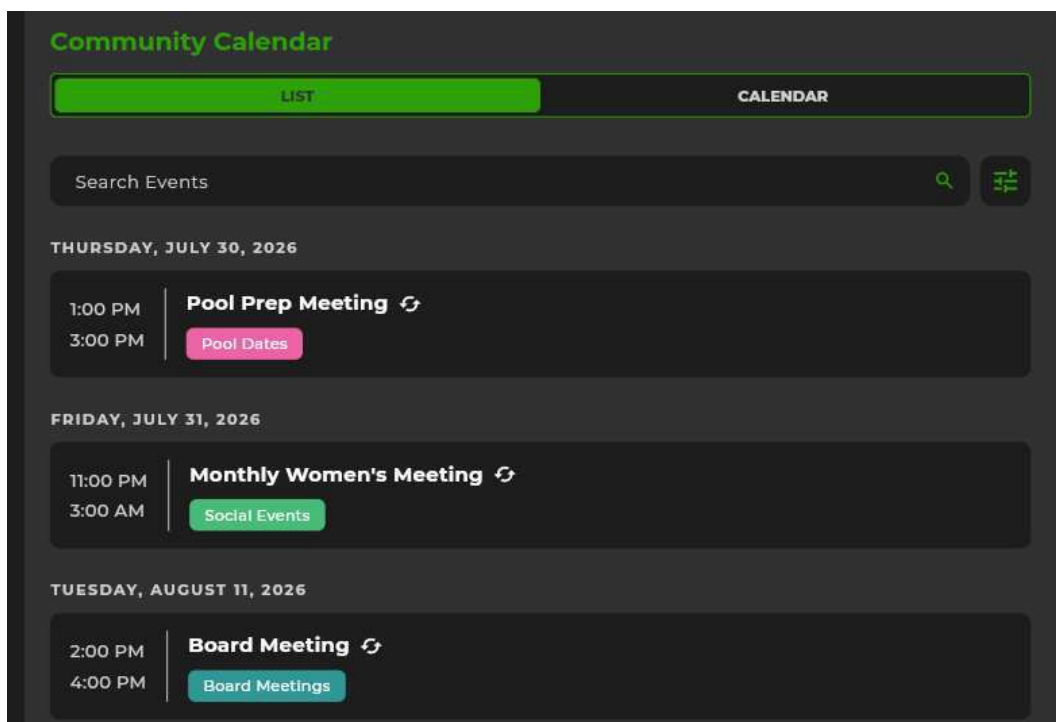
Viewing the Calendar

The **Calendar** is your community's shared calendar. It provides a central place to view upcoming community events and important dates in one convenient location.

While you can't add events directly to the calendar, events can be shared through the app when applicable, making it easy to stay informed and connected with what's happening in your association.

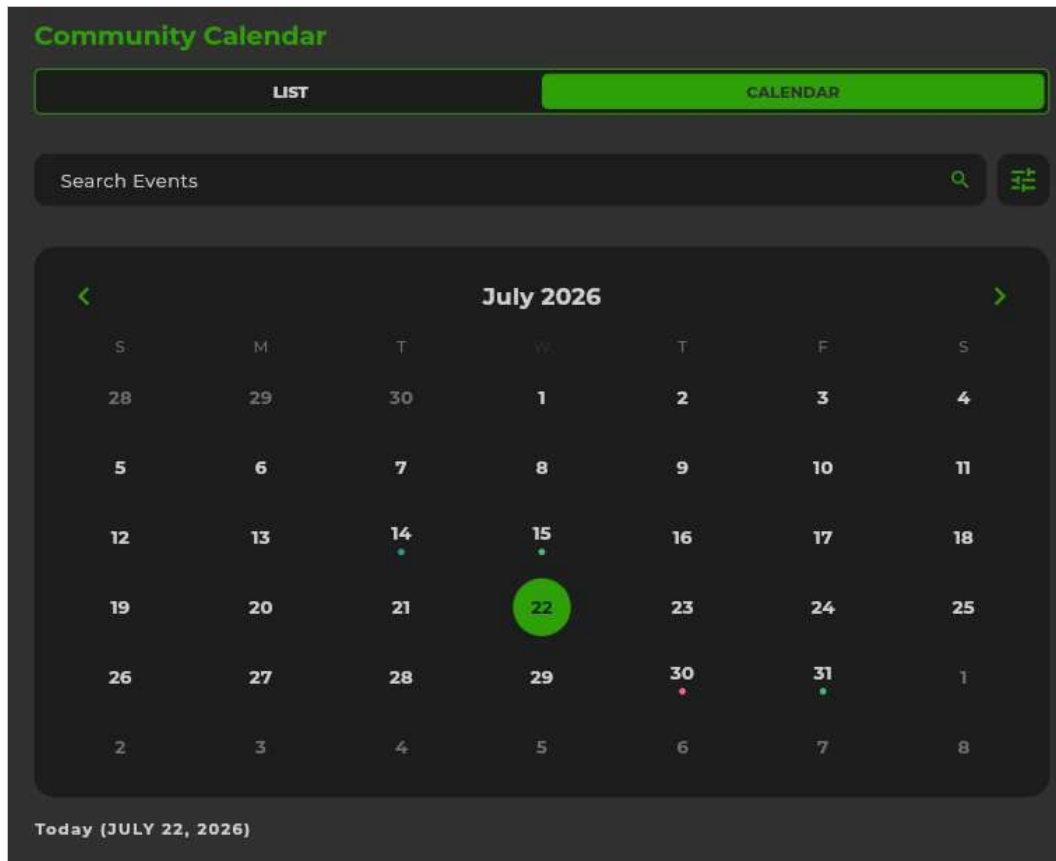
Follow these steps to view the calendar:

1. Click the **My Community**  icon.
2. The **My Community** page displays. Click **Community Calendar**.
3. The **Community Calendar** page displays the **List** view. Scroll to review events in chronological order. Select an event to view additional details.



4. Click the **Calendar** view option.

5. The **Calendar** view displays. Use the navigation arrows to move between months. Select a date to view events scheduled for that day. Select an event to view more information.



Lesson 4: Using the Financial Hub Tab

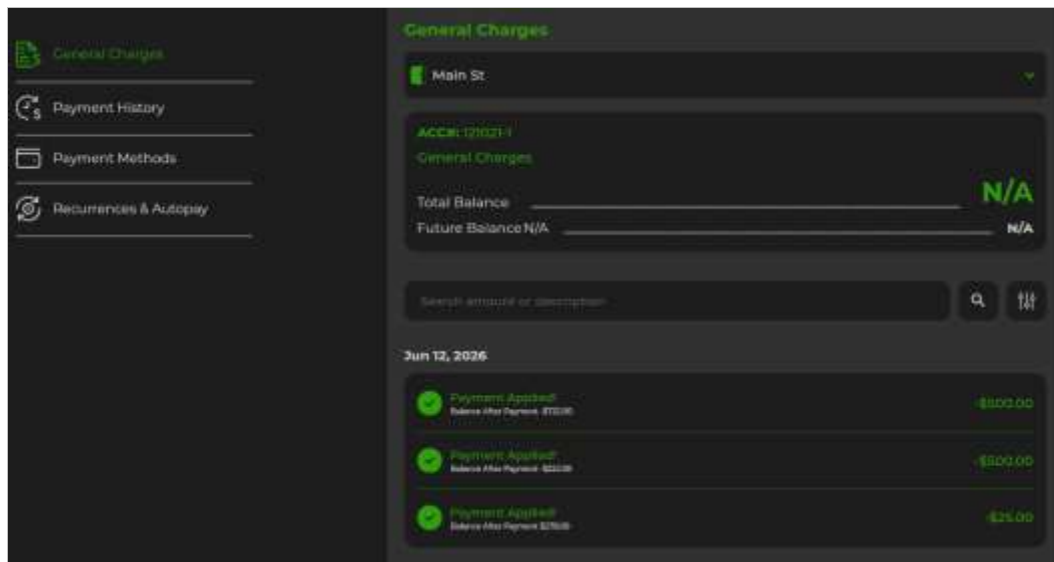
The **Financial Hub** tab in CINC Connect is your central location for managing all financial aspects of your community account. It provides clear visibility into your current balance, past payments, and upcoming charges, as well as flexible tools to make and manage payments.

Viewing Account Information

View your current account balance, upcoming assessments, and any outstanding charges.

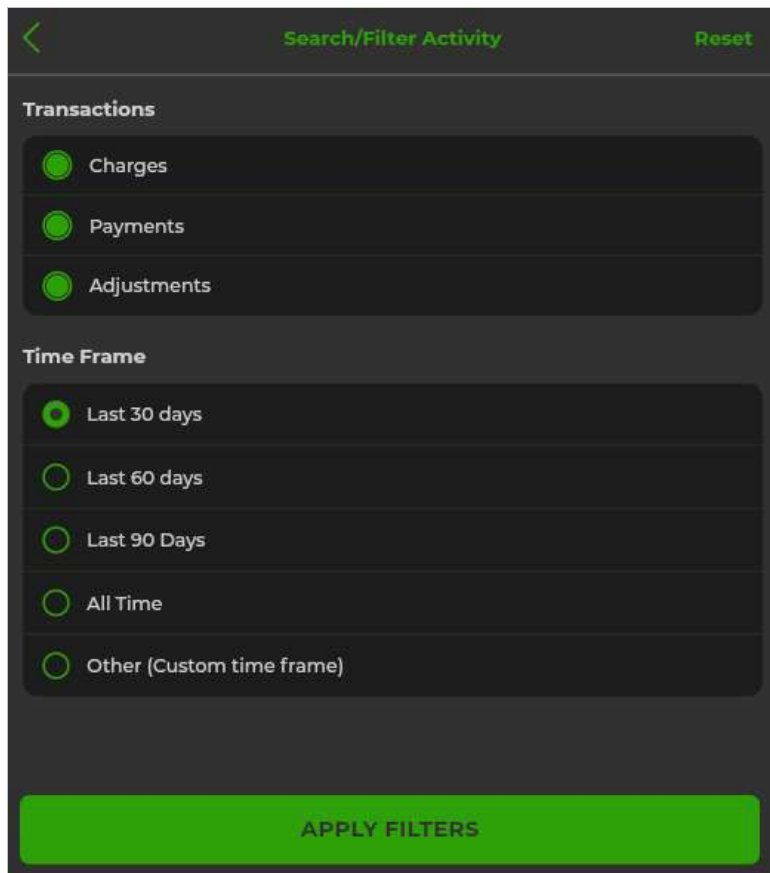
Follow these steps to make view account information:

1. Click the **Financial Hub**  icon.
2. The **General Charges** page displays. Click the **Filters**  icon above the list of transactions.



3. The **Search/Filter Activity** page displays. Select one or more **Transactions** types to filter, select one **Time Frame**, and then click **Apply Filters**.

Note: Click **Reset** to clear all filters.



4. If you own multiple units in the same association, select the unit from the **Unit** drop-down list to view the appropriate balance.

Notes:

- If you are using the app, you can swipe left or right to switch between units.
- If you own multiple units in different associations, select the association from the **Association** drop-down list and then select the unit to view the appropriate balance.

Reviewing Payment History

Stay on top of your finances by accessing a complete record of your past payments. View details such as payment dates, amounts, and the payment methods you used to help track your transactions and confirm your account activity.

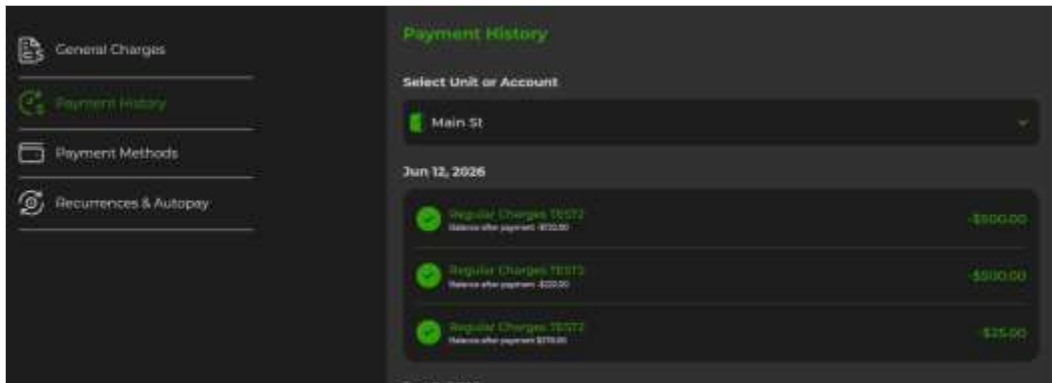
Follow these steps to view payment history information:

1. Click the **Financial Hub**  icon.
2. The **General Charges** page displays. Click **Payment History**.

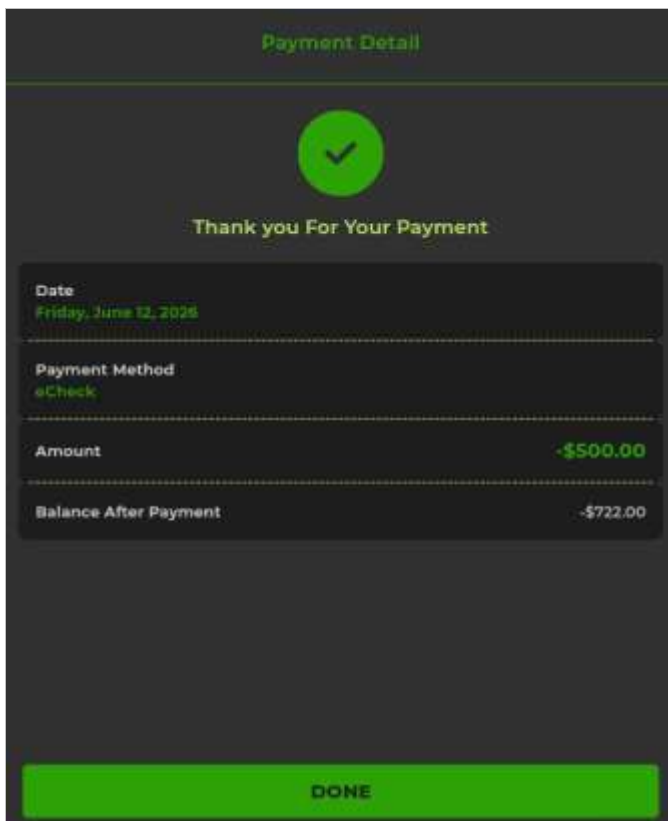
3. The **Payment History** page displays. If you own multiple units in the same association, select the unit from the **Unit** drop-down list to view the appropriate balance.

Notes:

- If you are using the app, you can swipe left or right to switch between units.
- If you own multiple units in different associations, select the association from the **Association** drop-down list and then select the unit to view the appropriate balance.



