

E-Statement Enrollment Tip Sheet

Your management team and CiraConnect are pleased to provide the option of receiving e-statements through the CiraNet Resident Portal.



Why Sign Up for E-Statements?

- **Environmentally friendly.** By signing up for e-delivery, you will no longer receive paper statements and will be helping to save trees.
- **Secure.** You will receive statements viewable through your CiraNet Resident Portal account rather than by mail, which can be lost or misdirected.
- **Convenient.** Statements will be available to you at any time for viewing electronically or to print out if you prefer. You will have access to both any current statements or previous statements if you need them for your records.

How to Sign Up

Statement Date	12/22/14
Account Number	R123456789012345678
Check Digit	9
Community ID	Eight-letter abbreviation in CAPS
Property Address	Your individual personal address

Figure 1: Example of where to find your account information

statement, or provided to you by contacting your management team or the CiraConnect Customer Support team at 855-877-2472, Option 1.

A valid [CiraNet Resident Portal](#) account is required to sign up for e-statements. The Resident Portal is an online tool designed to allow you to have immediate access to your most important information and be able to manage your account and your contact information and have access to information about your community. To register for the first

time, you will need your account specific information, which can be found on your account



Figure 2: Account Information Option

1. Once logged in to the Resident Portal, from the navigation bar along the left-hand side of the page, click on [Account Information](#).

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2. Now scroll down the screen until you see the **Phones/Emails** section of your account contact information. Note that any contact emails or phones that your management team has on file for you will be showing there already.
3. Click on **Manage Phones/Emails**.

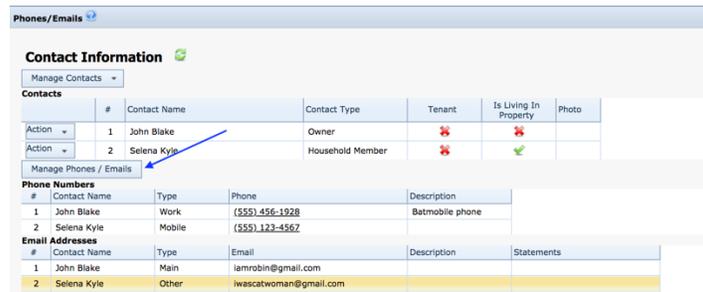


Figure 3: Manage Phones/Emails

4. A new pop up screen will open allowing you to manage both your phone and email contacts. If you need to manage that information or add a new email, you can straight from here. Select the email(s) you want to enroll in the statement delivery.

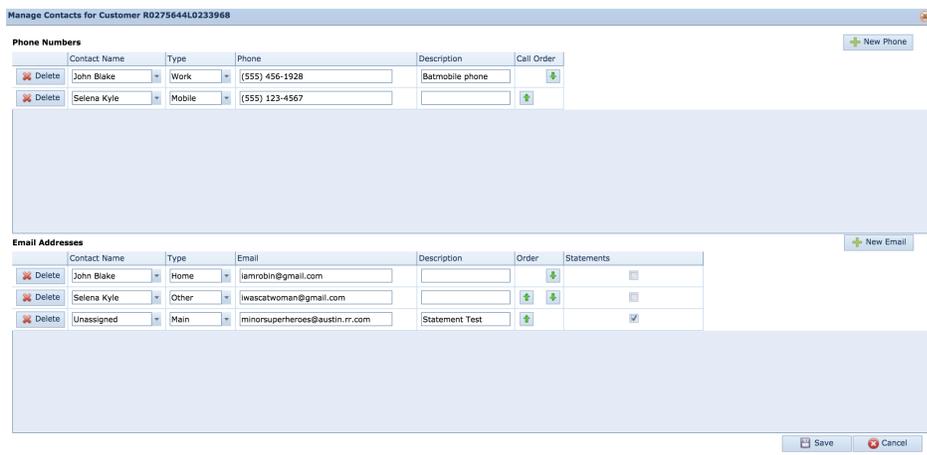


Figure 4: Selecting the Email to Receive the Statement Notification

5. Click **Save**.

That's it!

How E-Statements Are Delivered

By opting for e-statement delivery, you are agreeing that you will no longer receive paper statements. When your statement is available, you will receive an email in your Inbox with a link to the statement view in the Resident Portal.

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Statement delivery dates differ depending upon assessment frequency and late penalty dates, so check with your management team on the specifics for your community or look for an announcement on your Resident Portal. Individuals with credit balances do not receive statements.

All owners, regardless of statement status can check on their account at any time from their Resident Portal. From the navigation bar on the left-hand side of the page once you log in, select **Account Statement** to be able to view and generate a statement. Dates can be customized, but by default show activity for the last year through the current date.

The screenshot displays the 'Account Statement' interface in the Resident Portal. On the left is a navigation menu with options like Home, Account Information, Board of Directors, etc. The main content area is titled 'Account Statement' and includes a 'Statement' tab and an 'Open Balance' tab. Below the tabs, there are fields for 'Begin Date' (4/1/2017) and 'End Date' (4/10/2018), and a 'Beginning Balance' of \$875.00. A table lists various transactions with columns for Type, Document Date, Document No, Description, Charge, Payment, and Balance. A 'Generate Statement' button is highlighted over the table. At the bottom, there is a 'Create Filter' link.

Type	Document Date	Document No	Description	Charge	Payment	Balance
Regular Assessments	12/01/2017	RAS-2017M12-1307339-3	Regular Assessment for December 2017	\$175.00		\$2,450.00
Finance Charges	12/05/2017	FCC-2017M12-1357090	Finance Charges for December 2017	\$36.75		\$2,486.75
Regular Assessments	01/01/2018	RAS-2018M1-1360650-7	Regular Assessment for January 2018	\$175.00		\$2,661.75
Finance Charges	01/04/2018	FCC-2018M1-1383230	Finance Charges for January 2018	\$39.38		\$2,701.13
Regular Assessments	02/01/2018	RAS-2018M2-1372271-3	Regular Assessment for February 2018	\$175.00		\$2,876.13
Finance Charges	02/04/2018	FCC-2018M2-1430632	Finance Charges for February 2018	\$42.00		\$2,918.13
Regular Assessments	03/01/2018	RAS-2018M3-1404920-3	Regular Assessment for March 2018	\$175.00		\$3,093.13
Finance Charges	03/04/2018	FCC-2018M3-1467904	Finance Charges for March 2018	\$44.62		\$3,137.75
Regular Assessments	04/01/2018	RAS-2018M4-1444881-3	Regular Assessment for April 2018	\$175.00		\$3,312.75
Finance Charges	04/04/2018	FCC-2018M4-1500518	Finance Charges for April 2018	\$47.25		\$3,360.00
				\$2,485.00	\$0.00	\$3,360.00

Figure 5: Your Account Statement in the Resident Portal

Alternatively, view an **Open Balance** view (the tab to the right of statement) to see charge types collated and summed up, or just a record of payments received by clicking on **View Payment History**.

If you have questions about the Resident Portal, maintaining your contact information, or signing up for e-statements, you may call your management team's service partner, CiraConnect, at 855-877-2472, Option 1.