Summerplace HOA Website

Guide to the

Website Membership Process

Rev 2.01

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

A website user with log-in credentials to the website is described in 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. Restricted pages are not accessible via search engines such as Google.

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.

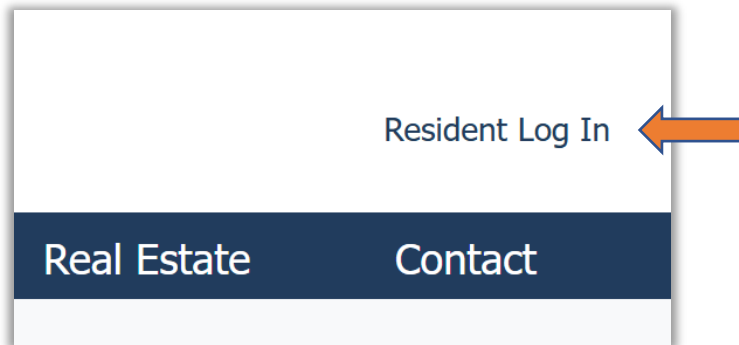The process for a website user to become a member of the website is described in this document.

Summerplace website admins, under the auspices of the Technology Committee, 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. There are 3 sections:
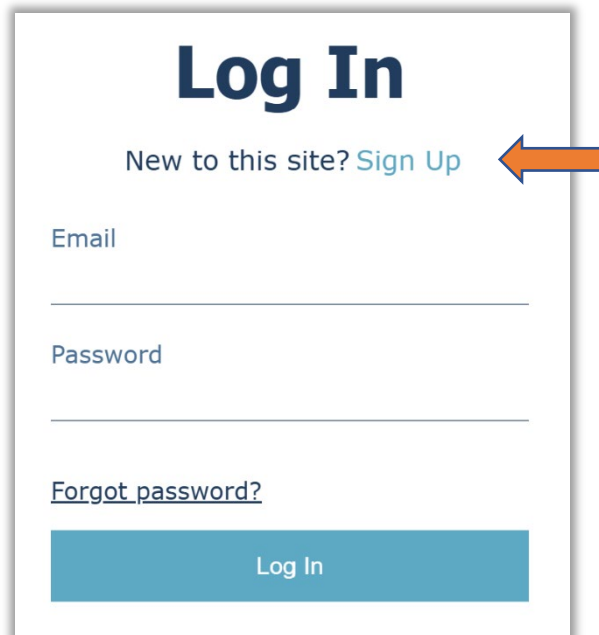
Summerplace HOA Website   Summerplace Technology Committee
Website Membership Process   Sep 26, 2025
Rev. 2.01

1. Membership Sign-up

1.1. To Sign up for the website, find the "Resident Log In" link at the top of any page of the website. Click this link.

1.2. This will bring up the Resident Log In screen. If you are already a website member, this is where you will input your email address and password. However, since you are not yet a website member, you need to click the link "Sign Up" at the top of the form.

1.3. Clicking this link will bring up the Sign-Up screen, where you can enter your membership applicant information.
Fill in this form with your name, Summerplace Street address (just the street and condo # (if any), we already know the city and Zip code. Enter your email address (sect 1.4)and a password (sect 1.5).

Sign Up
for the Summerplace HOA website

Access to the secure areas of this website is limited to Summerplace residents only.

If you are a Summerplace resident, you are welcome to sign up. To become a member, please fill out this form. One of our admins may contact you as part of our approval process.

First Name
_____

Last Name
_____

Summerplace Street Address
_____

Portland, OR 97230

Please add your Summerplace street address, this helps us verify your residence status.

Email
_____

Your email address will be your website login ID.

Password
_____

Please choose a password for your account. Your password is known only to you; the HOA office and website admins do not know your password.

