

Question:

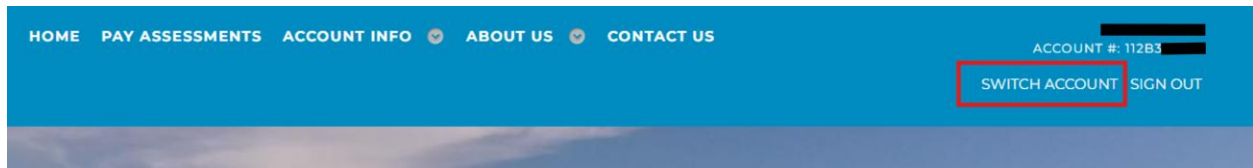
I own multiple units and I am having trouble. I only see one unit. How do I access the account for the other unit(s) I own?

Answer:

Assuming you are still logged in to the Homeowner Portal:

<https://npm.cincwebaxis.com/>

From the homeowner portal, click on Switch Account:



A pop-up window will appear with the other accounts associated with your login credentials (e-mail address). Select the other account you would like to access by clicking on the radio button (marked with a red square) and click on the Switch Account button in the same account box:

A screenshot of a 'Switch Account' pop-up window. The window has a blue header with the title 'Switch Account' and a close button. It contains two main sections. The first section, 'SELECTED ACCOUNT', shows the current account details: 'User Name: [redacted]', 'Account : 112B3 [redacted]' (with a selected radio button), 'Association : Bimini Bay HOA Condo Phase I - B(3)', 'Address : [redacted]', and 'Unit :'. The second section, 'SELECT ANOTHER ACCOUNT', lists another account: 'Account : 114C1 [redacted]' (with an unselected radio button, which is highlighted by a red square), 'Association : Bimini Bay HOA Condo Phase I - C(1)', 'Address : [redacted]', and 'Unit :'. A 'Switch Account' button is located at the bottom right of this section. At the very bottom of the pop-up, there are two buttons: 'Save' and 'Register an Additional Property'.

If you still do not see your other unit accounts, you most likely have to click on the Register an Additional Property button as shown below.

