

Resident Troubleshooting Guide

Residents

Missing Property in BUURT Account

This usually means that a different email is associated with the missing properties.

1. Ensure you click the drop-down arrow next to the address listed in the box under the CCMC logo.
2. If the property does not appear in the drop down menu, contact your onsite team or customer service for assistance.

Changing Your Password

1. Under Settings in your menu options, you will be able to change your password to log in to BUURT.

Unable to Access or Load Information in BUURT (i.e., spinning wheel)

Information to gather from resident:

1. Ensure you have created an account with BUURT by following the steps in the [How-To Guide](#).
2. Try using a different browser.
3. Clear cache and cookies.
4. Use an incognito window.
5. Contact your onsite team with the issue and they will help troubleshoot.

Unable to see Letters in Notification Archive

1. Contact your onsite team so they can refresh communications.

Creating an Account

1. Using the email we have on file will make it much easier to connect your BUURT account to your property.
2. When filling out the form, make sure you type out your full address (eg. Type out North instead of N.)

Visit the [BUURT](#) resource page on CCMC's website to view all BUURT related resources.