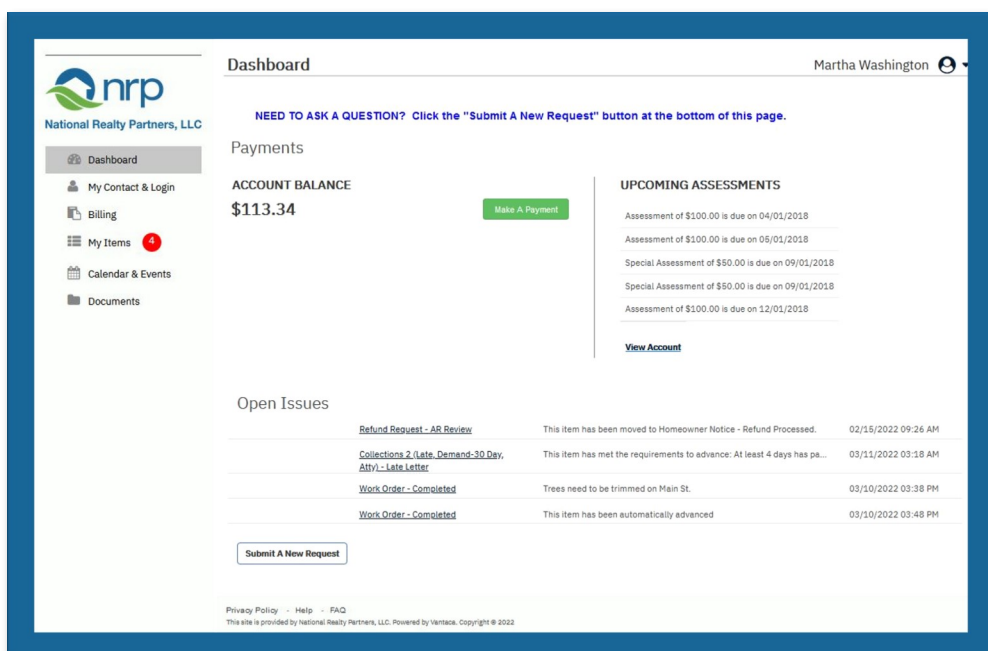


NAVIGATING THE OWNER PORTAL

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 underlined action item title.

