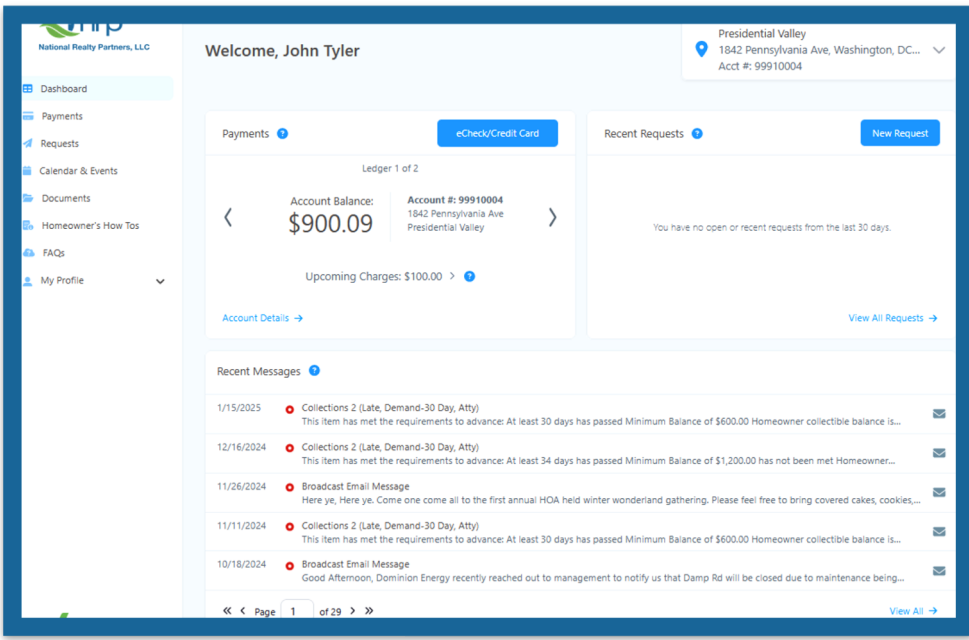


NAVIGATING THE OWNER PORTAL

An overview of the NRP owner portal

Portal Dashboard



Log onto the owner portal online at: <https://portal.nrpartnersllc.com> (See *How to Log onto Portal* for instructions on how to register).

Upon login, you will be directed to the Dashboard - the primary home page for the owner portal.

The Dashboard offers a quick-view of your account balance and billing schedule, and a navigable view of your open action items. To see additional information about an open action item, click the action item title.

To navigate between the pages of the owner portal, use the left-hand navigation panel. At any point you can navigate back to the Dashboard by clicking *Dashboard*.

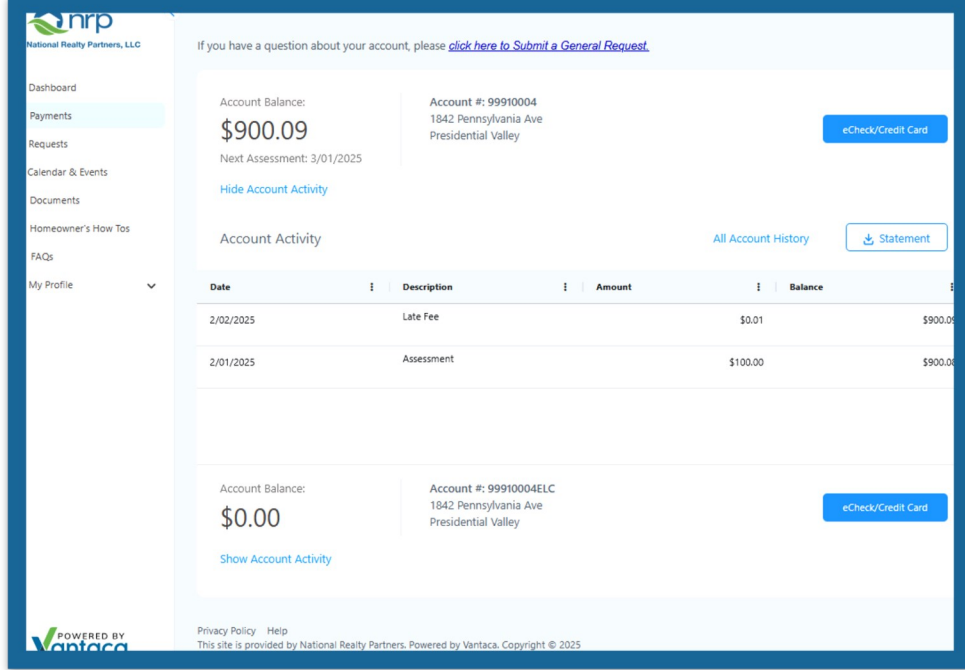
Payments Page

On the *Payments* page, you can create or modify online payments, as well as download reports of your payment history.