[Sign up]

Already a member? You don't need to sign-up again.
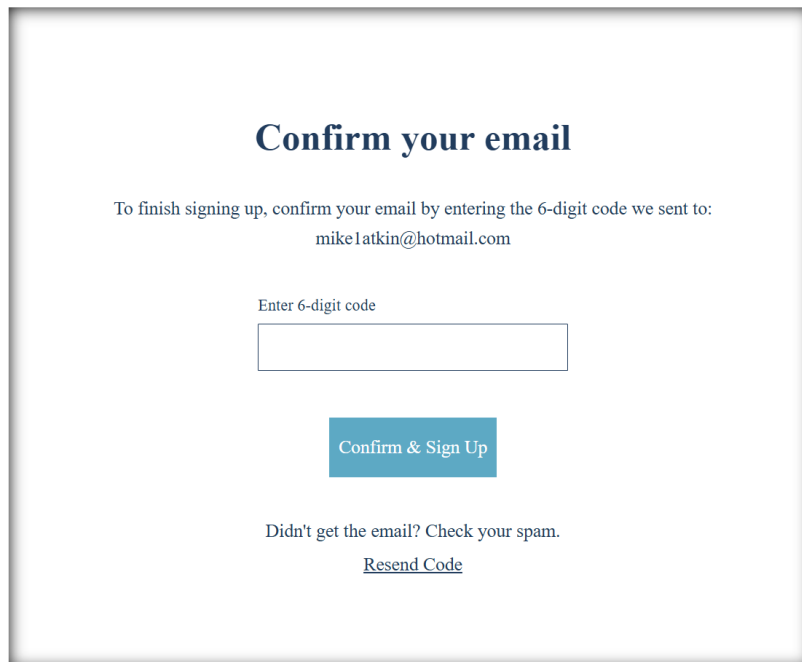
Instead click Log In

1.4. You must use a real email address to sign into the website. This email address must be one where you are able to receive emails. This email address will become your membership log-in ID for the website.

1.5. Your password must be between 4 and 15 characters and <u>may</u> contain:
- English upper and/or lower-case characters
- Numbers
- Any of the following special characters: - ! @ # $ % ^ & *
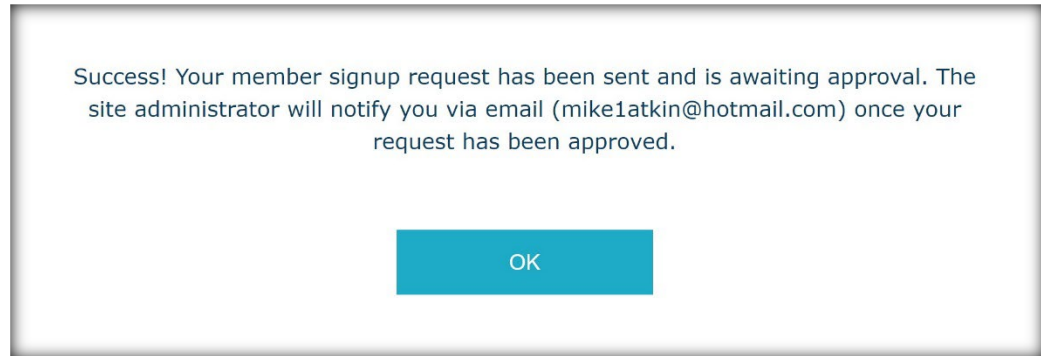- Your password cannot contain a period (.).

Your password is stored by the website in encrypted form and is known only to you; **HOA staff and website admins do not have access to your password**. If you forget your password, you must use the password reset function (sect. 3), to change your password.

1.6. After filling in the Sign-Up form, click the "Sign-Up" button. A new window will pop up asking you to confirm your email address. This allows us to validate that the email address you are using for your website login ID is a valid email address.
Submitting the sign-up form (Sect. 1.3) causes a code to be sent to the email address you entered in the form; enter this code here, and click "confirm & Sign Up".
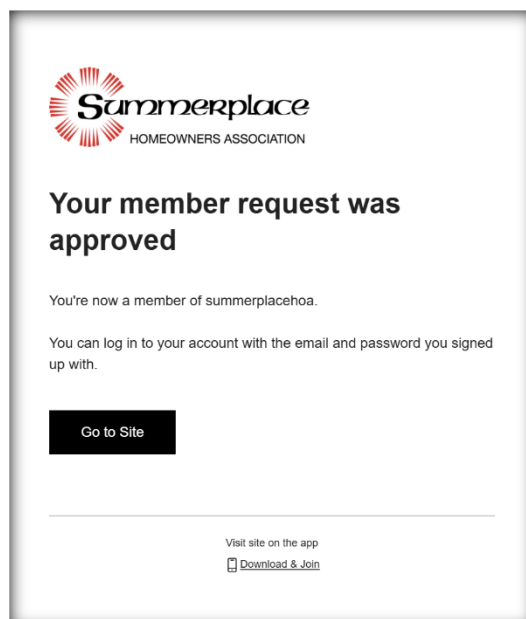
1.7. A new screen will now open, confirming that you have successfully completed the sign-up process. Click the "OK" button and you will immediately go back to the original website page where you began the sign-up process.

