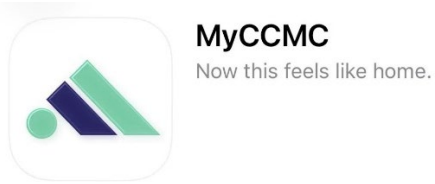
Resident Portal App How-To Guide

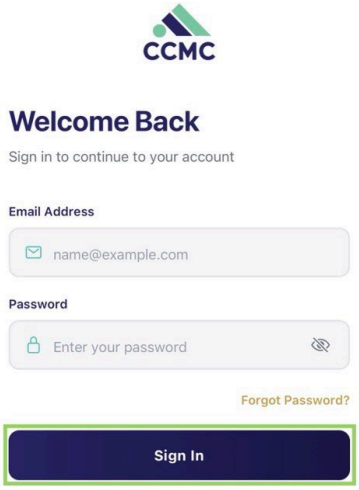
This guide walks you through how to download, sign in and navigate the MyCCMC Resident Portal app – available on iOS and Android. In the app you can access all the same information that's available online in your BUURT resident portal.

Signing In to the App

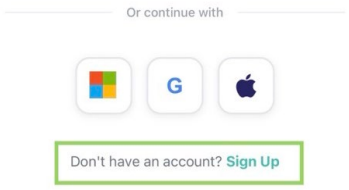
1. **Download MyCCMC** in the app store on your mobile device.



2. Enter the email address and password associated with your account and click the blue **Sign In** button.



- If you do not have an account yet, click **"Don't have an account? Sign up"** at the bottom of the page.



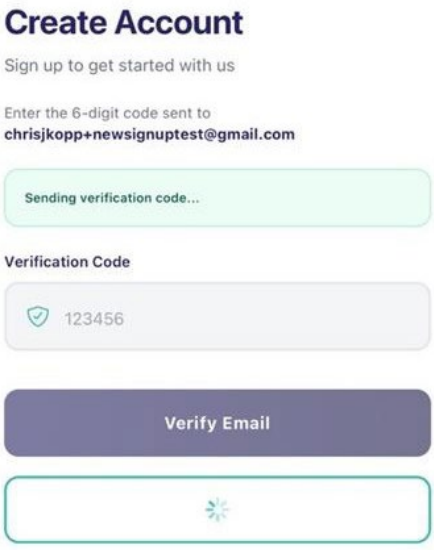
Tip: It's recommended to create your account on the desktop version of BUURT. Follow the Create Your Account How-To Guide for instructions.

- **Fill out all the requested information** in the Create Account form.

    - If you don't know your account number, you can find it in your mailed assessment statements, or by contacting your on-site management team or customer service at 1-480-921-7500 or customerservice@ccmcnet.com.
- Click **Create Account**.



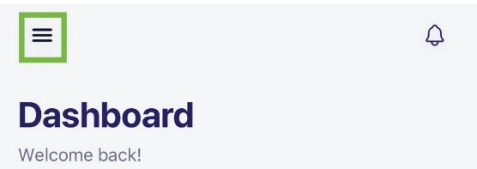
- A verification code will be sent to the email you signed up with. **Enter the 6-digit code** in the box on the screen and click **Verify Email** to activate your account.



- Once your account is created, you will receive a confirmation message.

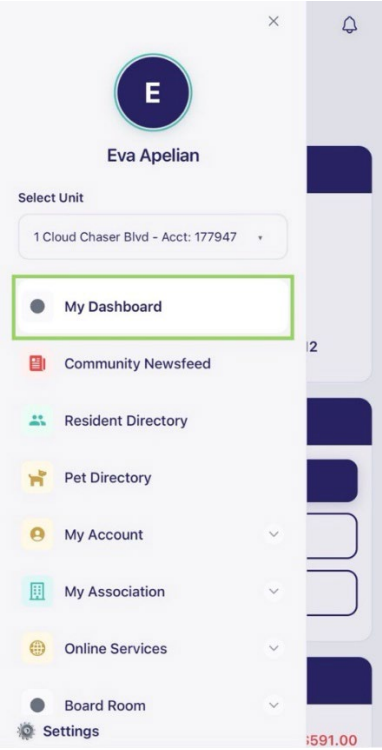
Before You Start Navigating the Portal

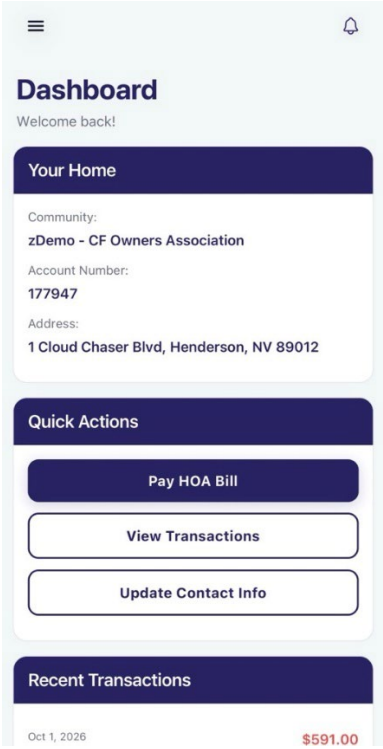
- If you own multiple properties within your community, or if you own homes in multiple CCMC-managed communities, confirm you're on the correct property account. You can verify this at the top of the Dashboard page in the "Your Home" section, or by clicking the menu button and the drop-down menu in the upper left-hand corner under the CCMC logo.





Dashboard:





Your Home

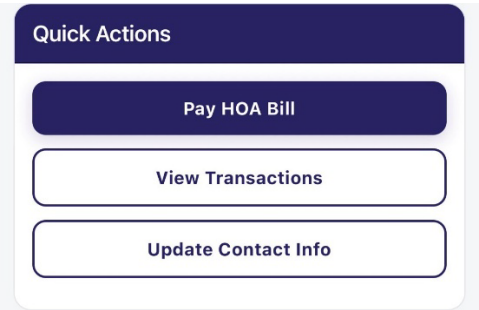
The Your Home section shows your name, property address, current balance, account number and association name.



Tip: If you own more than one property, check this section before making payments or updates to ensure you're viewing the right account.