The payment types available are *Auto-Draft*, *eCheck*, and *Credit Card*. Each payment type is described in detail on the *Payments* overview page.

For additional direction on how to make, change, or stop a payment, please see *How to Make a Payment*.

Please note: to register for recurring payments Auto-Draft your balance must first be \$0.00. You must pay any outstanding balance in the form of a eCheck or Credit Card payment, then register for recurring future payments.



My Items

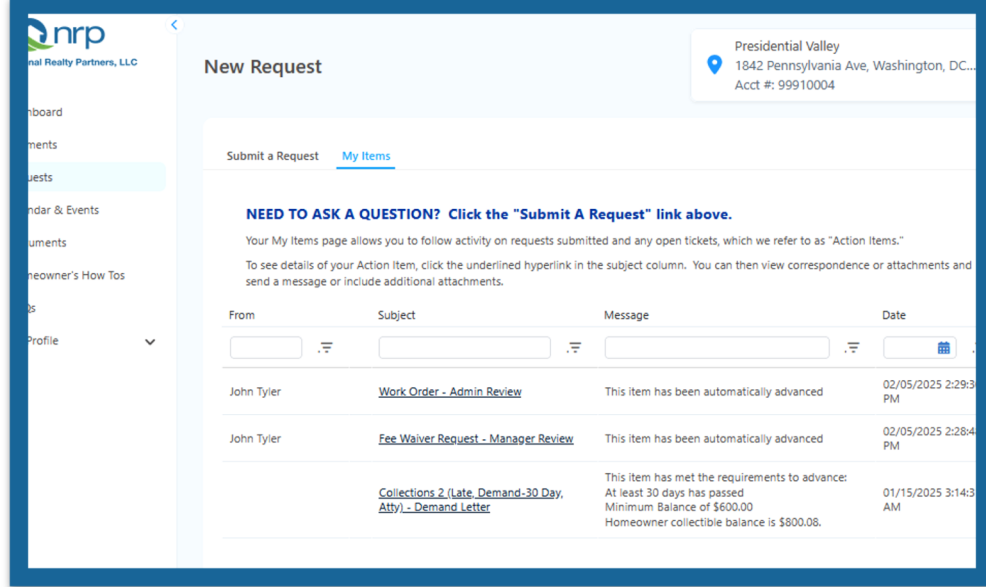
Your *My Items* page is similar to an email inbox. Here you can find open requests, referred to as Action Items.

Action Items may include:

- Correspondence between owner and management, referred to as *General Questions* and *General Inquiry from Email*
- *Work Order* requests for common area repairs
- *Architectural Violations*
- *Architectural Improvement Requests*, referred to as *ARC Requests*
- *Fee Waiver Request*

To see additional correspondence/action on an Action Item, click the underlined subject line to be navigated to the Action Item detail page.

Closed/Resolved Action Items will be visible for up to 30 days after resolution.



Requests

Your *Requests* page will first take you to the *Submit a Request* form.

