

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 an efficient 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 <https://portal.trestlemanagement.com>:

Sign in using your email address and password sent to you from our management team.

Select if you have forgotten your login or password.

Log in to your account

Email
John@gmail.com

Password

Forgot your login?

Log In

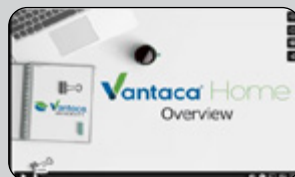
Don't have an account? Sign Up

If you have not received a login, select the 'Sign Up' button located below the login button to request one.

HAVE A QUESTION?

Refer to our library of Training Videos at <https://www.trestlemanagement.com/homeowner-training/>.

They cover topics from updating contact information to downloading a statement.



CONTINUED >>

COMMUNITY PORTAL OVERVIEW AND USER GUIDE

MENU / FEATURE OVERVIEW

Once logged in you will be taken to your 'Dashboard' which will provide 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:

Payments – Obtain information required for payment options and review your payment history.

Requests – Create new requests or view the status of your recent inquiries, service requests, or ARC applications.

Documents – View community documents including budgets, financials reports, forms, governing documents, minutes, and more.

Link to enroll in Auto-Draft

Link to make a payment

Link to submit a request

Review recent communications

My Profile – Update your contact information and set your 'Billing Communication Preference' to 'Email' to help save your community mailing costs associated with the billing statements that are required by Arizona law.

Requests provides an easy way to communicate any community related question or concern including billing questions, fee waiver requests, service requests, and any other general question. You can also submit an Architectural Review Application for a planned exterior modification to your property.

The dashboard screenshot shows a navigation menu on the left with options: Dashboard, Payments, Requests, Calendar & Events, Directory, Documents, FAQs, Help, My Profile, Profile Settings, and Logout. The main content area displays a welcome message for John, account balance of \$200.00, and a list of recent work orders. Callout boxes point to specific features: 'Payments' (top left), 'Requests' (middle left), 'Documents' (bottom left), 'Auto-Draft: Enroll' (top center), 'Make a Payment' (top right), 'New Request' (top right), 'Messages' (middle right), and 'My Profile' (bottom right).

HAVE A QUESTION?

Refer to our library of Training Videos at <https://www.trestle.com/homeowner-training/>. They cover topics from updating contact information to downloading a statement.



TRESTLE MANAGEMENT GROUP