Sterling Manor
TAMPA PALMS

ACCESS your community's website and your account information online.

In our Commitment to Excellence, we are excited to bring you a much more user-friendly experience online with your password-protected Community Association website portal.

Below are some of the features accessible with our new system.

PROPERTY OWNERS can access:

ACCOUNT INFORMATION
- Review account balance and activity
- Download owner ledger
- Contact management through online form

MY PROFILE
- Verify your contact information and/or update it
- Opt in/out of email notifications
- Select display information for directory

PAYMENT OPTIONS
- Pay assessments via one time E-check or credit card through 3rd party payment processor

ARCHITECTURAL REQUESTS
- Submit Architectural Requests with supporting documentation and pictures
- Review application status and committee comments

DOCUMENTS
- Library of documents for your community *(Including governing docs, newsletters, forms)*

NON-COMPLIANCE ISSUES
- Review pending and closed non- compliance issues

This website portal is hosted and managed by our community property manager, Greenacre Property Management. Please see the following pages to help guide you with gaining access to the web portal. If you have any trouble along the way, please contact us at info@sterlingmanor.us

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Registering for the first time?

Step #1

Email Webaccess@greenacre.com your First/Last Name, Community Name, Street Address, City, State, Zip to request a PIN. A PIN will be needed before you can register.

Please note *that it may take up to 48 business hours for your account to be verified before you receive our PIN email.*

Step #2

Click on *Login* in the upper right-hand corner of www.sterlingmanor.us Select *Register for Account*. You will then be prompted to enter the following:

1) email address
2) the PIN that was provided to you
3) Choose a username
4) Choose a password.

After you enter this information, you will click the **Sign Up** button.

Congratulations! You have successfully set up your account.

www.sterlingmanor.us

813-600-1100

info@sterlingmanor.us

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Return User with an account already established? Logging on is simple.

Step #1

Click on *Login* in the upper right-hand corner of www.sterlingmanor.us Select *My Account*. You will then be prompted to enter the following:

1) Enter username
2) Enter Password

After you enter this information, you will click the *Login* button.

Congratulations! You have successfully logged into your account.

Step #2

Once you have logged on to the owner portal you will have access to the community News Feed, Open Violations, Community Documents and Forms, Architectural Requests and you will be able to view your owner account balance and submit payments.

Architectural Requests:
Select <u>Architectural</u> at top of page ⇨ Select <u>Architectural Request</u> ⇨ Select [+ New Request]
Select <u>Form Type</u> ⇨ Read Community Instructions ⇨ Fill <u>in</u> Application/sign |
Upload any supporting documents under <u>Files</u> ⇨ Select <u>Submit</u>
** You will be able to view the status of all applications on the homepage

Registering for Email Notifications:
Select <u>My Account</u> ⇨ <u>My Profile</u> ⇨ Type in Email Address ⇨ Select ☑ Email Notification ⇨ Agree to Disclaimer

***Please opt in to receive all HOA related emails. We do not send many emails and the ones we do send contain pertinent information.

***Make sure to verify that contact information is updated.

Congratulations! You are now fully set up and ready to go!