

Verify your sign-in to Resident Center

To help keep your account secure, you may be asked to verify your sign-in by email when logging in to Resident Center from a device we don't recognize.

This extra step helps protect your account from unauthorized access, even if someone else has your username, password, or verification code.

When you may be asked to verify your sign-in

You may be asked to verify your sign-in when accessing Resident Center from an unrecognized device for the first time.

This applies when signing in to Resident Center on a computer or web browser. Signing in through the Resident Center mobile app is not included at this time.

How email verification works

After you enter your username, password, and verification code, we may send a secure sign-in link to the email address on your account.

To complete your sign-in:

1. Check your email for a secure sign-in link.
2. Click the sign-in link in the email.
3. Once verified, you'll be signed in to your account.

For security, the sign-in link can only be used once and will expire after 15 minutes.

Important: open the link on the same device and browser you used to sign in

The sign-in link only completes your sign-in if you open it on the same device and in the same browser where you started signing in.

Same device: If you're signing in on a computer, open the email and click the link on that same computer — not on your phone. Clicking the link from a different device won't complete your sign-in.

Same browser: If your email opens links in a different browser than the one you use to sign in (for example, your email app defaults to Edge but you sign in using Chrome), the link won't complete your sign-in there either. Copy the link from the email and paste it into the browser where you started signing in, or update your device's default browser.

If you're unsure which device or browser you started with, return to the sign-in page and start over.

Troubleshooting your sign-in link

The link says it's expired. Sign-in links expire after 15 minutes. Return to the sign-in page and sign in again — a new link will be sent to you.

You already clicked the link once. Each sign-in link can only be used one time. If you've already completed your sign-in, you don't need to click it again. If you're being prompted to sign in again, start a new attempt to get a new link.

The link doesn't seem to work at all. This is usually caused by opening the link on a different device or browser than the one you used to sign in (see above). If that's not the issue, select “Resend link” from the waiting page, or return to the sign-in page and try again.

If you don't receive the email

If you don't see the sign-in email in your inbox:

1. Check your spam or junk folder.
2. Confirm you're checking the email address on your account.
3. Add donotreply@managebuilding.com to your safe senders or contacts list so future messages aren't filtered.
4. Return to the sign-in page and select “Resend link”.

Delivery can occasionally take a few minutes — wait briefly before requesting a new link.

If you no longer have access to your email address

If the email address on your account is no longer accessible to you, contact your property manager to have it updated.

Remember this device

If available, you can choose to have your device remembered. This may reduce how often you're asked to verify your sign-in on that device.

If you don't choose to remember your device, you may be asked to verify your sign-in by email again the next time you log in.

Keeping your account secure

Your secure sign-in link acts as a temporary sign-in credential. Don't share or forward the email, and don't enter the link on any other website.

If you receive a sign-in email but didn't try to access your account, don't click the link. You can safely ignore the message.