



## Summerplace HOA Website

### Guide to the

## Website Membership Process

### Rev 1.5

The Summerplace HOA website, launched Nov 1, 2018, contains several pages that are intended to be accessible only by residents of Summerplace. These pages, referenced in this document as the resident section of the website, require the user to have website log-in credentials in order to access them.

A website user with log-in credentials to the website, is described in the remainder of this document as being **a member of the website**. Otherwise, they are referred to as a **non-member**.

A non-member of the website has free and open access to all non-restricted pages but no access to restricted pages. If a non-member clicks on a link or selects a menu item pointing to a restricted page, they will be presented with a log-in screen, instead of the desired page.

A member of the website will similarly have access to all non-restricted pages, without needing to log in to the website, but will also have full access to all restricted pages after logging in. Once a member has logged in to the website, they will have full access to all pages continuously, unless and until they log out of the website.

The process for a website user to become a member of the website is described in this document. It is a two-step process.

1. Verify residency of Summerplace
2. Register for a website membership ID

The HOA Office staff are designated as administrators of this process.

This guide is written from the standpoint of a non-member of the website attempting to register as a member of the website.

Website managers with the authority to manage the registration process should read this guide, together with the companion document "*Guide to Management of the Website Membership Process*".

## 1. Verify that you are a resident of Summerplace and an HOA member

The first step in the process is for the applicant to be certified by the HOA Office staff as a true resident of Summerplace and a member of the HOA. The following process is followed:

- 1.1. Click on the link “CLICK HERE for Access”, found at the top right-hand corner of every page on the website, as shown here



Do not click on “Resident Log In” at this stage of the process.

- 1.2. Upon clicking on this link, the website Registration page will appear. This page is a non-restricted page of the website which includes full instructions for new member sign-up. The document you are reading is also available on this page.
- 1.3. At the bottom of this page is a **Resident Verification Form** which is used to begin the process of website membership application.

A screenshot of the "Resident Verification Form" on the website. The form has a title "Resident Verification Form" in bold blue text. Below the title is a paragraph of instructions: "Please complete this form to allow us to verify that you are a resident of Summerplace. After verification, you will be invited (via email) to sign up for a website membership. There is no need to submit this form more than once." The form contains five input fields: "\*First", "\*Last", "\*Street Address", a phone number field with a dropdown menu showing "+1" and a flag icon, and "\*Email". At the bottom of the form is a dark blue button with the text "Click to submit form to HOA Office". In the bottom right corner of the form, there is a small text string "<updated: 4/24/22>".

- 1.4. Fill in this form by providing your full name, street address and email address; there is no need to enter your City or Zip code since you must be a resident of Summerplace in Portland, OR to qualify for the website. A phone number is also requested, in case the HOA office needs to call with questions.
- 1.5. After filling in the form, click the “submit” button, the form will now be sent directly to the HOA Office for review.
- 1.6. This completes the first stage of the process. You are free to continue browsing all non-restricted pages of the website, but you cannot yet access any pages in the resident-only section of the site.

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## 2. Register for a website membership ID

When the HOA office receives your Resident Verification Form, they will review all information supplied by the form against HOA records to certify that you are indeed a resident of Summerplace, and a member of the HOA. You may be contacted by phone or email to resolve any questions that may arise.

If the Office is satisfied that you are a resident, an email will be sent to you, inviting you to sign-up for website membership and giving instructions on how to do so.

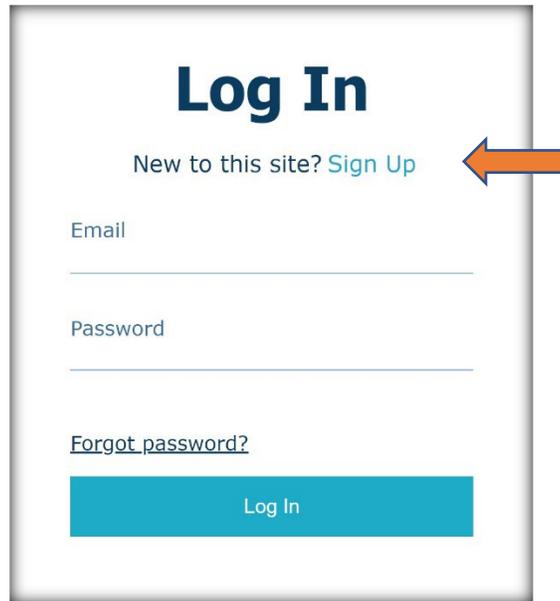
It may take some time for this email to be sent after submission of the Resident Verification Form, the office staff will review all form submissions received during normal office hours. During busy periods in the office, they may not be able to review form submissions the same day.

