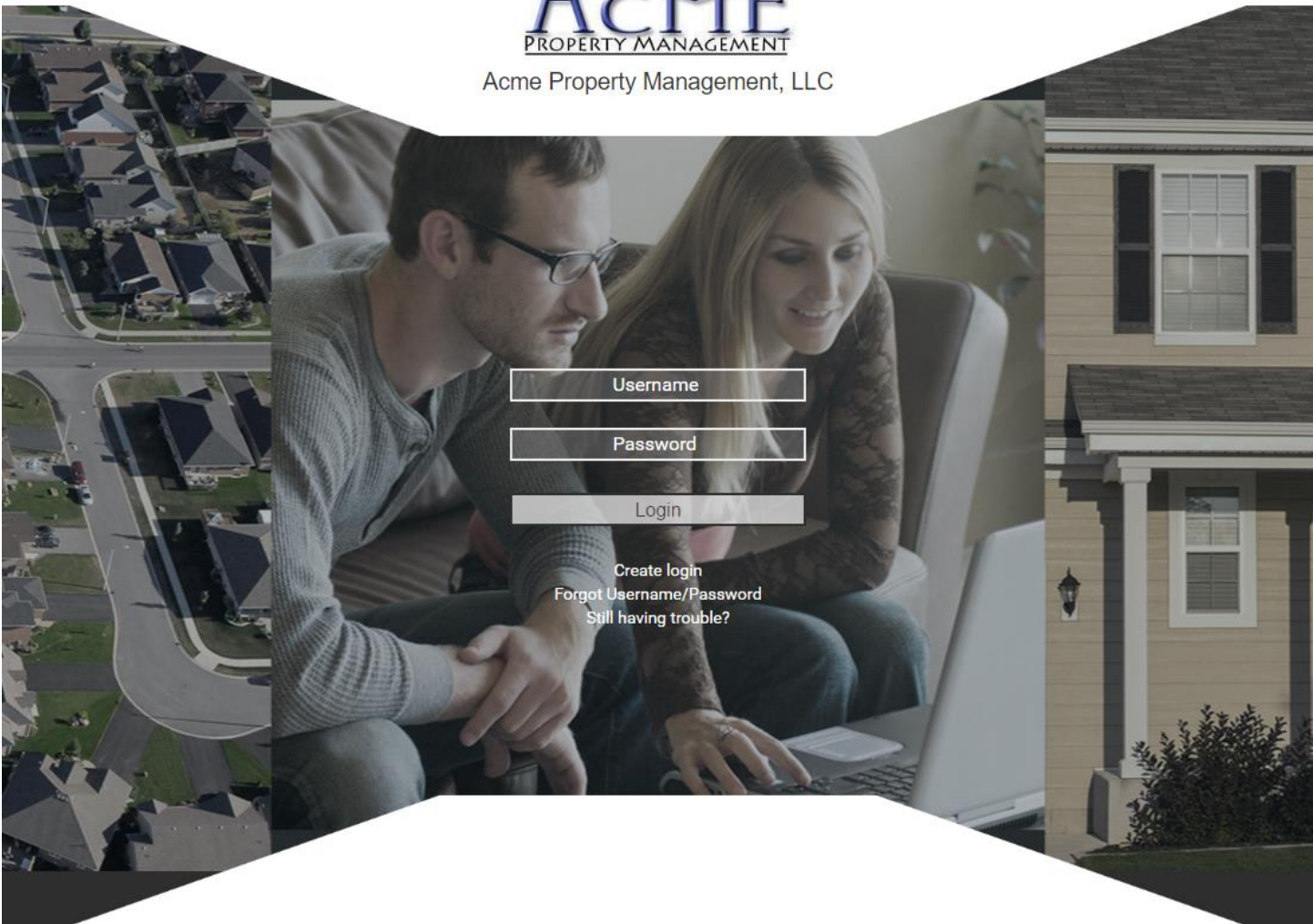


# Portal Usernames & Passwords

## Create a New Login

At the Portal login screen and/or the smaller login screen, select **Create login**



Or

<b>Username:</b> <input type="text"/>
<b>Password:</b> <input type="password"/>
<input type="button" value="Login"/>
<a href="#">Create login</a>
<a href="#">Forgot Username</a>
<a href="#">Forgot Password</a>

