

# PORTAL NAVIGATION GUIDE

This tutorial is designed to help homeowners and board members navigate their association's CommunityPro® Portal website. Each homeowner has access to each of the areas highlighted in this tutorial and board members have special access to the board room. A separate guide for the board room is available in the resources area of the 'My Account' page on [sentrymgt.com](https://sentrymgt.com).

# CLICKABLE LINKS

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# TABS

Along the left side of the portal is a list of all available tabs. Each tab contains important information and features for users to access.

**Your Rules & Regs, Calendar, Visitor Authorization, and Work Order Request are optional and not all communities will see these options**

- Home
- Online Payment
- My Profile
- Your Ledger Card
- Your Rules & Regulations
- Homeowner Directory
- Calendar
- Information Center
- Visitor Authorization
- Work Order Request
- Change Password
- Contact Us
- Terms/Privacy Policy

# HOMEPAGE

The homepage allows homeowners to view association contact info, messages from the Board of Directors, details about upcoming events, and links to submit requests and documents.

The screenshot shows the homepage of the CommunityPro 8.0 portal for Sunnyland Association Inc. The top navigation bar includes the CommunityPro 8.0 logo, utility icons for 'Make a Payment', 'Account Balance', 'Work Order', and 'My Profile', and the association name 'SUNNYLAND ASSOCIATION INC'. A left sidebar contains a list of navigation tabs. The main content area features an aerial photograph of a residential neighborhood. Overlaid on the right side of the photo is the contact information for the Property Owner: William Turner & Elizabeth Swan, 210 Magnolia Rd #201, Anywhere, MX 12345. Below the photo is a contact card for John Sunshine, Community Manager, with his phone number (407) 788-6700 ext. 12345 and email address communitycare@sentrymgmt.com. A link is provided to view 'NOTICES of Board and Member Meeting'. The footer includes the Sentry logo and a copyright notice for CommunityPro 8.0, an online system of Sentry Management, Inc. (2022).

**COMMUNITYPRO 8.0** Make a Payment Account Balance Work Order My Profile

SUNNYLAND ASSOCIATION INC

Property Owner  
WILLIAM TURNER & ELIZABETH SWAN  
210 MAGNOLIA RD #201  
ANYWHERE MX 12345

**JOHN SUNSHINE**  
Community Manager  
2180 W. 5th Ave Ste 5000 LONGWOOD FL 32779-5044  
(407) 788-6700 ext. 12345  
communitycare@sentrymgmt.com

[Click here to view NOTICES of Board and Member Meeting](#)

Close Help

**Sentry** Website powered by CommunityPro 8.0, an online system of Sentry Management, Inc. 2022. All Rights Reserved. | 1-800-932-6636 | CONTACT US

# ONLINE PAYMENT

Users are able to explore the various payment options available. Once selected, each option will provide instructions for use or redirect to the appropriate secure payment platform.

## Payment Methods

Choose from a variety of payment methods, provided by Sentry Management's single-source payment processor, designed to make paying your bill simple, secure and convenient.

COMPARE PAYMENT METHODS »

The screenshot displays six payment methods arranged in a 2x3 grid. Each method is represented by a blue circular icon with a white symbol, a title, and a brief description. The methods are: eCheck (laptop icon), Credit/Debit Card (credit card icon), AutoPay (calendar icon), Phone Payment (phone icon), Mail (envelope icon), and In Person (person icon). A dark blue button labeled 'COMPARE PAYMENT METHODS »' is positioned at the top left of the grid.

Users can click the compare feature to see what frequency and fees may exist for each payment method.

# MY PROFILE

Users are able to review account details and update the following:

The screenshot shows the 'Homeowner Profile' page. It includes a 'Homeowner Information' table, a 'Property Management' section, 'User Preferences' with checkboxes, 'User Group' with phone number input fields, and an 'Emails' table. Three callout boxes on the left point to specific sections: 'User preferences' points to the checkboxes, 'Phone numbers' points to the input fields, and 'Email addresses' points to the 'Emails' table.