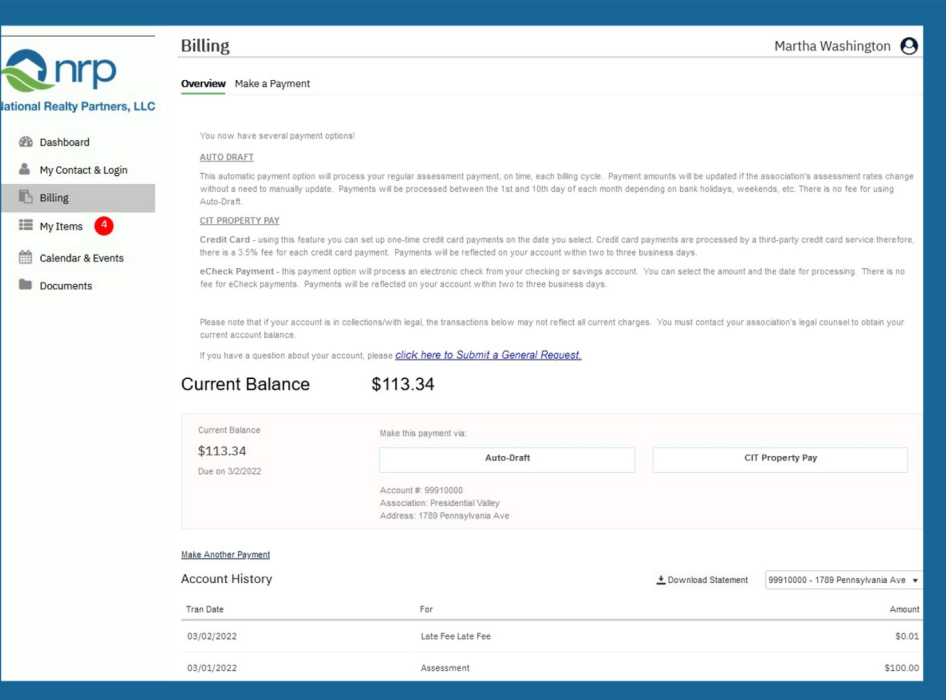
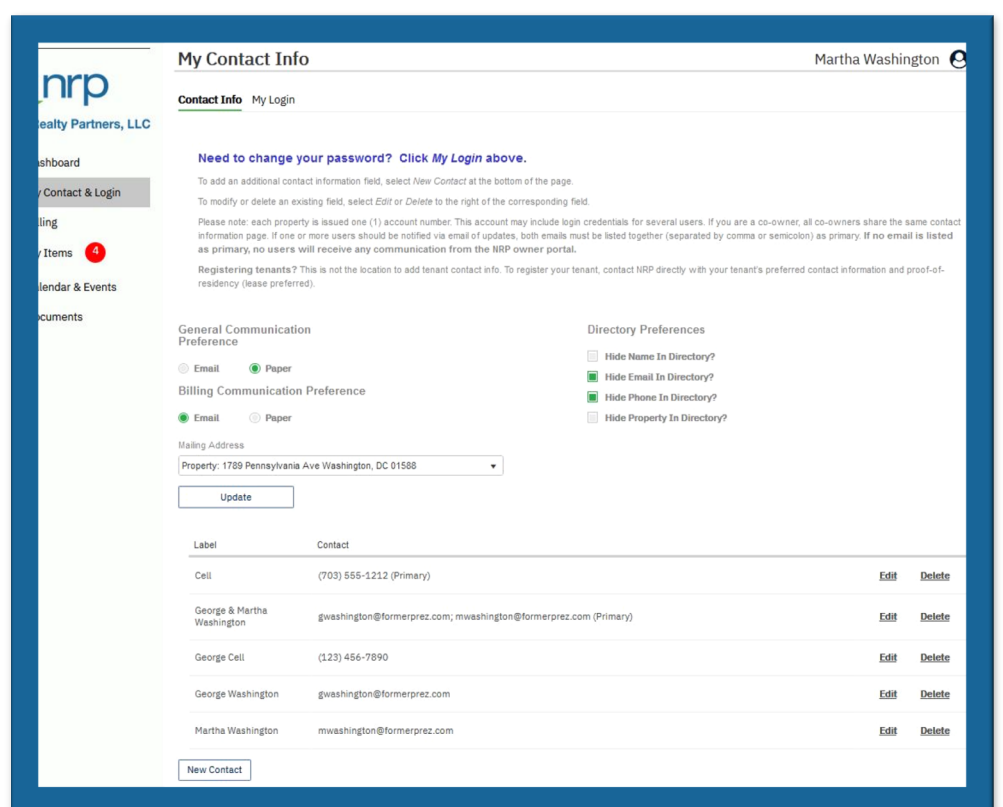
To navigate between the pages of the owner portal, use the left-hand navigation panel. At any point you can navigate back to the Dashboard by clicking *Dashboard*.

My Contact & Login

On the My Contact Info page, you can update your preferred (primary) email address(es), phone number(s), and mailing address; as well as General and Billing communication preference. (NRP does not utilize the directory referred to on the My Contact Info page)

For additional direction on how to modify your preferred contact information and login credentials please see, *How to change contact info and login*.

Please note: each property is issued one (1) account. This account may include login credentials for several users. If you are a co-owner, all co-owners share the same contact information page. If both users should be notified via email of updates, both emails must be listed together as primary. For example, Martha and George Washington both co-own the example property. As such, both emails are listed together as primary.



Billing Page

On the Billing 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 Billing 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. First you must pay any outstanding balance in the form of a eCheck or Credit Card payment, then register for recurring future payments.