After receipt of the email inviting you to sign-up for website membership, the following process is followed:

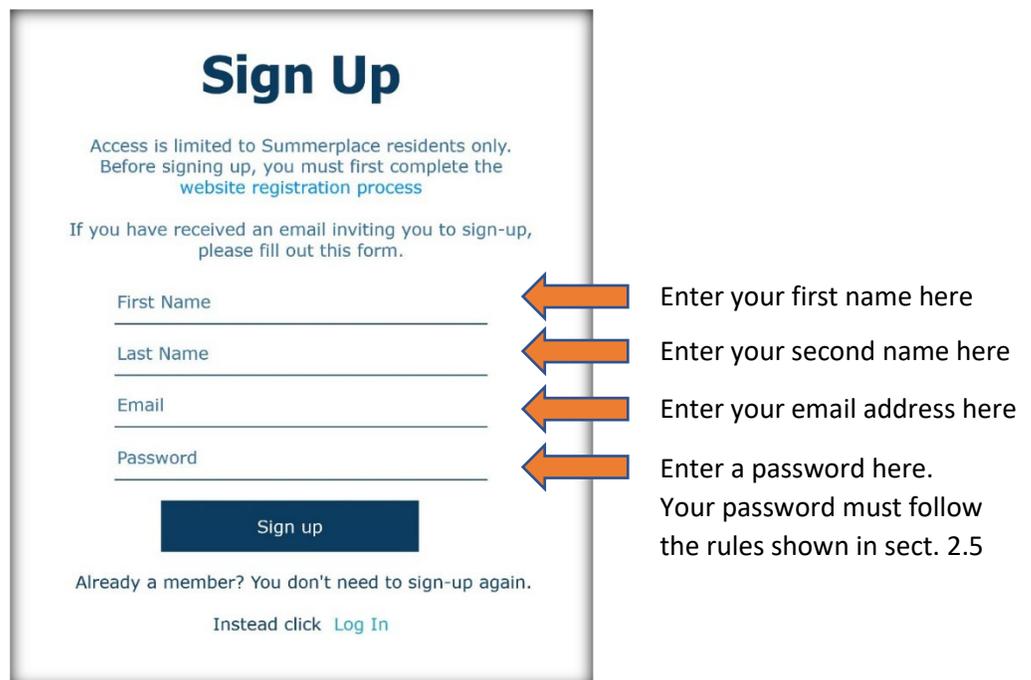
- 2.1. Click on the link "Resident Log In", found at the top right-hand corner of every page on the website, as shown here



- 2.2. After clicking on this link, the Resident Log-In screen will appear. Do not fill in this form, instead click on the link “Sign Up”



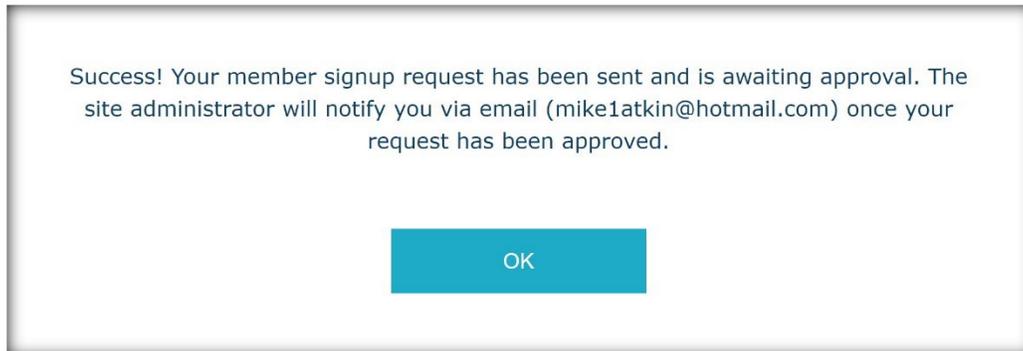
- 2.3. After clicking on this link, the “Sign-Up” screen will appear. Fill in this form with your name, email address and a password of your own choosing.