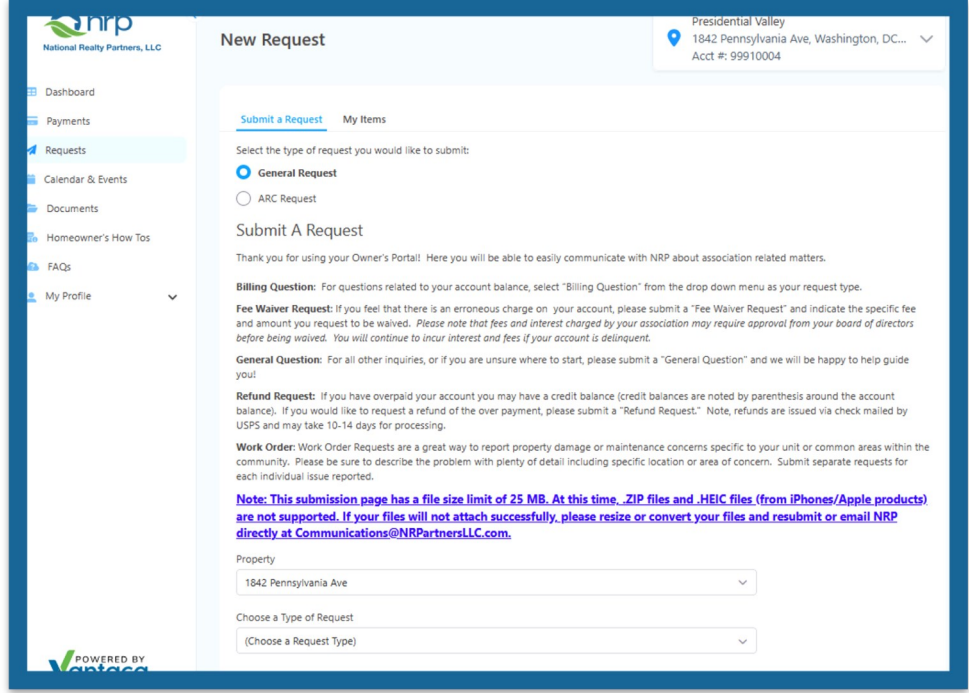
General Requests include:

- *Billing Questions*
- *Fee Waiver Requests*,
- *General Questions*
- *Refund Requests*
- *Work Order* requests for common area repairs

Each type is explained in detail on the *Submit a Request* page.

Also available are Architectural Improvement Requests, referred to as *ARC Requests*.

To view open and recently closed requests and correspondence, click *My Items* at the top of the *Requests* page.

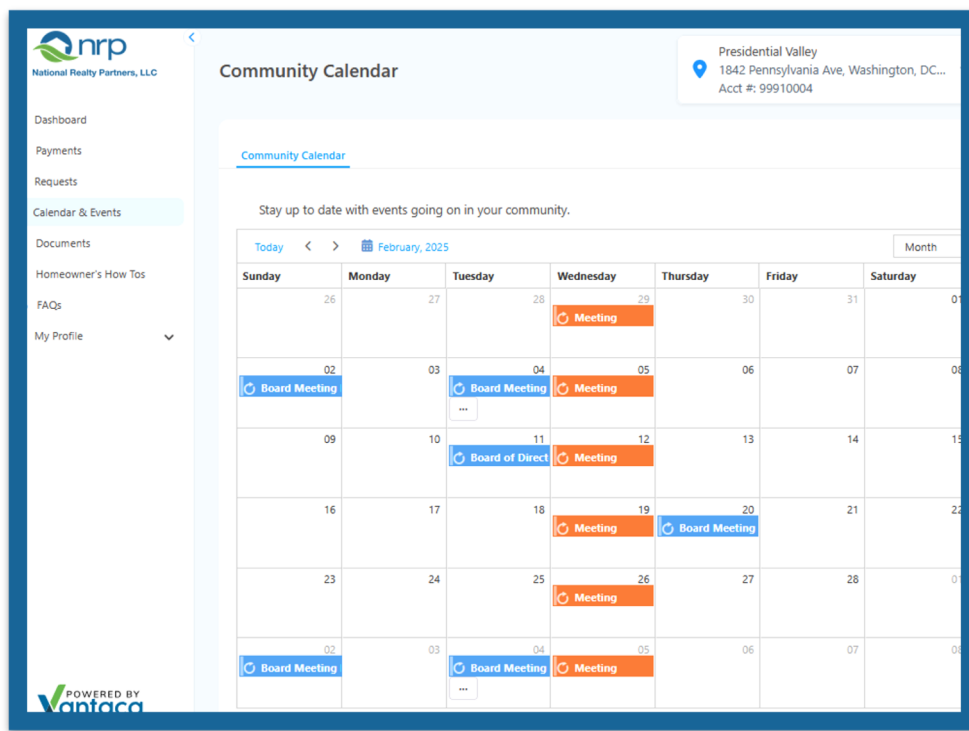


Calendar & Events

Your association may or may not utilize the *Calendar & Events* page.

