

REGISTERING ON THE RESIDENT PORTAL WEBSITE OR MOBILE APPLICATION

The procedure to begin using your Owner / Resident Portal to review your account statement, make payments, check the status of previous payments, change your address or phone number, view community documents or obtain a listing of residents and Board members is described below:

1. Go to WWW.CIRANET.COM/RESIDENTPORTAL and click "Don't have an account?" below the Log In button.
2. Create your User Account by entering your Account Number, Check Digit, Email Address, and a Password of your choice. Then click "Create User". Your Account Number and Check Digit can be found on the first page of your mailing, on your assessment payment coupon or on the "tear off" portion of your statement.
3. Next, check your email inbox and open the email with the subject line "CiraNet Portal Registration". Click on the link to activate your account. (The email may be in your 'Junk Mail' folder if you use Spam Protection). The link will take you back to the Login page.
4. Log in with your email address and the "Password" that you created in STEP 2. The "Home Page" will appear. You are now logged into the Resident Portal and are ready to use the functions listed on the left side of your screen.
5. Multiple Properties / Master and Sub-Associations: If you own more than one property AND/OR if you have already registered on the portal under a sub or master association, click 'Add Property' located under your profile icon at the top right of your screen and enter the Community ID, Account Number, and Check Digit for each additional property.

Since your community is new to using CIRANET software, please allow approximately 30 days for the Owner/Resident Portal to reflect your current balance, account statement and to be fully populated with all your community's information.

Resident Portal Video: The Resident Portal Video link below is Capitalization Sensitive. Please enter in the browser as it appears exactly in order to open it.

Mobile Application: You must register on the Resident Portal Website before you can log into the mobile application.

WANT TO LEARN MORE ABOUT THE RESIDENT PORTAL?

View Our 15 Minute Video Here:
bit.ly/RMresidentportalvideo

GET THE MOBILE APP!



NEED MORE ASSISTANCE? WE ARE HERE TO HELP!

If you need further assistance logging in, please call us at our Customer Service Phone: toll-free **866-473-2573**. We are open to serve you **Monday-Friday 7:30AM - 7:00PM (CST)**

BILLING AND PAYMENT INFORMATION

We are pleased to offer many ways to pay assessments. To avoid issues with processing your payment, please do not make a payment on the resident portal website before your scheduled start date.

ACH / AUTO DEBIT (Recommended) | ***Please Note: Current ACH/Auto-Pay will not carryover to CiraNet, you will need to re-enroll*** ACH/Auto Debit is the easiest way to pay for your assessments. Our ACH system automatically debits your account for the amount you choose when your assessment is due. Visit REALMANAGE.COM/RESIDENTPORTAL to sign up online or call 1-866-473-2573 for assistance.

eCHECK / CREDIT CARD | You can make a one-time payment using eCheck (electronically debited from your checking account), Visa, MasterCard, American Express, or Discover (bank payment processing fees may apply). Log in to REALMANAGE.COM/RESIDENTPORTAL from the main navigation, and choose "Make a Payment", or call 1- 866-473-2573 to pay by phone.

CHECK & YOUR BANK'S ONLINE BILL-PAY | You can write a check payable to your association and mail it, along with your payment coupon or statement, to the address listed below. Remember to please write your homeowner account number on the check. If your community bills via coupon, you will be receiving a payment coupon booklet for the remainder of the year. If they bill via statement, you will receive a statement just prior to your assessment period.

If you pay your assessments through an online bill-pay service, please update the payee information of your community to include your new CiraNet account number and payment remittance address. The payee address and account number should be set up as shown below.

Please mail all checks to:
Payee: Your Homeowners Association
Address 1: c/o RealManage
Address 2: PO BOX 98404, Phoenix, AZ 85038-0404
Account / Reference #: Your Account Number

Be sure to include your name, property address, and account number on your check. If you own more than one property, please include a separate check for each property.

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