4. Click the appropriate payment.
5. The **Payment Detail** window displays. Review the details and then click **Done**.

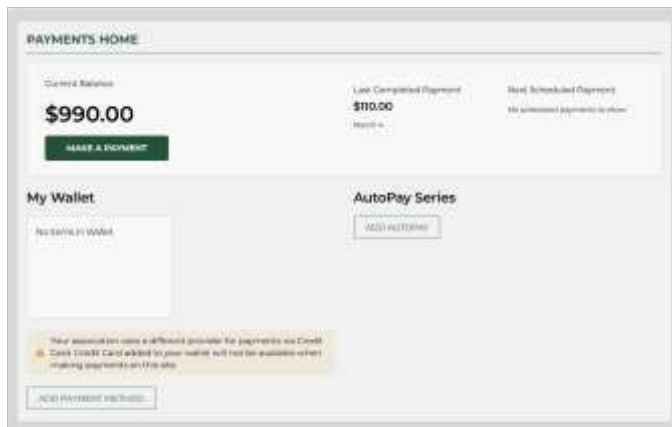


Managing Payment Methods

Easily keep your payment information up to date by adding, editing, or removing saved payment methods. This includes credit cards, bank accounts, and other payment options, helping you ensure transactions are always seamless and secure.

Follow these steps to manage payment methods:

1. Click the **Financial Hub**  icon.
2. The **General Charges** page displays. Click **Make a Payment**.
3. The **Payments Home** page displays. Click **Add Payment Method**.



4. The **Use New Payment Method** window displays. Enter the appropriate payment information and then click **Save Payment Method**.

3. The **Payments Home** page displays. Review the charges for accuracy and then click **Make a Payment**.

The screenshot shows the 'PAYMENTS HOME' interface. At the top, it displays the 'Current Balance' as \$990.00 with a 'MAKE A PAYMENT' button. To the right, it shows 'Last Completed Payment' as \$110.00 and 'Next Scheduled Payment' as '10/1/26'. Below these, there are sections for 'My Wallet' (showing 'No cards in wallet') and 'AutoPay Series' (with an 'ADD AUTOPAY' button). A yellow warning banner at the bottom states: 'Your association uses a different provider for payments via Credit Card. Credit Card added to your wallet will not be available when making payments on this site.' There is also an 'ADD PAYMENT METHOD' button at the bottom.

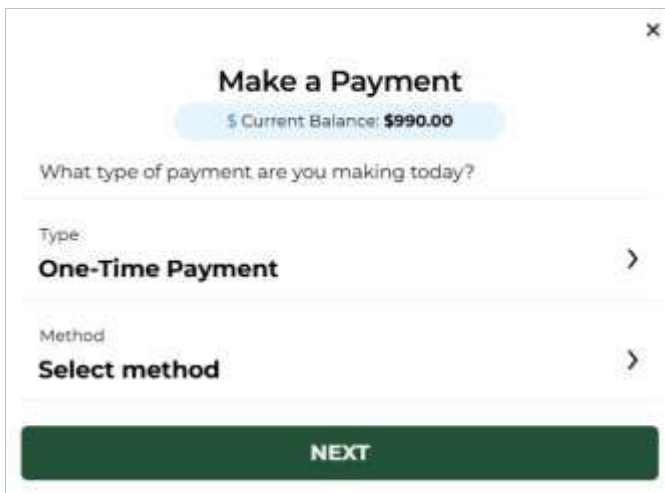
4. The **Add AutoPay** window displays. Click the **Type** field.

The screenshot shows the 'Add AutoPay' window. At the top, it displays the 'Current Balance' as \$990.00. Below this, it asks 'What type of payment are you making today?'. There are two fields: 'Type' with the value 'AutoPay' and a right arrow, and 'Method' with the value 'Select method' and a right arrow. At the bottom, there is a large green 'NEXT' button.

5. The **Select Payment Type** window displays. Select **One-Time Payment**.

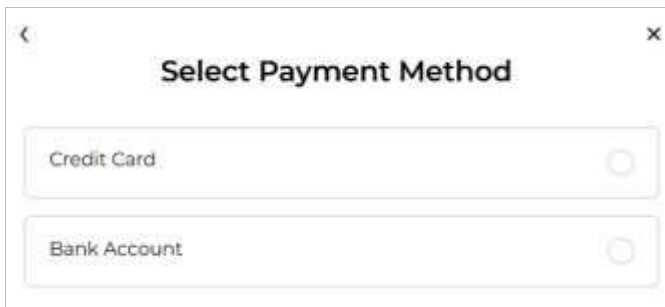
The screenshot shows the 'Select Payment Type' window. It has two options: 'AutoPay' with an unselected radio button, and 'One-Time Payment' with a selected radio button and a blue checkmark icon.

6. Click the **Method** field.



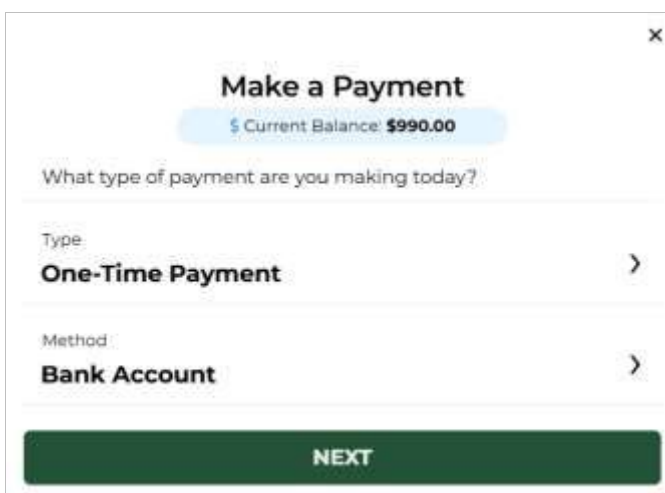
The screenshot shows a mobile application window titled "Make a Payment" with a close button (X) in the top right corner. Below the title is a blue pill-shaped button displaying "\$ Current Balance: \$990.00". The main heading is "What type of payment are you making today?". There are two expandable sections: "Type" with the selected option "One-Time Payment" and a right-pointing chevron, and "Method" with the selected option "Select method" and a right-pointing chevron. At the bottom is a large green button labeled "NEXT".

7. The **Select Payment Method** window displays. Select the appropriate method of payment.



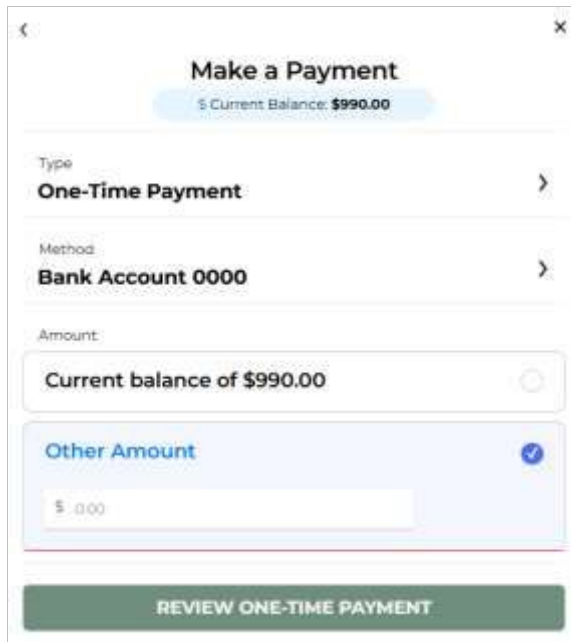
The screenshot shows a mobile application window titled "Select Payment Method" with a back arrow in the top left and a close button (X) in the top right. It contains two radio button options: "Credit Card" and "Bank Account".

8. Click **Next**.



This screenshot is identical to the first one, but the "Method" section now shows "Bank Account" as the selected option, with a right-pointing chevron. The "NEXT" button remains at the bottom.

9. If paying by bank account, select the appropriate account, if applicable.

The screenshot shows a mobile application interface titled "Make a Payment". At the top, it displays "\$ Current Balance: \$990.00". Below this, there are two sections: "Type" with "One-Time Payment" selected, and "Method" with "Bank Account 0000" selected. Under the "Amount:" section, there are two options: "Current balance of \$990.00" (which is unselected) and "Other Amount" (which is selected with a blue checkmark). The "Other Amount" section has a text input field showing "\$ 0.00". At the bottom, there is a green button labeled "REVIEW ONE-TIME PAYMENT".

10. Select **Current balance** or select **Other Amount** and enter the appropriate amount.
11. Click **Review One-Time Payment** if you are paying by bank account or click **Make Payment on External Site** if you are making a credit card payment.
12. Submit your payment.

An email receipt is sent to you. If your cell phone number is registered in your account, you will also receive a SMS text message confirming your payment.

Setting up Autopay or Recurring Payments

Simplify your payment process by enabling autopay or scheduling recurring payments. This ensures your dues are paid automatically and on time, helping you avoid late fees and stay on top of your account.

Follow these steps to set up recurring payments:

1. Click the **Financial Hub**  icon.
1. The **General Charges** page displays. Click **Make a Payment**.

2. The **Payments Home** page displays. Review the charges for accuracy and then click **Make a Payment**. If applicable, select the appropriate unit or account.

The screenshot shows the 'PAYMENTS HOME' interface. At the top, it displays the 'Current Balance' as \$990.00 with a 'MAKE A PAYMENT' button below it. To the right, it shows 'Last Completed Payment' as \$10.00 and 'Next Scheduled Payment' as \$10.00. Below these, there are sections for 'My Wallet' (showing 'No Cards in Wallet') and 'AutoPay Series' (with an 'ADD AUTOPAY' button). A yellow warning box at the bottom states: 'Your association uses a different provider for payments via Credit Card. Credit Card added to your wallet will not be available when making payments on this site.' Below the warning is an 'ADD PAYMENT METHOD' button.

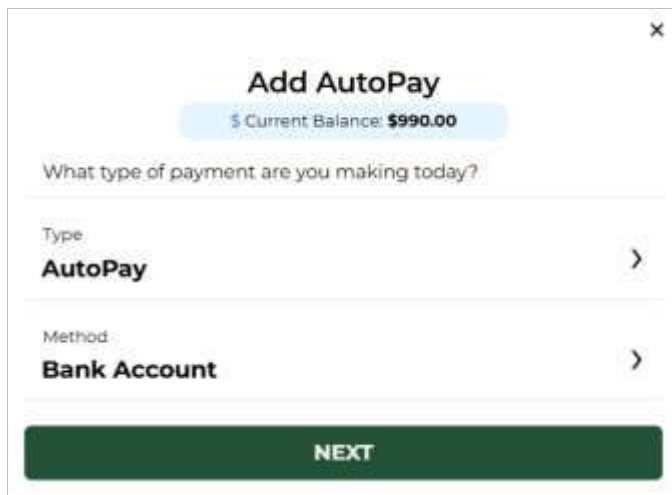
3. The **Add AutoPay** window displays. Click the **Method** field.

The screenshot shows the 'Add AutoPay' window. It features a title bar with a close button (X). Below the title, it displays 'Current Balance: \$990.00'. A question 'What type of payment are you making today?' is followed by a 'Type' field set to 'AutoPay' with a right arrow. Below that is a 'Method' field set to 'Select method' with a right arrow. At the bottom is a large green 'NEXT' button.

4. The **Select Payment Method** window displays. Select the appropriate method of payment.

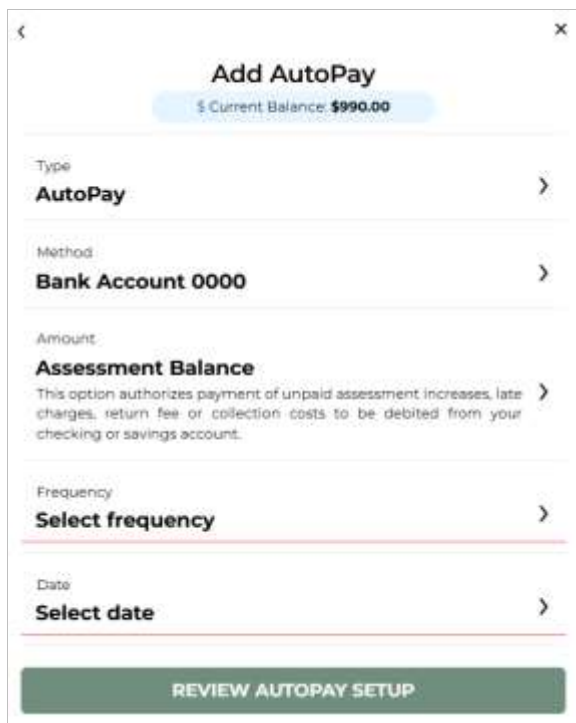
The screenshot shows the 'Select Payment Method' window. It has a title bar with a back arrow and a close button (X). The title 'Select Payment Method' is centered. Below the title are two radio button options: 'Credit Card' and 'Bank Account'. The 'Credit Card' option is currently selected.

5. Click **Next**.



The screenshot shows a mobile app interface for adding autopay. At the top, it says "Add AutoPay" with a current balance of \$990.00. Below this, it asks "What type of payment are you making today?". There are two selection options: "Type" set to "AutoPay" and "Method" set to "Bank Account". A green "NEXT" button is at the bottom.

6. If paying by bank account, select the appropriate account, if applicable.



This screenshot shows the next step in the autopay setup. It includes the same title and balance. The "Type" is "AutoPay" and the "Method" is "Bank Account 0000". A new section "Amount" is added, with "Assessment Balance" selected, which includes a description: "This option authorizes payment of unpaid assessment increases, late charges, return fee or collection costs to be debited from your checking or savings account." Below this, "Frequency" is set to "Select frequency" and "Date" is set to "Select date". A green "REVIEW AUTOPAY SETUP" button is at the bottom.

7. Click **Amount**.
8. The **Select Payment Allocation** window displays. Select where you would like to apply your payment and then click **Save Payment Allocation**.

Note: The **Assessment Balance** option allows any unpaid assessment increases, late fees, returned payment fees, or collection costs to be automatically withdrawn from your checking or savings account.