**Registration screen:**

1. Enter your **Account Number** (Account Numbers can be provided to you by your management company)
2. Enter the **Email Address** that is associated with your account.
3. If there is more than one Owner associated with this account, you will receive a pull down menu to choose your name from.
4. Select **Submit Registration**

The screenshot shows a registration form titled "Registration". At the top, a message box says: "Please enter your account number and email address in the fields below. Once submitted, you will receive an email with a link to create your login and password." Below this are three input fields: "Account Number" with the value "106401902", "Email" with the value "support@calibersoftware.com", and "Select Owner" with a dropdown menu. The dropdown menu is open, showing options: "-Select name option-", "-Select name option-", "JENNIFER GRESHAM" (highlighted in blue), and "JOHN GRESHAM". A "Registration" button is visible to the right of the dropdown menu.

Once you have selected Submit Registration:

1. Verify that you received the message **“You will receive an email containing a link to create your login and password shortly.”**
2. Go to your email inbox for the email address you provided and locate the email sent to you with the subject, **“New Account Registration.”**
3. Click on the **link provided.**

Thank you for registering with Caliber Portal. In order to complete the process, you must click the following link:

[\[Redacted Link\]](#)

If you did not register a new Caliber Portal account, you can simply disregard this message. If you have any questions, please contact your management company or property manager.

**Create Login Credentials:**

1. Enter a **Username** of your choice. (*Usernames must be at least six (6) characters.*)
2. Enter a **Password** of your choice. (*Passwords must be at least eight (8) characters and contain at least one (1) uppercase letter, one (1) lowercase letter, and one (1) number.*)
3. Select **Submit**
4. If your username is already in use, you will be required to select another username until you enter one that is available.

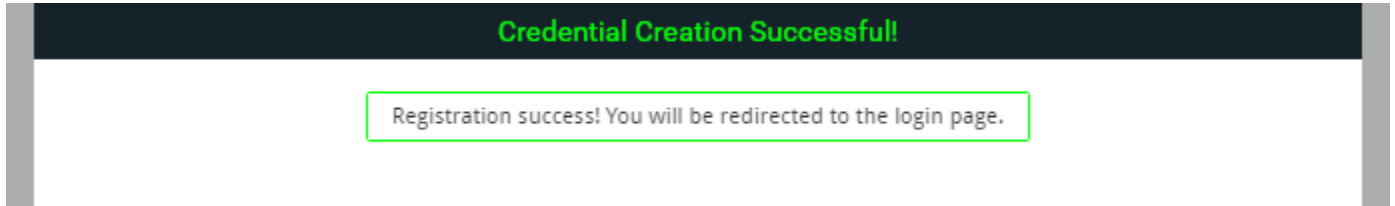
**Create login credentials**

Please enter your new username and password for your account.

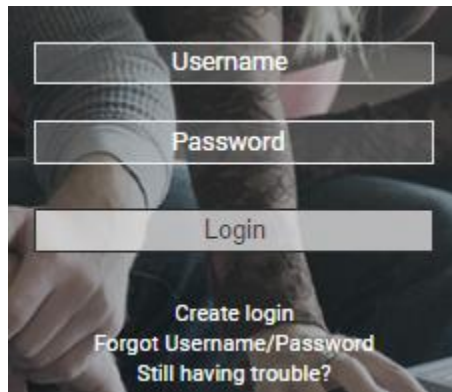
**Username**   
(Username must have at least six(6) characters)

**Password**   
(Password must have at least eight(8) characters, including one(1) uppercase, one(1) lowercase and one(1) number. These special characters !@#\$%^&+=- may also be used.)

Once you have selected Create Account, you will receive, “Registration success!”:



1. Enter your: **Username**
2. Enter your: **Password**
3. Click **Login**



You have successfully created your new account!

ACME PROPERTY MANAGEMENT

VILLA SEVILLE TOWNHOMES

JENNIFER L. or JOHN L. GRESHAM ▼  
Account #106401902 Logout

Home Profile Accounting Compliance Maintenance ACH/EFT WebLinks Documents Directory

Primary Account - Owner Ledger

Balance: \$3,043.14 Pay Now

Recent Maintenance Items

Issue	Due Date	Status
Furniture Removal	11/16/2016	Service Request
Exterior Community Lighting Outage	01/01/2000	Service Request
Phone Line Repair Request	01/01/2000	Service Request

Select Your Preferred Owner QuickViews

Click an item to assign as your top quickview.