Quick Actions

Underneath the Your Home section, you'll see the Quick Actions section. This will include shortcuts to access the most used features within the resident portal.



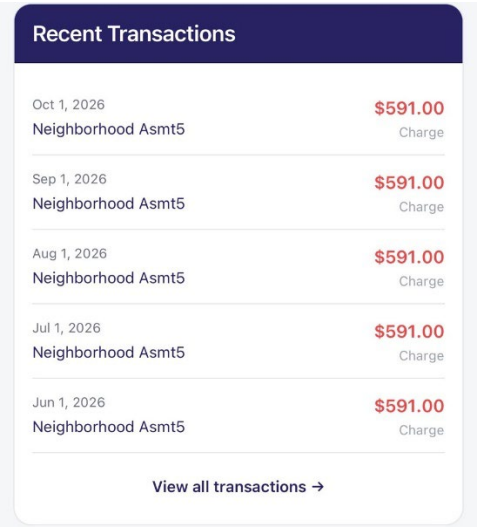
The Quick Action shortcuts include:

- **Pay HOA Bill:** Use this button to make payment
  - If it is your first time accessing your payment portal through the new system, please view the Resident Portal Pay & View Balance How-To Guide for instructions on setting up your single sign-on (SSO) with Western Alliance Bank (WAB)
- **View Transactions:** View transaction history
  - View or download your transaction history
- **Update Contact Info:** Change your phone number, email or email address
  - Keep this up-to-update to ensure you receive important notices

Tip: After you make a payment or update your contact information, click Refresh to reload your data.

Recent Transactions

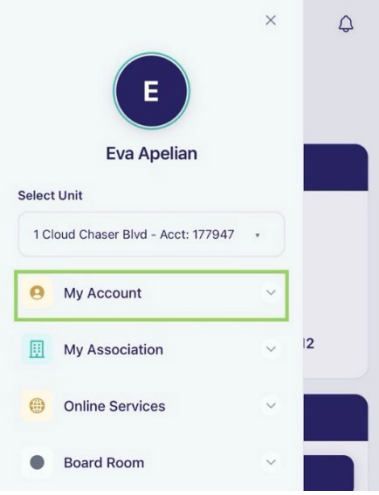
Underneath the Your Home section, you'll see the Recent Transactions section. This will show your most recent transaction history.



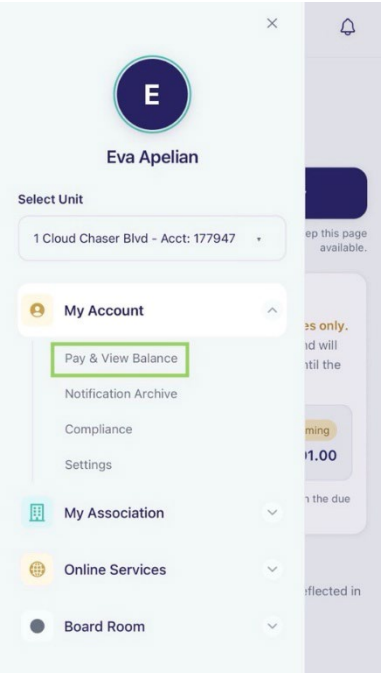
The Transaction History table includes:

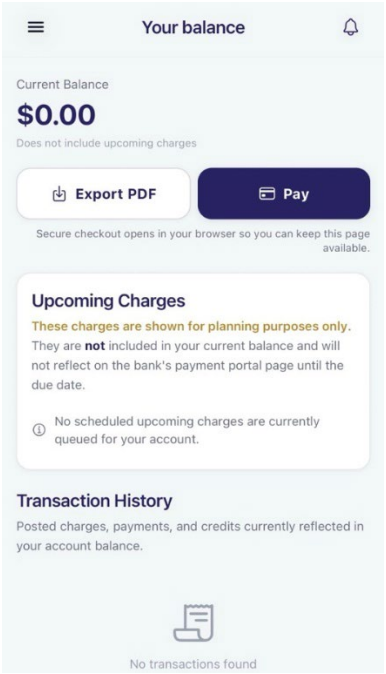
- **Date:** When the activity occurred.
- **Description:** What the transaction was for.
- **Charge:** Amount billed (red text = money owed).
- **Credit:** Amount paid or adjusted (green text = money applied).

My Account:



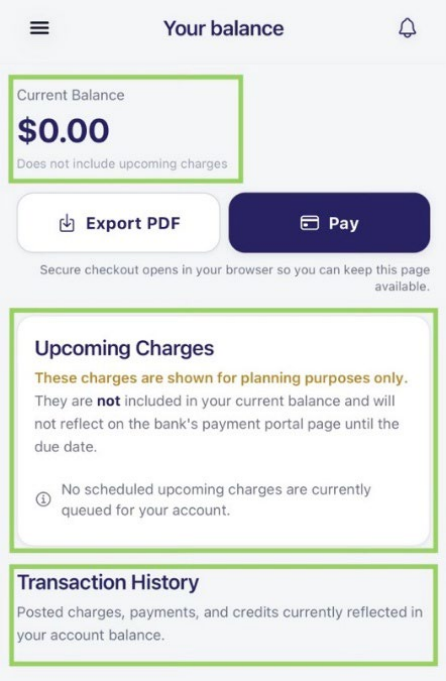
Pay & View Balance



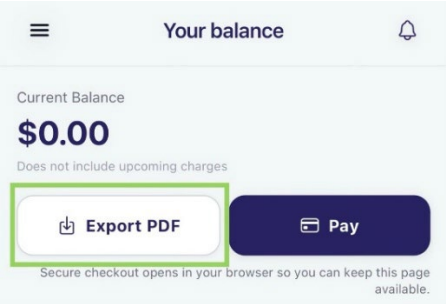


In Pay & View Balance, you can:

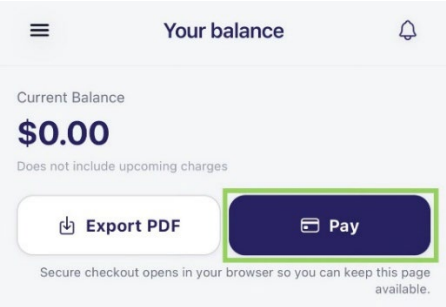
- View your **current balance**, **upcoming charges** and **transaction history**.



