

Caliber Portal Registration Guide

(Revised: Feb-18)

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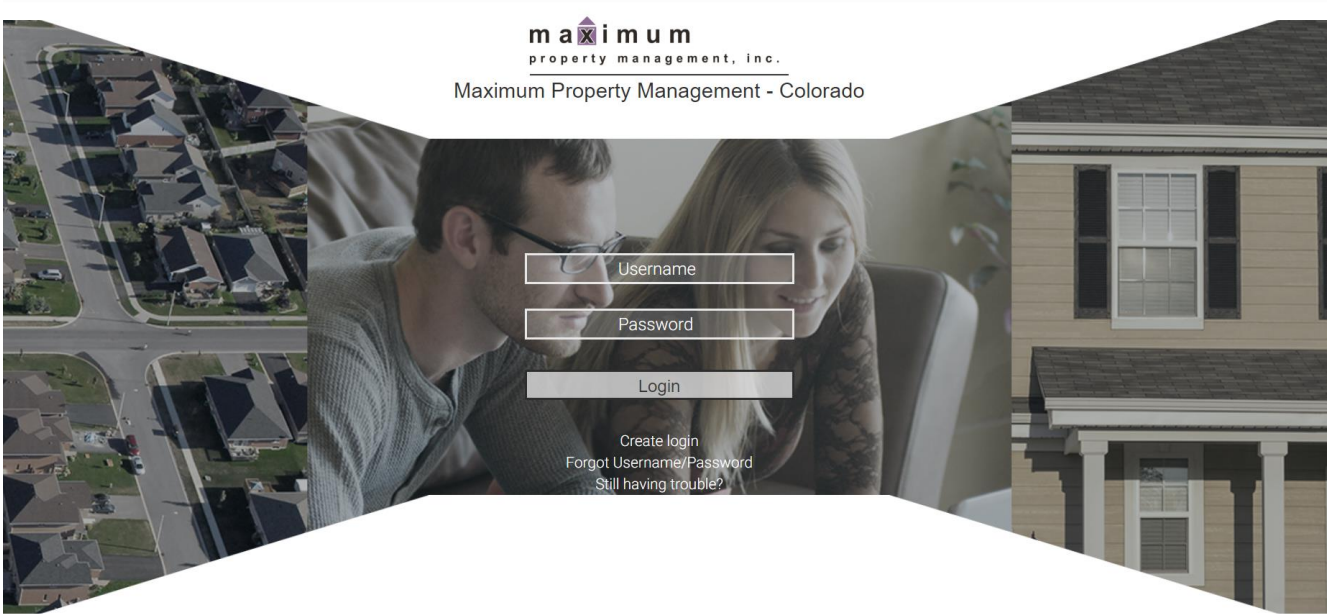
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Create a New Login

This guide provides instructions on how to create a login to the Caliber Portal to access your account information at your Home Owners Association(HOA). You will learn how to use the registration function to request a login and to use the email that is sent back to you from your registration to create your own unique Username and Password to establish login credentials. Once this process is successfully completed you will be able to login to the Caliber Portal for your HOA and view your account information and access important documents from your HOA.

At the Portal login screen, select **Create login**



Registration screen:

1. Enter the 10 digit **Account Number** found on the front of the monthly HOA billing statement you receive by mail, or you can contact Maximum Property Management to get your account number. You will need this number to complete the registration process.
2. Enter the **Email Address** that is associated with your account.
3. Select **Submit Registration**

The screenshot shows a registration form titled "Registration". At the top, a message box says: "Please enter your account number and email address in the fields below. Once submitted, you will receive an email with a link to create your login and password." Below this are two input fields: "Account Number" with the placeholder "Account Number" and a note "(Provided by your management company)", and "Email" with the placeholder "Email" and a note "(Linked with this account)". A "Submit Registration" button is located below the email field.

4. After clicking Submit Registration, if the email address is not on file with your management company, you will be prompted to enter your **Unit Address** that is associated with your account. The unit address must match what is in the system.
5. Select **Submit Registration**

The screenshot shows a registration form titled "Registration". At the top, a message box says: "Please enter your account number and email address in the fields below. Once submitted, you will receive an email with a link to create your login and password." Below this are two input fields: "Account Number" with the value "100110010" and "Email" with the value "@calibersoftware.com". Below these is another message box: "There was an issue locating your account, please enter your unit address below and resubmit." Below this are two input fields: "Address" with the placeholder "Address" and "Unit" with the placeholder "Unit #". A "Submit Registration" button is located below the unit field.

6. If there is more than one Owner, a drop down will appear allowing you to select the appropriate person.
7. Select **Submit Registration**

Registration

Please enter your account number and email address in the fields below. Once submitted, you will receive an email with a link to create your login and password.

Account Number

Email

There was an issue locating your account, please enter your unit address below and resubmit.