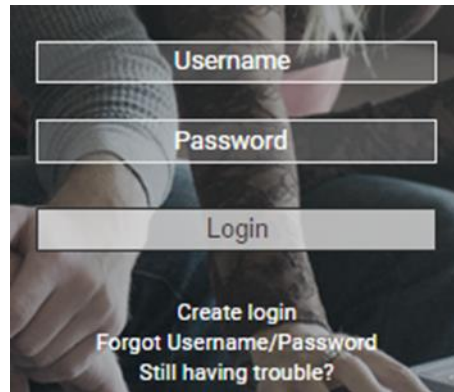
Profile	Accounting	ACH/EFT	Compliance
Maintenance	Web Links	Documents	Directory

Select Your Preferred Owner QuickViews

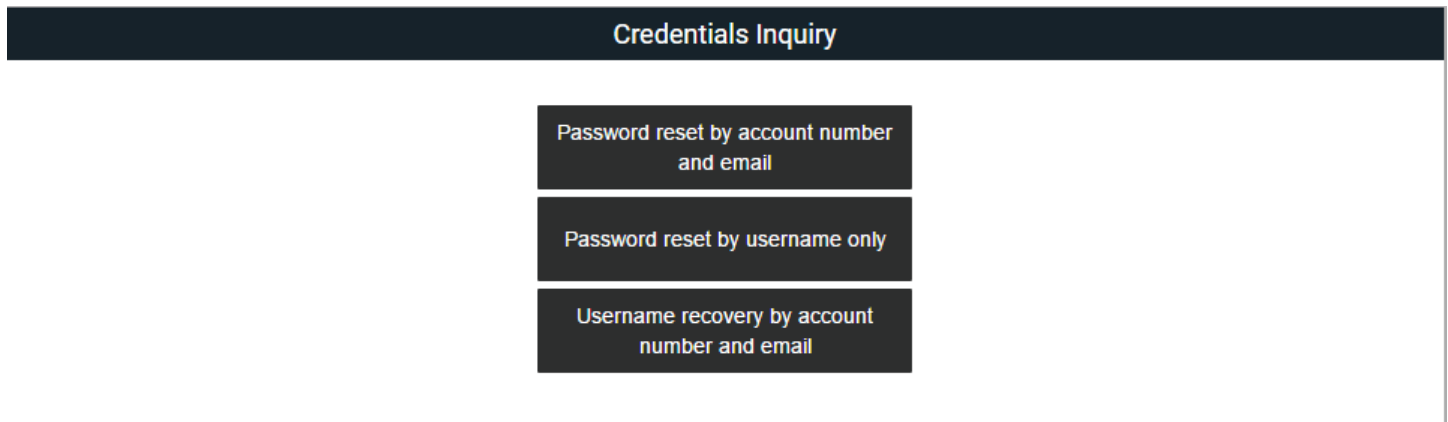
Profile	Accounting	ACH/EFT	Compliance
Maintenance	Web Links	Documents	Directory

## Username Recovery/Password Reset:

At the Portal login screen select **Forgot Username/Password**



You will be prompted with the **Credentials Inquiry** screen displaying **3 Username/Password** recovery and reset choices.



- Each of these will require you to provide specific information to proceed with recovery/reset.
- All three methods will send an email to the email address registered on file. Your **Password Reset** Emails will contain a link. The link will direct you to the **Password Reset** screen where you will create a new password. Once created and submitted. Portal will state New Password Confirmed and redirect you back to Portal Login Screen.

**1. Password reset by Account Number and Email:**

- Provide Account Number and Email

**Password Reset**

Please fill out the field(s) below and submit to reset your password

**Account Number**   
(Account number provided by your management company)

**Email**   
(Email linked to this account)

**2. Password reset by Username only:**

- Provide Username

**Password Reset**

Please fill out the field(s) below and submit to reset your password

**Username**

**3. Username Recovery by account number and email:**

- Provide Account Number and Email
- You will receive an email with your username.

**Username Recovery**

Please fill out the fields below to recover your username

**Account Number**   
(Provided by your management company)

**Email**   
(Linked to this account)