Select Payment Allocation

Select where you'd like to apply your payment:

Assessment Balance
This option authorizes payment of unpaid assessment increases, late charges, return fee or collection costs to be debited from your checking or savings account. ☒

Total Balance ☐

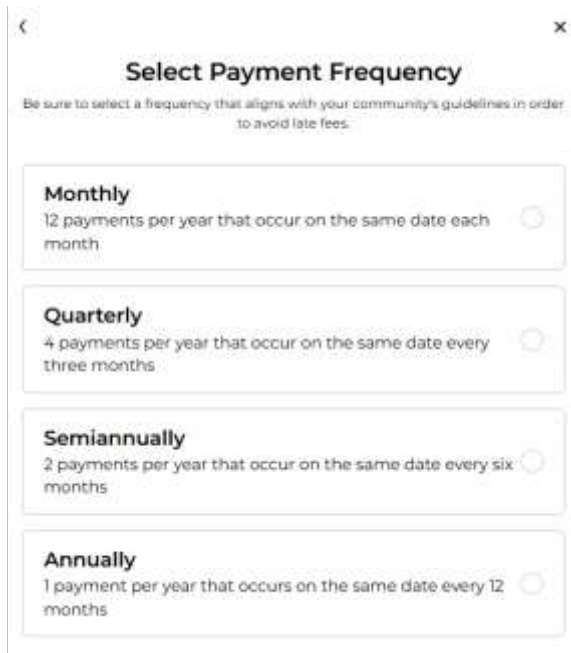
Fixed Amount ☐
\$ 990.00

SAVE PAYMENT ALLOCATION

9. Click **Frequency**.

10. The **Select Payment Frequency** window displays. Select the appropriate frequency that this payment should be submitted.

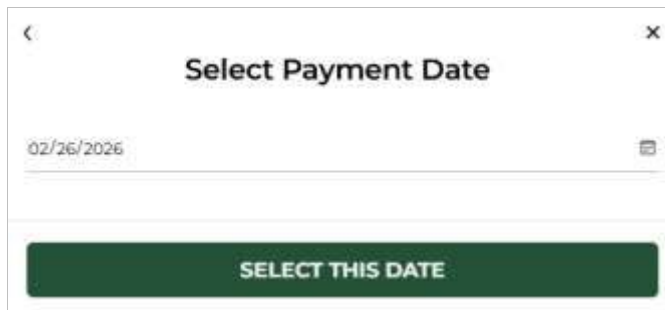
Note: Ensure you select a frequency that aligns with your community's guidelines in order to avoid late fees.



The image shows a mobile application window titled "Select Payment Frequency". At the top, there is a back arrow on the left and a close "X" button on the right. Below the title, a note states: "Be sure to select a frequency that aligns with your community's guidelines in order to avoid late fees." There are four radio button options listed vertically: "Monthly" (12 payments per year that occur on the same date each month), "Quarterly" (4 payments per year that occur on the same date every three months), "Semiannually" (2 payments per year that occur on the same date every six months), and "Annually" (1 payment per year that occurs on the same date every 12 months). Each option has an unselected radio button to its right.

11. Click **Date**.

12. Select the date that the first payment will be submitted and then click **Select This Date**.



The image shows a mobile application window titled "Select Payment Date". At the top, there is a back arrow on the left and a close "X" button on the right. Below the title, there is a date input field containing "02/26/2026" and a calendar icon to its right. At the bottom of the window is a large green button with the text "SELECT THIS DATE" in white capital letters.

13. Click **Review Autopay Setup**.

<

x

Add AutoPay

\$ Current Balance: \$990.00

Type

AutoPay

>

Method

Bank Account 0000

>

Amount

Total Balance

>

Frequency

Quarterly

>

4 payments per year that occur on the same date every three months

Date

2/26/2026

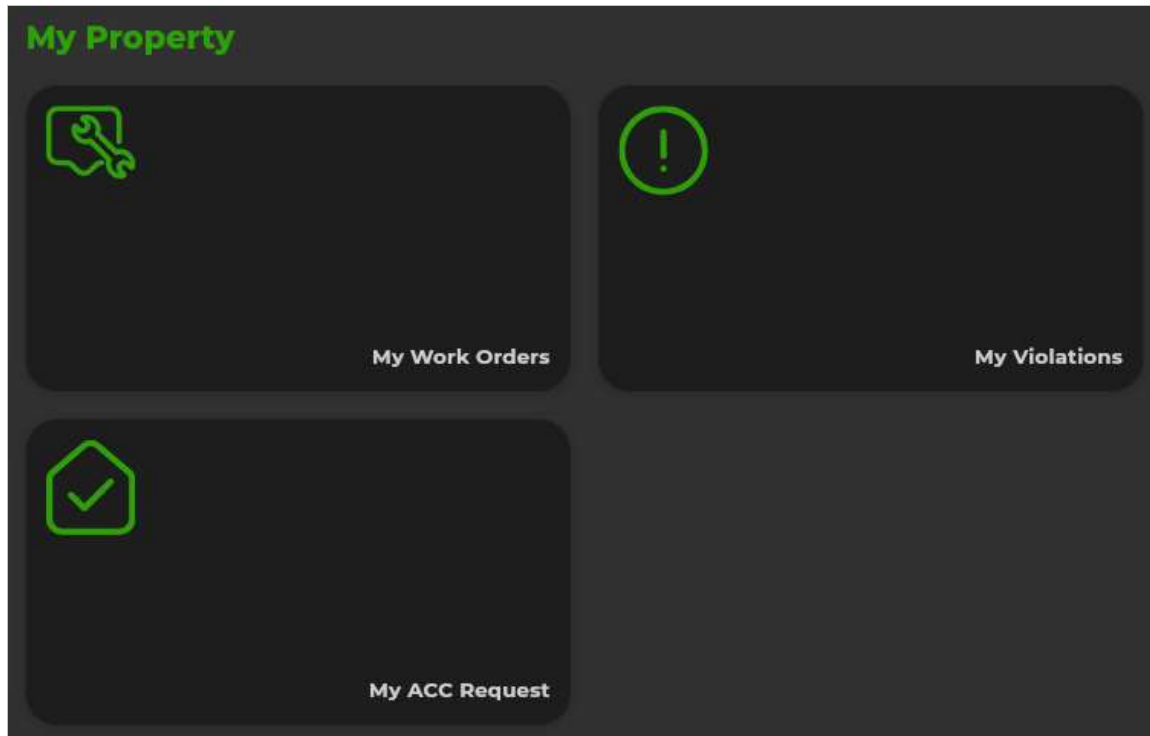
>

Starting on February 26

REVIEW AUTOPAY SETUP

Lesson 5: Using the My Property Tab

The **My Property** tab displays action items related to your role as a homeowner. These may include tasks such as reviewing personal account statements, submitting architectural requests, or responding to community communications. All items here apply only to your individual property and responsibilities as a resident.



Managing My Work Orders

In the **My Work Orders** section, you can submit and track maintenance or repair requests. This helps ensure that property concerns are addressed promptly and that communication about progress remains clear.

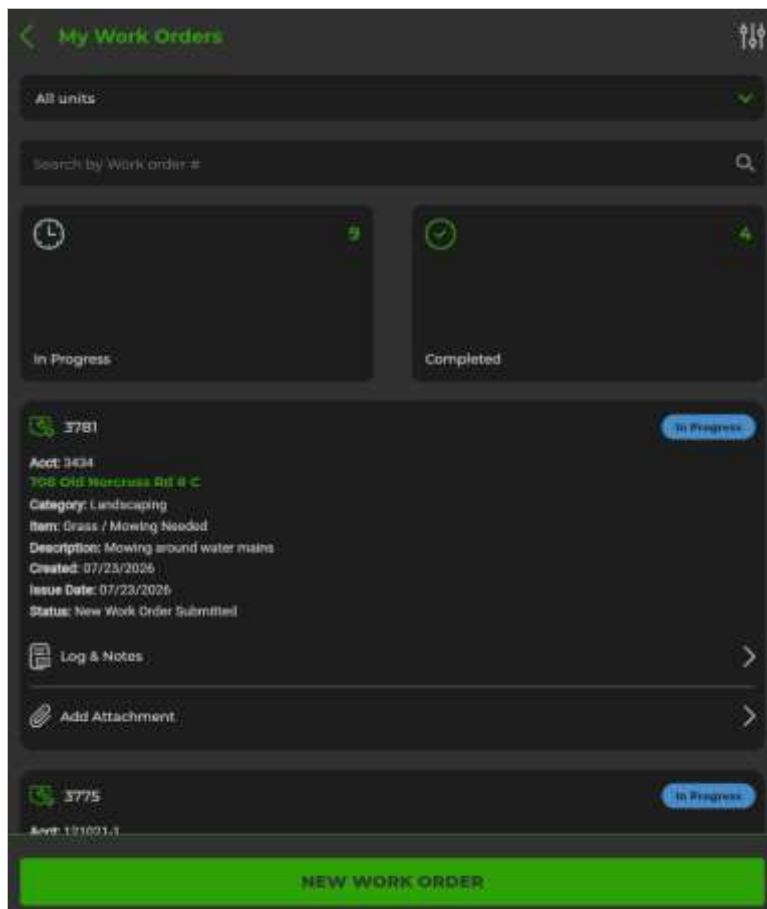
Follow these steps to view existing work orders and submit a new work order:

1. Click the **My Property**  icon.
1. The **My Property** page displays. Click **My Work Orders**.

2. Your existing work orders display.

Notes:

- If the **Nothing to show** message displays in the work order form, no maintenance items have been configured for this association.
- Click the **Filter**  icon to filter the list.
- If applicable, click the **Units** drop-down list and select the appropriate unit to view the associated work orders.
- In the **Search** field, enter a **Work Order Number** to automatically filter the list.
- Click the **In Progress** or **Completed** tiles to view those specific work orders.



3. Click the **Vendor** to view the assigned vendor's information.
4. Click **Log & Notes** to view the associated note(s).

Note: Click **Add Note** to attach a note to this work order.

5. Click **Attachments** to view the associated attachment(s).

Note: Click **Add Attachments** to upload a file to this work order.

6. Click **New Work Order** to submit a new work order.

7. If applicable, the **Select Unit or Account** window displays. Select the appropriate unit.

Select Unit or Account Close

Search Unit or Account Number

708 Old Norcross Rd C
ACC#: 3434

Main St
ACC#: 121021-1

8. Complete the necessary information and click **Submit**.
9. Select a **Category** for this work order.

New Work Order Close

Select WO Category

☐ Common Area

☐ Plumbing

☐ Landscaping

☐ Entry Way

☐ Electrical

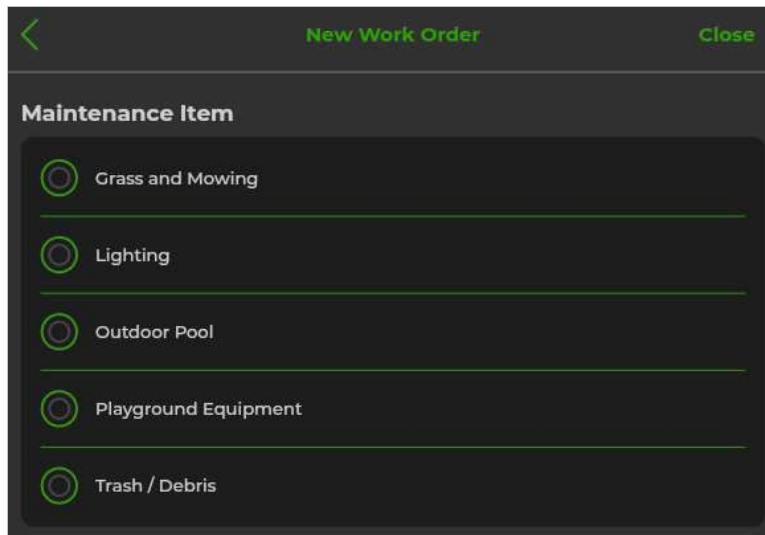
☐ Pool

☐ Roof

☐ Unit Exterior

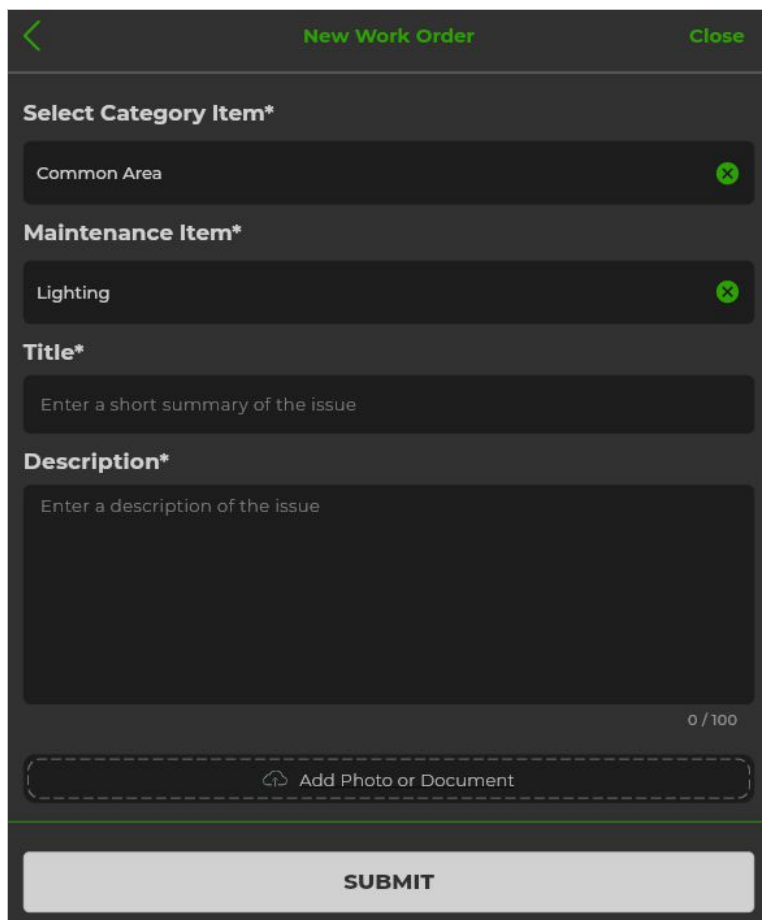
☐ Street Light

10. Select a **Maintenance Item**.



The screenshot shows a mobile application interface for creating a new work order. At the top, there is a header bar with a back arrow on the left, the title 'New Work Order' in the center, and a 'Close' button on the right. Below the header, the section is titled 'Maintenance Item'. It contains a list of five options, each with a radio button and a horizontal line below it: 'Grass and Mowing', 'Lighting', 'Outdoor Pool', 'Playground Equipment', and 'Trash / Debris'. The 'Grass and Mowing' option is currently selected, indicated by a green dot in the radio button.

11. The **New Work Order** window displays. Enter a **Title** and **Description**.



The screenshot shows the 'New Work Order' form with the following fields and options:

- Select Category Item***: A dropdown menu showing 'Common Area' with a green 'x' icon to its right.
- Maintenance Item***: A dropdown menu showing 'Lighting' with a green 'x' icon to its right.
- Title***: A text input field with the placeholder text 'Enter a short summary of the issue'.
- Description***: A large text input area with the placeholder text 'Enter a description of the issue'. At the bottom right of this area, it says '0 / 100'.
- Add Photo or Document**: A button with a cloud icon and a dashed border.
- SUBMIT**: A large, light gray button at the bottom of the form.

