



# Welcome to your Connect Resident Portal

To reach the portal, go to [www.ranchosanjoaquinhoa.com](http://www.ranchosanjoaquinhoa.com) and click the green "FirstService Resident Web Portal" button.

Is being *Connected* important to you? Of course, it is! That is why FirstService Residential provides the **Connect Resident Portal** (community website) to meet your unique needs. The portal is available in both web-based and mobile applications. To download the app, search "Connect Resident" in your app store.

## ▶ Use the portal to:

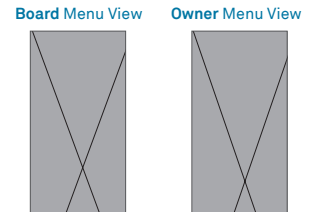
- Submit service requests and view progress updates
- View account balance and transaction history
- Access important association forms and documents
- Find answers to 200+ association-related questions
- Contact the management team
- Opt-in for electronic delivery of documents
- Update mailing address
- View community news and events

## ▶ Registration for <https://ranchosanjoaquin.connectresident.com>:

- 1 Click the "Login" button in the upper right-hand corner of your community website homepage.
- 2 Select "Create Account" and enter the requested information. A verification code will be sent to your email address. You will need to enter this code and create a password to complete your registration.
- 3 Enter your property's account number (listed on the front side of this page) or property address when prompted. *If you own multiple units, you only need to register one time. After registering, you may select "Add New Property" within your profile to add the Account Number(s) for your additional unit(s).*

## ▶ Who Can Register?

Each owner, and renter (if applicable), at each property may set up their own account for the Connect Resident Portal. Owners can register using the same property account number and/or property address. Renters are encouraged to register using the property address.



## ▶ My Account Tab Features

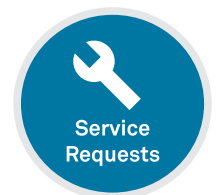
- Opt-in for electronic delivery. Change preference to "Yes" to update your mailing preference to electronic delivery of association documents such as the annual budget and annual audit.
- Add or update your mailing address.
- Log, add and edit visitors and vehicles (applicable only for associations tracking visitors).



## ▶ Service Tab Features

Submit service requests directly through the Portal! Describing the area that needs repair and attach photos to submit a request. View the status and history of submitted requests. Obtain progress updates. *Service requests can also be submitted by calling the 24/7/365 Customer Care Center at 800.428.5588.*

View the history and status of package deliveries (applicable only for associations tracking packages).



Request maintenance, repairs and other services

## ▶ Communication Tab Features

Contact your management team via phone or message them through the portal's **Help** section.