



PORTAL REGISTRATION GUIDE

This tutorial is designed to assist homeowners and board members in registering an account for their association CommunityPro® portal. Registered users have access to online payments, account information including balance and payment history, and community documents and information. Registration is simple and secure, so get started today!

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STEP 1: Visit sentrymgt.com and click on 'My Account'

[HOME](#)[FAQS](#)[CONTACT](#)[CLOSING DOCUMENTS](#)[CAREERS](#)[SELECT LANGUAGE ▼](#)[ABOUT US](#)[OFFICES](#)[MY ACCOUNT](#)[MAKE A PAYMENT](#)[REQUEST PROPOSAL](#)[CONTACT US](#)

WE TAKE ASSOCIATION
MANAGEMENT **PERSONALLY**



STEP 2: Click on 'New User Registration'

MY ACCOUNT

CommunityPro® PORTAL Login

NOT YET REGISTERED?
[CLICK ON NEW USER REGISTRATION BELOW](#)

FOR CURRENT HOMEOWNERS

[LOGIN »](#)

[FORGOT USER ID? CLICK HERE](#)

[FORGOT PASSWORD? CLICK HERE](#)

WELCOME HOMEOWNER

Your PORTAL gives you access to important information about your personal account, your homeowner association, and allows you to stay connected to your community.

Once in your secure PORTAL, you can:

- ✓ Make online payments
- ✓ Find Community Manager name, phone number & email address
- ✓ Sign up for emails from your association
- ✓ View your personal account and payment history
- ✓ Access association documents like By-Laws, Rules & Regulations and Reports

[NEW USER REGISTRATION »](#)

[CHANGE OF ADDRESS REQUEST](#)

STEP 3: Complete required fields to identify your account

New User Registration

Email address:

A validation email will be sent confirming your account. Please note this email address will be used for email correspondence. You may unsubscribe at any point.

Desired User ID:

Please choose a user ID that can be 8 alphanumeric characters in length.

First & Last Name:

Acct No. (as printed on your coupon):

Users are required to complete the first step of registration for the purpose of identifying their account.



FOR YOUR RECORD

Number 1

Account Number 0001234000000123

10000000

Jan 18, 2021

Amount Due \$220.00

Date Pk

Check #

Amount



PO BOX 105362
ATLANTA GA 30348-5362

QUARTERLY ASSESSMENT \$220.00
Amount Due \$220.00

SENTRY

Register

Back

cptest.sentrymgt.com says

Your submission has been sent. Please check your email inbox to complete registration.

OK

Users will need their 16-digit account number to proceed.

Upon clicking 'register', user will receive confirmation that verification email has been sent

STEP 4: Check for verification email and click 'Verify Email Address'



Thanks for creating a CommunityPro® PORTAL account!

Verify your email address within the next 15 minutes to complete your account registration on CommunityPro®.

Verify Email Address

Do not reply to this email. This email address does not accept incoming messages. To ensure delivery to your inbox, please add communityassociation@sentrymgt.com to your safe senders list.

[Unsubscribe](#) - [Unsubscribe Preferences](#)

TIPS:

Email is sent from:
sysadmin@sentrymgt.com

If you don't see the verification email in your inbox, be sure to check the spam/junk folder.

The subject line of the email is:
'CommunityPro PORTAL Finalize Registration'

STEP 5: Complete required fields – choose password, select preferences

The system will notate whether user is the first or second user for the property. Up to two users are permitted.

The screenshot shows the 'New User Registration' page for Sentry Management. The header includes the Sentry Management logo and navigation links: HOME, ORDER CLOSING DOCUMENTS, CAREERS, FOR ASSOCIATION BOARDS, FOR HOMEOWNERS, MY ACCOUNT, MAKE A PAYMENT, CONTACT US, and REQUEST PROPOSAL. The form fields include: USER2 HOM, TEST STREET 3 Unit 321, LONGWOOD FL 11111, and a note 'You are the 1st user for this property'. A link 'If this is not your property, cancel registration here.' with a button 'This is not my Property' is present. The 'Desired Password:' field is followed by a note: 'Password must contain at least 8 characters, a number, an uppercase letter, a lower case letter, and a special character.' The 'Confirm Password:' field is followed by a note: 'If user is a board member, they must select option and complete additional fields.' Below these are checkboxes: 'Include my address in member directory', 'Include my phone #'s in member directory', 'Include my email addresses in member', and 'Select if you are a Board Member'. A link 'To review the Terms and Conditions' with a button 'Please Click Here' is present. At the bottom are checkboxes 'I have read the Terms & Conditions of Use' and buttons 'Register' and 'Back'.

User will select their preferences for inclusion in the directory.

Users will choose their password

If user is a board member, they must select option and complete additional fields.

After clicking 'Register' a welcome email will be sent.

STEP 6: View 'welcome' email and click 'Sign In' to access the portal



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[Unsubscribe](#) - [Unsubscribe Preferences](#)

TIPS:

Email is sent from
sysadmin@sentrymgt.com

If you don't see the welcome email in your inbox, be sure to check the spam/junk folder.

The subject line of the email is:
'Welcome to CommunityPro PORTAL'

Reset User ID or Password



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MY ACCOUNT

CommunityPro® PORTAL Login

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Users who have forgotten or need to reset their account user ID or password may do so by visiting sentrymgt.com and clicking on 'My Account.' Below the login tool the user is able to click either link to begin the reset process.

Once clicked, the following actions will occur:

Forgot User ID?

Enter the email address used to register your account and you will be sent an email that will contain your User ID. If you no longer know your password, please select the "Forgot Password?" link on the login page.

[Send User ID](#)

[Back](#)

Forgot Password?

Enter the email address used to register your account and you will be sent an email to verify your email and reset your password.

[Reset Password](#)

[Back](#)

User will be required to enter the email address associated with the account. This must match the email address used during the registration process.

User will then check for receipt of email with next steps as shown here:

Password Reset Request

Desired Password:

Password must contain at least 8 characters, a number, an uppercase letter, a lowercase letter, and a special character.

Confirm Password:

[Save](#)

[Back](#)



Thank you for using CommunityPro® PORTAL. To access your profile use TestUser as the User ID to log-in.

Do not reply to this email. This email address does not accept incoming messages. To ensure delivery to your inbox, please add communityassociation@sentrymgt.com to your safe senders list.