12. If applicable, click **Add Photo or Document** to attach supplemental information.

13. Click **Submit**.

Managing My Violations

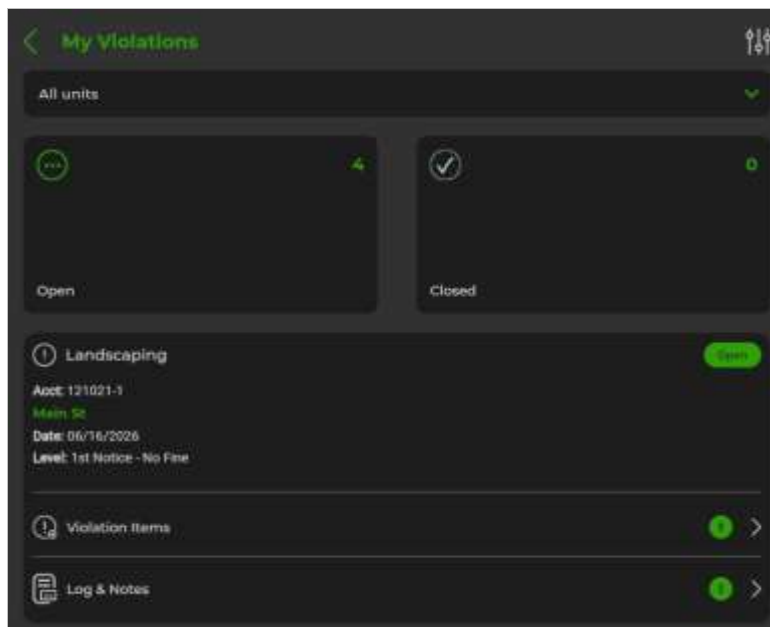
The **Violations** section allows you to view any reported violations related to your property. Here, they can see details about the issue, track its status, and review any actions taken or required for resolution.

Follow these steps to view existing violations:

1. Click the **My Property**  icon.
2. The **My Property** page displays. Click **My Violations**.
3. Your existing violations display.

Notes:

- Click the **Filter**  icon to filter the list.
- If applicable, click the **Units** drop-down list and select the appropriate unit to view the associated violations.
- Click the **Open** or **Closed** tiles to view those specific violations.



4. Click **Violation Items** to view the details of the violation.
5. Click **Log & Notes** to view the associated note(s).

Note: Click **Add Note** to attach a note to this violation.

6. Click **Attachments** to view the associated attachment(s).

Note: Click **Add Attachments** to upload a file to this violation.

Managing My ACC Requests

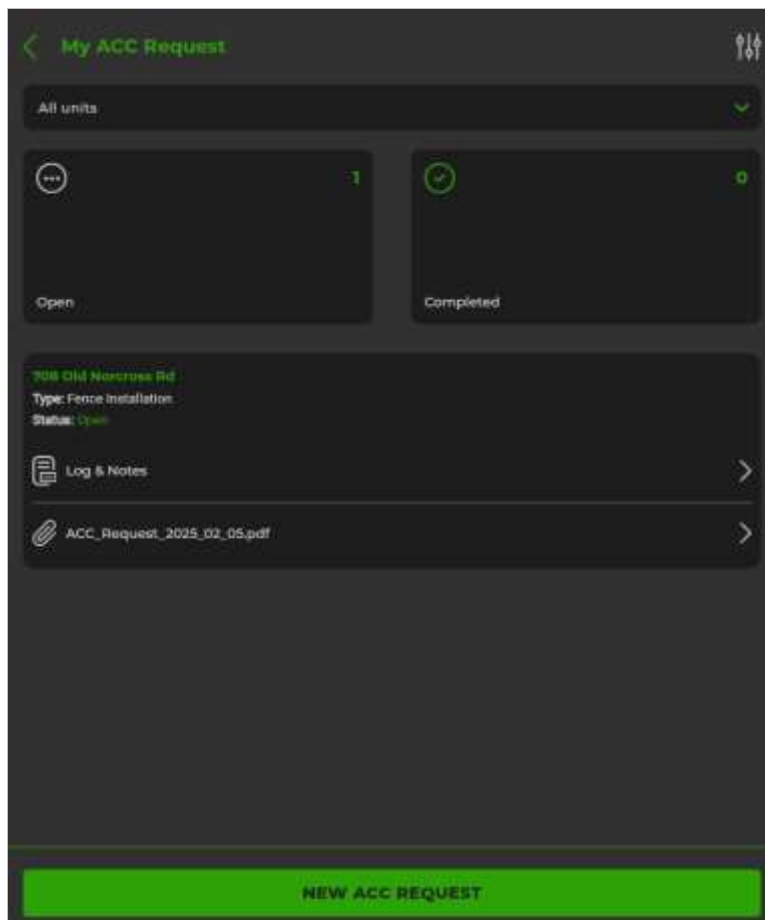
The **Architectural Requests** section is where you can create, view, and track Architectural Control Committee (ACC) submissions. This area makes it easy to request approval for exterior changes and stay informed about review outcomes.

Follow these steps to view existing ACC requests and submit a new request:

1. Click the **My Property**  icon.
2. The **My Property** page displays. Click **My ACC Request**.
3. The **My ACC Request** page displays.

Notes:

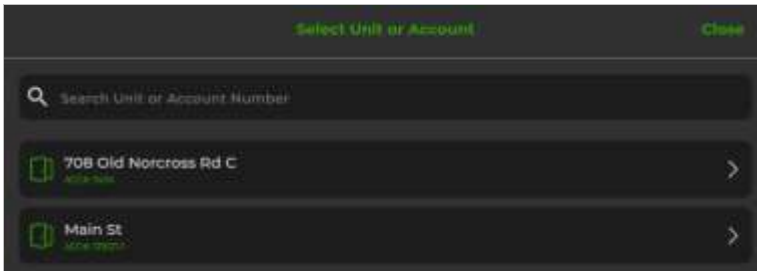
- Click the **Filter**  icon to filter the list.
- If applicable, click the **Units** drop-down list and select the appropriate unit to view the associated work orders.
- Click the **Open** or **Completed** tiles to view those specific requests.



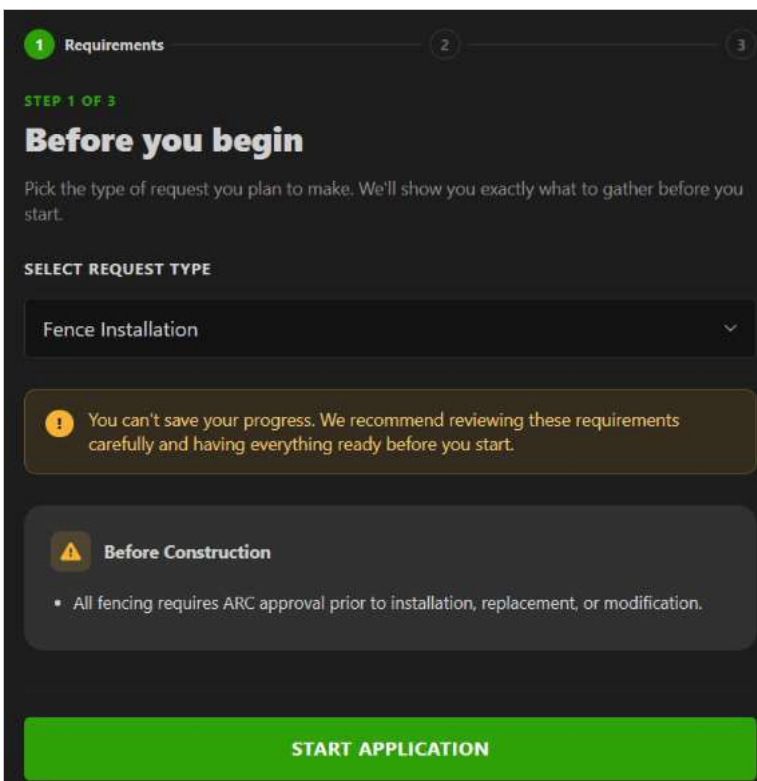
4. Click **Log & Notes** to view the associated note(s).
Note: Click **Add Note** to attach a note to this request.
5. Click **Attachments** to view the associated attachment(s).

Note: Click **Add Attachments** to upload a file to this request.

6. Click **New ACC Request** to submit a new request.
7. If applicable, the **Select Unit or Account** window displays. Select the appropriate unit.



8. The ACC form displays. Select the **Request Type** from the drop-down list.



9. Click **Start Application**.

Note: Progress can't be saved mid-submission, so plan to complete the process in one sitting before you start.

10. Enter the **Project Details**.
11. In the **Supporting Documents** section, drag and drop files or click to browse and select files from your computer.

12. Click **Check my submission**.

Construction details. Posts will be set in concrete footings to a depth of 30 inches — exceeding the 24-inch minimum — and spaced 8 feet on center. Our lot has a gradual slope of roughly 4 inches across each panel run in the rear, which is under the 6-inch threshold, so panels will follow the natural grade rather than step. The contractor (Greenline Fence Co., licensed and insured — license #FC-44217) has confirmed all of these specs in writing.

SUPPORTING DOCUMENTS

PDF	Fence_Elevation_FE-01 (1).pdf	UPLOADED	×
PDF	Site_Plan_SP-01 (1).pdf	UPLOADED	×

Drag and drop to add documents or [browse](#)

Supported types: .jpg, .jpeg, .pdf - Max size: 50MB - Max files: 20

CHECK MY SUBMISSION

BACK

13. Cephai evaluates the submission details and supporting documents against the community's guidelines and displays any issues found. If necessary, click **Edit documents** to update your supporting documents.

14. You can also click **Back**, update the **Project Details**, and click **Check My Submission**.

Note: Although not recommended, if you choose not to add additional details, you can click **Submit without adding details** > **Submit Anyway** > **Done**.

 Estimated start and completion dates for the fence installation are missing. Please provide the anticipated dates for when construction will begin and end, as required for ARC review.

SUPPORTING DOCUMENTS

Edit documents

PDF

Fence_Elevation_FE-01 (1).pdf

UPLOADED

PDF

Site_Plan_SP-01 (1).pdf

UPLOADED

We found these issues:

 We found no issues with your uploaded documents!

AI can make mistakes. Final decisions on architectural requests are always made by your association. Incomplete or inaccurate submissions may result in delays, rejection, or the need to resubmit.

[Submit without adding details](#)

SUBMIT

< BACK

15. Once you are satisfied with your submission, click **Submit**.

(Greenline Fence Co., licensed and insured — license #FC-44217) has confirmed all of these specs in writing.
Date is ASAP and will last about 3 days.

We found these issues:

✓ We found no issues with your submission!

SUPPORTING DOCUMENTS [Edit documents](#)

PDF	Fence_Elevation_FE-01 (1).pdf	UPLOADED
PDF	Site_Plan_SP-01 (1).pdf	UPLOADED

We found these issues:

✓ We found no issues with your uploaded documents!

AI can make mistakes. Final decisions on architectural requests are always made by your association. Incomplete or inaccurate submissions may result in delays, rejection, or the need to resubmit.

SUBMIT

16. The **Pre-Submission Review complete** window displays. Click **Submit Now**.

Pre-Submission Review complete! ✕

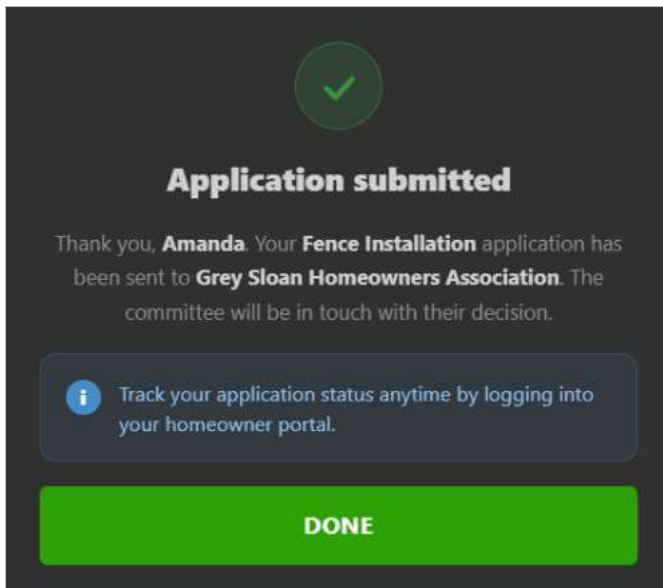
Congratulations, your submission appears to be complete and compliant! You can add more details if you like, or proceed and submit directly.

SUBMIT NOW

ADD MORE DETAILS

17. The **Application submitted** window displays. Click **Done**.

18. The request submission displays. The community manager (and committee, where required) make the final decision on every request.



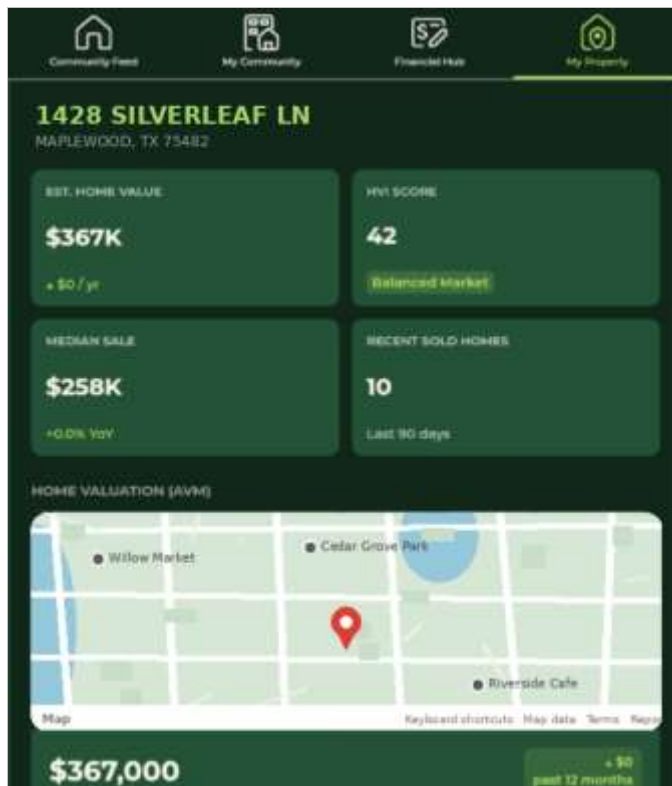
Viewing Home Value Insights

The **Home Value Insights** (HVI) section gives you a quick, at-a-glance view of the unit's estimated value and how it compares to recent market activity in the area. This information is pulled automatically and requires no setup or input from the management company, it's simply available for reference.