On the *Calendar & Events* page you can find scheduled upcoming association events like Board or committee meetings, and community social events.

To toggle between the *Day*, *Week*, *Agenda*, and *Month* view, click the corresponding word on the top-right of the calendar view.

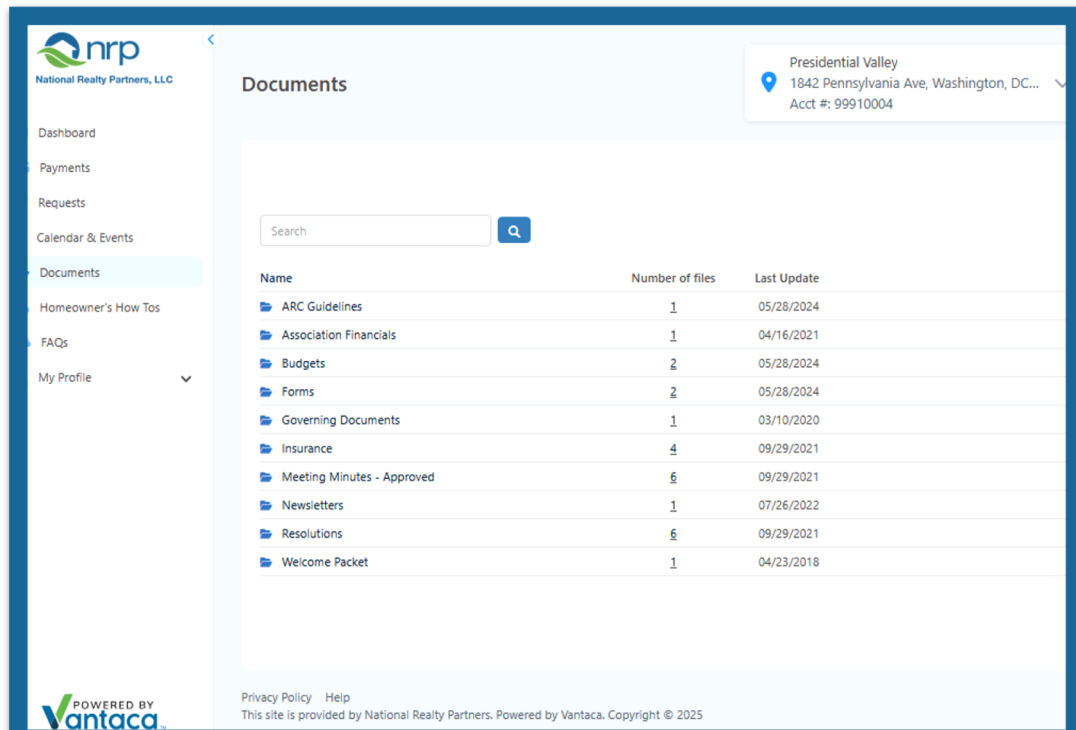


Documents

On the *Documents* page, you will find many valuable association documents. For additional information about what each document is, see *The ABCs of HOAs*.

To access the documents within each folder, click the folder name.

