


## Accessing Your Account Ledger

(QUICK INSTRUCTIONS)

V-21.09

## OVERVIEW

This short tutorial provides instructions for accessing the *My Account Portal* to review your account ledger.

 The *My Account Portal* is just one of the many resources available within your Association's dedicated website, named the *Owners Forum*. For step-by-step instructions for utilizing all of the tools on the Owners Forum, refer to our complete [Owners Forum User's Guide](#).

## ACCESSING THE 'MY ACCOUNT PORTAL'

The *My Account Portal* can be accessed through the Owners Forum or via direct access. In these instructions we will bypass the Owners Forum and access the tool directly.

- 1) Type the following address into your web browser: [www.connectedepay.com](http://www.connectedepay.com)
- 2) On the web page, click the **Condo Owner** option.

CONDO OWNER

- 3) On the resulting page, click the **My Account Portal** option.

MY ACCOUNT PORTAL

After completing these steps you will be at the log-in page for the *My Account Portal* resource.

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## USER ACCOUNT REQUIRED

The *My Account Portal* utilizes user accounts to control access and provide security. Since this tool provides confidential details about your individual association account, you must obtain a unique username and password in order to access this resource.

If you are accessing this tool for the first time, you must register your account with the system.

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## REGISTERING – REQUESTING AN ACCOUNT

In order to use the *My Account Portal* you must have an active user account with a valid username and password. You can create a new account using one of two methods:

1. **Option1: Self-Create Account** - By clicking the "Sign up" link on the Log-in page, you can register a new account within the system. In order to utilize this option you must enter the following two pieces of personal information:
  - **Email Address** - This must exactly match the email address on file with Connected Management.
  - **Account Number** - Each resident has a unique account number within the management systems at Connected.

## CONNECTED MANAGEMENT

### WEBACCESS

Username

Password

[Forgot password?](#)  Remember me

Login

Don't have an account? [Sign up](#)

Graphic: Click the "Sign up" link to initiate the process of setting up a new account.

## CONNECTED MANAGEMENT WEB ACCESS

### Profile Information

**Email Address**

First Name


Last Name

Phone Number

### Account Validation

Enter the following to verify your personal information and connect this account.

**Account #**

I'm not a robot   
reCAPTCHA  
Privacy - Terms

Sign Up

Cancel

Graphic: You must provide your Email address and Account # in order to complete the setup of your new account. (These values must match those in our management systems.)

Your account number and email address were detailed in your welcome packet. The account number is also detailed on most notices that you will receive from Connected. You can also obtain this information

from a staff member at Connected Management. Please email [support@connectedmanagement.com](mailto:support@connectedmanagement.com) or call (773) 913 - 2569 x 1 to request your account number and/or verify the email address that we have on file for your account.

2. **Option 2: Created by Connected** - A member of our support staff can create a user account on your behalf. Please call our support team at (773) 913 - 2569 x 1 and ask for your *My Account Portal* user account to be created.

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## RECOVERING A LOST PASSWORD

To recover a forgotten password, complete these steps:

- 1) Click the **Forgot Password?** link from the Log-in page. (See sample below)

**CONNECTED  
MANAGEMENT**  
WEBACCESS

**Username**  
The Email Address field is required.


**Password**

**Forgot password?**  Remember me

Login

Don't have an account? [Sign up](#)

- 2) The system will send recovery instructions to the email address associated with your account.

 **Important** The recovery email will be sent by "RWA Email Verification" with a reply email address of [donotreply@rentmanager.com](mailto:donotreply@rentmanager.com). *Rent Manager* is the software provider of the management system we utilize at Connected Management.

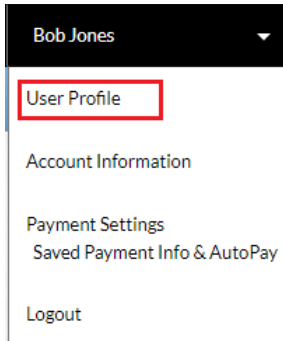
If you do not receive an email in your inbox within 10 minutes please check your spam/junk folder and any filters you may have set. You must allow emails from "rentmanager.com".

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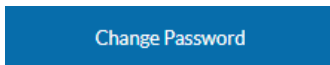
## CHANGING YOUR PASSWORD

You can change your password using the **User Profile** menu option. Perform the following steps: (you must be signed-in to the *My Account Portal*)

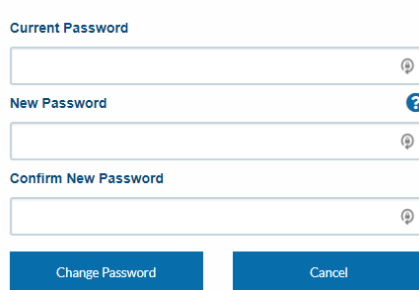
- 1) From the top-right corner of the screen, click your account name, then User Profile.



- 2) Click the **Change Password** button.

