# Community Portal Overview and User Guide

Trestle Management Group is proud to provide our valued clients unsurpassed online Portal access for your community association. Our hope is that this community website serves as an information resource for your community and a resourceful tool for communication with our management team. Once logged in, you will be able to view your account, make a payment, update your contact information, contact our management team, check on the status of previous requests, access association documents, see upcoming events, and much more!

As part of your homeowner portal and our technology platform, many of our communications will come through communications@trestlemanagement.com. Please be sure to add this email address to your 'Safe Sender List' so you never miss out on important messages from your community association!

Getting Started

To access your community portal, go to portal.trestlemanagement.com, select 'Login' located in the upper right hand corner of this page. Once there, sign in using your email address and the credentials that were sent to you from our management team. If you have not received a login, please select the 'Sign Up' button located on the Login page to request one.
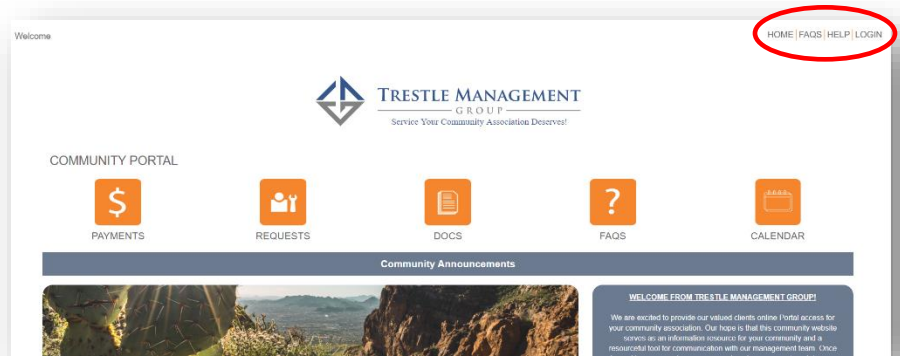
Menu / Feature Overview

Once logged in you will be taken to your '*Dashboard*' which will provide you account balance information and a summary of any open issues. The menu to the left can be used to visit additional pages and features as summarized below:

My Account – Provides access to your assessment account balance and ledger history. Also enables you to download a variety of payment history reports.

Make a Payment – Enables you to make an online payment and also self-enroll in Trestle's automatic draft (ACH) program.

My Items – Allows you to follow activity on previously submitted requests and community wide messages from the last (30) days.

My Contact Info – Allows you to review and update your contact information on file and set your preferences for what is viewable in the community directory. You are also able to change your '*Billing Communication Preference*' to '*Email*' to help save your community mailing costs associated with the billing statements that are now required by Arizona law.

My Login – Allows you to update your email and/or password utilized for the website.

ARC Request – Enables you to submit Architectural Review Applications to the association for any planned exterior modifications to your property.

Submit a Request – Provides an easy way to communicate any community related questions or concerns including billing questions, fee waiver requests, service requests, and any other general questions.

Calendar & Events – Calendar of meetings, events, reminders, etc for your community.

Directory – Listing of Board members, Committee members, and homeowners for your community with contact information they have agreed to share with other members.

Documents – A depository of community documents including budgets, financial reports, forms, governing documents, meeting minutes, and more.