Address

Unit

Select Owner

-Select name option-

DANIEL BLAIR

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Submit Registration

Once you have selected Submit Registration:

1. Verify that you received the message **“You will receive an email containing a link to create your login and password shortly.”**
2. Go to your email inbox for the email address you provided and locate the email sent to you with the subject, **“New Account Registration.”**
3. Click on the **link provided.**

Thank you for registering with Caliber Portal. In order to complete the process, you must click the following link:



If you did not register a new Caliber Portal account, you can simply disregard this message. If you have any questions, please contact your management company or property manager.

Create Login Credentials:

When you click on the email link it will take you to a Login Credentials screen where you can create your own Username and Password.

1. Enter a **Username** of your choice. *(Usernames must be at least six (6) characters.*
2. Enter a **Password** of your choice. *(Passwords must be at least eight (8) characters and contain at least one (1) uppercase letter, one (1) lowercase letter, and one (1) number.)*
3. **Confirm** Password – must match the password you entered at step 2.
4. Select **Submit**
5. If your username is already in use, you will be required to select another username until you enter one that is available.
6. Please make note of the Username and Password you chose so you have it for future use.

Create login credentials

Please enter your new username and password for your account.

Username	<input style="width: 90%;" type="text" value="Username"/> <small>(Username must have at least six(6) characters)</small>
Password	<input style="width: 90%;" type="password" value="Password"/> <small>(Password must have at least eight(8) characters, including one(1) uppercase, one(1) lowercase and one(1) number. These special characters [!@#\$\$%^&+=- may also be used.)</small>
Confirm Password	<input style="width: 90%;" type="password" value="Re-enter Password"/>

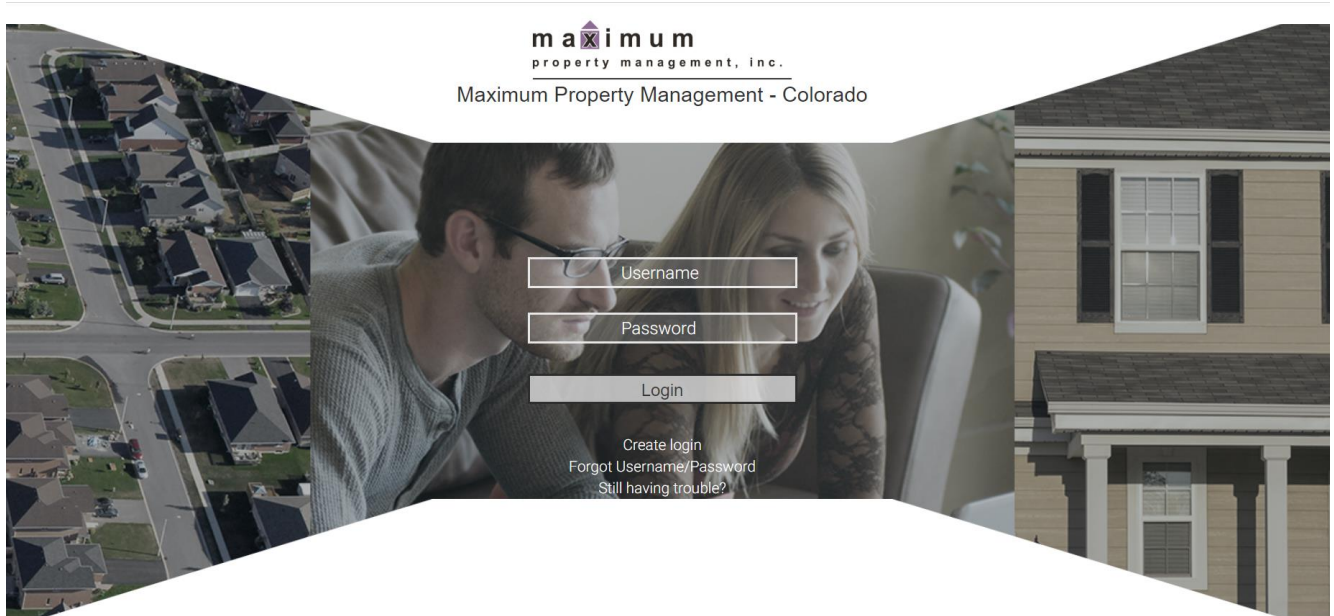
Once you have selected Create Account, you will receive, **“Registration success!”**:

Credential Creation Successful!