- **Export** your account balance data as a PDF.



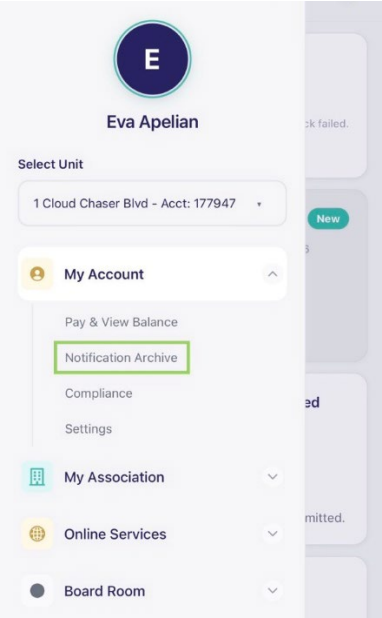
- **Pay your balance**.

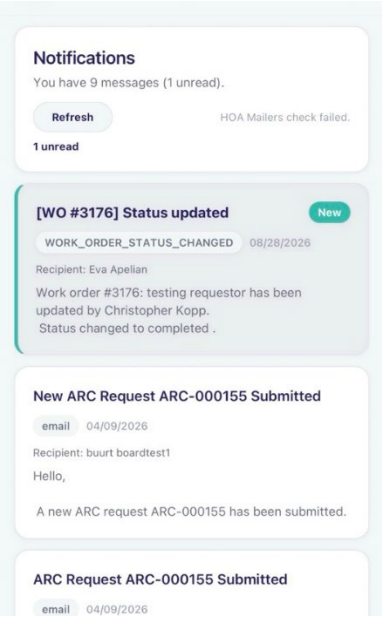


  - You'll be taken to the Western Alliance Bank (WAB) Payment screen to make a one-time payment or schedule recurring payments.

- If it is your first time accessing your payment portal through the new system, please view the Resident Portal Pay & View Balance How-To Guide for instructions on setting up your single sign-on (SSO) with Western Alliance Bank (WAB)

Notification Archive

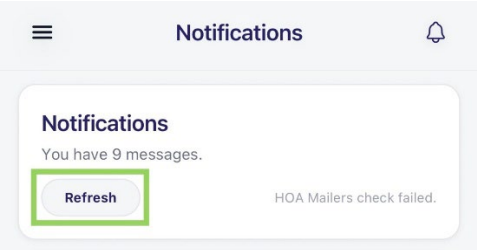




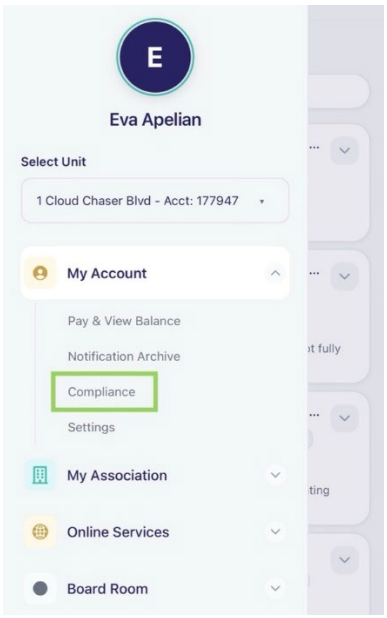
In Notification Archive, you can:

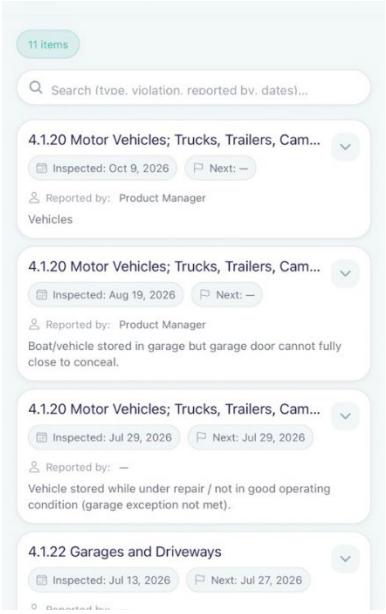
- **View all official communications** that have been sent to you through the resident portal or certified mail from your association.

Tip: Refresh the page for the most recent list.



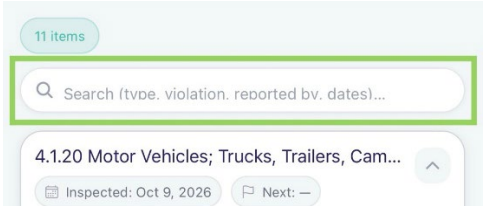
Compliance



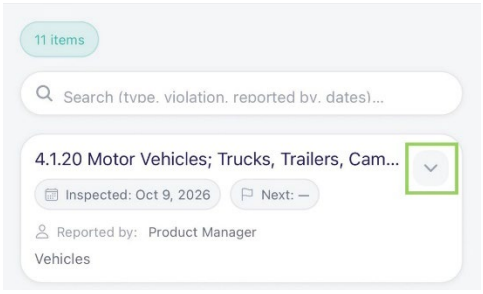


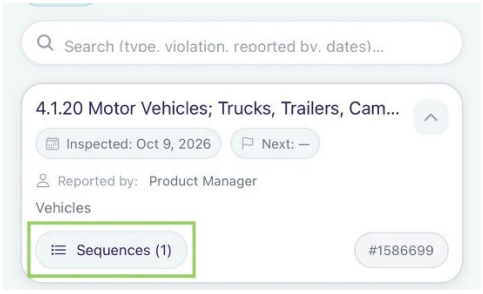
In Compliance, you can:

- **Search violations** by name, type, reporter and dates.

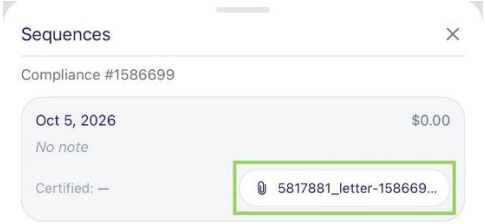


- **View all the compliance violations** associated with your property including what the violation was, notes, who reported it, and attachements.