Follow these steps to access the HVI:

1. Click the **My Property**  icon.
2. The **My Property** page displays. Click **Home Value Insights**.

The **Home Value Insights** for the unit displays.



Lesson 6: Using the Menu

The **Menu** provides you a way to manage your account and access key resources. This area allows you to view important community documents, control communication and privacy preferences, change your password, and select a preferred language.

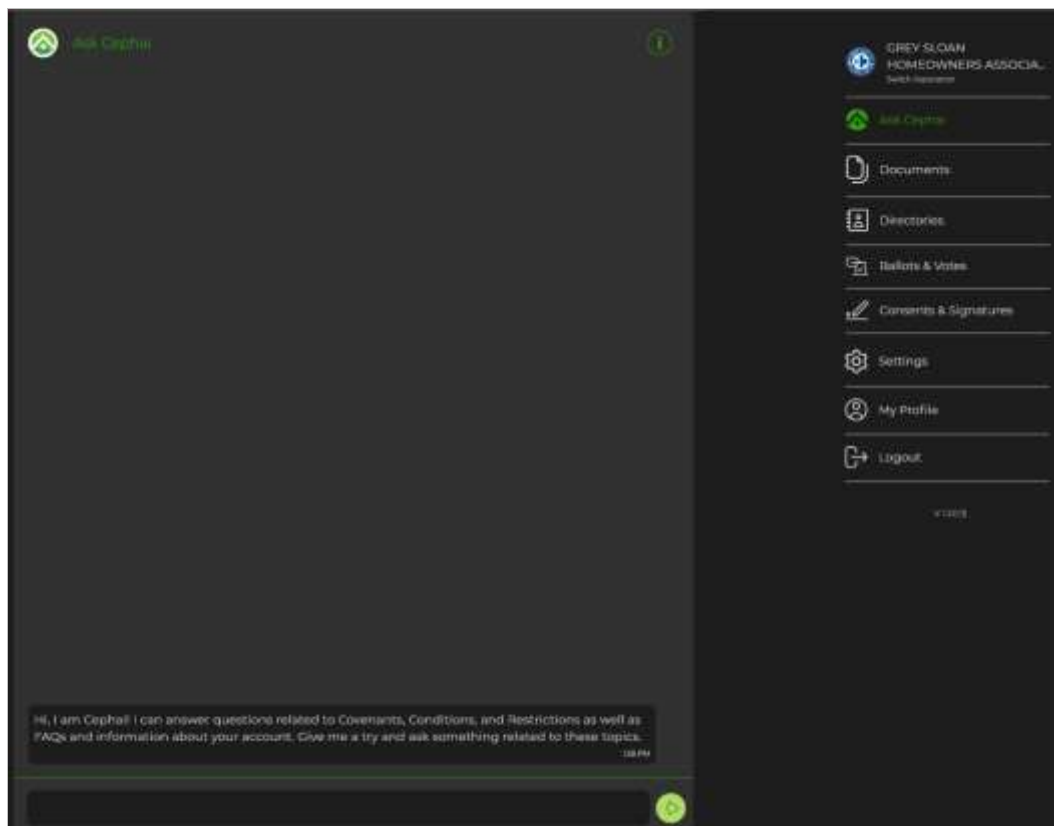
Note: Selecting the association name allows you to switch between properties you own in different associations.

Using Cephai Chat

Cephai is a generative AI assistant built into CINC Connect. It allows you to ask questions in plain language and receive immediate answers based on community documents, FAQs, and account information. Access to financial information is controlled by user permissions to protect sensitive data.

Follow these steps to use Cephai chat:

1. Click **Ask CephAi**.
2. The **Ask CephAi** page displays. Enter your question and click the **Send**  icon.

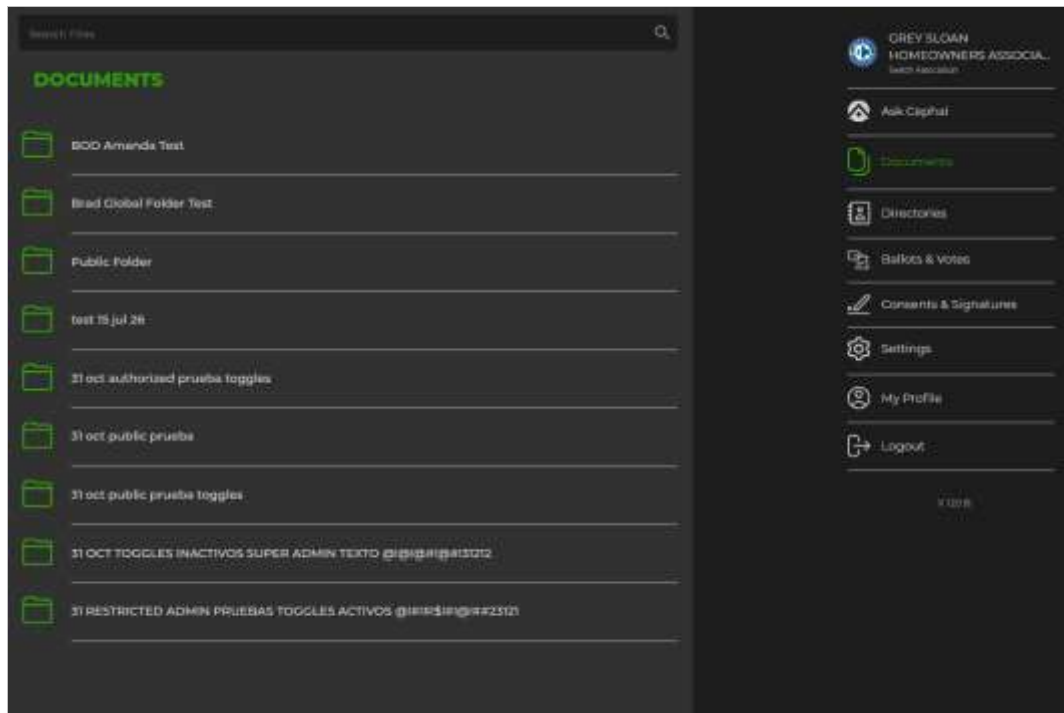


Viewing Documents

The **Documents** section provides a centralized location for accessing important information that helps you understand both platform-wide guidelines and community-specific rules. This section ensures that key documents are easy to find, view, and reference at any time, supporting transparency, compliance, and informed participation in the community.

Follow these steps to view your documents:

1. Click **Documents**.
2. The document folders that display are determined by the folders set up for your community. Click any available folder to view the included documents.

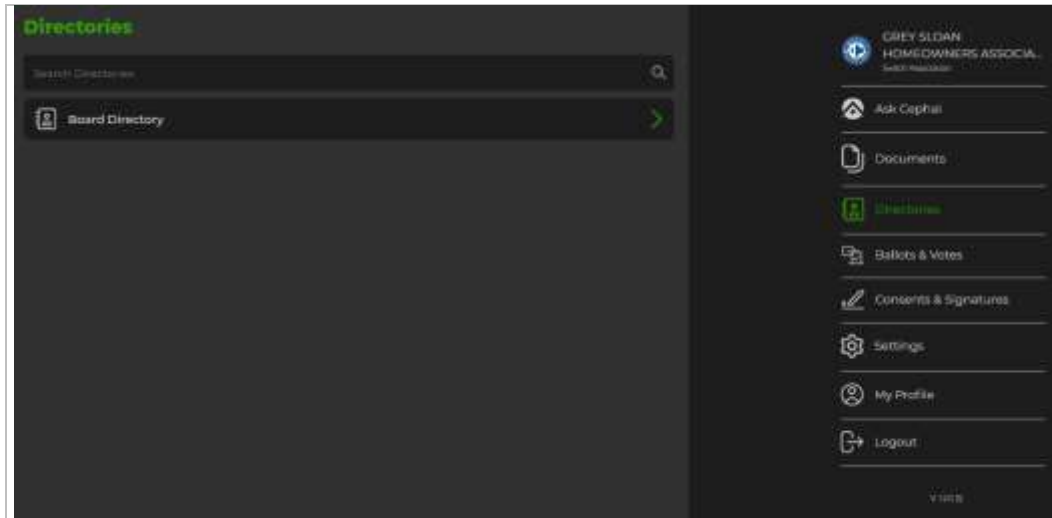


Viewing Directories

The **Directories** section gives you quick access leadership information.

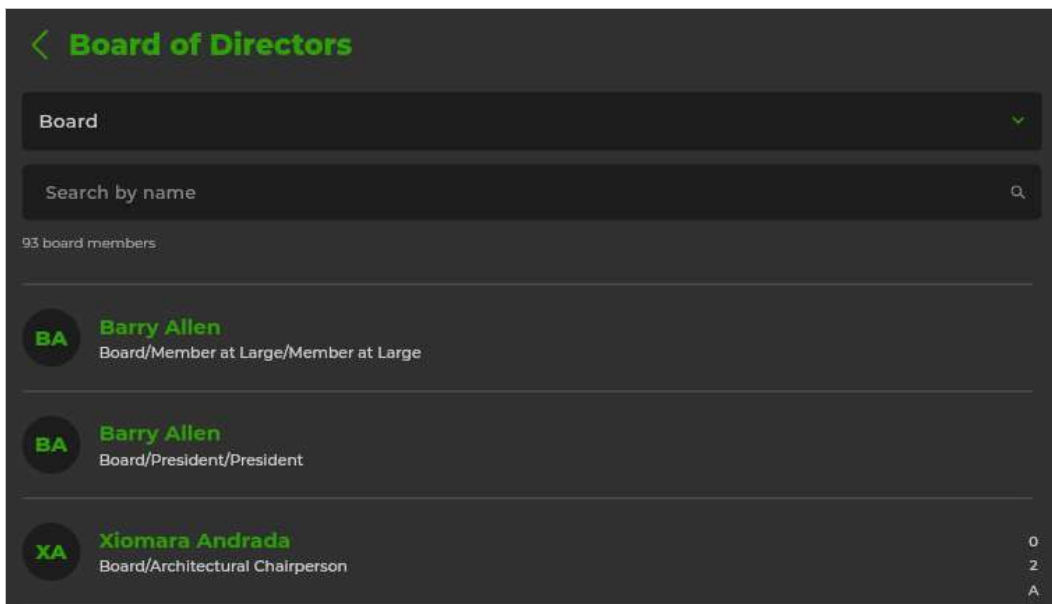
Follow these steps to view the directories for your community:

1. Click **Directories**.
2. The **Directories** page displays.



3. Click on any available directory to view its contents, which may include names, roles, and contact information for the members listed.

Note: You can also use the **Search** field to quickly locate a specific person.

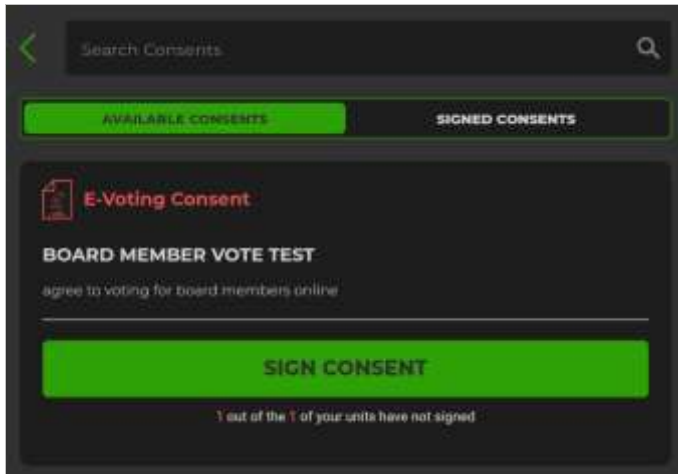


Viewing Consents & Signatures

In the **Consents & Signatures** section, you can review and complete required association forms electronically. This area helps streamline administrative processes by allowing secure digital approvals.

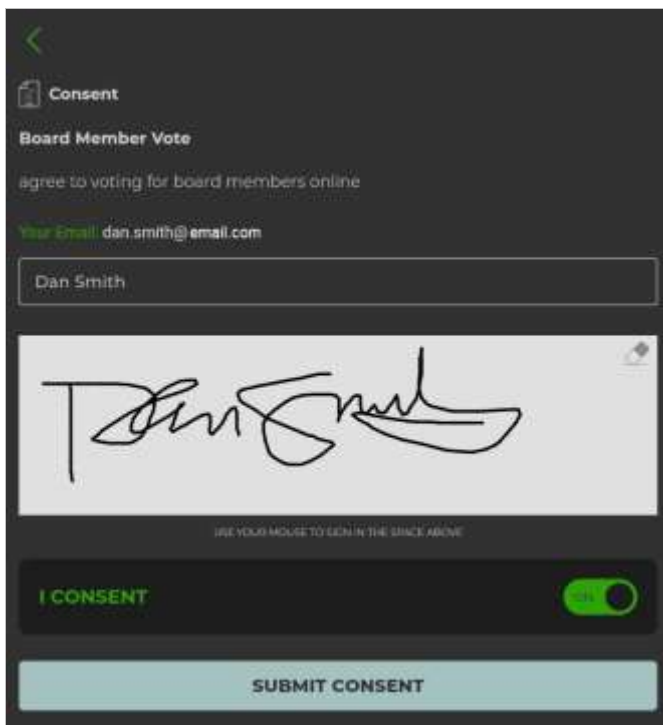
Follow these steps to sign a consent form:

1. Click **Consents & Signatures**.
2. The **Consents & Signatures** page displays the existing consent form. Click **Sign Consent**.



This screenshot shows the 'E-Voting Consent' form. At the top, there is a search bar labeled 'Search Consents'. Below it are two tabs: 'AVAILABLE CONSENTS' (highlighted in green) and 'SIGNED CONSENTS'. The main content area displays the title 'E-Voting Consent' with a document icon, followed by 'BOARD MEMBER VOTE TEST' and the text 'agree to voting for board members online'. A large green button labeled 'SIGN CONSENT' is prominently displayed. Below the button, a status message reads '1 out of the 1 of your units have not signed'.

