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HOME OWNER PORTAL INFORMATION

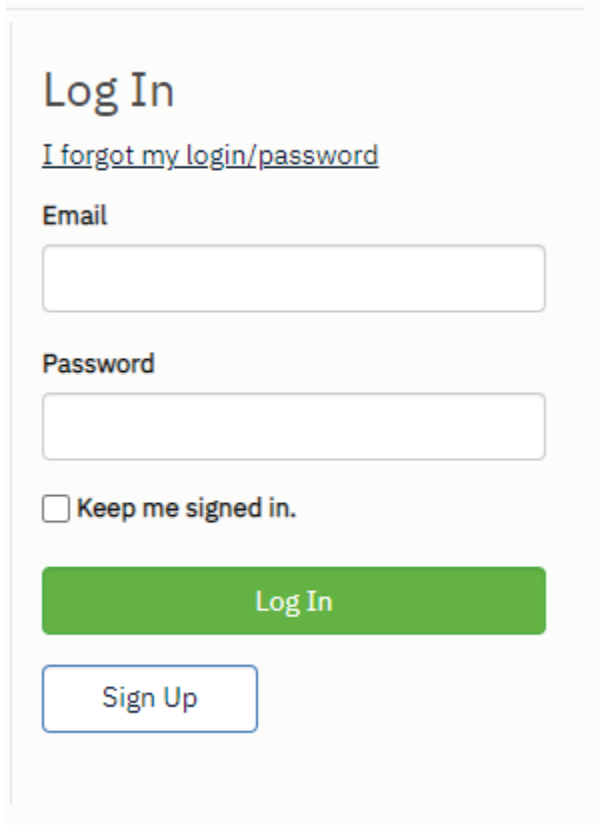
Dear Owner:

On behalf of IKO Community Management and your Board of Directors, we are pleased to provide you with details regarding a new feature that provides 24/7 access through a website portal for your community. This new software platform provided by IKO has web portal access to your owner account, community documents, community information, and provides the ability to make on-line payments. The portal also will allow you to submit requests for service, architectural applications, identify concerns regarding non-compliance in the community, allows access to the community calendar, and community directory (where owners may choose what is listed in the directory). The Community Website Portal can be accessed at:

<https://portal.ikocommunitymanagement.com>.

Below are specific instructions for setting up your access and using the system.

1. Open your internet browser and go to Community Website Portal at:
<https://portal.ikocommunitymanagement.com>.
2. Then Login using your email and password.



The screenshot shows a login form with the following elements:

- Log In** (Section Header)
- [I forgot my login/password](#) (Link)
- Email** (Label) with an empty text input field below it.
- Password** (Label) with an empty text input field below it.
- Keep me signed in.** (Checkbox)
- Log In** (Green button)
- Sign Up** (Blue button)

3. **If this is your first time to the site, please select “Sign Up” and enter the information provided in this email.**
4. Once you log into the account with your username and password you must change the password on the My Login Page.
5. Once logged-in, you will be taken to your community Owner Dashboard:

Dashboard

Payments

ACCOUNT BALANCE
\$400.00 [Make A Payment](#)

UPCOMING ASSESSMENTS
Assessment of \$100.00 is due on 03/01/2021

Open Issues
There are no Open Issues found.
[Submit A New Request](#)

Privacy Policy - Help - FAQ
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Reviewing the Dashboard, you'll notice at the top right it will show your name (so you know you're logged in correctly). In the center of the dashboard your current Account Information is displayed by default, showing any Upcoming Assessments and any Open Issues you may have. Below, you'll notice a few icons. These icons are hotlinks to some of the tabs on the left side of the Portal. Clicking any of these icons will bring you to that corresponding page. On the left, there is a panel containing three sections: Owner, Association and Board sections. The Owner and Association sections will show on your Portal, as well as every Homeowner that has a log in created.

Dashboard

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What can you do in your personal portal?

 Dashboard	<p>Dashboard: This menu takes you back to the original screen. Here you can click to make a payment which will take you to Click Pay.</p> <p>My Account: This menu will show you your payment history.</p> <p>My Items: This menu will show you the status of any inquiries or service requests you have made through the “Other Request” menu (see below).</p> <p>My Contact Info: This menu will allow you to verify your contact information as well as indicate how you would like our office to communicate with you (i.e. via E-Mail, text, paper, or (future) app notification). Any changes made in the portal will now change our software system automatically.</p> <p>My Login: This menu allows you to change your password to the homeowner portal.</p> <p>Submit A Request: This menu gives you ways to communicate with us electronically. Options include Billing Question, General Question, and Service/Maintenance Request. These requests will be routed to the appropriate person to assist.</p> <p>Calendar & Events: This menu will show you your community calendar, including amenity center/clubhouse reservations as applicable.</p> <p>Directory: This menu will give you a directory of your association’s Directors and Committee Members (if applicable).</p> <p>Documents: This menu is where you will find your community’s governing documents, including Rules and Regulations, and Welcome Packet.</p>
 My Contact Info	
 My Items 0	
 Calendar & Events	
 Directory	
 Documents	

Online Payment Portal Information

Click on “Make a Payment” button on the bottom of the page. This will allow you to set a one time or recurring payment using your bank account information (routing and account number), this service is available free of charge. Alternavately, you can set up one-time or recurring debit/credit card payments through the ClickPay service; please note, there is a service charge for processing payments using this service.

If you have any questions as you proceed to work in the Portal, please feel free to reach out to IKO to assist or answer any questions.