Success! Your member signup request has been sent and is awaiting approval. The site administrator will notify you via email (mike1atkin@hotmail.com) once your request has been approved.

OK

1.8. You have now applied for website membership. You will be able to sign on as a full website member when the website admin team is able to review your application and approve it.
The approval process is simply one of validating that you are a current Summerplace resident. If you have filled in the sign-up form completely, including your Summerplace street address, then your application can easily be reviewed against HOA records and approved quickly.

1.9. When the HOA Office has reviewed your sign-up to the website and approved it, you will receive an email message from the website.
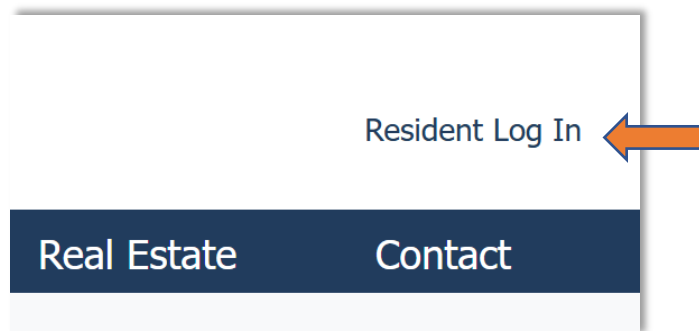
1.10. You are now confirmed as a member of the website with access to all pages of the website, including the restricted access pages. Sect. 2 of this guide covers the process for signing into the website so you can explore the restricted pages. You will follow this same process every time you need to sign in.

1.11. 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 HOA Office directly.

2. 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.

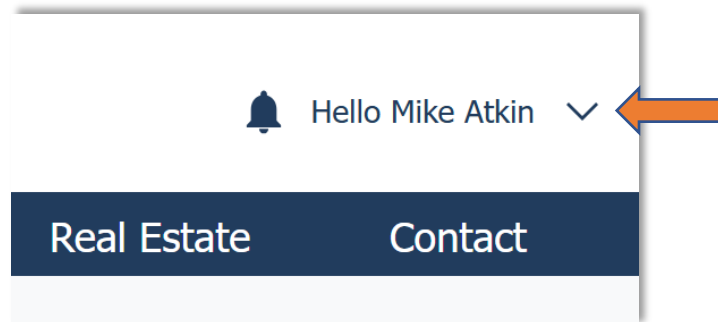2.1.   To sign in, go to www.summerplacehoa.com.

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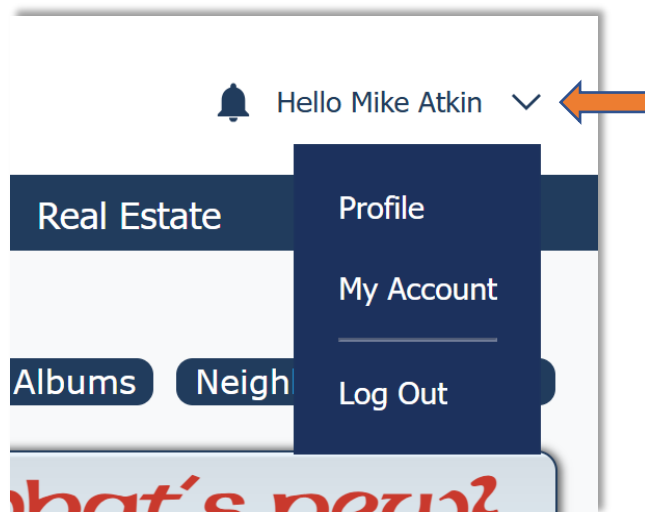

2.3.   After clicking on this link, the Resident Log-In screen will appear, just as in Sect. 1.2. This time, however, do not click on the Sign-Up link; instead enter your email address and password exactly as you entered them on the Sign-Up screen in sect. 1.3. Then click the "Log-In" button.

Enter your email address here; the same email address that you used to register in sect. 1.3.

Enter your password here; the same password that you used to register in sect. 1.3.

2.4.   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 (Sect. 3). Remember that the HOA office and website admins do not have a record of your password.