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- 2.4. You must use a real email address to sign into the website, preferably the same email address that you provided on your Resident Verification Form. This email address must be one where you are able to receive emails.
- 2.5. Your password must be between 4 and 15 characters, and may contain:
- English upper and/or lower case characters
  - Numbers
  - Any of the following special characters: - ! @ # \$ % ^ & \*
  - Your password cannot contain a period (.).

Your password is stored by the website in encrypted form and is known only to you; **HOA staff will not have access to your password**. If you forget your password, you must use the password reset function, available on the sign-in screen to change your password.

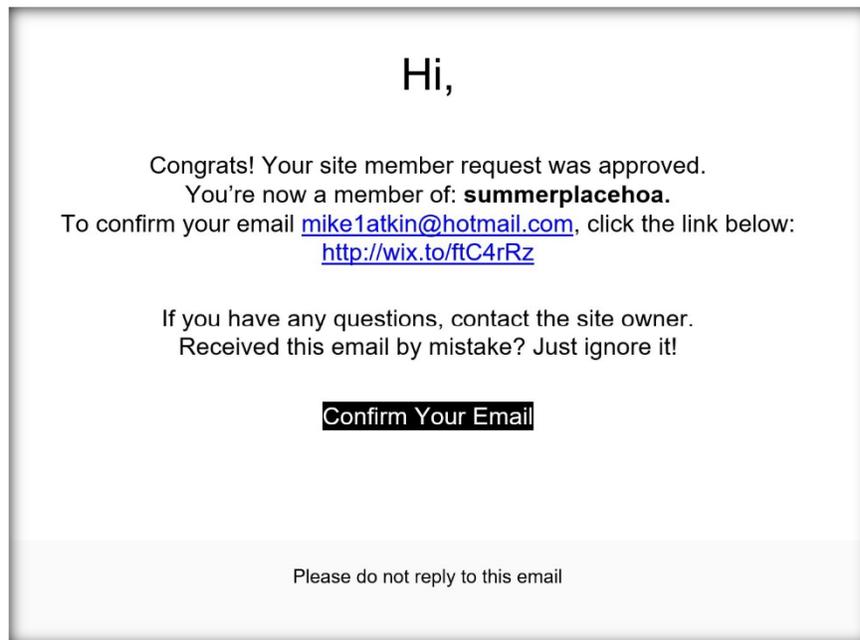
- 2.6. After filling in the Sign-Up form, click the “Sign-Up” button. A new window will pop up asking you to confirm that you are “not a robot”, this is part of our defense against internet bots. Click the “I am not a robot” box. This window will then pop up:



Click the OK button and you will go back to the website page you were looking at previously. Your sign-up form has been sent to the HOA office for final review and approval.

- 2.7. You have now applied for website membership. You will be able to sign on as a full website member when the HOA Office is able to review your application and approve it.
- 2.8. When the HOA Office has reviewed your sign-up to the website and approved it, You will receive an automated email message from the website. This is why you must make sure that the email address you use to sign up to the website is a real email address.

- 2.9. If you have attempted to sign-up for the website and you are not recognized as a Summerplace resident, your application will be denied. If you wish to contest this, you may contact the Office directly.
- 2.10. The email message you receive from the website when your sign-up is approved will look something like this:



It includes a link to confirm your email address. This is to ensure that the website can directly communicate with you. If it cannot communicate with you, then some functions of the website will not be available to you; for example you will not be able to reset your password, should it become necessary to do so.

- 2.11. You may also receive another welcome email from the HOA Office.
- 2.12. You are now confirmed as a member of the website with access to all pages of the website, including the restricted access pages. Sect. 3 of this guide covers the process for signing into the website so you can explore the restricted pages. You will follow this same process every time you need to sign in.

