



Dear Homeowner(s),

The procedure to begin using your CiraNet 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 creating a password. Then click 'Next'. (Your Account Number and Check Digit can be found on your assessment payment coupon or the "tear off" portion of your statement. If you have not received a coupon book or statement, call at 1-866-4RealService (1-866-473-2573), and a representative will assist you.)
3. You will be taken to a screen to set the '**Portal Account Name.**' The options will be the owners of record or Other. Then click 'Next' again.
4. You will be directed to the '**Email Communication Options**'. This can vary depending on your community's service elections. Currently, CiraNet supports sending billing/debit statements and violation notices through e-delivery. You can decide whether to receive them via email to your registered email address. Otherwise, they will be sent first-class mail. You may also have the choice to subscribe to Standard Community Notifications and/or Emergency Community Notifications. These options enable the manager to include you in community-wide email notifications to your specified email address. Move on to 'Next' once more.

5. This last election screen again depends upon your community's service election, but many of you will see the **'Text Communication Options.'** This allows you to fill in your phone contact and choose whether to enroll in Standard Community Notifications and/or Emergency Community Notifications (standard messaging rates will apply).
6. 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 folder if you use Spam protection). The link will take you back to the login page.
7. Log in with your email address and the password you created in STEP 2. The 'My Dashboard' will appear. You are now logged into the Resident Portal and ready to use the functions listed on the left side of your screen.

If you own more than one property, 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 (found on your assessment payment coupon, the "tear off" portion of your statement) for each additional property.

If you have any questions or if we can be of further assistance, please call us at 1-866-4RealService (1-866-473-2573). We are open to serve you Monday – Friday, 7:30AM - 7PM (Central Time).

You can also email your questions to your local Harbor Pointe office at HARPOINT@ciramail.com or call 1-321-383-7580. We are open to serve you Monday – Friday, 8:00AM – Noon.