



April 30, 2021

Hello Homeowner,

We are upgrading our online portals free of charge to your community.

Improvements & New Features:

- Easier registration with multiple options including entering account #, email or phone #
- Single sign-on to online payment provider at 1<sup>st</sup> registration instead of 2 separate steps
- Ability to link an additional lot or unit under the same email
- Answers to Frequently Asked Questions and important contact information
- Improved opt-in Owner Directory
- Ability for Customer Service to “imitate” and view client’s login issues

Plus depending on your community’s Service Level with us there may be additional enhancements.

When: Starting May 1.

You will want to go to the URL link: <https://comwebportal.com/login>

(Tip: save/bookmark this for future reference)

**NOTE: This will not impact any online auto-payment you have previously set up.**

We apologize for the inconvenience of this extra step while we improve your experience.

Sincerely,

Community Financials

## Step by Step Instructions:

### To Register for your Owners Portal via Email Address:

- Step 1: Go to: <https://comwebportal.com/login> (tip: bookmark this site for future reference)
- 2: Click Register as a new user
  - 3: Search for your association's name
  - 4: Enter your email address
  - 5: Click find my record using this email
  - 6: create a password
  - 7: Check for your confirmation email and click the link in the email to confirm your account

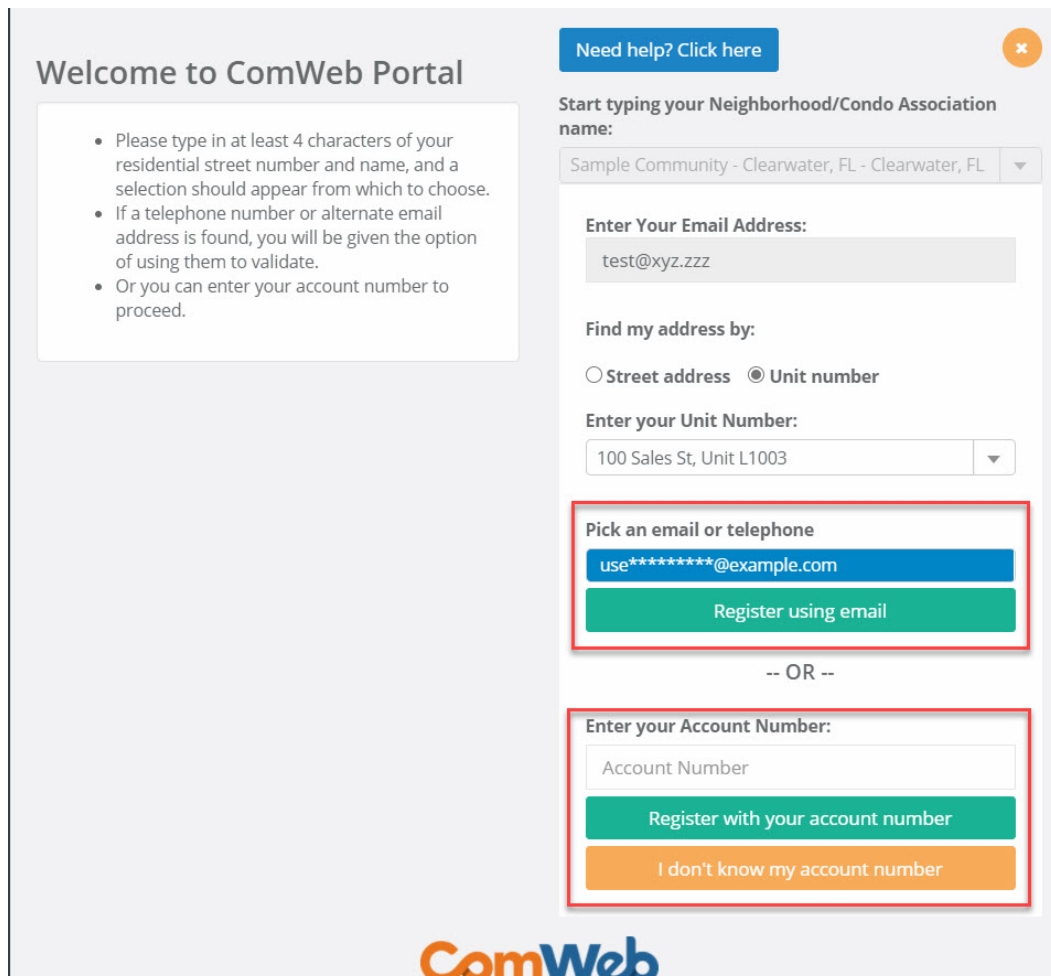
### To Register for your Owners Portal via Account Number or Phone Number:

Follow steps 1 – 3 above

Step 4: Check the corresponding box to find your address by **Street Address** or by **Unit Number**

- 5: Select an option to Register:
- a) Email, telephone or account number

Follow steps 6 & 7 from above



The screenshot shows the 'Welcome to ComWeb Portal' registration interface. On the left, a box contains instructions: 'Please type in at least 4 characters of your residential street number and name, and a selection should appear from which to choose. If a telephone number or alternate email address is found, you will be given the option of using them to validate. Or you can enter your account number to proceed.' On the right, there is a 'Need help? Click here' button and a search dropdown for 'Neighborhood/Condo Association name' with 'Sample Community - Clearwater, FL - Clearwater, FL' selected. Below this is an 'Enter Your Email Address' field with 'test@xyz.zzz' entered. A 'Find my address by:' section has radio buttons for 'Street address' and 'Unit number', with 'Unit number' selected. An 'Enter your Unit Number:' dropdown shows '100 Sales St, Unit L1003'. Two registration options are highlighted with red boxes: 'Pick an email or telephone' with a blue button 'use\*\*\*\*\*@example.com' and a green 'Register using email' button; and 'Enter your Account Number:' with a white 'Account Number' input field, a green 'Register with your account number' button, and an orange 'I don't know my account number' button. The 'ComWeb' logo is at the bottom.