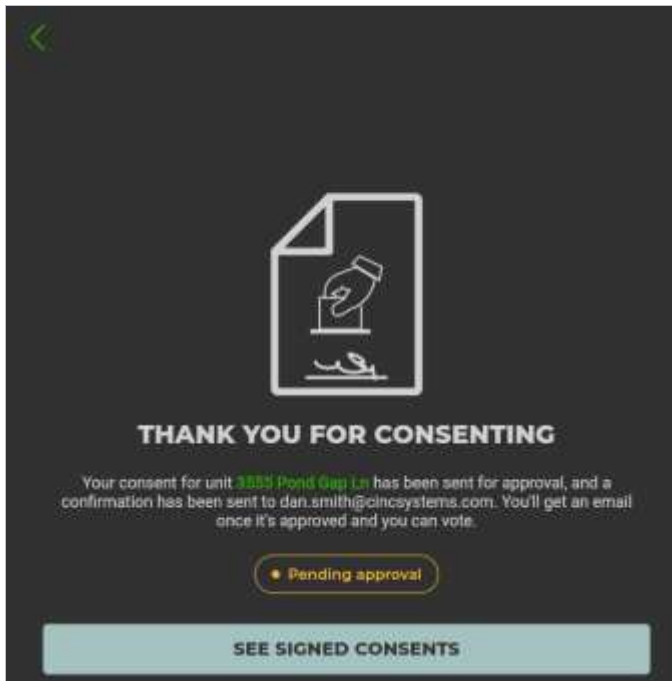
3. Complete the consent form and click **Sign Consent**.



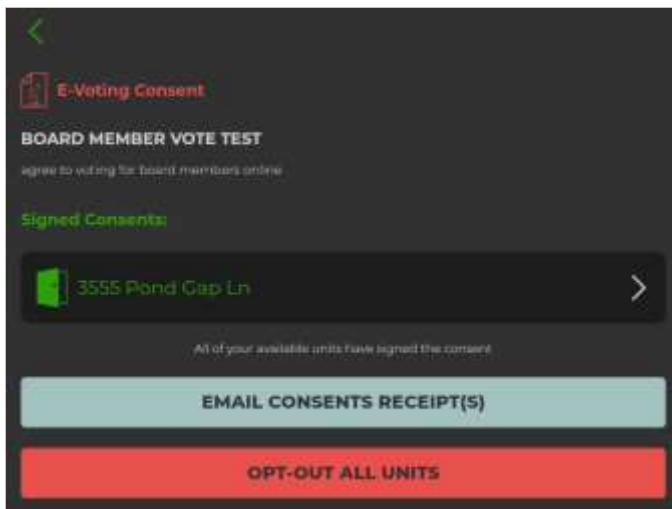
This screenshot shows the final step of the consent process. It features a 'Consent' header with a document icon. The title 'Board Member Vote' is followed by the text 'agree to voting for board members online'. Below this, the user's email is listed as 'Your Email: dan.smith@email.com'. A text input field contains the name 'Dan Smith'. A large signature area shows a handwritten signature 'Dan Smith' in black ink. Below the signature, a small instruction reads 'USE YOUR MOUSE TO SIGN IN THE SPACE ABOVE'. At the bottom, there is a green toggle switch labeled 'I CONSENT' which is currently turned on. A large blue button labeled 'SUBMIT CONSENT' is at the very bottom.

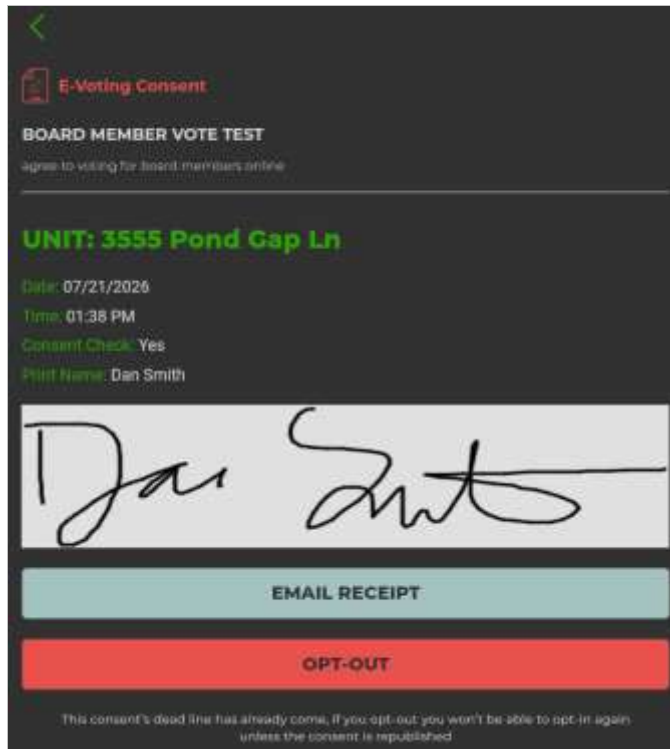
4. Click **See Signed Consents**.

Note: Alternatively, click the **Signed Consents** tab to view the previously signed consents.



5. Click **Email Consents Receipt(s)** to receive an email of the consent receipt.





6. Click **Opt-Out All Units** to remove the units from the consent.

Viewing Ballots & Votes

The **Ballots & Votes** section allows you to participate in community elections and polls. This feature ensures transparency and convenience when casting votes on association matters or board positions.

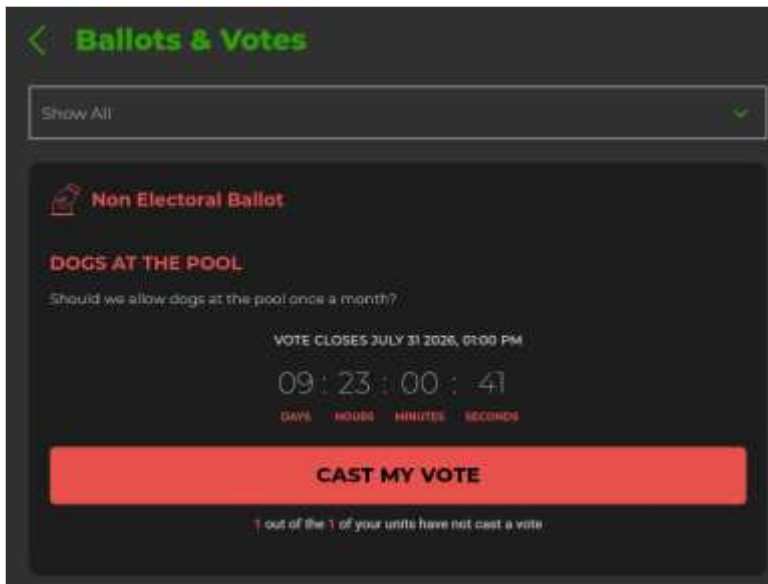
Notes:

- Every unit gets exactly one vote, and once a unit casts its vote, it locks, meaning no changing the answer and no voting again.
- If enabled, Electoral ballots (formal elections) are visible only to each unit's designated Voting Member; other ballot types remain visible to all eligible members.

Follow these steps to participate in elections and polls:

1. Click **Ballots & Votes**.

- The **Ballots & Votes** page displays all available ballots. Click **Cast My Vote** for the applicable ballot.



Ballots & Votes

Show All ✓

Non Electoral Ballot

DOGS AT THE POOL

Should we allow dogs at the pool once a month?

VOTE CLOSES JULY 31 2026, 01:00 PM

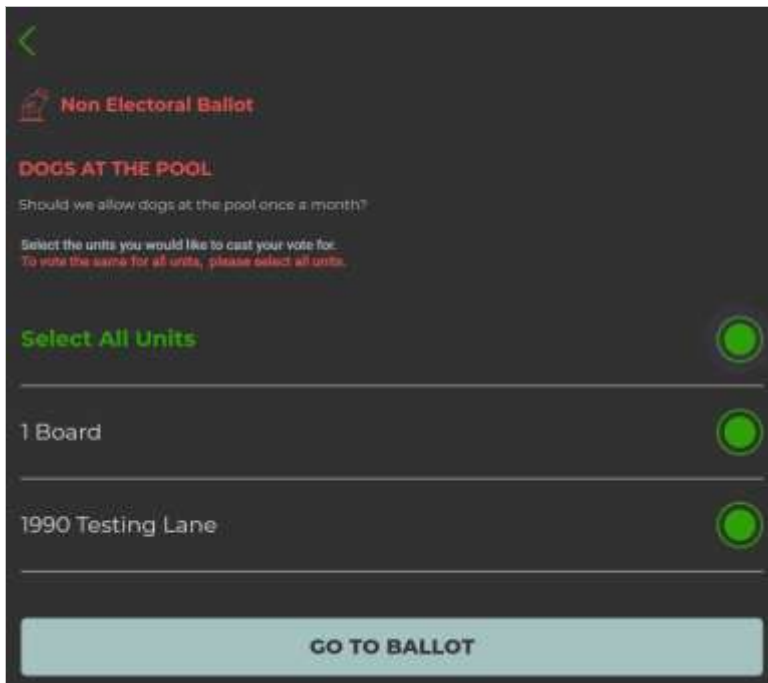
09 : 23 : 00 : 41

DAY HOUR MINUTE SECOND

CAST MY VOTE

1 out of the 1 of your units have not cast a vote

- Select the unit(s) you would like to cast your ballot for and then click **Go To Ballot**.



Non Electoral Ballot

DOGS AT THE POOL

Should we allow dogs at the pool once a month?

Select the units you would like to cast your vote for.
To vote the same for all units, please select all units.

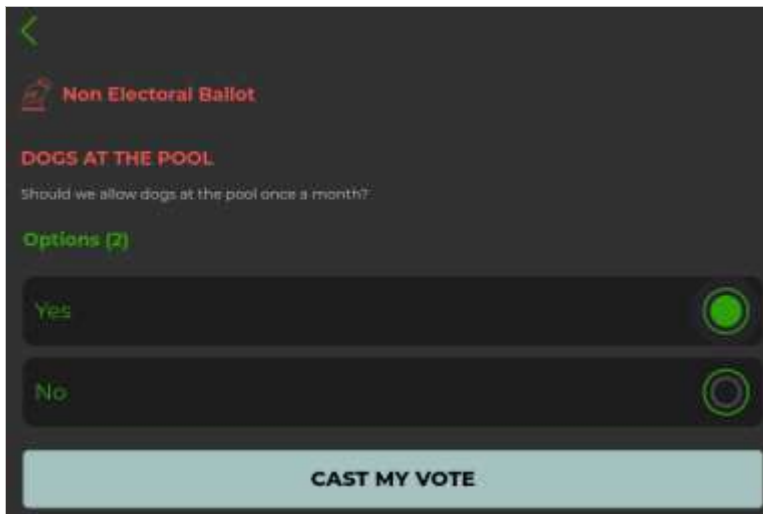
Select All Units

1 Board

1990 Testing Lane

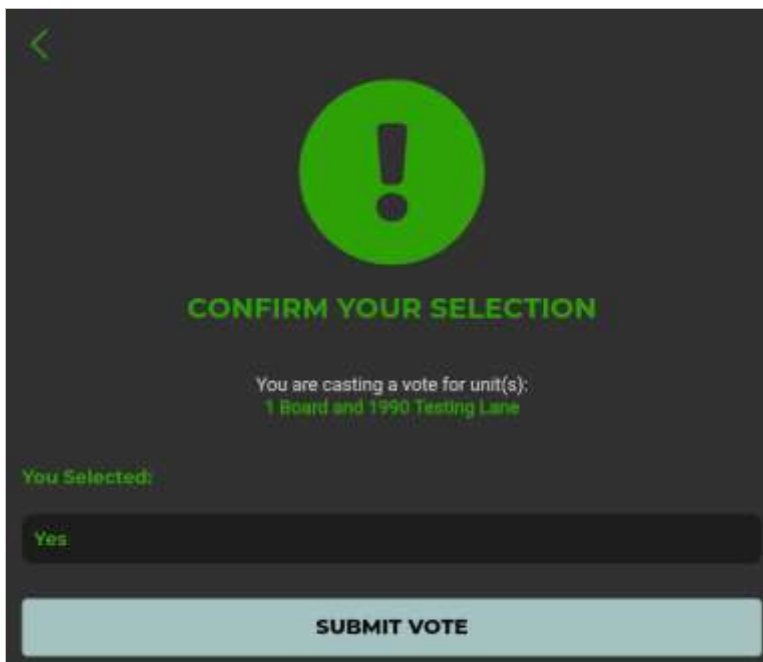
GO TO BALLOT

4. The ballot displays. Make your selection and then click **Cast My Vote**.



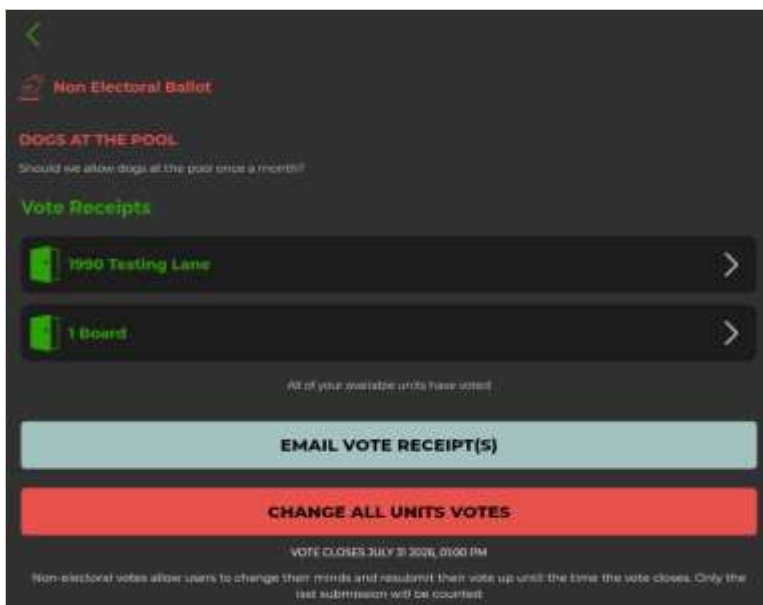
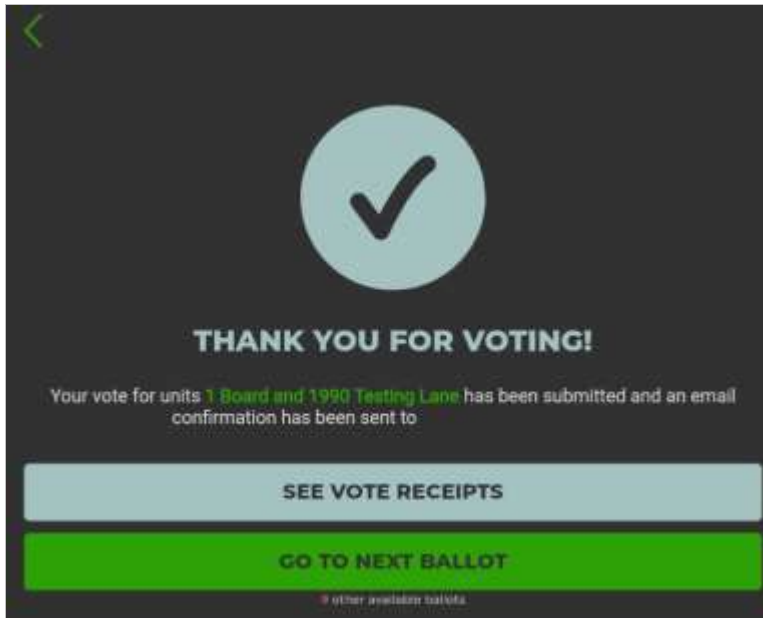
The screenshot shows a mobile application interface for a 'Non Electoral Ballot'. At the top, there is a back arrow and the title 'Non Electoral Ballot'. Below this, the question 'DOGS AT THE POOL' is displayed in red, followed by the text 'Should we allow dogs at the pool once a month?'. Under the heading 'Options (2)', there are two radio button options: 'Yes' and 'No'. The 'Yes' option is selected, indicated by a green dot. At the bottom of the screen is a large blue button labeled 'CAST MY VOTE'.