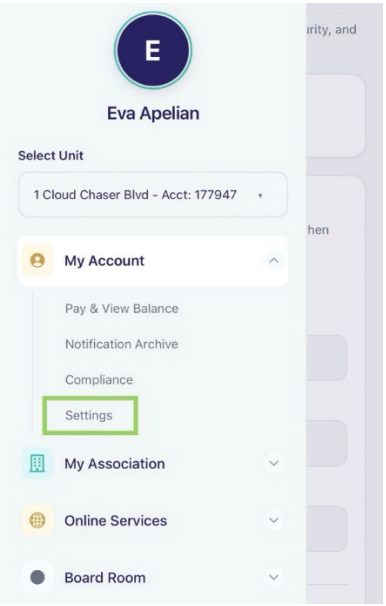


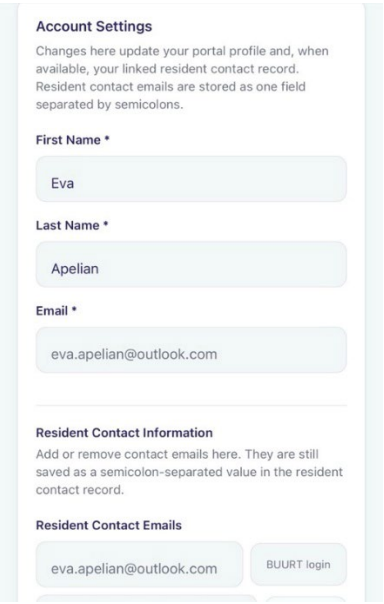


- **Open attachments** (photos, documents, etc.).



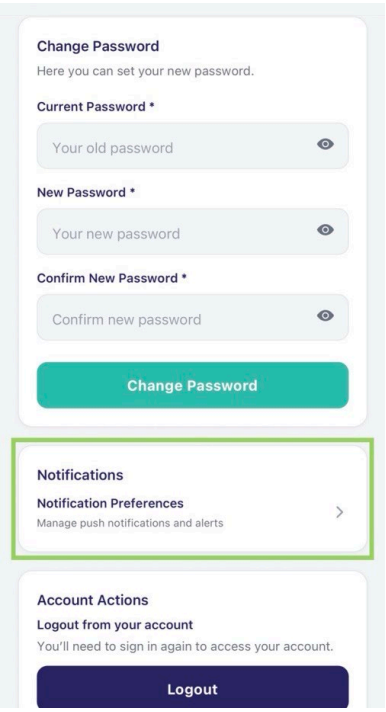
Settings

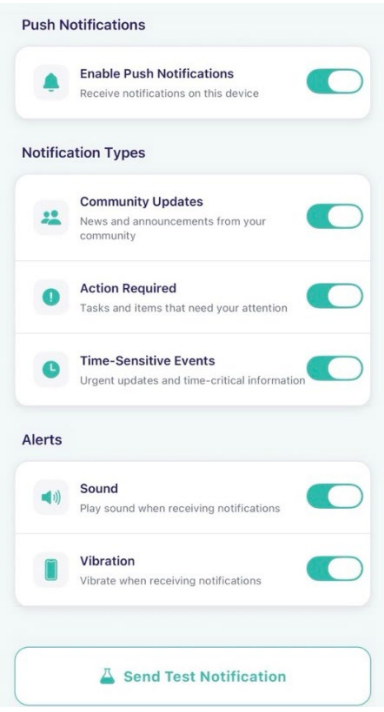




In Settings, you can:

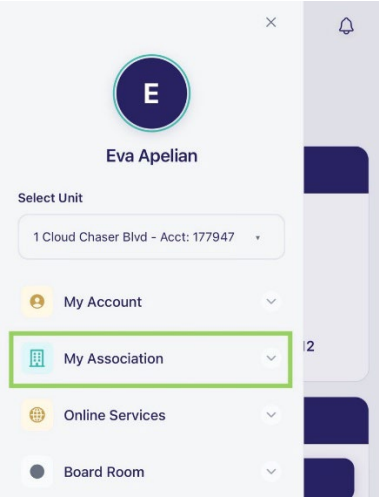
- **Update your profile settings** including name, email, phone number, mailing address and birthday.
- **Change your password**.
- **Enable push notifications** and change notification types and alerts.



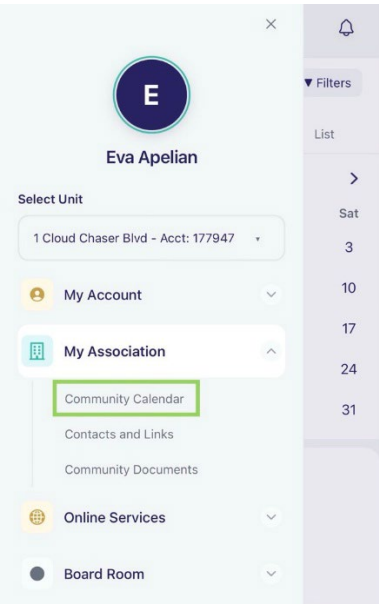


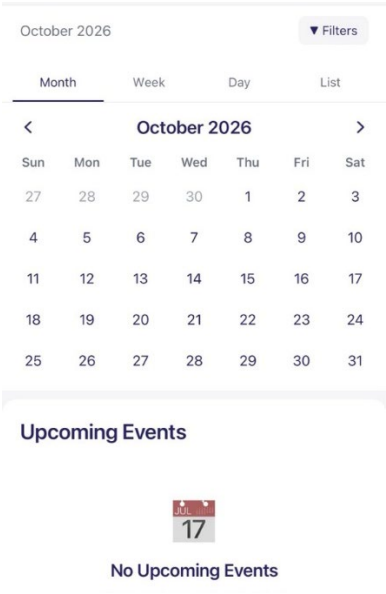
- **Logout** of or delete your BUURT account.

