



# IMPORTANT ANNOUNCEMENT

## New Improved Web Portal Coming



On behalf of your association, Elite Management Services is excited to launch an improved owner's portal. This will serve as an information and payment hub for all your association needs.

Your New Owner's Portal includes features such as:

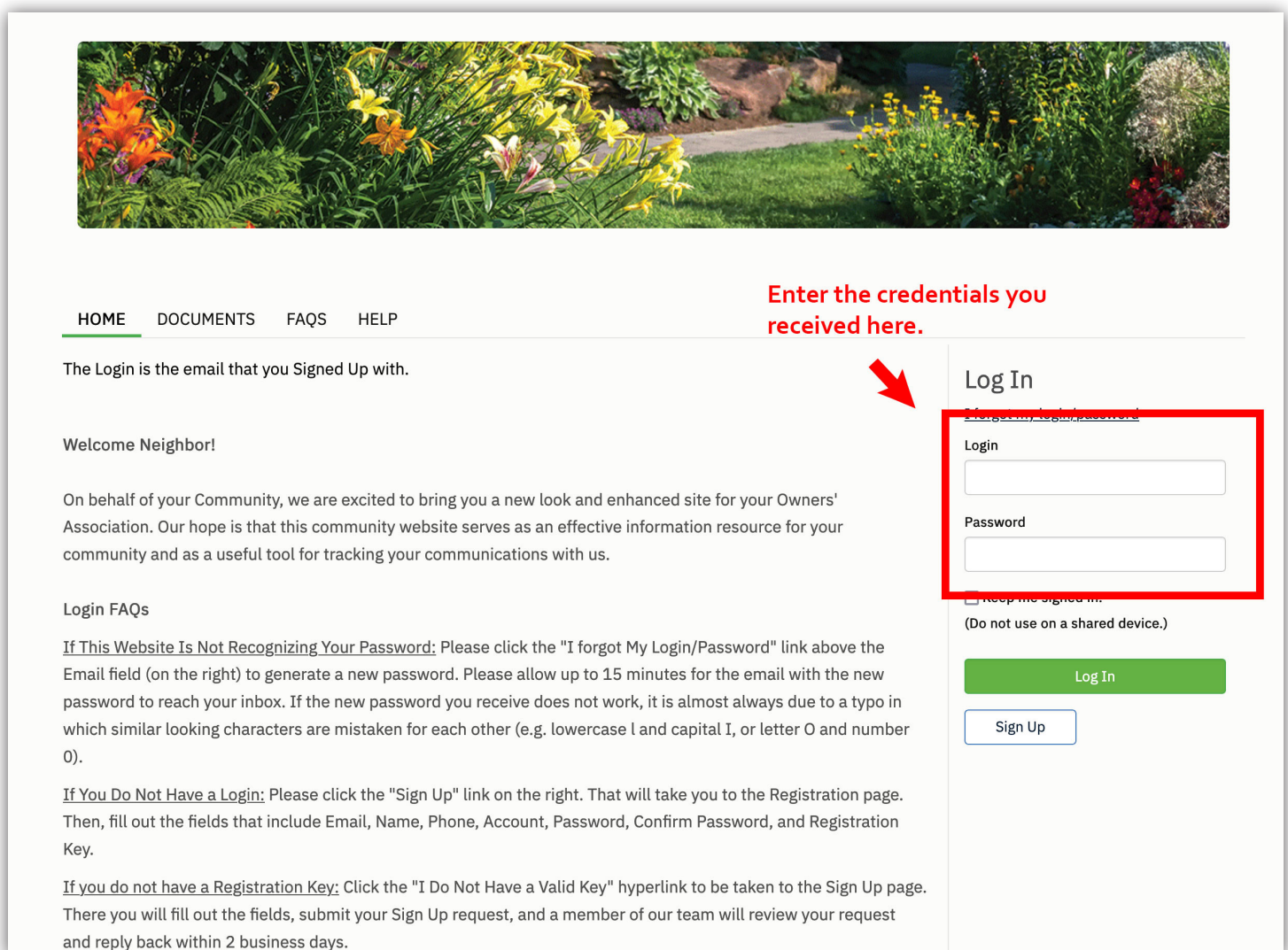
- Convenient payment options
- An interactive communication tool between you and your Community Management Team
- The ability to send service requests
- The ability to submit architectural requests to your board
- A platform that provides current information about your community and management company

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## How to access the portal

Open your internet browser and go to [portal.emspm.com](http://portal.emspm.com).

