To Register, please go to: www.sentrymgt.com and select “MY ACCOUNT”.

This tutorial is designed to help Homeowner’s "Register" into their Association’s CommunityPro®PORTAL. Through CommunityPro®PORTAL Homeowners can find their ledger page and check their balance, and/or make online payments.

Sentry Website & CommunityPro® PORTAL System Requirements

- Windows 7, 8, 8.1, 10 Operating System
- Internet Explorer 11 (IE 11)
- Mozilla Firefox

Operating system and browsers not listed above will experience compatibility issues with the website, as they are missing the modern components necessary for display, navigation, and functionality.

The site is compatible with iPad/Safari and works on the iPhone, but it is not optimized for it. make sure you are running the latest OS on your mobile device.

Thank you and we hope you enjoy using Sentry management’s exclusive CommunityPro®PORTAL.
To create your unique Login credentials, you will need your 16-digit Account number (as printed on your coupon):

IF YOU DO NOT HAVE YOUR COUPON...

...simply call Sentry’s Customer Service Team at 800-932-6636. Monday through Friday (8:30 am to 7:00 pm EST) OR contact your Community Association Manager.

2. You are now at the Homeowner Login Page. Click on "New User Registration".

3. This opens to the “New User Registration Page”.

(a) Fill in all required fields. Please note: your email address, User ID (choose a User ID that is alphanumeric, up to 8 characters) and Password (can be alphanumeric, 5 to 20 characters) are ALL case sensitive. An email will be sent from Sentry confirming your User ID for future Logins.

Important Information! As stated in the Sentry Privacy Policy: Your property address, phone number & email address is not shared or otherwise provided to any third party (excluding those who assist in operating and providing services) unless Statutorily required. We use your Name and Address as recorded in county and state records which is public information.
Should you opt out of receiving your assessment coupons because you pay by eCheck, credit/debit card or AutoPay, upon approval of your community's annual budget you will still be mailed one coupon which simply provides your 16-digit Account # and amount of your new assessment.

In order to receive pertinent and current information about your community you should allow your email address to be used for both receiving correspondence and email blasts (eBlasts). Remember--this information is not shared with third parties.

(b) Type your 16-digit Account # into this text box.

(c) Put a checkmark in the Box “I have read the Terms...” then click on “Register”.

Terms and Conditions

THIS SITE AND RELATED INFORMATION ARE PROVIDED SUBJECT TO THESE TERMS AND CONDITIONS. PLEASE READ THE FOLLOWING INFORMATION CAREFULLY. YOUR CONTINUED USE OF THIS SITE WILL INDICATE YOUR AGREEMENT TO BE BOUND BY THE TERMS AND CONDITIONS SET FORTH IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PROMPTLY EXIT THIS SITE.

Sentry Privacy Policy

We do not sell, trade or otherwise transfer to outside parties your personally identifiable information. This does not include trusted third parties who assist us in operating and providing services so long as those parties agree to keep this information confidential. We may release your information when we believe release is appropriate to comply with the law, enforce our site policies, or protect ours or others rights, property, or safety. Occasionally, at our discretion, we may include or offer third party products or services on our website. These third party sites have separate and independent privacy policies. Therefore we have no responsibility or liability for the content and activities of these linked sites. By using our site, you consent to our privacy policy.

I have read the Terms & Conditions of Use
4. Now you are registered as a Homeowner and the "Homeowner Login" screen will appear again. Simply enter your newly created Login credentials “User ID (Name)” and “Password” then click on the yellow "Login" button.

If you forgot OR need to change your User ID, simply Email us at: website@sentrymgt.com and we will RESET your User ID & Password the next business morning. This wipes out your old information allowing you to re-register again. You can reuse your original password if you like but it's not required. However, your User ID must be completely different than what you may have used before. Our SMI Information Department Hours are 8:30AM to 5:00PM Monday to Friday ET.

5. Once logged in you see Your Name and your Community Manager’s name and to the left of that you see Menu Items starting with “Close (Log Out)” and ending with “Terms/Privacy Policy”.

If you forgot your Password click here. You will receive in your email a temporary password that is issued through an automated system. Then you will be prompted to enter a new password (you can reuse your original password if you like but it’s not required).
HOW TO MAKE PAYMENTS

Homeowners can make payments from either:
Option #1 - CommunityPro® PORTAL, OR
Option #2 - Sentry Management's Website

Opt #1 - From your Association's PORTAL the Online Payment Options are available via a direct link to be selected as a Menu Item.

Opt #2 - From the Sentry Management Website just click on Make a Payment.

HINT: While in the PORTAL, you can check your current account balance before making your payment. Click on "Your Ledger Card" for your current balance due.
Online Payments are made through third party vendor websites separate from Sentry’s website and PORTAL. Since these are vendor websites, your unique Sentry PORTAL login can NOT be duplicated. In order to make online payments you need to create an additional unique login credential at the vendor websites. Once you select a payment option, then follow their prompts. Your Association 16-digit Account number(s) is always required to complete any transaction.

Simply select a payment option below and follow the prompts.

**PAYMENT OPTIONS**

**FIVE EASY WAYS TO PAY**

- **Auto-Pay:**
  Set up this service to have assessments automatically paid when due. You may access this service at www.mysentrypay.com.*

- **One-Time:**
  One-Time Payments can be made online at www.mysentrypay.com. If you are new to this service, you may register your account by using your 16-digit account number or using the FIND ME option.*

- **By Phone:**
  Our Pay-By-Phone service is available by calling toll-free (888) 786-6496 (24/7, 365 days a year). This service allows you to make a payment with the assistance of a Customer Service Representative for a small fee. Additional convenience charges apply to Debit or Credit Card transactions.