My Association:



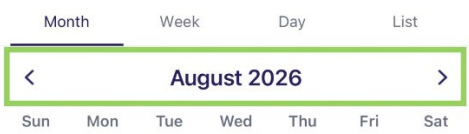
Community Calendar



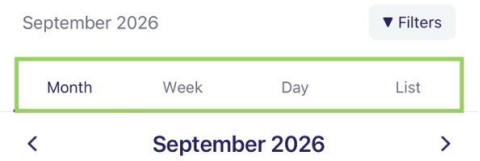


In the calendar, you can:

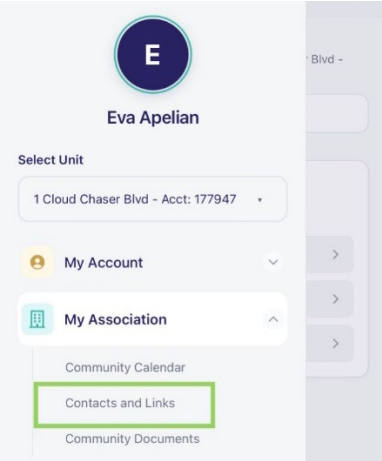
- **View a calendar** and list view of upcoming events in your association.
- **View event details** by clicking on the event in the calendar to open the details page for date, time, location, attachments, etc.
- **Use the arrows** to move through the months.

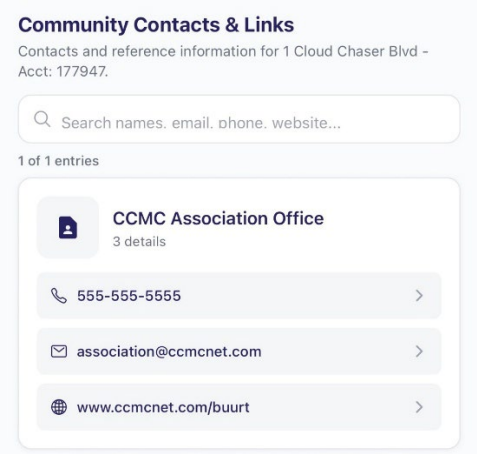


- **Filter** by month, week, day or list view.



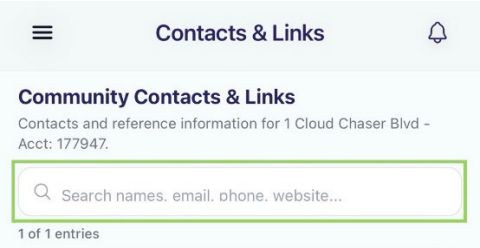
Contacts & Links





In Contacts & Links, you can:

- **Search** contacts.

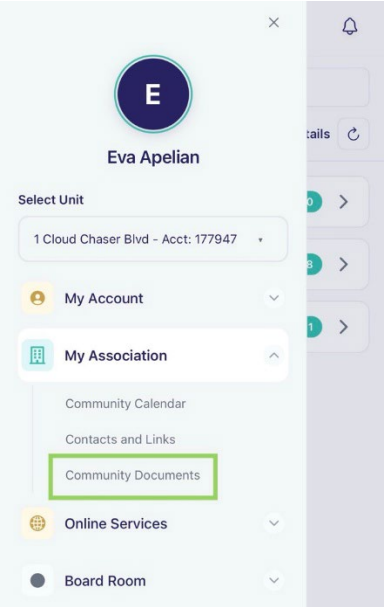


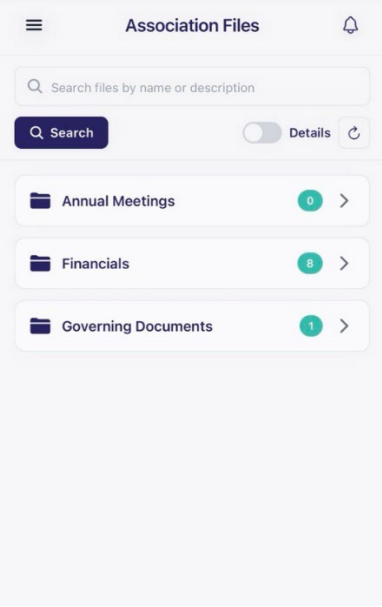
- **View contact information** for the community and vendors.
- **Call, email and visit links** directly from this page.



Note: Your community may not have contacts added.

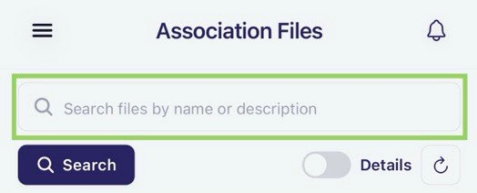
Community Documents



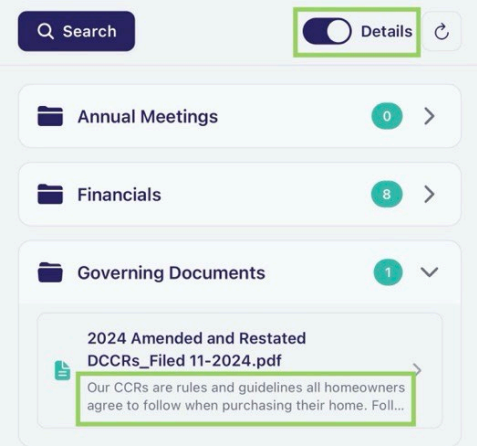


In documents, you can:

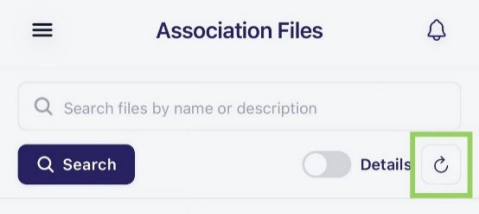
- **Search** through documents by name or description.



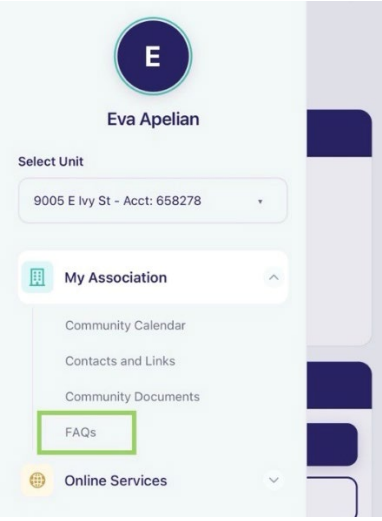
- **View community documents**.
- **Toggle on Details** to see details of the documents before opening it.



Tip: Refresh the page for the most recent list.