5. The **Confirm Your Selection** page displays. Click **Submit Vote**.



The screenshot shows a mobile application interface for the 'CONFIRM YOUR SELECTION' page. At the top, there is a back arrow. In the center, there is a large green circle with a white exclamation mark. Below this, the text 'CONFIRM YOUR SELECTION' is displayed in green. Further down, it says 'You are casting a vote for unit(s):' followed by '1 Board and 1990 Testing Lane' in green. Under the heading 'You Selected:', there is a single radio button option: 'Yes', which is selected. At the bottom of the screen is a large blue button labeled 'SUBMIT VOTE'.

6. The **Thank You For Voting** page displays the units the vote was cast for and confirming that an email confirmation has been sent. From here, you have two options:
- **See Vote Receipts:** View a receipt of the submitted vote for your records. Electoral ballots lock votes once submitted; Non-Electoral ballots allow you to click **Change All Units Votes** and change your vote until the ballot is closed.
 - **Go to Next Ballot:** Proceed to vote on another available ballot. If additional ballots are open, the number of remaining ballots display below this button.



Viewing Ratings

In the **Ratings** section, you can provide ratings on completed services or interactions. This feedback helps the association and its vendors improve quality and responsiveness over time.

Follow these steps to submit a rating:

1. Click **Ratings**.
2. The **Ratings** page displays. Review the service or interaction details, select the appropriate star rating, and click **Submit Rating**.

The screenshot shows a web interface for submitting a rating. At the top, there's a green header with the word "Ratings" in white. Below this is a banner area with a blue and white background. On the left, it says "BOARD MEMBERS: YOUR VOTE IS NEEDED" in large, bold letters. Below this, it says "Please log in to the board portal and submit your online vote." and "VOTE NOW" with a right arrow. On the right, there's an image of a laptop and a tablet, both displaying a checkmark and the text "YOUR VOTE COUNTS". Below the banner, there's a blue bar with icons and text: "Your participation helps build a stronger community." and "THANK YOU FOR MAKING YOUR VOICE COUNT". Below this is a section titled "RATING TEST DRAFT" with a paragraph of placeholder text. At the bottom, there's a green bar with five green stars and a white button labeled "SUBMIT RATING".

Managing Settings

The Settings section lets you personalize your experience by controlling how you receive notifications and how your profile appears to others. Adjust these options to stay informed and manage your account the way you prefer.

Managing Notifications

You can manage your notification preferences. Changes made here take effect immediately and help you tailor notifications and ensure you receive required or critical messages.

Follow these steps to manage your communications:

1. Click **Settings**.
2. The **Notifications** page displays. Click the appropriate toggles to opt in or out of **Email** and **SMS** messages.



Resetting Your Password

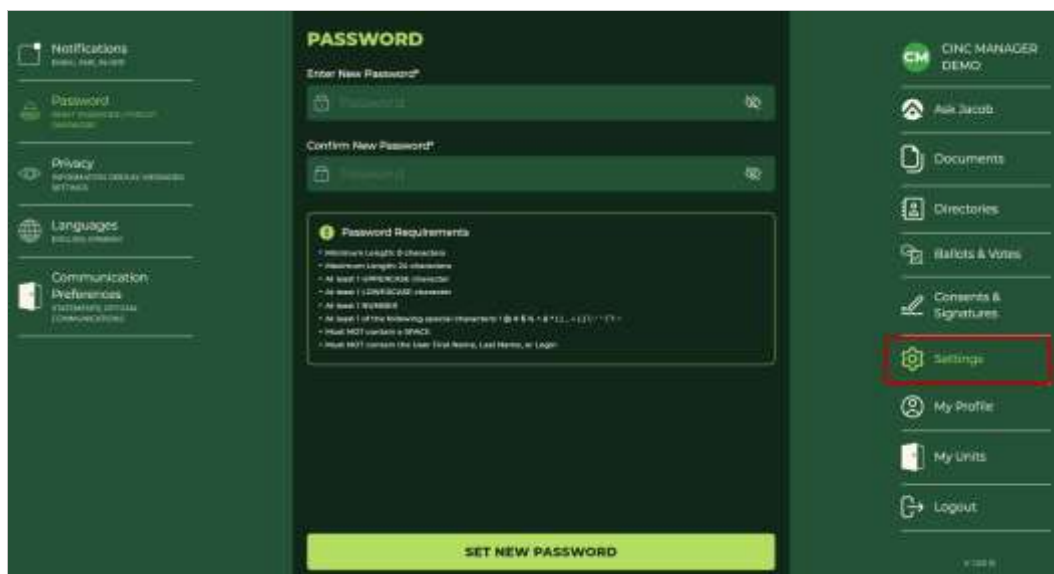
You can reset your password on your own without contacting support. This allows you to quickly regain access to your account while keeping your information secure.

Follow these steps to reset your password:

1. Click **Settings**.
2. Click **Password**.
3. The **Password** page displays. Enter your new password and then re-enter your new password.

Note: It is a best practice to use a strong, unique password to keep your account secure.

4. Click **Set New Password**.



The screenshot shows the 'PASSWORD' page in the CINC Manager interface. On the left is a dark sidebar with navigation links: Notifications, Password, Privacy, Languages, and Communication Preferences. The main content area is titled 'PASSWORD' and contains two input fields: 'Enter New Password*' and 'Confirm New Password*'. Below these is a 'Password Requirements' section listing rules such as minimum length, character types, and uniqueness. At the bottom of the main area is a large orange button labeled 'SET NEW PASSWORD'. On the right is a light sidebar with user options: Ask Jacob, Documents, Directories, Ballots & Votes, Consents & Signatures, Settings (highlighted with a red box), My Profile, My Units, and Logout. The top right corner of the interface says 'CINC MANAGER DEMO'.

Managing Privacy

You can choose whether your email address and phone number are visible in the community directory. This setting gives you control over your personal information while still allowing participation in the community.

Follow these steps to manage your privacy settings:

1. Click **Settings**.
2. Click **Privacy**.
3. The **Privacy** page displays. Click the appropriate toggles to display your email, phone number, and address in the community directory.



Selecting Preferred Language

You can select the preferred language for the platform. Once selected, the platform updates supported text and labels to the chosen language. This improves accessibility and usability for non-English speakers.

Follow these steps to select your preferred language:

1. Click **Settings**.
2. Click **Languages**.
3. The **Languages** page displays. Click the appropriate toggle to display your preferred language.



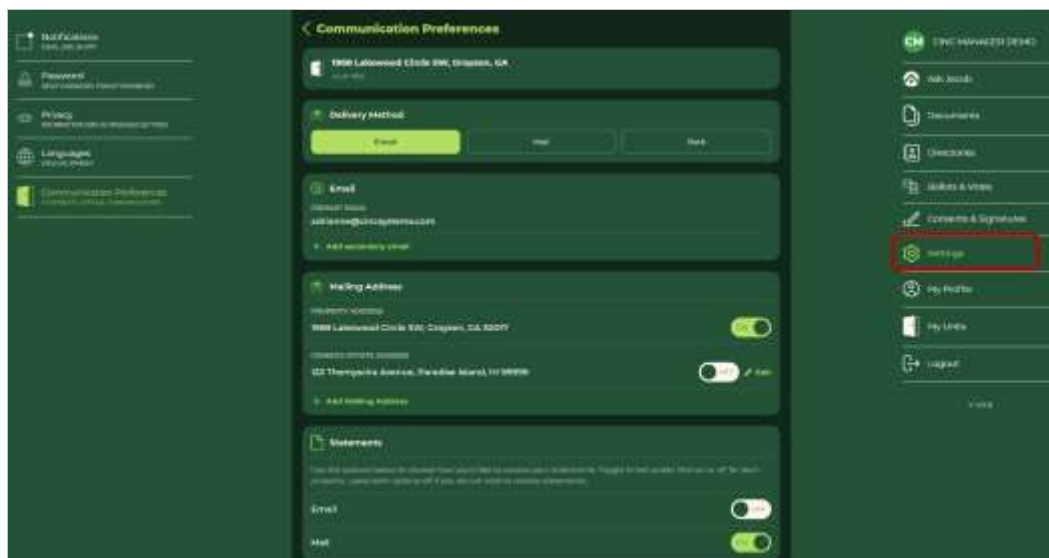
Managing Communication Preferences

You can manage your communication preferences. Changes made here take effect immediately and help you tailor communications and ensure you receive required or critical messages.

Follow these steps to manage your communications:

1. Click **Settings**.
2. Click **Communication Preferences**.
3. The **Communication Preferences** page displays. Select your preferred **Delivery Method**.

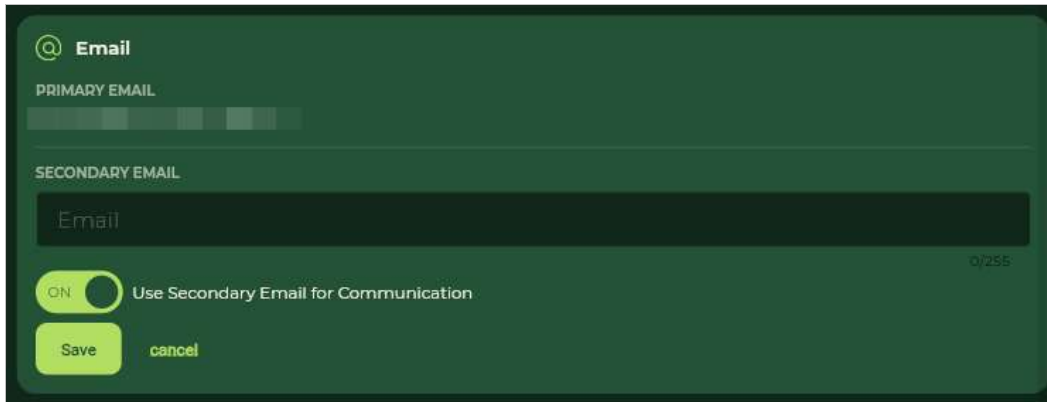
Note: Community regulations and state/federal law may govern that communication for all or certain types of correspondence may not abide by the preferences you designate. You are responsible for monitoring your postal and email addresses and any communication within. For further questions or individual questions about your account, please contact your management company.



4. In the **Email** section, enter a secondary **Email**, if necessary, and click **Save**.

Notes:

- If your **Primary Email** address is incorrect, click **My Profile** and update it.
- If you enter a secondary **Email**, you can also enable the **Use Secondary Email for Communication** toggle to use that email to receive communications.

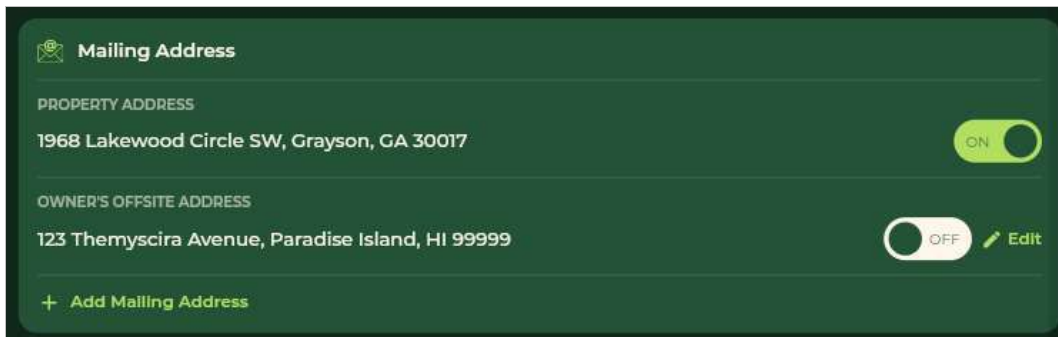


The screenshot shows the 'Email' settings form. At the top, there's a header with an '@' icon and the word 'Email'. Below this, there's a section for 'PRIMARY EMAIL' with a blurred input field. Underneath is the 'SECONDARY EMAIL' section, featuring a text input field with the placeholder 'Email'. To the right of this field is a character count '0/255'. Below the input field is a toggle switch labeled 'ON' and the text 'Use Secondary Email for Communication'. At the bottom of the form are two buttons: 'Save' and 'cancel'.

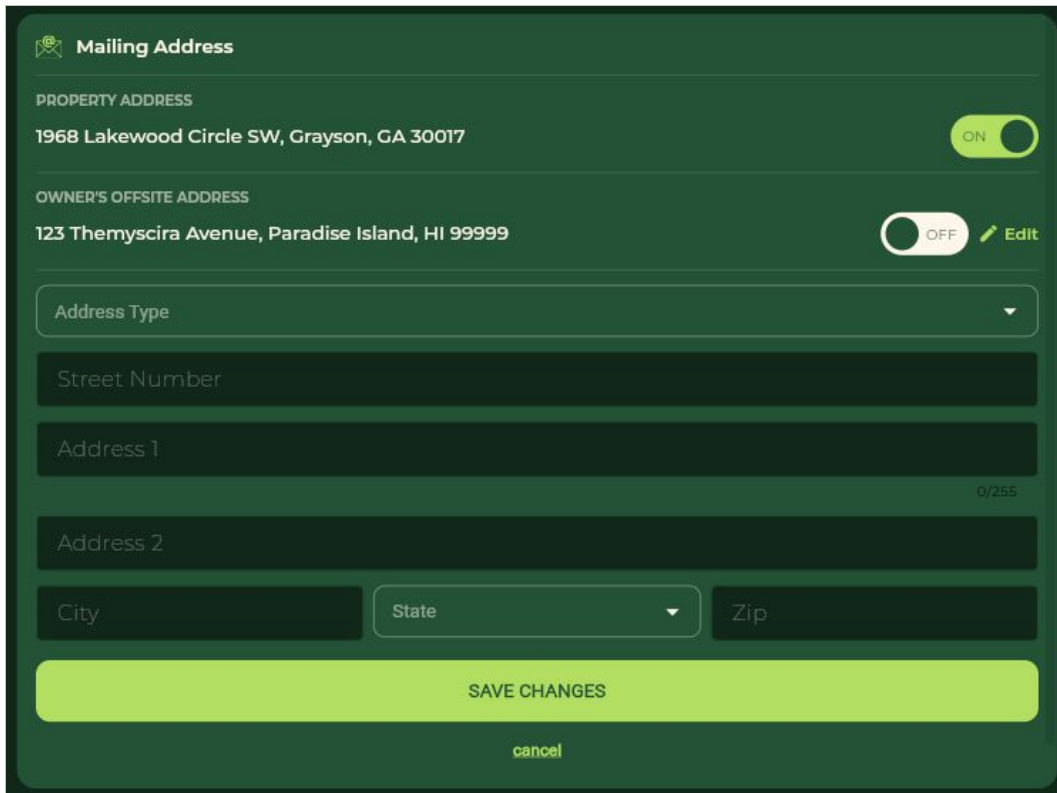
5. In the **Mailing Address** section, enter additional mailing addresses, if necessary, and click **Save Changes**.