My Items

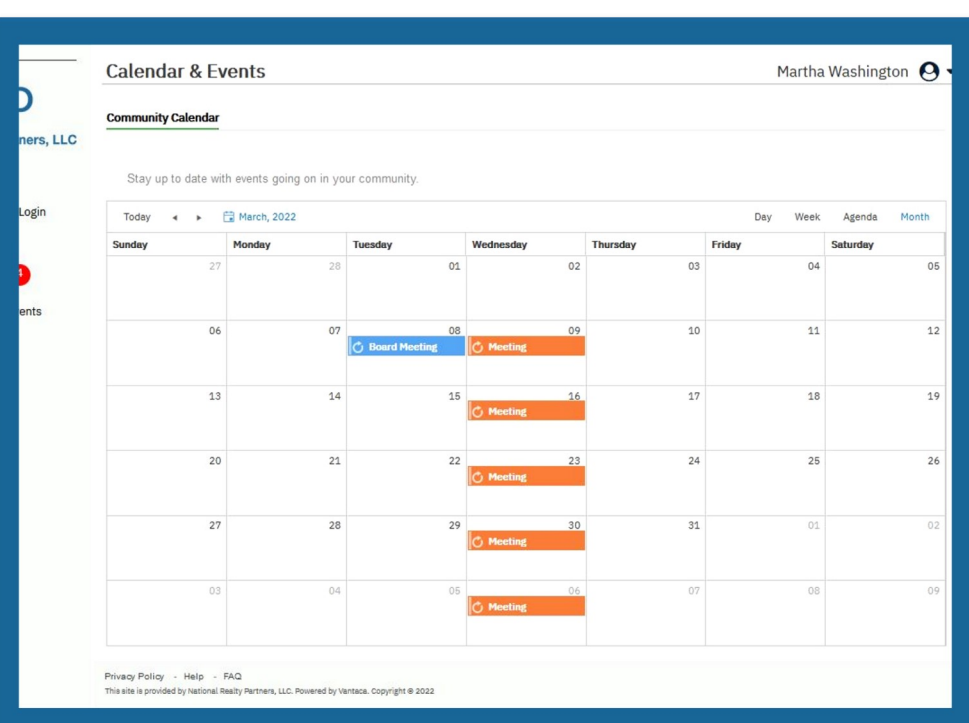
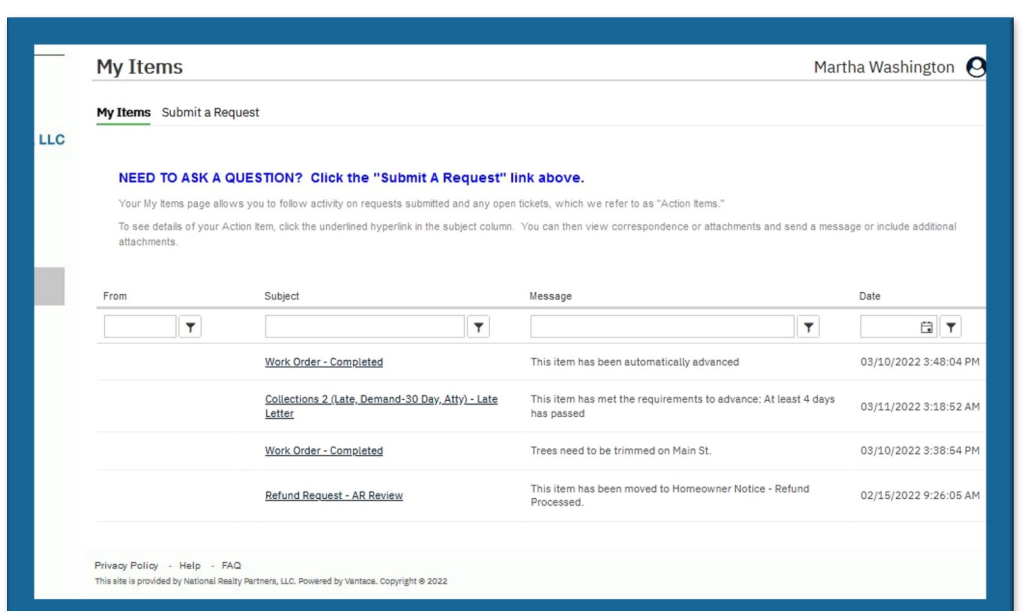
Your My Items page is similar to an email inbox. Here you can find open requests, referred to as Action Items.

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.



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.