- **Mail:**
  If you prefer to Pay by Mail, enclose your check along with your payment coupon. Payments can be mailed to our Payment Processing Center. Please include your coupon to ensure accurate application. If you cannot find your coupons, you may order replacements online at www.sentryyrmgt.com.

- **In Person:**
  If you prefer to pay in person, you can visit your local Sentry Management office. To find your nearest office, please visit www.sentryyrmgt.com or call our Owner Services Team at (800) 932-6636 (8:30am - 7:00pm, EST).

*Convenience charges may apply for credit/debit transactions, customer service assisted transactions and some one-time payment transactions.

**Remember:**

- Please do not send post-dated checks as our payment center cannot single out these payments and the checks will be processed as received. If you have already prepaid your assessments, please disregard these coupons.

- If you use a bill pay service through your bank to make your payments, please include your 16-digit account number to ensure the payment is credited to your association homeowner account.

- Should your current mailing address differ from that shown on this mailing, please advise us in writing so that we may update our records.

Remember:

1) Prior to making your payment if you need your current balance you should access your Ledger Card through the PORTAL to view your balance. From the Sentry website click on My Account and Login to your Association’s PORTAL and select Menu Item “Your Ledger Card”.

2) It is NOT required to Login within CommunityPro® PORTAL to make your payment.
HOMEOWNER PORTAL NAVIGATION TUTORIAL

The "Home" button will bring you back to your first page in the CommunityPro® PORTAL within your Association.

The "Online Payment" button opens directly to access online payment options. Choose either credit/debit card or eCheck. Clicking on either option will take you out of your Association's Portal.
"Your Profile" allows you to view information relevant to your personal homeowner account and allows you to update your User Preferences, phone numbers, and email addresses. Be sure to save your changes by clicking the "Save changes" button before exiting.

**Homeowner Profile**

**Homeowner Information**

<table>
<thead>
<tr>
<th>Association</th>
<th>SUNNYLAND ASSOCIATION INC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Owner A/R #</td>
<td>000207</td>
</tr>
<tr>
<td>Bill-Pay Acct #</td>
<td>000SUNNY00002</td>
</tr>
</tbody>
</table>

**User Preferences**

- Include address in Homeowner Directory
- Include phones in Homeowner Directory
- Include emails in Homeowner Directory
- Receive Correspondence via email
- Receive Email Blasts
- Opt out of assessment coupons

**User Groups**

- Work Phone: 555-321-1234
- Home Phone: 555-123-4321
- Cell Phone:  
- Email: leroy@mycompany.com

**Email Blasts (eBlasts)** is a service provided by Sentry as a quick and easy way to communicate with homeowners. For this service to work properly, homeowners must register to receive eBlasts by checking the box indicated. eBlasts are provided to homeowners, exclusively through the Homeowner's Directory in your Associations' CommunityPro® PORTAL.

**Important...** In order to receive pertinent and current information about your community, you should allow your email address to be used for both receiving correspondence and email blasts.

**Remember—** this information is not shared with third parties.

**Assessments**

- A MONTHLY: 395.00 00 375.00
- B SPEC ASSMNT: 1678.00 00 .00
- C Other Assess: .00 00 .00
- D Other Assess: .00 00 .00

**Tenant Information**

- Name
- Home Phone
- Work Phone
- Name
- Home Phone
- Work Phone
- Lease from
- Lease to
- # of Keys issued: 0
- Date issued
- # of Remotes issued: 0
- Date issued

**Owner Information**
"Your Ledger Card" allows you to view your account history in detail and displays your current account balance.

"Homeowner Directory" contains those Homeowners who have registered and given approval to be included in the directory and/or to receive Association eBlasts.

If your Association's Board is using this function, you may view your Association's Calendar from within your PORTAL.
“Information Center” contains your Association’s Governing Documents, Rules and Regulations, Architectural Application and any other documents.

The Association’s Information Center includes a Sentry Information cabinet containing details regarding our additional CommunityPro® communication services.

Important! The Information Center & Calendar are available for use by any Association simply by providing access rights to a duly appointed Board member. This appointed Board member would be the Administrator for this file and allowed to place new or archived documents and/or pictures into additional file drawers within the Cabinet for their Association. The Administrator will also have access to the Association Calendar to place future up coming events for your Community there.
The **Visitor Authorization** Form is provided for gated communities with guards on duty. This form is simply used to communicate with the guards on duty authorizing visitors to enter your community. The form is only good for today or tomorrow.

Change your Password use the Form below. If you need to change (or forgot) your User ID Please email us at: website@sentrymgt.com. We will need to RESET and you will be required to re-register again.
Contact Us - Just complete the short form below and we will route your request to a Sentry team member ready to assist you.

How may we help you

Location of Interest

Name

Association

Email Address

Phone Number

Street Address

City

State

Zip

Contact by phone?

Best time to reach you?

Comments or Questions

Remember the Requirements Below:

Sentry Website & CommunityPro® PORTAL System Requirements
- Windows 7, 8, 8.1, 10 Operating System
- Internet Explorer 11 (IE 11)
- Mozilla Firefox

Operating system and browsers not listed above will experience compatibility issues with the website, as they are missing the modern components necessary for display, navigation, and functionality.

The site is compatible with iPad/Safari and works on the iPhone, but it is not optimized for it. Make sure you are running the latest OS on your mobile device.

Thank you and we hope you enjoy using Sentry management's exclusive CommunityPro® PORTAL.