ASSOCIATION	TYPE	OWNER A/R #	BILL-PAY ACCT #	SMI DIVISION
SUNNYLAND ASSOCIATION INC		000201	0005UNNY00002016	01

**User Preferences**

- Include address in Homeowner Directory
- Include phones in Homeowner Directory
- Include emails in Homeowner Directory
- Opt out of assessment coupons

EMAIL ADDRESS	OPT-IN	PRIMARY EMAIL	BOO	RELATIONSHIP	COMMENTS	USER ID	USER NAME	OPTIONS
test12@test1.com	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Homeowner			TURNER & ELIZABETH SWAN, WILLIAM	Delete Edit

When adding emails, users can choose to 'opt-in' to receive email communications. Multiple emails may be entered and user has the option to designate a primary email.

# YOUR LEDGER CARD

## Ledger Card

for 000201 TURNER & ELIZABETH SWAN,WILLIAM

Your account balance is -350.00

Quick glance at current account balance

View history From date

mm/dd/yyyy



Search

[View References](#)

Search results

History of account charges and payments applied

DATE	DESCRIPTION	MONTHLY	SPEC ASSMNT	OTHER ASSESS	Balance History	TOTAL
07/01/2019	JULY ASSESSMENT	228.00				228.00
08/01/2019	AUGUST ASSESSMENT	228.00				456.00
08/04/2019	CASH REC'D CK#1577-BP	-228.00				228.00

# YOUR RULES & REGULATIONS

Rules & Regulations tab is an optional feature that provides users with a history of reminder notices received.

## Rules & Regulations Notebook

[Print](#)

From date

01/01/2012



To date

06/15/2022



Sort by

Most recent first



Clear

Search

[View References](#)

Search results from

Users can view and download copies of correspondence

USER	DATE	STATUS	LETTER#	CODE	NOTES	OPTIONS
Homeownr	06/15/2022	O	MN	MB	test	
Homeownr	06/09/2022	O	MN	MB	test	

# HOMEOWNER DIRECTORY

The homeowner directory allows users to view names, addresses, and contact information for other homeowners within the community. The search feature allows users to narrow down the field of results and can be sorted multiple ways including name and street name.

**Homeowner Directory**

Group:  Search by: Homeowner Last Name Search for: Beginning with Search:  First name (optional):

Please note: This Directory only contains those Homeowners who have registered and given approval to be included in the directory.

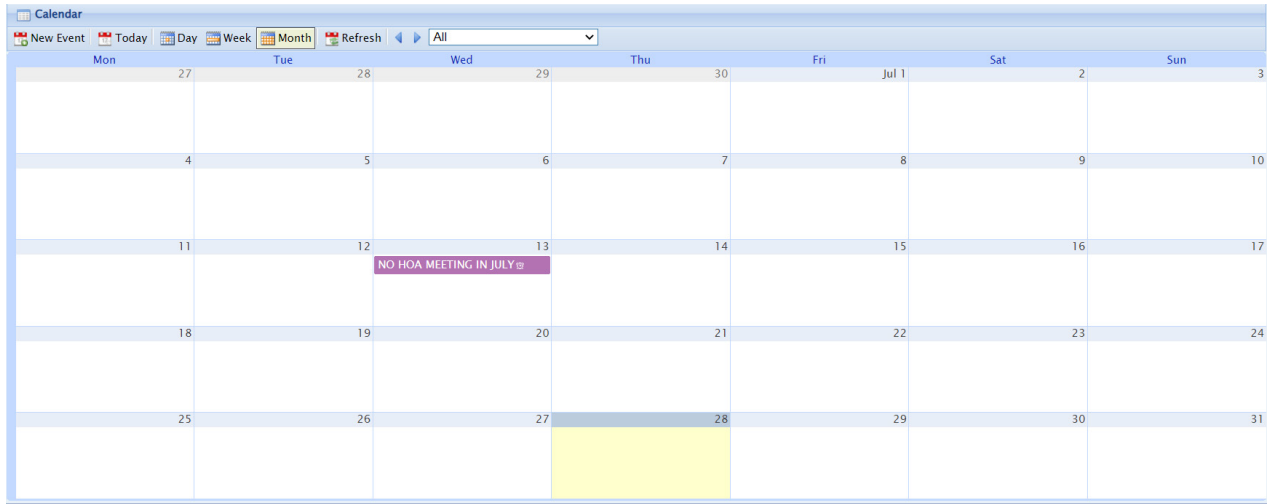
## Search results Homeowner Last Name

NAME	ADDRESS	PHONE	EMAIL
A HOME OWNER	210 MAGNOLIA RD #101 ANYWHERE FL 12345	222-333-4455 (Home) 111-222-3333 (Cell)	Otest@mail.com home@mycompany.com mickeymouse999@gmail.com barbaraks180@gmail.com mrsbaldyga@gmail.com joemaez@gmail.com
BANK ON IT NOW, YOU CAN	210 MAGNOLIA RD #204 ANYWHERE MX 12345		

To protect privacy, the directory only includes owners who have granted permission to be included.