On the right side of your screen under "Log In", enter the Email and Password



The screenshot shows the portal's login interface. At the top is a banner image of a garden path. Below it is a navigation bar with links: HOME, DOCUMENTS, FAQs, and HELP. The main content area on the left contains a welcome message, a paragraph about the community website, and login FAQs. On the right side, there is a 'Log In' section. A red box highlights the 'Log In' heading, the 'Login' field, the 'Password' field, and the 'Keep me signed in' checkbox. A red arrow points from the text 'Enter the credentials you received here.' to the 'Login' field. Below the password field is a green 'Log In' button and a blue 'Sign Up' button. The text '(Do not use on a shared device.)' is located below the 'Keep me signed in' checkbox.

HOME DOCUMENTS FAQs HELP

The Login is the email that you Signed Up with.

Welcome Neighbor!

On behalf of your Community, we are excited to bring you a new look and enhanced site for your Owners' Association. Our hope is that this community website serves as an effective information resource for your community and as a useful tool for tracking your communications with us.

Login FAQs

If This Website Is Not Recognizing Your Password: Please click the "I forgot My Login/Password" link above the Email field (on the right) to generate a new password. Please allow up to 15 minutes for the email with the new password to reach your inbox. If the new password you receive does not work, it is almost always due to a typo in which similar looking characters are mistaken for each other (e.g. lowercase l and capital I, or letter O and number 0).

If You Do Not Have a Login: Please click the "Sign Up" link on the right. That will take you to the Registration page. Then, fill out the fields that include Email, Name, Phone, Account, Password, Confirm Password, and Registration Key.

If you do not have a Registration Key: Click the "I Do Not Have a Valid Key" hyperlink to be taken to the Sign Up page. There you will fill out the fields, submit your Sign Up request, and a member of our team will review your request and reply back within 2 business days.

Enter the credentials you received here.

Log In

[I forgot my login/password](#)

Login

Password

☐ Keep me signed in.

(Do not use on a shared device.)

Log In

Sign Up

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## The Dashboard

You will log into the "Dashboard" which gives you an overview of your upcoming Assessments.

**Dashboard** John Adams

**Payments**

ACCOUNT BALANCE  
**\$0.00** [Make A Payment](#)

**UPCOMING ASSESSMENTS**

- Special Assessment of \$50.00 is due on 03/01/2021 for 1825 Pennsylvania Ave Unit 313
- Assessment of \$100.00 is due on 03/01/2021 for 1825 Pennsylvania Ave Unit 313
- Special Assessment of \$50.00 is due on 11/01/2023 for 1825 Pennsylvania Ave Unit 313
- Monthly Assessment of \$0.00 is due on 11/01/2023 for 1825 Pennsylvania Ave Unit 313
- Monthly Assessment of \$100.00 is due on 01/01/2024 for 1825 Pennsylvania Ave Unit 313

[View Account](#)

**Navigation Menu:**

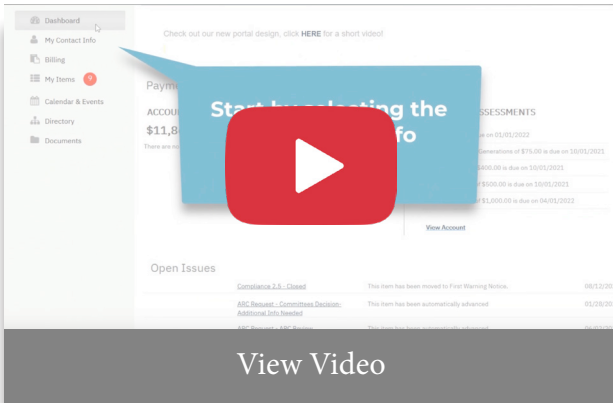
- Dashboard
- My Contact Info
- Billing
- My Items (5)
- Calendar & Events
- Documents
- Homeowner's How Tos

- Billing:** This menu takes you to payment options and shows you your payment history.
- My Items:** This menu will show you the status of any inquiries or service requests you have made through the "Other Request" menu (see below).
- My Contact Info:** This menu will allow you to change your password, verify your contact information as well as indicate how you would like our office to communicate with you (i.e. via E-Mail, text, or paper).
- My Items:** This menu gives you ways to communicate with us electronically. Options include Billing Question, General Question, and Service/Maintenance Request.

