



# Community Web Site Help Manual

Last updated June 14th, 2005  
Copyright Notice © 2005 CommunityCentric All rights reserved.  
CommunityCentric and the CommunityCentric logo are registered trademarks and/or registered service marks of CommunityCentric LLC. in the United States.

<b>Table of Contents</b>	
<b>GETTING STARTED.....</b>	<b>4</b>
<b>COMMUNITY HOME PAGE.....</b>	<b>5</b>
SECURITY .....	5
ACTIONS TO TAKE .....	5
NOTES .....	5
<b>COMMUNITY LOGIN REQUEST FORM .....</b>	<b>6</b>
SECURITY .....	6
ACTIONS TO TAKE .....	7
NOTES .....	7
<b>HOW TO GET A FORGOTTEN USERNAME AND PASSWORD.....</b>	<b>8</b>
SECURITY .....	8
ACTIONS TO TAKE .....	8
NOTES .....	8
<b>LOGIN MANAGEMENT.....</b>	<b>9</b>
SECURITY .....	9
ACTIONS TO TAKE .....	9
NOTES .....	9
<b>MY PROFILE.....</b>	<b>10</b>
SECURITY .....	10
ACTIONS TO TAKE .....	10
NOTES .....	11

# Getting Started

## **Browser Requirements**

- JavaScript must be enabled. Several features may be unavailable if JavaScript is not enabled in your browser settings.
- Cookies must be enabled. Several features may be unavailable if cookies are not enabled in your browser settings.
- Internet Explorer is the preferred browser. Other browsers are supported but do to the increasing number of browsers, all browsers are not supported.

Our web site uses "cookie" technology. "Cookies" are strings of text that a web site stores on a user's computer. Our cookies enable your web site to keep track of activity within the web site but only for the duration of each visiting session. We do not store personally identifying information in cookies. For example, a session cookie enables a user to login and then view your "My Profile" information on a subsequent page without having to login again. But, as stated above, each session cookie expires at the end of each session.

## **How do I Enable Cookies in My Browser?**

To enable cookies in Internet Explorer 6:

1. From the browser's Tools menu, click Internet Options.
2. Click the Privacy tab, move the slider down to Medium or a lower setting, and then click OK.

Note: You can also override automatic cookie settings or customize privacy settings for an individual Web site. For more information about privacy settings and cookies, refer to the Internet Explorer Help.

To enable cookies in Internet Explorer 5.x:

1. From the browser's Tools menu, click Internet Options.
2. Click the Security tab.
3. Select the Internet zone, and then click Custom Level.
4. Scroll down to the Cookies section.
5. For Allow cookies that are stored on your computer, optionally, select Enable.
6. For Allow per-session cookies, select Enable, and then click OK.

To enable cookies in Netscape 6.x and 7.x:

1. From the browser's Edit menu, click Preferences.
2. In the Category pane, double-click Privacy and Security, and then click Cookies.
3. Select either Enable cookies for the originating web site only or Enable all cookies, and then click OK.

Note: You can also manage cookies on a site-by-site basis. For more information about privacy and cookies, refer to the Netscape Help.

# Community Home Page

The community home page is the central landing destination for your community web site. All areas of your web site will be a single click away.

## Security

Not Applicable.

## Actions To Take

- 1) Login
  - a) Enter a username
  - b) Enter a password
  - c) Click Login
- 2) Forgotten password
  - a) Click the [forgot/change password](#) link
- 3) Request an account
  - a) Click the [login request](#) link
- 4) Contact your community support team
  - a) Click the [contact the support team](#) link

## Notes

- **In order to login to the web site, you will first need to be added as a resident.**
- If you can't view an area of the web site, you may need to enter a username and password to login. Each area of your community web site is either public or private. Only public areas can be viewed without first logging in.
- You will notice the content displayed on the home page changes after you login. There are areas of your community web site that will only be displayed after a successful username and password have been entered.