FAQs

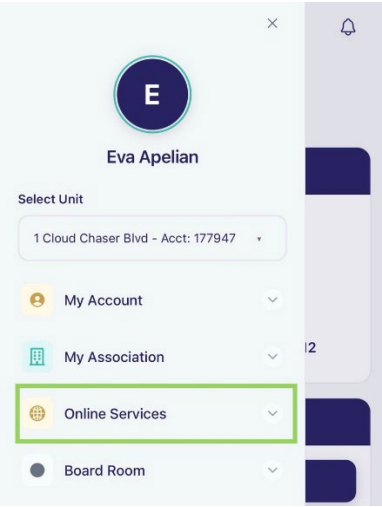


If FAQs is enabled for your association, you can:

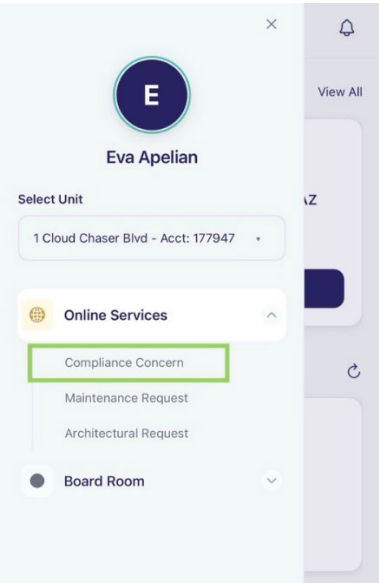
- **View frequently asked questions** and answers from the association.

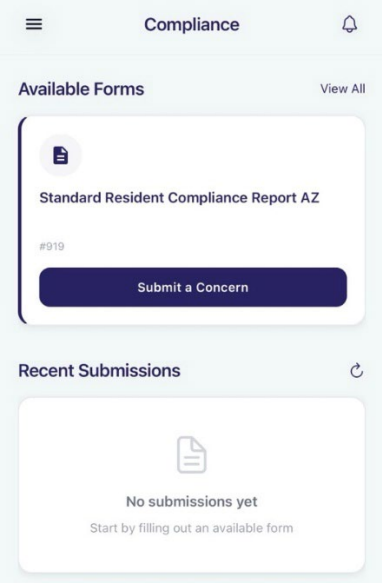
Online Services:

Note: These features may not be enabled in your community.



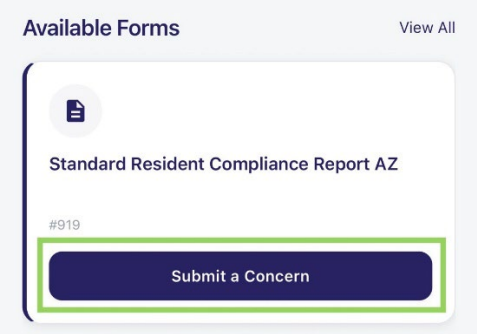
Compliance Concern



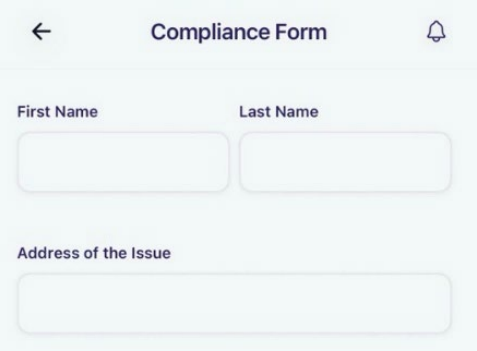


In Compliance Concern, you can:

- **View previously submitted forms**.
- **Submit a new Concern Form** to report any compliance-related issue within the community that requires review or follow-up by the management team.
    1. Select **Submit a Concern**.



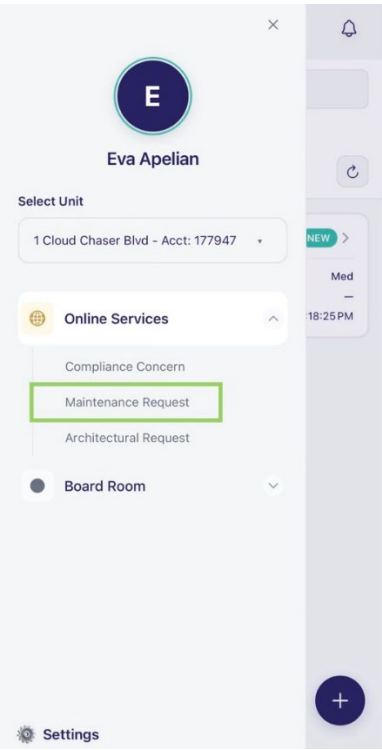
2. **Fill out the form** with the requested information. *Be as detailed as possible.*

