



*owner log-in*

## Initial Log-in Instructions

Registering for 1<sup>st</sup> time access is **EASY!**

Once you see the Welcome Screen, please click on “Register Now”

**Register  
Here**



**Sign in**

Email Address:

Password:

[Forgot your password?](#)

Haven't registered yet? [Register Now](#) [Contact Us](#)

Next, you will see the registration window.

[Login>](#) Register for PropertyWeb

**Register for PropertyWeb**

Email Address:

Your Company:

Your Name:

Your Phone Number:

Comments:



**Enter:**

**Your Primary e-mail address**  
**Your Last Name or Company**  
**Your First & Last Name**  
**Your Primary Phone Number**

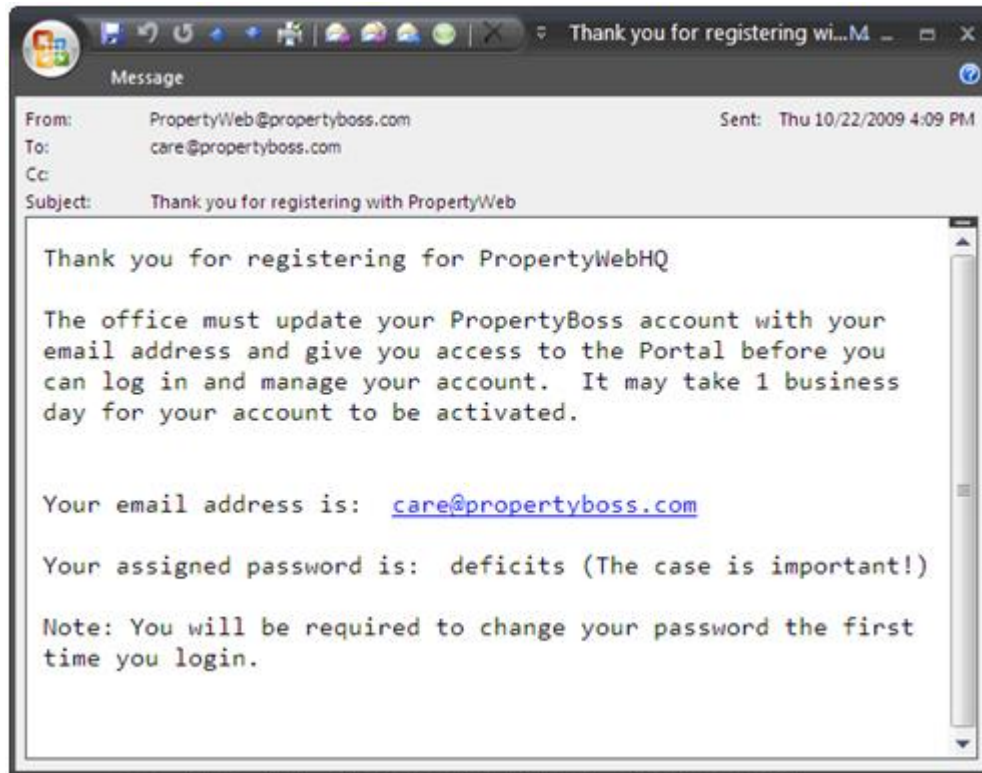
**Optional Comments**



**Click “Register”**



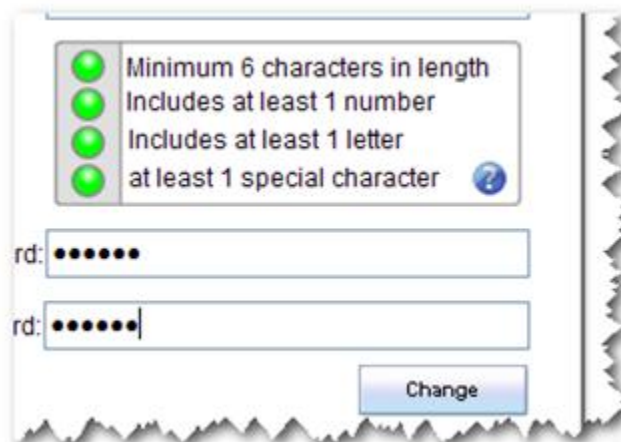
Next, you will receive an e-mail like the one shown below with a temporary password.



If your e-mail address already in the system, you will be able to return to the Owner Portal and log-in immediately. You will be required to change your password after your initial log-in.

## ***Changing your Password***

Hovering over the “?” icon displays the list of acceptable Special Characters as shown below. The reason for the password requirements is added security. As you create the password and it meets each requirement the circle turns green.





## ***Troubleshooting – Log-in Problems***

1. After Registering, you did not get the temporary password e-mail.

The first place you should check is your junk/spam folder. If you did not receive an e-mail from us, you may have typed in an incorrect e-mail address. Please re-register using the correct e-mail address.

2. The password was blank in the e-mail.

There was no password in the e-mail. Your account may not have been activated yet. We will process log-in requests and activate accounts within 24 hours of your initial attempt to log in. You should receive an e-mail with your log-in temporary password within 24 hours.

3. You can't login because you have exceeded your Logon Failure Count.

The account will be locked out if they attempt to login with the incorrect password too many times. The locked out accounts are reset daily.

4. I have forgotten my password.

You can retrieve their password by clicking the 'Forgot your password?' link. You will be sent an e-mail with the current password and will have to change it once you login.

A screenshot of a web form titled "Forgot your Password?". At the top left, there is a link labeled "Login" and a text label "Forgot your Password". Below the title is a large, light gray rectangular area. Underneath this area, the text "Please enter your email address and your password will be emailed to you." is displayed. Below this text is a label "Email Address:" followed by a yellow text input field. At the bottom right of the form is a blue button with the text "OK".

5. The portal is not showing the most current information.

I am seeing old or no new information. Monthly statements are posted to the Owner Portal on approximately the 10<sup>th</sup> of each month. It may take up to 24 hours for posted information to be available on the Owner Portal.