# CALENDAR

The calendar is an optional feature that enables homeowners to access a master view of all community events and activities. Users have the option to sort by calendar categories to view specific event types.



# INFORMATION CENTER

The information center allows users to view, download, and send association records, documents, and forms.

## Information Center

A screenshot of the "Information Center" search interface. It features several dropdown menus: "Cabinet" (Association Records), "Drawer" (Community Information), "Folder" (Governing Documents), and "Subfolder" (ALL). There are also search filters for "From" (mm/dd/yyyy) and "To" (07/11/2022). Below these are radio buttons for "List by" (Date or Description) and "Sort by" (Most recent date first or Oldest date first). A "Description" search field is at the bottom.

**Common records available include:**

- Governing documents
- Rules & Regulations
- Architectural Guidelines
- Forms
- Applications
- Meeting Minutes

**Users can search by date and keywords to locate documents quickly and easily.**

# VISITOR AUTHORIZATION

This tab, is optional for communities with security checkpoints, allows users to add approved visitors for problem free access to the community.

## Visitor Authorization Form

This form is to authorize visitors to your home THIRTY MINUTES or more from now for today or tomorrow. If you need to provide access sooner than 30 minutes you need to call the gate. Using this form you can submit a request for up to three visitors.

Fields marked with a red asterisk (\*) must be entered.

Your name	Your address
<input type="text" value="WILLIAM TURNER &amp; ELIZABETH SWAN"/>	<input type="text" value="210 MAGNOLIA RD #201 ANYWHERE MX 12345"/>
Special Comments	
<input type="text"/>	

**#1 \***

Visitor's First & Last Name	Expected Arrival Date *	Expected Departure Date
<input type="text"/>	<input type="text" value="07/22/2022"/>	<input type="text" value="07/22/2022"/>

Complete only if calling in additional visitors

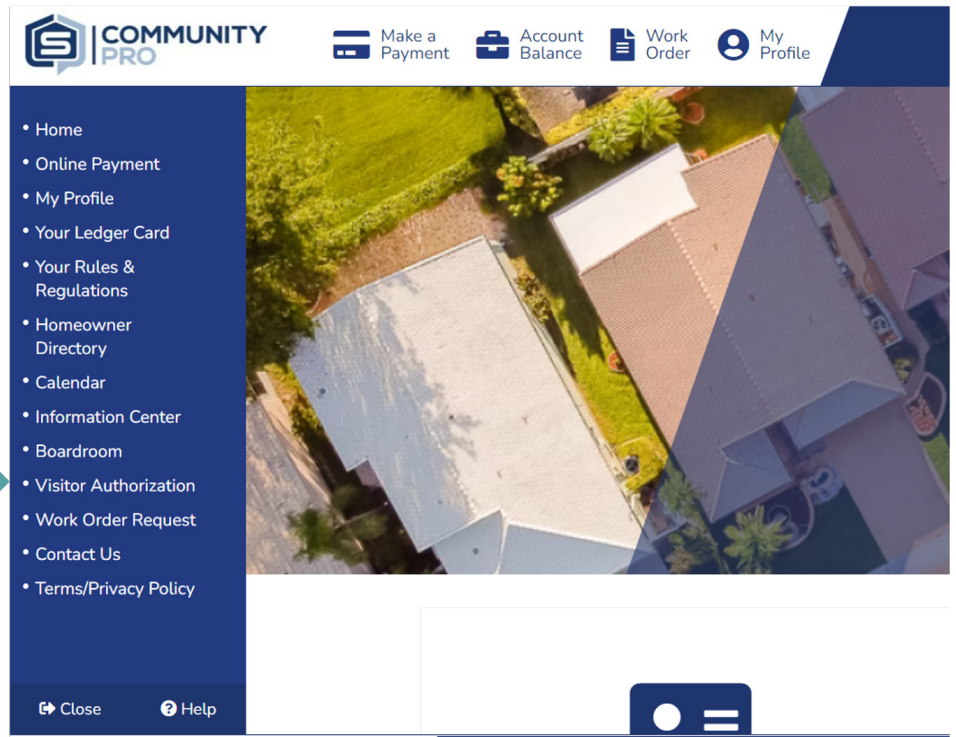
**#2**

Visitor's First & Last Name	Expected Arrival Date	Expected Departure Date
<input type="text"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>

## Step 1: Homeowner Portal

Click "Visitor Authorization" on the left menu.

