



NEW HOMEOWNER ONLINE PORTAL

We are excited to announce the launch of a new web based resident portal that was created to integrate with our management software to provide you with real time account information, increased communication ability, easy access to submit requests, etc.

Caliber Portal is a management company portal solution that provides online access to homeowners and board members. The Portal's intuitive web-based interface effectively communicates information from Caliber Desktop (operating system used by High Sierra Management) in real-time.

Here is a summary of what will be available to you through the new portal:

- View and update profile data
- Real-time access to transactional data
- ACH payment setup
- Online payments using echeck or credit card
- View compliance/maintenance history
- Submit maintenance/architectural requests
- Complete architectural process steps
- View/print available documents/meeting minutes/agendas/etc.
- One-Way encryption for user/password setup
- SSL security for all hosted customers

What do you need to register and access the portal? (*attached is the detailed step by step registration and user information*):

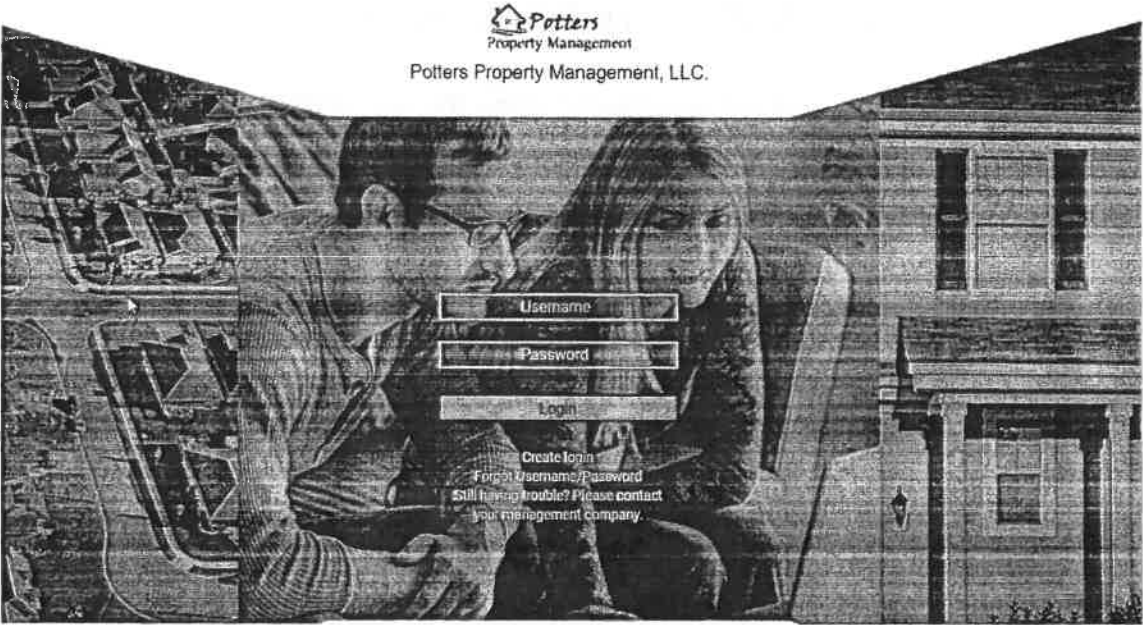
- HOA account number (*found on any mailed communication to you or on your payment coupon/contact management if you cannot locate*)
- Use email address currently listed with management company (*the address at which you received this email*)
- From your smart phone
 - Recent version of any browser
 - Internet connection
- From your smart tablet/iPad
 - Recent version of any browser
 - Internet connection
- From your desktop computer
 - Recent version of any browser
 - Internet connection

So please take a few minutes to register on the new portal and browse through all of the options and information available to you. The current Association website (*through www.highsierramanagement.com*) will be terminated on December 31, 2019 and no longer accessible by residents. We hope that you will find the new portal to be a more efficient way of keeping you updated and involved in the day to day operations of your homeowners' association. Please feel free to reach out to us if you have any suggestions of things you might want to see added to the portal or if you need further assistance!

CALIBER PORTAL LINK: https://caliber.cloud/CaliberWeb2_HighSierra

Create a New Login

At the Portal login screen and/or the smaller login screen, select **Create login**



Or



Registration screen:

1. Enter your **Account Number** (Account Numbers can be provided to you by your management company)
2. Enter the **Email Address** that is associated with your account.
3. 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

Submit Registration

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**

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

Submit Registration

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

Caliber Portal Registration

The screenshot shows a web form titled "Registration". At the top, a message box states: "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" (empty) and "Email" (containing "@calibersoftware.com"). A second message box says: "There was an issue locating your account, please enter your unit address below and resubmit." Below this are three more input fields: "Address" (empty), "Unit" (containing "Unit #"), and "Select Owner" (a dropdown menu with "DANIEL BLAIR" selected). A "Submit Registration" button is visible to the right of the dropdown menu.

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:

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.
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.

Create login credentials

Please enter your new username and password for your account.