2.5.   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:

2.6.   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":

Summerplace HOA Website   Summerplace Technology Committee
Website Membership Process   Sep 26, 2025
Rev. 2.01

2.7.   Click on "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. We ask you not to make changes to your street address, unless you see a typo that you wish to correct.
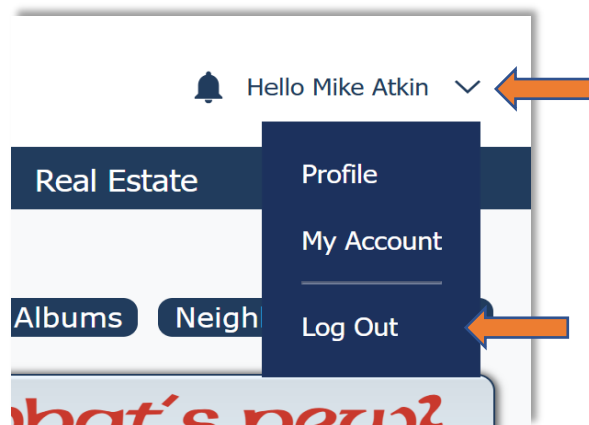
Note also that you do not have access to your password in your profile.

Please note that other residents DO NOT have access to <u>your</u> profile information, this profile is NOT used for the Resident Directory included on the "Resident Directory" page of the website: Any changes you make to your website 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.

2.8.   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.
However, If you are using a shared computer, for security reasons, please log out of the website when you have finished using it.
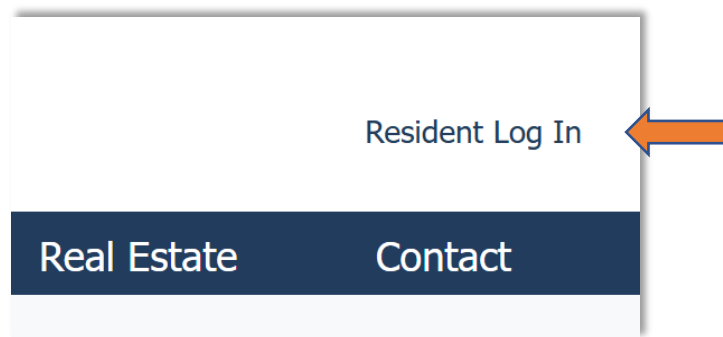

2.9.   A quick note about security. We keep many pages in the website private because they contain personal information concerning residents. We ask you to respect your fellow residents' privacy by keeping your website password secure.
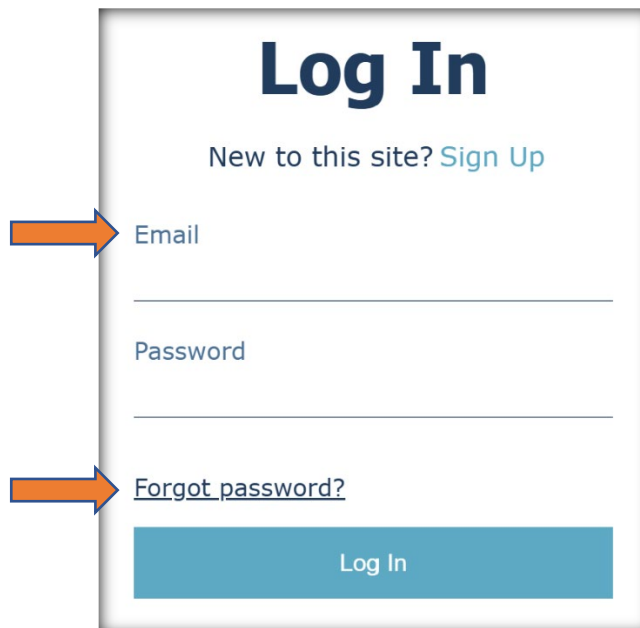
3. Changing your password

Passwords can be changed only by using the log-in screen, if you have forgotten your password, or simply would like to change it, you must go through the log-in process to create a new password, as illustrated here. If you are already logged in to the website, and would like to change your password, you must log out first (sect. 2.8).
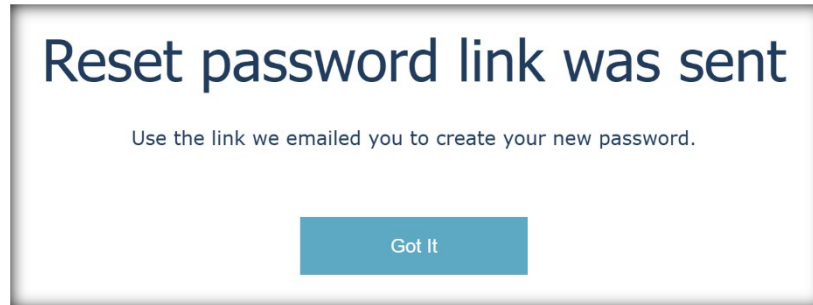
3.1. As in sect. 2.2, click the Resident Log-in link.