Visitor Authorization





## Step 2: Visitor Authorization Form

Homeowners will complete the boxes that apply.

*NOTE: Homeowners have the option to authorize more than one visitor on this form.*

The first screenshot shows the 'Visitor Authorization Form' header with the SUNNYLAND ASSOCIATION INC. logo. Below the header, there is a navigation menu on the left and a main content area. The main content area contains a yellow box with instructions: 'This form is to authorize visitors to your home THIRTY MINUTES or more from now for today or tomorrow. If you need to provide access sooner than 30 minutes you need to call the gate. Using this form you can submit a request for up to three visitors. Fields marked with a red asterisk (\*) must be entered.' Below this, there are input fields for 'Your name' (LERROY JETHRO GIBBS) and 'Your address' (210 MAGNOLIA RD #207 ANYWHERE M). There is also a 'Special Comments' section.

The second screenshot shows the form with three visitor entries. Each entry has a '#1', '#2', or '#3' label, a 'Visitor's First & Last Name' field, an 'Expected Arrival Date' field (with a calendar icon), and an 'Expected Departure Date' field (with a calendar icon). Below the entries, there is a section 'Send your confirmation to' with three radio button options: 'cbruner@sentrymgt.com', 'nbidondo@hexacta.com', and 'Email to' followed by an empty input field. A 'Submit' button is located at the bottom right.

## Step 3: Homeowner Confirmation Email

Homeowners have the option to send a confirmation email. Homeowners can select the email address on file, add a new email address, or utilize both by selecting both options and clicking "Submit".

This screenshot shows the 'Visitor Authorization Form' with three visitor entries. Each entry has a '#3' label, a 'Visitor's First & Last Name' field, an 'Expected Arrival Date' field (with a calendar icon), and an 'Expected Departure Date' field (with a calendar icon). Below the entries, there is a section 'Send your confirmation to' with three radio button options: 'cbruner@sentrymgt.com', 'nbidondo@hexacta.com', and 'Email to' followed by an empty input field. A 'Submit' button is located at the bottom right.

*NOTE: When homeowners hit "submit" an email will also be sent to the manager's email on file.*

# WORK ORDER REQUEST

The work order request tab is an optional feature that gives homeowners the ability to submit a work order directly through the portal website. The feature is helpful for reporting issues like roof leaks, irrigation issues, exterior repair needs and more.

## Work Order Request Form

This form is to submit a work order request pertaining to association maintenance responsibilities. Your request will be logged into the CommunityPro work order system then verified and reviewed by our team. Your request will be reviewed during regular business hours and should NOT be used for emergencies. If your request is an emergency, please call your local office. Fields marked with a red asterisk (\*) must be entered.

Summary Description

Job Location

210 MAGNOLIA RD #201

Include Directions  
take a left on sunny street

Contact

Homeowner

Special Instructions

Detailed Description

1. Log in to CommunityPro® by visiting [sentrymgt.com](https://sentrymgt.com) and selecting “My Account” from the main menu  
If you do not have an account, please register [HERE](#)
2. Once you are logged in, select the link for “Work Order Request” from the navigation on the left



- Home
- Online Payment
- My Profile
- Your Ledger Card
- Your Rules & Regulations
- Homeowner Directory
- Calendar
- Information Center
- Boardroom
- Visitor Authorization
- Work Order Request
- Contact Us
- Terms/Privacy Policy