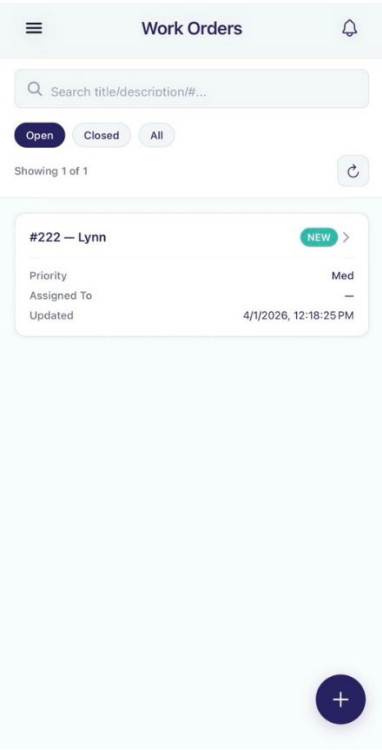


3. Click **Submit Form**.



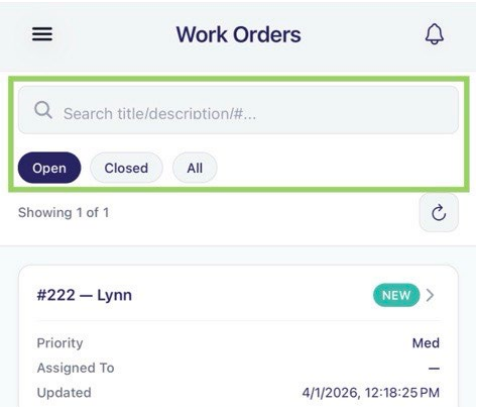
Maintenance Request



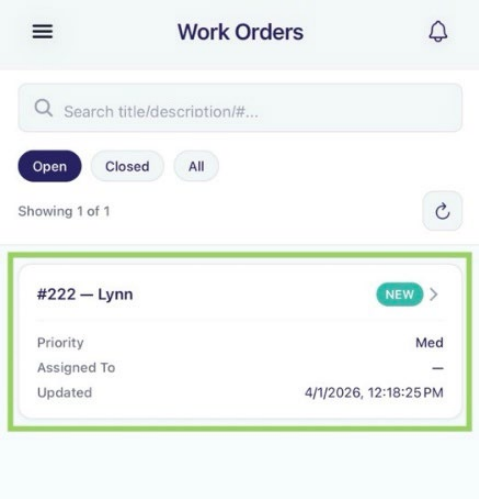


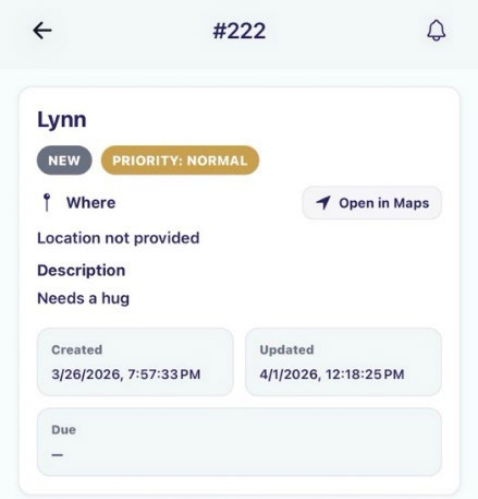
In Maintenance Request, you can:

- **Search and filter** previously submitted requests by title, description, request number and status (open, closed and all).

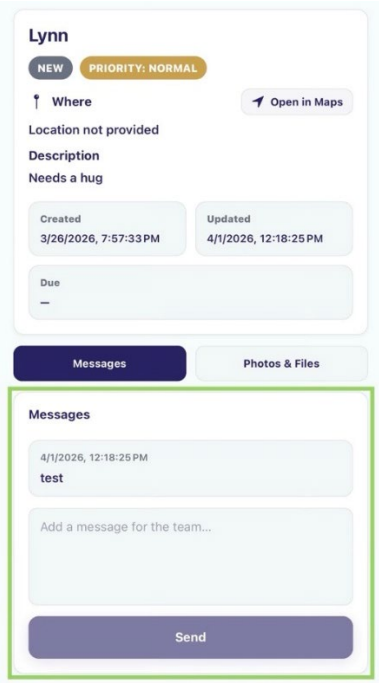


- **View previously submitted maintenance requests** and additional details.

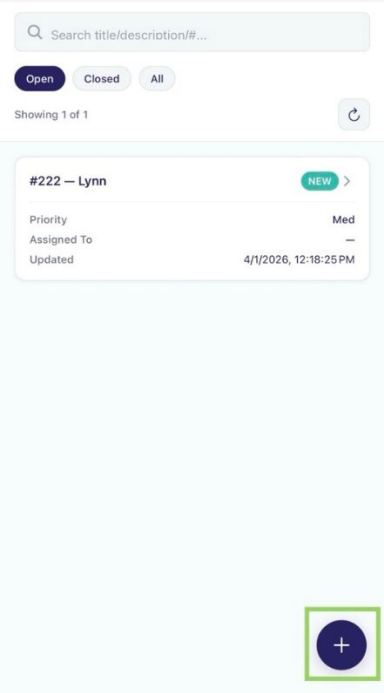




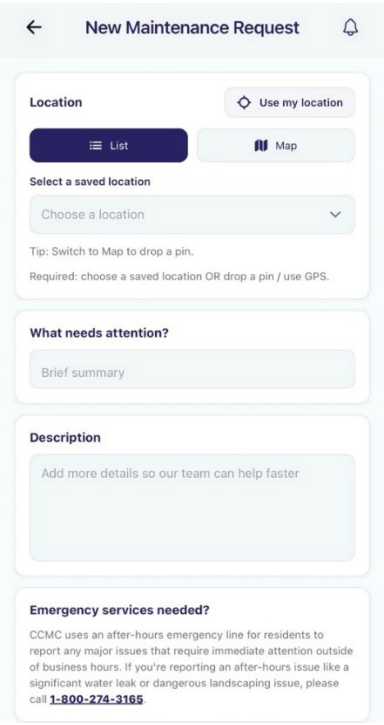
- **Send messages** directly to your association's management team regarding the work order.



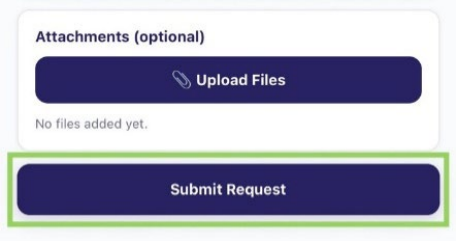
- **Submit a maintenance request** for any issue identified within the community that requires repair or attention.
    1. **Click the blue + button** in the bottom right corner of the screen.



2. **Fill out the form** with the requested information. *Be as detailed as possible.*