Notes:

- To receive mail, you must select at least one mailing address.
- If you make changes to the mailing address selection, it also applies to any other unit contact.
- Click **Edit** to update existing addresses.



The screenshot shows the 'Mailing Address' settings form. It has a header with an envelope icon and the text 'Mailing Address'. Below the header, there are two address sections. The first is 'PROPERTY ADDRESS' with the text '1968 Lakewood Circle SW, Grayson, GA 30017' and a toggle switch set to 'ON'. The second is 'OWNER'S OFFSITE ADDRESS' with the text '123 Themyscira Avenue, Paradise Island, HI 99999' and a toggle switch set to 'OFF'. To the right of the 'OFF' toggle is an 'Edit' button with a pencil icon. At the bottom of the form is a button labeled '+ Add Mailing Address'.



Mailing Address

PROPERTY ADDRESS
1968 Lakewood Circle SW, Grayson, GA 30017 ON

OWNER'S OFFSITE ADDRESS
123 Themyscira Avenue, Paradise Island, HI 99999 OFF [Edit](#)

Address Type ▼

Street Number

Address 1 0/255

Address 2

City State ▼ Zip

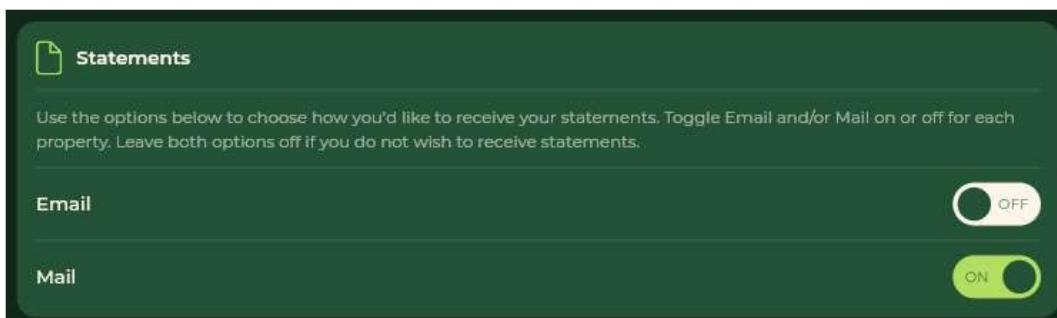
SAVE CHANGES

[cancel](#)

6. In the **Statements** section, select how you would like to receive your statements.

Notes:

- Enable the appropriate toggles for each property.
- At least one contact must have a **Statement Delivery Preference**.



Statements

Use the options below to choose how you'd like to receive your statements. Toggle Email and/or Mail on or off for each property. Leave both options off if you do not wish to receive statements.

Email OFF

Mail ON

Managing My Profile

The **My Profile** section allows you to view and update your personal information and contact details in the system. Keeping your profile up to date helps ensure accurate communication and a smooth experience when using the platform.

Follow these steps to manage your profile:

1. Click **My Profile**.
2. Your profile information displays. Make changes as necessary to the **First Name**, **Last Name**, **Business Name**, **Mobile Phone**, **Home Phone**, **Work Phone**, and **Email**.
3. Click **Save Info**.

Note: Updating your name on this page does not update your legal name on file with the management company. If you need to update your legal name on your homeowner account, please contact your management company.

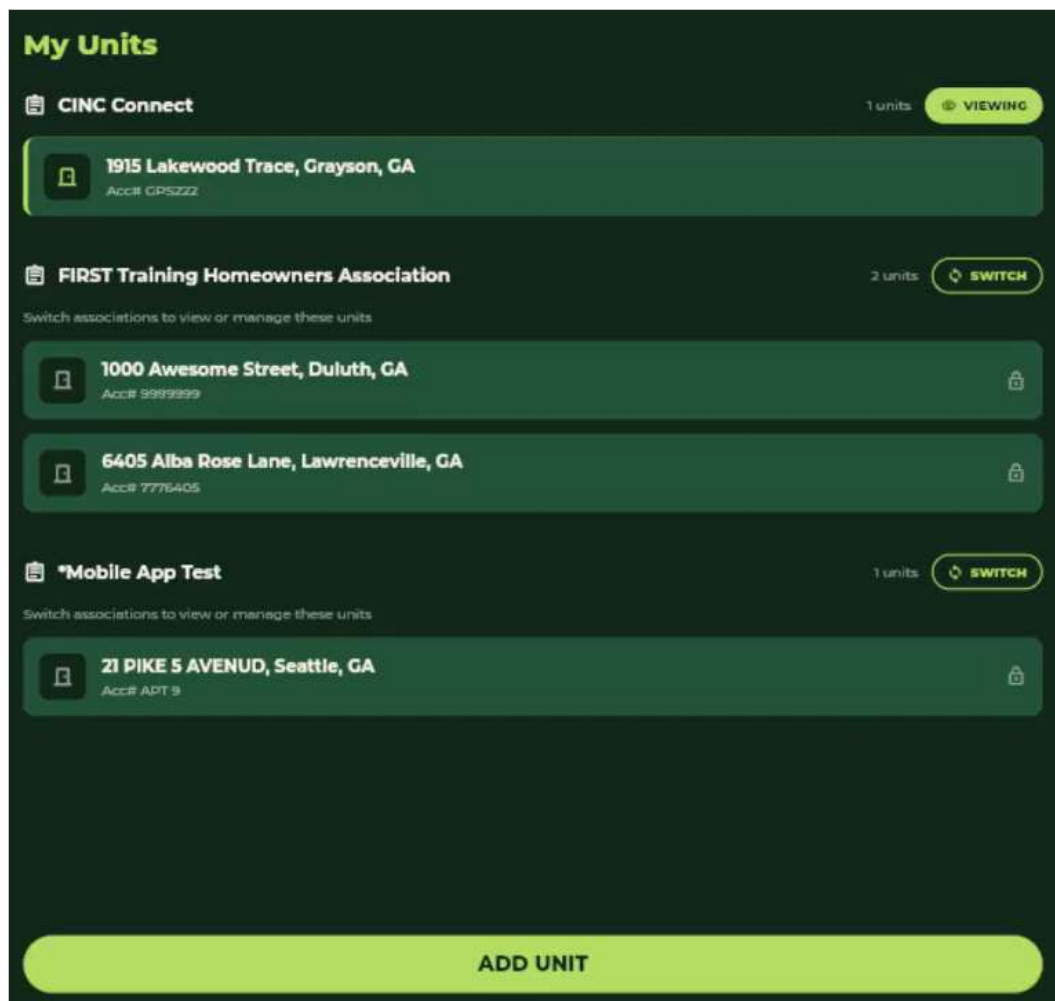
The screenshot displays the 'My Profile' interface. At the top, there's a header with a profile picture placeholder and the name 'Adrianne'. Below this, the 'PERSONAL INFORMATION' section contains input fields for 'First Name' (Adrianne), 'Last Name', 'Business Name', 'Mobile Phone', 'Home Phone', 'Work Phone', and 'Email'. A toggle switch for 'Use business name as official name in challenges and other communications' is also present. The 'PHONE NUMBERS' section has fields for 'Mobile Phone', 'Home Phone', and 'Work Phone'. The 'EMAIL ADDRESS' section has a field for 'Email'. A 'SAVE INFO' button is located at the bottom of the form. On the right sidebar, the 'My Profile' link is highlighted with a red box. Other sidebar links include 'Home Manager Dashboard', 'Add Social Details', 'Documents', 'Directories', 'History & Maps', 'Consents & Signatures', 'Settings', 'My Units', and 'Logout'.

Managing My Units

The **My Units** section allows you to view and update the associations and units linked to your account. From here, you can switch between associations you're registered with, and add a new unit to your account.

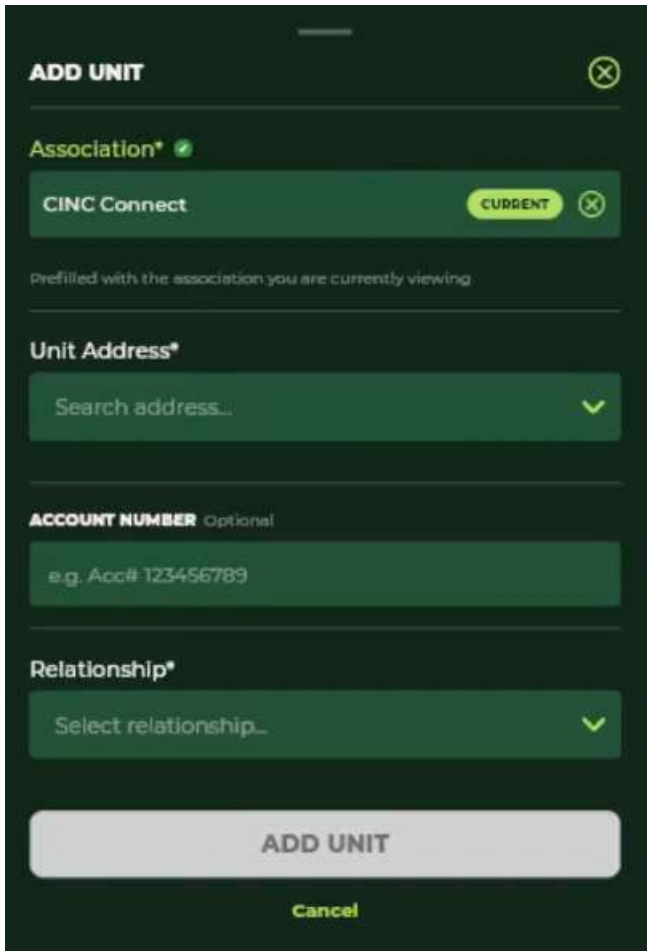
Follow these steps to manage your units:

1. Click **My Units**.
2. The **My Units** page displays all the associations and units you are associated with, including the units waiting for management review. The **Viewing** button tells you which association you are currently logged into in Connect. To log into a different association, click **Switch** next to that association's name.



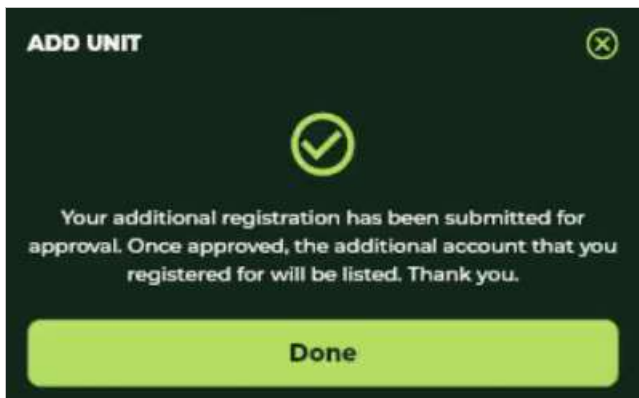
3. To add a new unit, click **Add Unit**.
4. The **Add Unit** page displays. Select the appropriate **Association**, **Unit Address**, **Relationship** to that unit, and then click **Add Unit**.

Note: You can't register with a unit you are already registered with or a unit that is currently awaiting management approval.



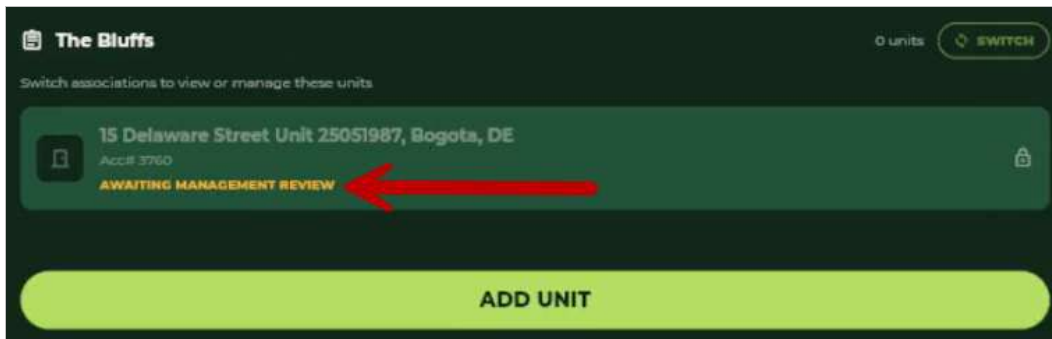
The screenshot shows the 'ADD UNIT' form in a mobile application. At the top, the title 'ADD UNIT' is displayed in white on a dark background, with a close button (X) in the top right corner. Below the title, there are four main sections: 1. 'Association*' with a green checkmark icon, showing 'CINC Connect' as the selected option and a 'CURRENT' label with a close button. 2. 'Unit Address*' with a search bar containing 'Search address...' and a dropdown arrow. 3. 'ACCOUNT NUMBER' (Optional) with a text field containing 'e.g. Acc# 123456789'. 4. 'Relationship*' with a dropdown menu showing 'Select relationship...'. At the bottom, there are two buttons: a large white 'ADD UNIT' button and a smaller green 'Cancel' button.

5. The **Add Unit** window displays letting you know the additional registration has been submitted for approval. Click **Done**.



The screenshot shows the 'ADD UNIT' confirmation screen. At the top, the title 'ADD UNIT' is displayed in white on a dark background, with a close button (X) in the top right corner. In the center, there is a large green checkmark icon. Below the icon, the text reads: 'Your additional registration has been submitted for approval. Once approved, the additional account that you registered for will be listed. Thank you.' At the bottom, there is a large green button labeled 'Done'.

The system adds the unit to the **My Units** page with a status of **Awaiting Management Review**. However, if your email address matches the one already on file for that unit, your request is automatically approved.



Review

Having completed this course, you should be able to:

- Access CINC Connect
- Use the Community Feed
- Use the My Community tab
- Use the Financial Hub tab
- Use the My Property tab
- Use the Menu