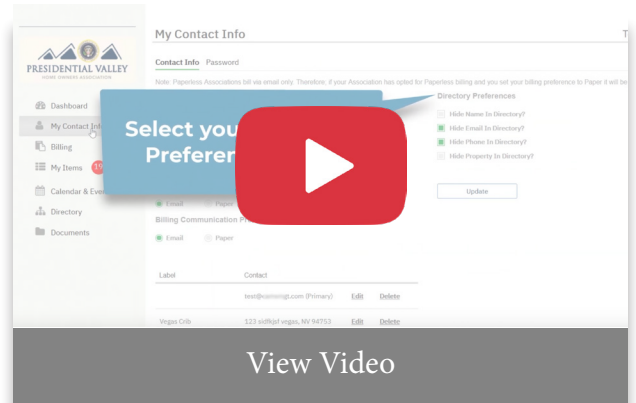
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## Tutorials

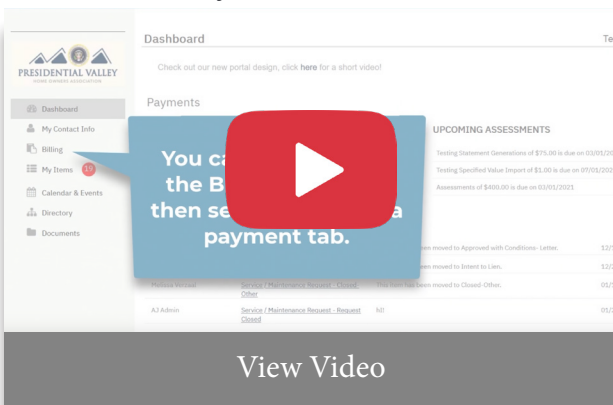
### Change Password



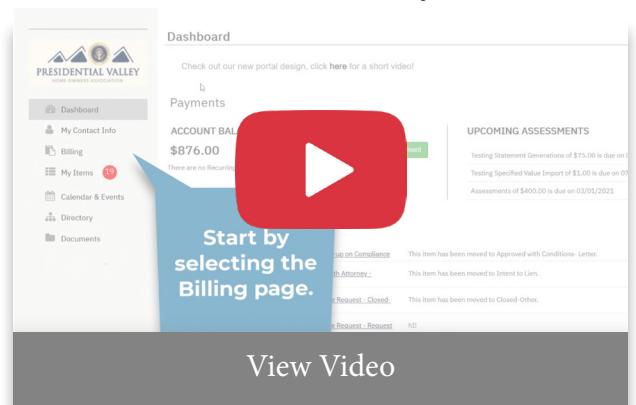
### Update Contact Info



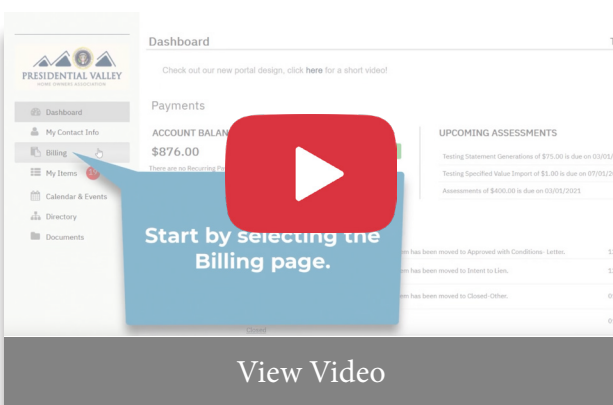
### Payment Methods



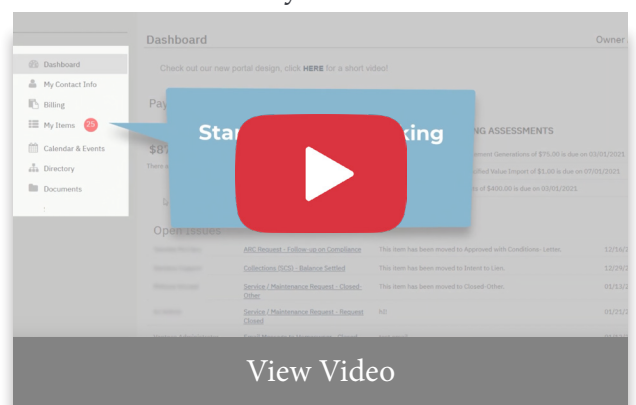
### Account History



### Download Statement



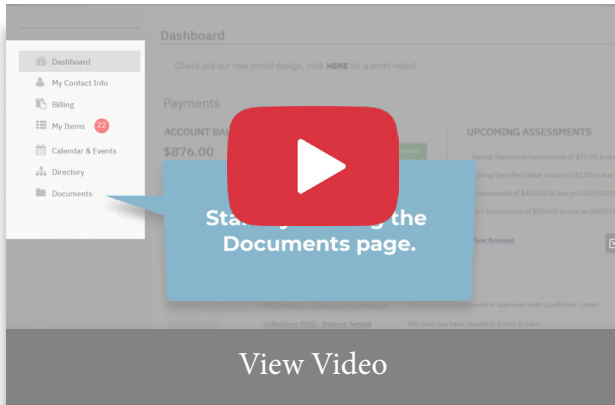
### My Items



# IMPORTANT ANNOUNCEMENT

## Tutorials

### Viewing Documents



### Community Calendar