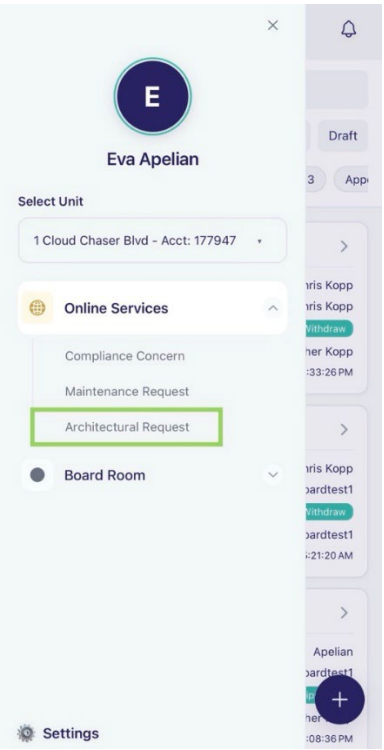


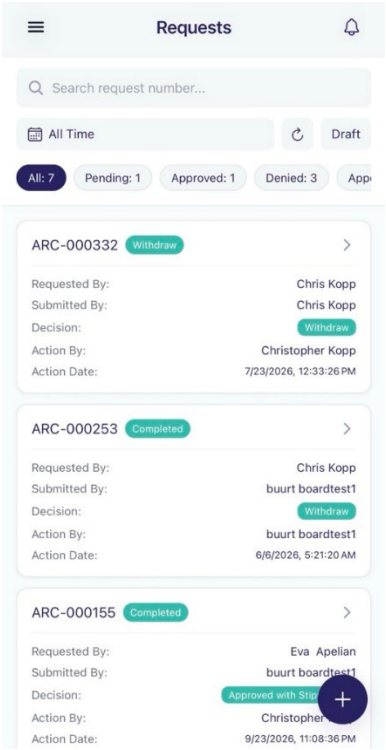
3. Select **Submit Request**.



Note: Maintenance Requests should be submitted for issues in common areas of the association, not your property or home. If you live in a condo or townhome and the association maintains any portion of your home, you *can* submit a request for those items.

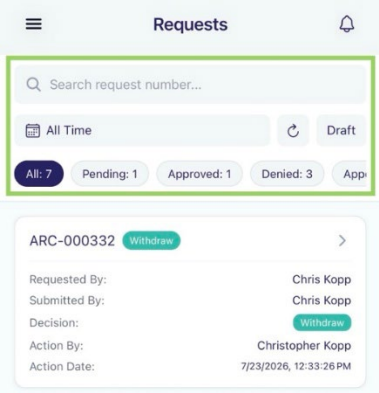
Architectural Request



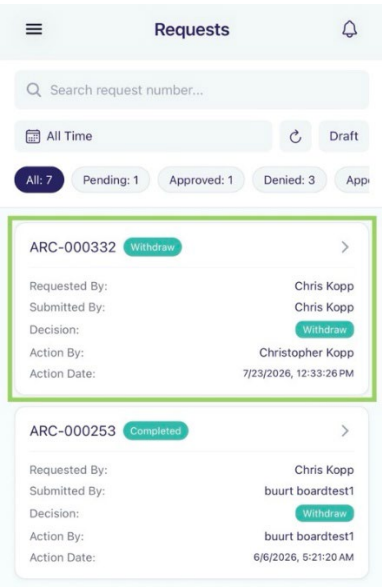


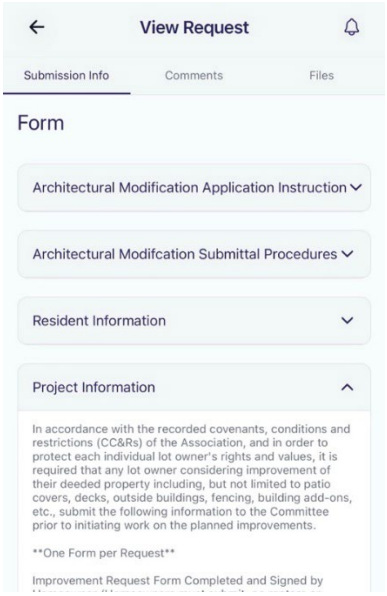
In Architectural Request, you can:

- **Search and filter** previously submitted requests by request number, date (this month, last month, this year, last year and all time) and status (all, pending, approved, denied and appealed).

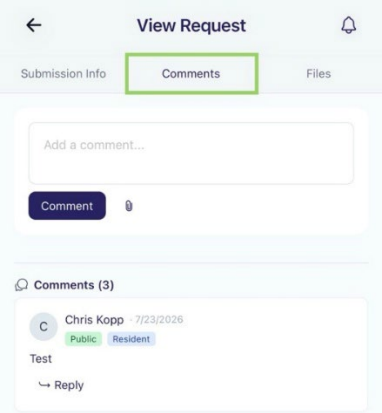


- **View previously submitted requests** and additional details.

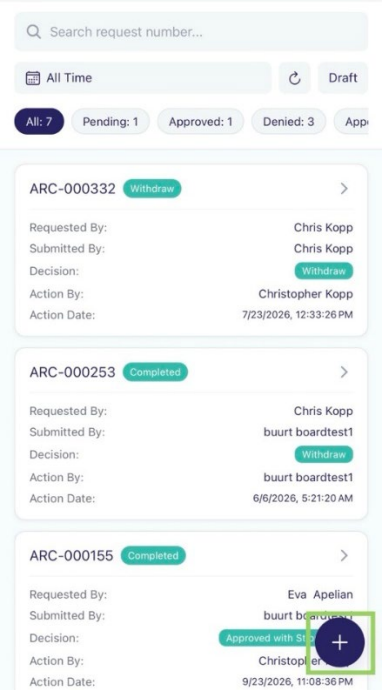




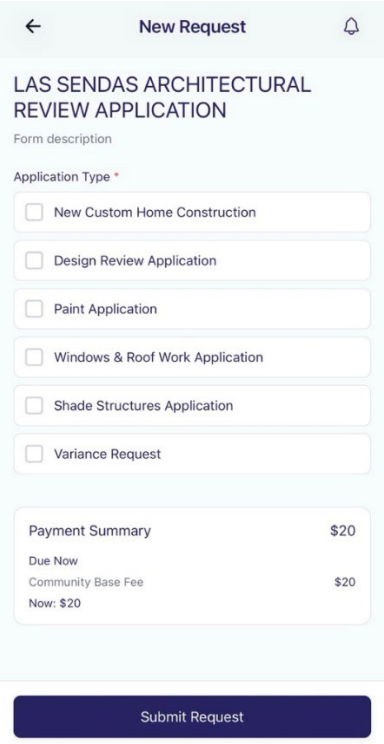
- **Leave comments** for your association's management team regarding the project.



- **Submit an architectural request** for your exterior home improvements.
    1. **Click the blue + button** in the bottom right corner of the screen.



2. **Fill out the form** with the requested information. *Questions will load depending on which application you choose.*



Note: Your association may have fees associated with the Architectural Request.

3. Click **Submit Request**.