# Community Login Request Form

Residents looking to be added and gain access to the web site can provide their information and submit it using the Login Request Form. The request is then routed to and fulfilled by the appropriately designated community contacts, making an easy and secure way to manage web site access.

## Directions

Please fill-out and submit the form below in order to be added to our community directory as well as have your username and password information created. Please include additional residents and family members. If you have any questions, feel free to include those in the message area below.

## Primary Resident Information

First Name:

Last Name:

Email:

Home Phone:

Address:

## Additional Residents:

First Name	Last Name	Email
<input type="text" value="Lisa"/>	<input type="text" value="Barnum"/>	<input type="text" value="lisa@jardinc.com"/>
<input type="text" value="Natalie"/>	<input type="text" value="Barnum"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

## Message Area

If you would like to make additional comments, please do so in the message area below.

(6000 characters max)

## Community Login Request Form

## Security

Not Applicable.

## Actions To Take

- 1) Display and Submit the Login Request Form
  - a) Click the [login request](#) link on the community home page.
  - b) Enter the requested primary resident information.
  - c) Enter any additional resident information.
  - d) If you have a question or would like to provide feedback in addition to your login request, provide this in the message area.
  - e) Click the [Submit Login Request](#) button.

## Notes

- All login requests are routed to the email or email list provided in the community information administration module.
- Access is not granted upon submitting the login request. The community contact specified in the community information administration module will receive an email with the request details. The community contact should verify the request as originating from a current community resident before adding the residents to the directory. An automated email will be sent to each resident with their username and password login information.
- If an email is not given, the resident should use the community code access area to display login information. Simply contact the community support team to be given the current community code. Community codes are changed periodically to maintain security.

# How to Get a Forgotten Username and Password

From time to time a resident may forget their username or password. Routing a resident to the forgotten login page will help them retrieve their information.

The screenshot shows a web interface with three distinct sections for user assistance:

- Change My Password:** This section is for users who want to update their credentials. It includes instructions to enter the current username and email address, followed by the new password and its confirmation. A "Change My Password" button is located at the bottom of this section.
- Send My Password:** This section is for users who have forgotten their login details. It requires the user to enter their email address and click the "Send Me My Login Information" button.
- Display My Login Information:** This section is for users who want to view their login details. It asks for the user's lastname, street number, and community code, with a "Display My Login Information" button at the bottom.

The [forgot/change password](#) link on the home page brings you to the above login help page.

## Security

Not Applicable.

## Actions To Take

- 1) View the Login Help Page
  - a) Click the [forgot/change password](#) link on the home page
- 2) Change a Current Password
  - a) Enter the current username and email of a resident.
  - b) Enter and confirm the new password.
  - c) Click the [Change My Password](#) button.
- 3) Send an Existing Resident Their Login Information by Email
  - a) Enter the email associated with the resident requesting the login information.
  - b) Click the [Send Me My Login Information](#) button.
- 4) Display an Existing Resident's Login Information
 

\* This option is only available if the [Allow Community Code Access](#) preference is checked in the Community Information administrative module.

  - a) Enter the resident's last name.
  - b) Enter the resident's street address number.
  - c) Enter the current Community Code.
  - d) Click the [Display My Login Information](#) button.

## Notes

**In order to login to the web site, a resident will first need to be added as a resident in the directory or through a residents My Profile area.**

The community code can be changed as frequently as you wish. The community code is maintained by your Community Administrator in the Community Information administration area.

The ability to display login information with the Community Code Access preference can be enabled and disabled as often as the Community Administrator wishes. See Community Information administration.

All residents of the address have their login information displayed when using Community Code Access.

# Login Management

Each resident can change his/her username and password.