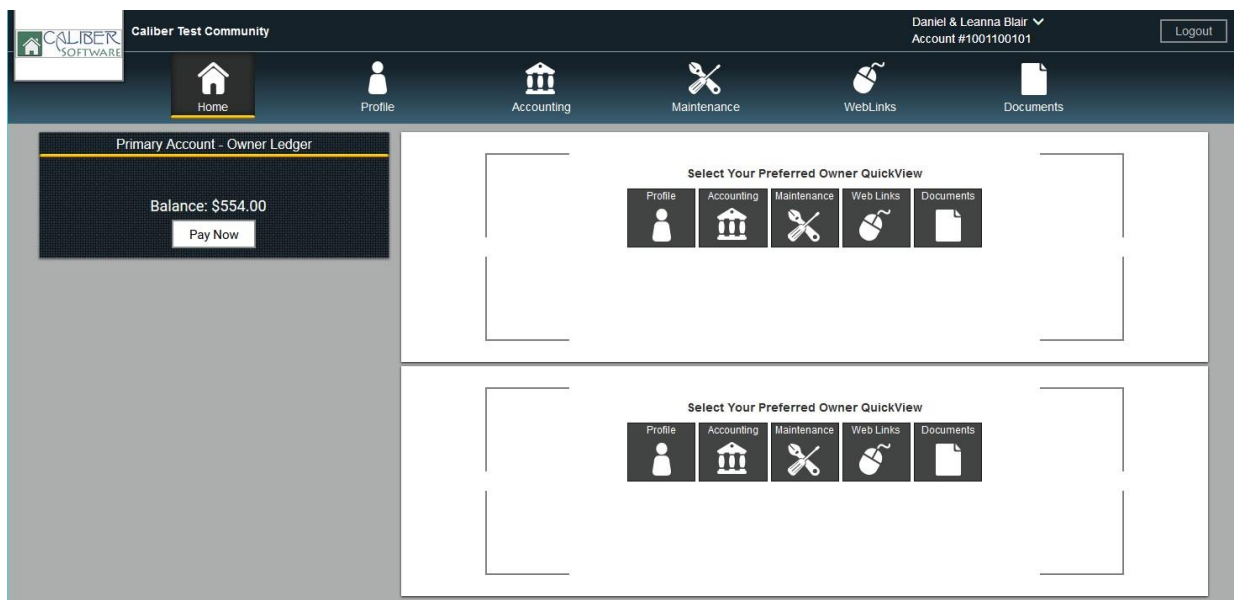
Registration success! You will be redirected to the login page.

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1. Enter your: **Username**
2. Enter your: **Password**
3. Click **Login**



You have successfully created your new account!

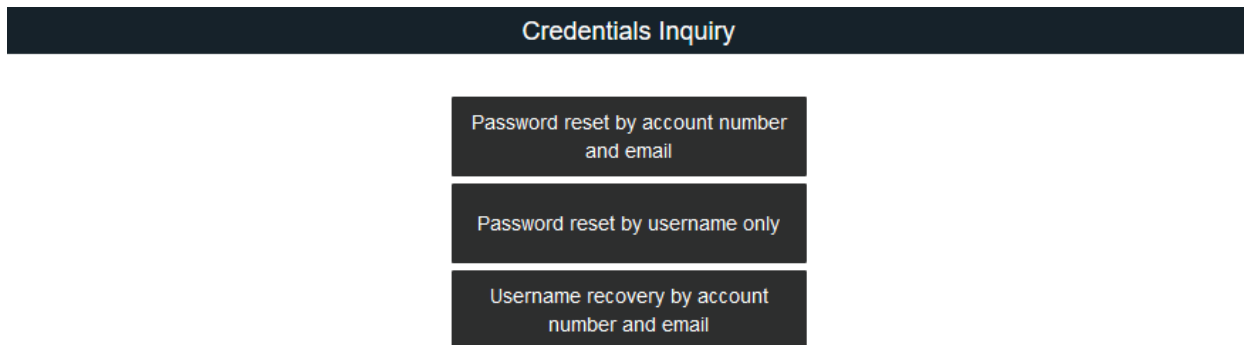


Username Recovery/Password Reset:

At the Portal login screen select **Forgot Username/Password**



You will be prompted with the **Credentials Inquiry** screen displaying **3 Username/Password** recovery and reset choices.



- Each of these will require you to provide specific information to proceed with recovery/reset.
- All three methods will send an email to the email address registered on file. Your **Password Reset** Emails will contain a link. The link will direct you to the **Password Reset** screen where you will create a new password. Once created and submitted. Portal will state New Password Confirmed and redirect you back to Portal Login Screen.

1. Password reset by Account Number and Email:

- Provide Account Number and Email

Password Reset

Please fill out the field(s) below and submit to reset your password

Account Number
(Account number provided by your management company)

Email
(Email linked to this account)

2. Password reset by Username only:

- Provide Username

Password Reset

Please fill out the field(s) below and submit to reset your password

Username

3. Username Recovery by account number and email:

- Provide Account Number and Email
- You will receive an email with your username.

Username Recovery

Please fill out the fields below to recover your username

Account Number
(Provided by your management company)

Email
(Linked to this account)