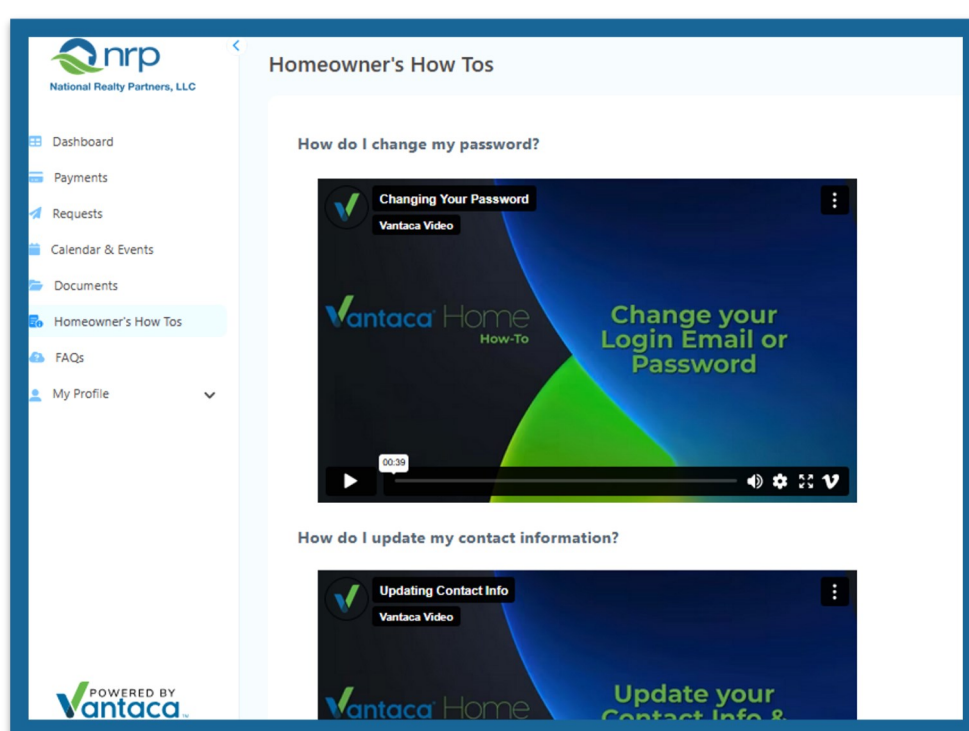
If you are unable to locate a document or have questions regarding the posted documents, please reach out to NRP directly.



Homeowner's How To

The *Homeowner's How Tos* page offers several video walkthroughs on how to navigate the owner portal.

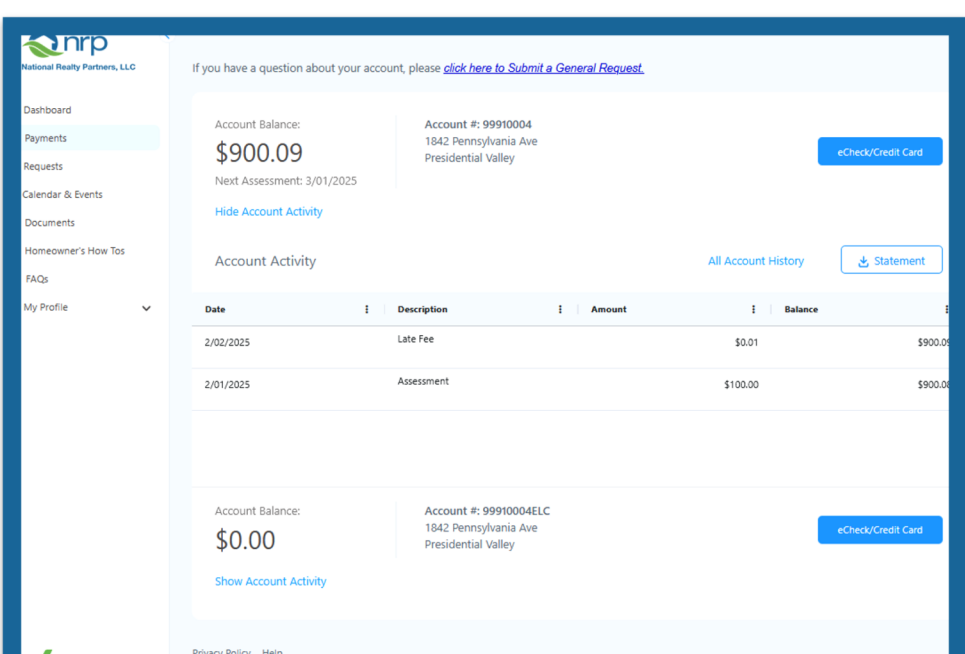
Available videos include *Change your Login Email or Password*, *Update your Contact Info & Communication Preference*, *Downloading an Account Statement*, and *Recent Requests/My Items*.



FAQs

The *FAQs* page offers a Question & Answer (Q&A) for several frequent Common Interest Community (CIC) related questions.

Per the Board's request, the *FAQ* page can be customized for each association.



My Profile > Profile Settings

On the *My Profile* page you can add, edit, modify, or delete your preferred contact information. You can also change your preferred *General and Billing Communication Preference* to email or paper.

By clicking, *My Login* at the top of the page you can update your NRP portal login credentials. For more information on how to update your login credentials see the *How to Change Contact Info and Login* training PDF.