3.2. The log-in screen will pop up, enter your email address and click the link "forgot password?" Do not enter your old password.

Summerplace HOA Website   Summerplace Technology Committee
Website Membership Process   Sep 26, 2025
Rev. 2.01

3.3.   The following message will pop up, indicating that an email containing a reset password link has been sent to your email address.
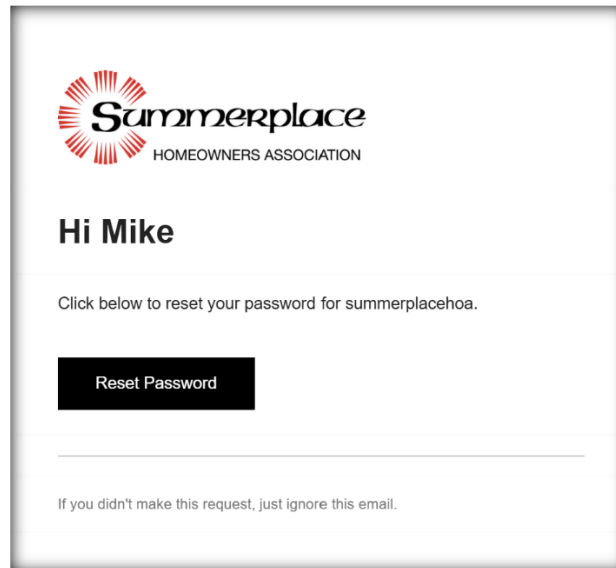

3.4.   During step 3.2, if you neglected to enter your email address, instead of seeing the message shown in step 3.3 in response to clicking on the "reset password" link, you will see the following message pop up, asking you to enter your email address. You will not see this screen if you did step 3.2 correctly.

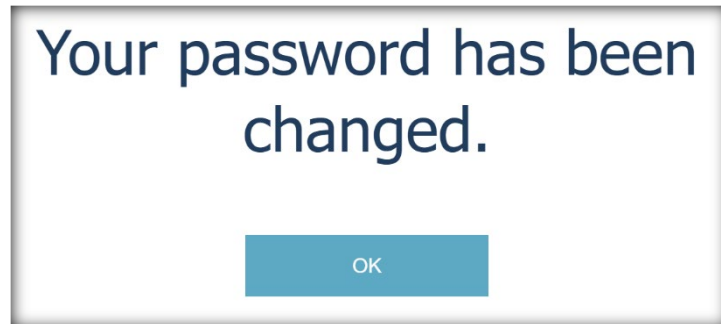3.5.   Enter your email address and you will now see the message shown in step 3.3.

3.6.   Now you must go to your email and find the email sent by the website (sect. 3.3). It will have been sent by "Summerplace website", with the title "Reset your password." If at first you don't see the email, you may need to look in your spam or junk folders.
When you find the email, open it and you will see the following message inside the email, together with a "Reset Password" link. Depending on your email provider, the format of the message may be different, but the content will be similar:

3.7.   Click the "Rest Password" link. This will pop up a window where you will be able to set a new password:

Summerplace HOA Website   Summerplace Technology Committee
Website Membership Process   Sep 26, 2025
Rev. 2.01

3.8.   Enter a new password on both lines, you must enter the same password twice, bearing in mind the password rules in sect. 1.5. Then click the "Reset Password" button. If you have been successful in resetting your password, you will see the following message:

If you enter your new password incorrectly the second time, or if you use a non-valid character (sect. 1.5), then you will receive an error message at the bottom of the sect. 3.7 screen. Simply repeat the process of entering a valid password and you should be OK.

3.9.   Click the "OK" button and you will go back to the Log-in screen, as shown in sect. 2.3 and Sect. 3.2. Now you can enter your email address and your new password, and hey presto you are logged in to the website with your new password.

3.10.   Any difficulties, go to https://www.summerplacehoa.com/contact and send us a message. This page does not require a password for access, so even if you are having password problems, you can access this page.