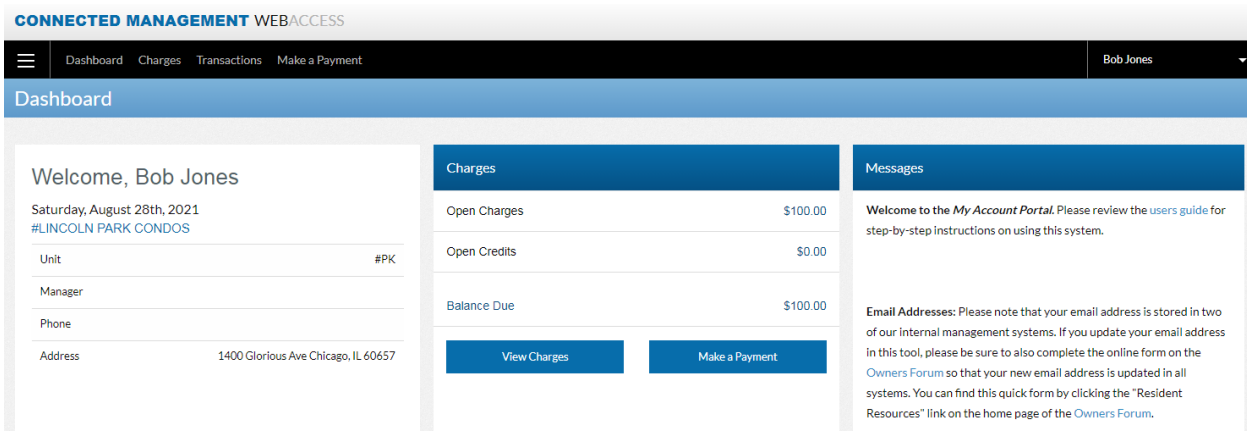


- 3) Complete the "Change Password" form. Click the **Change Password** button to record your changes.



## MANAGING YOUR ACCOUNT

Once you have logged in, you will see a snapshot of your account on the **Dashboard** tab as shown below.



**CONNECTED MANAGEMENT WEBACCESS**

Dashboard Charges Transactions Make a Payment Bob Jones

### Dashboard

Welcome, Bob Jones

Saturday, August 28th, 2021  
#LINCOLN PARK CONDOS

Unit #PK  
Manager  
Phone  
Address 1400 Glorious Ave Chicago, IL 60657

Charges	
Open Charges	\$100.00
Open Credits	\$0.00
Balance Due	\$100.00

[View Charges](#) [Make a Payment](#)

#### Messages

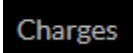
Welcome to the *My Account Portal*. Please review the [users guide](#) for step-by-step instructions on using this system.

**Email Addresses:** Please note that your email address is stored in two of our internal management systems. If you update your email address in this tool, please be sure to also complete the online form on the [Owners Forum](#) so that your new email address is updated in all systems. You can find this quick form by clicking the "Resident Resources" link on the home page of the [Owners Forum](#).

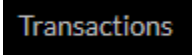
*Graphic: The **Dashboard** tab provides a general overview of your account.*

From the Home page you can use the menu at the top of the screen to perform the following functions:

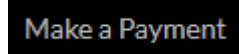
- 1) Click **Charges** to view all unpaid (open) charges on your account.

A black rectangular button with the word "Charges" written in white text.

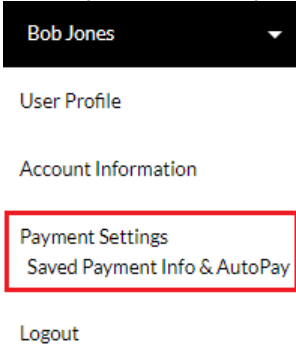
- 2) Click **Transactions** to view all charges and payments on your account.

A black rectangular button with the word "Transactions" written in white text.

- 3) Clicking **Make a Payment** allows you to make one-time ePayments using your checking or savings account. You can also configure "AutoPay" so that your payments are made automatically on a schedule of your choosing.

A black rectangular button with the text "Make a Payment" written in white text.

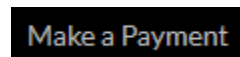
- 4) Clicking **Payment Settings** allows you to configure, review and manage your payment information along with any Automatic Payments that you have configured.



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## MAKING ONE-TIME EPAYMENTS

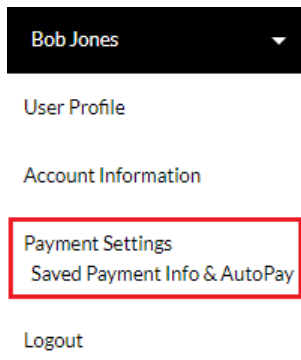
You can make one-time ePayments from your checking or savings account using the **Make a Payment** option from the top menu. A \$.99 convenience fee will apply for each payment made.

A black rectangular button with the text "Make a Payment" written in white text.

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## CONFIGURING RECURRING "AUTO" EPAYMENTS

You can configure "AutoPay" so that your payments are made automatically on a schedule of your choosing. Click the **Payment Settings** menu to configure, review and manage your payment information and Automatic Payments. A \$.99 convenience fee will apply for each payment made.



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## UPDATING A PAYMENT ACCOUNT

Click the **Payment Settings** menu to configure, update, review and manage your payment information along with any Automatic Payments that you have configured.