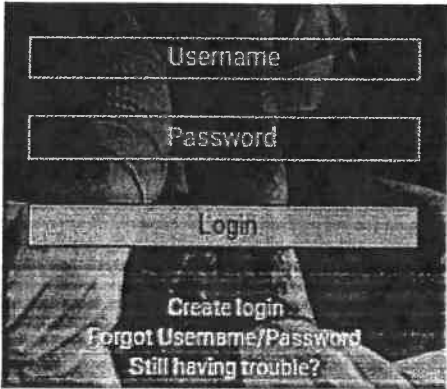
Username	<input type="text" value="Username"/> <small>(Username must have at least six(6) characters)</small>
Password	<input type="password" value="Password"/> <small>(Password must have at least eight(8) characters, including one(1) uppercase, one(1) lowercase and one(1) number. These special characters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

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

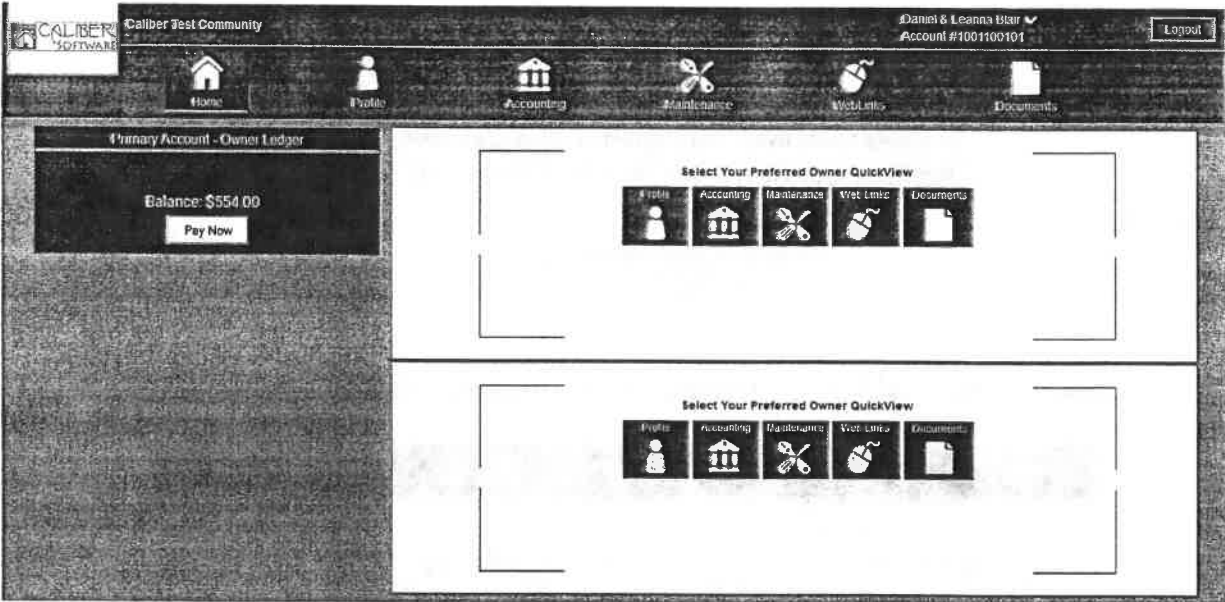
Credential Creation Successful

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

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

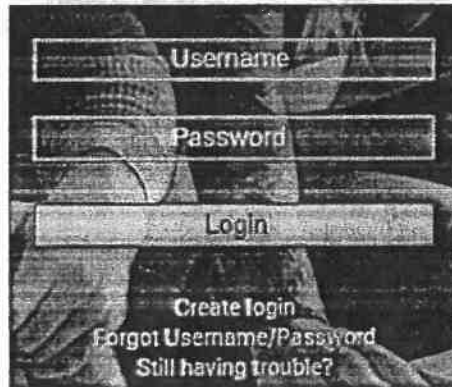


You have successfully created your new account!

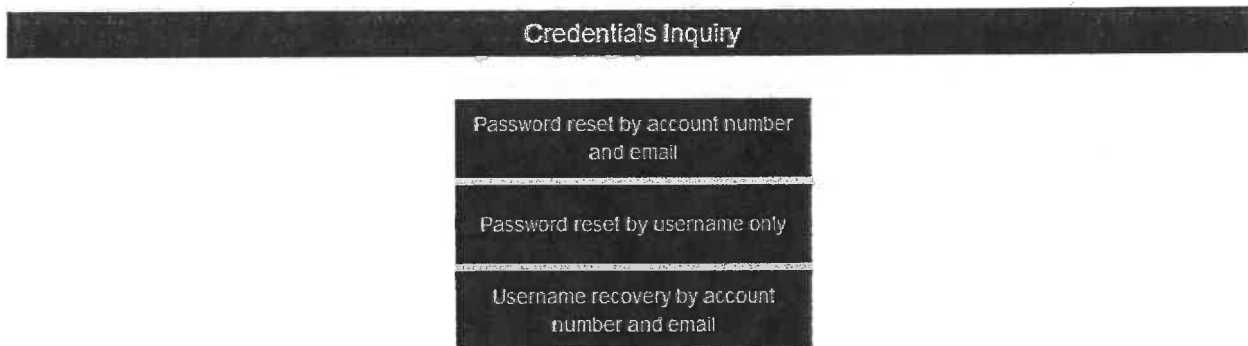


Username Recovery/Password Reset:

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)