### 3. Sign-in for the first time.

When you have been approved for membership of the website, you will be able to sign in and browse all pages of the website..

3.1. To sign in, go to [www.summerplacehoa.com](http://www.summerplacehoa.com).

3.2. .Click on the link “Resident Log In”, found at the top right-hand corner of every page on the website, as shown here



3.3. After clicking on this link, the Resident Log-In screen will appear. This time, do not click on the Sign-Up link (like you did in sect. 2.2, instead enter your email address and password exactly as you entered them on the Sign-Up screen in sect. 2.3. Then click the “Log-In” button.

A screenshot of the "Log In" screen. The title "Log In" is in large blue font. Below it, it says "New to this site? Sign Up" in smaller blue font. There are two input fields: "Email" and "Password". Below the "Password" field is a link "Forgot password?". At the bottom, there is a blue button labeled "Log In". Two orange arrows point to the right from the "Email" and "Password" input fields.

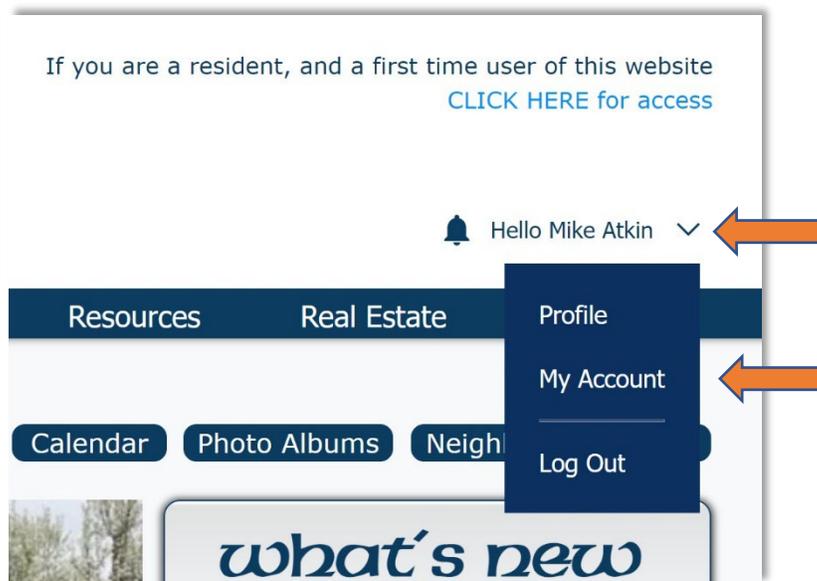
Enter your email address here; the same email address that you used to register in sect. 2.3.

Enter your password here; the same password that you used to register in sect. 2.3.

- 3.4. If you forget your password, you must click on the “Forgot password” link and you will be guided through the process of re-setting your password. Remember that the office does not have a record of your password.
- 3.5. When you have successfully logged in to your account. You will have full access to every page on the website. You will also notice that the Resident Log-In” link will change to a welcome message using your own name, similar to this:



- 3.6. If you wish to make an edit to the name that you see after the word “Hello”, you may do so by clicking on the downward arrow at the right side of the name. This will pop up a menu containing “My Account”:



- 3.7. Click on this “My Account”, it will take you to your account profile and allow you to make changes. You may also click on “Profile” and make whatever changes you would like there. The only thing you cannot edit is your email address. You also do not have access to your password.

Please note that other residents DO NOT have access to your profile information, this profile is NOT used for the Resident Directory included on the “Resident Directory” page of the website: <https://www.summerplacehoa.com/resident-directory>. Any changes you make to your account profile, will NOT affect your listing in the resident directory.

The resident directory is linked to the HOA resident database, maintained by the HOA office, if you wish to edit the information displayed in the resident directory, you must contact the office by using the form supplied on the resident directory page.

- 3.8. When you have finished browsing, you may log out by clicking on the arrow on the right of your name (see below) and then selecting the button “Log Out”. Alternatively, you may just close your browser. Your computer will remember your website login credentials and when you open your browser and go to the Summerplace website, you will already be logged in.

If something happens and your browser logs you out of the website, which sometimes happens, you can just as easily sign in again.