Work Order Request



### 3. Fill in the required fields

The screenshot shows the 'Work Order Request Form' interface. At the top left is the 'COMMUNITY PRO' logo. To its right are navigation icons for 'Make a Payment', 'Account Balance', 'Work Order', and 'My Profile'. The top right corner displays 'SUNNYLAND ASSOCIATION INC'. A dark blue sidebar on the left contains a menu with items: Home, Online Payment, My Profile, Your Ledger Card, Your Rules & Regulations, Homeowner Directory, Calendar, Information Center, Boardroom, Visitor Authorization, Work Order Request (highlighted), Contact Us, and Terms/Privacy Policy. At the bottom of the sidebar are 'Close' and 'Help' buttons. The main content area has a title 'Work Order Request Form' and a yellow informational box stating: 'This form is to submit a work order request pertaining to association maintenance responsibilities. Your request will be logged into the CommunityPro work order system then verified and reviewed by our team. Your request will be reviewed during regular business hours and should NOT be used for emergencies. If your request is an emergency, please call your local office. Fields marked with a red asterisk (\*) must be entered.' Below this are four input fields: 'Summary Description', 'Job Location', 'Contact', and 'Special Instructions'. To the right of the 'Job Location' field is a checkbox labeled 'Include Directions' with the text 'take a left on sunny street' below it. At the bottom of the form is a large text area for 'Detailed Description'. The bottom of the page has a dark blue bar with 'Close' and 'Help' buttons.

### 4. Select “Save”

Once saved, you and your Community Manager will receive a confirmation email from donotreply@sentrymgt.com to the email address you used to create your CommunityPro account.



# 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](http://sentrymgt.com) and click on 'My Account'



HOME    FAQs    **MY ACCOUNT**    CLOSING DOCUMENTS    CAREERS    SELECT LANGUAGE ▾

ABOUT US    OFFICES    **MY ACCOUNT**    MAKE A PAYMENT    REQUEST PROPOSAL    CONTACT US



# STEP 2: Click on 'New User Registration'



**CommunityPro® PORTAL Login**

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

**FOR CURRENT HOMEOWNERS**

ID

Password

**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.

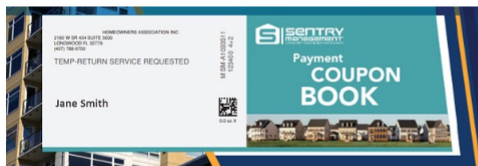
Desired User ID:

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 000123400000123  
Jane Smith  
Make check payable to:  
PO BOX 165362  
ATLANTA GA 30348-5362

QUARTERLY ASSESSMENT \$220.00  
Amount Due \$220.00

Register

Back

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

cpctest.sentrymgt.com says

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

OK

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

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



## TIPS:

Email is sent from:  
[sysadmin@sentrymgt.com](mailto:sysadmin@sentrymgt.com)

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](#)

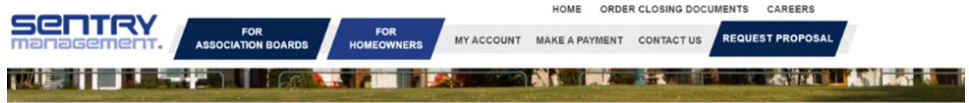
If you don't see the verification email in your inbox, be sure to check the spam/junk folder.

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

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](mailto:communityassociation@sentrymgt.com) to your safe senders list.

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

# 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.

## New User Registration

USER2 HOM  
TEST STREET 3 Unit 321  
LONGWOOD FL 11111  
You are the 1st user for this property

If this is not your property, cancel registration here.

Desired Password:

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

Confirm Password:

- Include my address in member directory
- Include my phone #'s in member directory
- Include my email addresses in member directory
- Select if you are a Board Member

To review the Terms and Conditions

I have read the Terms & Conditions of Use



Users will choose their password

User will select their preferences for inclusion in the directory.



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



Thanks for creating a CommunityPro® PORTAL account!

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

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](mailto:communityassociation@sentrymgt.com) to your safe senders list.

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

## TIPS:

Email is sent from [sysadmin@sentrymgt.com](mailto: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



HOME ORDER CLOSING DOCUMENTS CAREERS

FOR ASSOCIATION BOARDS

FOR HOMEOWNERS

MY ACCOUNT MAKE A PAYMENT CONTACT US



## CommunityPro® PORTAL Login

NOT YET REGISTERED?  
CLICK ON NEW USER REGISTRATION BELOW

FOR CURRENT HOMEOWNERS

ID

Password

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

Users who have forgotten or need to reset their account user ID or password may do so by visiting [sentrymgt.com](http://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](mailto:communityassociation@sentrymgt.com) to your safe senders list.