Change My Username	Change My Password
What is your current username? <input type="text"/>	What is your current username? <input type="text"/>
What is your current password? <input type="text"/>	What is your current password? <input type="text"/>
Please enter your new username: <input type="text"/>	Please enter your new password: <input type="text"/>
Please confirm your new username: <input type="text"/>	Please confirm your new password: <input type="text"/>
<input type="button" value="Save My New Username"/>	<input type="button" value="Save My New Password"/>
If you would like to change your username, please enter your current username and password. Then enter and retype your new username to ensure correctness. Then click the "Save My New Username" button below.	If you would like to change your password, please enter your current username and password. Then enter and retype your new password to ensure correctness. Then click the "Save My New Password" button below.

## Login Administration

### Security

Not Applicable.

### Actions To Take

- 1) View Login Management
  - a) Click the [Change My Login Information](#) link
  - b) The Login Management page will be displayed.
- 2) Change Your Username
  - a) Enter your current username and password.
  - b) Enter your new username.
  - c) Confirm your new username.
  - d) Click the [Save My New Username](#) button.
  - e) An automated email will be sent to your email address (if an email is provided for you in the Directory Information page) with your updated login information.
- 3) Change Your Password
  - a) Enter your current username and password.
  - b) Enter your new password.
  - c) Confirm your new password.
  - d) Click the [Save My New Password](#) button.
  - e) An automated email will be sent to your email address (if an email is provided for you in the Directory Information page) with your updated login information.

### Notes

# My Profile

After you successfully login, the My Profile area is displayed. This is where you will find links to update your household and login information as well as change your web site preferences.

## Opt-In Email

Your community has an email distribution communication system. Email messages containing informative information will be sent to you if this checkbox is checked. In order to receive this helpful information you will need to provide an email.

## Opt-In Directory

Your community has a community directory. Your name and contact information will be included in the directory if this checkbox is checked.

**Your Address Information Update Has Been Successfully Processed.**

[Back to Administration List](#)  
[Back to Resident Management List](#)

Save Address    Delete Address

Street #:       Street Name:

Lot #:

Area Code:     Phone:     Zip Code:

		First Name	Last Name	Relation	Email	Opt-In Email	Opt-In Directory	Date of Birth	Employer
<a href="#">Edit Person</a>	<a href="#">Delete</a>			Homeowner		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
<a href="#">Edit Person</a>	<a href="#">Delete</a>	Henry	Williams	Homeowner	hwill@demo.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		West Corp.
<a href="#">Edit Person</a>	<a href="#">Delete</a>	Marigold	Williams	Spouse	mill90@demo.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
<a href="#">Edit Person</a>	<a href="#">Delete</a>	Darius	Williams	Son		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
<a href="#">Edit Person</a>	<a href="#">Delete</a>	Mark	Williams	Son	mwilliams@demo.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		
<a href="#">Edit Person</a>	<a href="#">Delete</a>	Suzie	Williams	Daughter	swil34@demo.com	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		

Resident / My Profile Administration

## Security

Not Applicable.

## Actions To Take

- 1) View Your Directory Information
  - a) Click the [Edit Your Directory Information](#) link
  - b) The Directory Information page will be displayed with your household information.
- 2) Add a Resident
  - a) Click the [Edit Person](#) button in the first row of the resident list.
  - b) Enter the new resident's information.
  - c) Click the [Update](#) button to save the new resident.
- 3) Update Resident Information
  - a) Click the [Update](#) button next to the resident you wish to update.
  - b) Enter the updated information.
  - c) Click the [Update](#) button to save the updated information.
- 4) Remove a Resident
  - a) Click the [Delete](#) button next to the resident you wish to delete.
  - b) Click the [OK](#) to confirm you wish to delete the resident.

- 5) Update Address Information
  - a) Enter the updated information.
  - b) Click the [Save Address](#) button.

## Notes

The My Profile area will not be displayed until you login successfully.

In order to save address information, make sure you are not currently editing a resident's information. You will need to complete your resident updates before you can update address information.

When you update your email address an automated email will be sent to the new email address once you click the [Update](#) button. The email will contain your login information.

When you add a new resident and provide an email, an automated email will be sent with the new resident's login information.