

We are almost ready for you to activate your personal account in the AppFolio portal. You soon will receive an email from AppFolio (Civix Property Management LLC [support@onlineportal.appfolio.com](mailto:support@onlineportal.appfolio.com)) inviting you to register for your online account. The attachments to this email provide your login instructions. AppFolio sends out the email with the subject "Civix Property Management LLC - Join Your Online Portal Today." This is your invitation email. Please review the attachment to get your login instructions. If you do not receive an invitation from AppFolio by Tuesday, January 23, please email your name, address, email address, and phone number by visiting [Civixpm.appfolio.com/connect](http://Civixpm.appfolio.com/connect)." Once you have been directed to this site please click "Need to set up an account?" Please follow the prompts and submit your request. Once received our team will begin to activate your portal.

Turtle Rock Residents,

Turtle Rock is pleased to announce the launching of the "Turtle Rock Online Portal" provided by Civix Property Management.

**What is an online portal?**

The Turtle Rock Online Portal is a window into all matters involving the Association and your personal account. You will have online access to manage your property's details such as addresses and contact information, while checking your current Association Maintenance dues balance and more.

**What's in the portal?**

Once you have created a login and password, you will have access to explore the following pages in the Online Portal. Each page has important and relevant information for you in one place, at your fingertips:

- **Home** - Displays important information such as account balance/payments/ledger, ARC Submission and Status, Calendar Updates for the community, & upcoming quarterly charges (from the 17th through the end of the month).
- **Payments**- Civix Property Management does not accept online payments in the portal. A banner is listed on the top of the site to copy and paste the Associations Bank (Truist) link to make online payments. Owners may make bill pay or direct payments to the Association from there. Owners may also mail their check to our office or to the address listed on the payment coupon for processing.
- **Calendar** – Owners may view the Association calendar of events from scheduled meetings, social events, common area maintenance, and announcements.
- **Maintenance** – Turtle Rock will not be using this function of the portal. All maintenance requests for common elements must be submitted to Nanette Thomas at [communitymanager@myturtlerock.com](mailto:communitymanager@myturtlerock.com).
- **Shared Documents** – This section allows the owner to review "shared public community documents." Here, you will be able to review Association forms, minutes, and other documents available to all owners.
- **Insurance** – Owners may upload their insurance documents to the portal in case of an evacuation for state declared emergencies to have this available if a claim is needed when out of state. This is for your use and convenience should you be away or evacuated during an emergency.
- **Architectural Reviews** – Owners may submit their ARC Application(s) using this tab. All criteria will be needed for processing and submitting by the 15<sup>th</sup> of each month for review.
- **Property Details** - Homeowners can mark their property as "renter occupied" and upload lease details for the renter.

- **Contact Us** - Owners may call or email the Civix Office for assessment/account information. All other requests should be directed to the onsite office at 941-921-3865.
- **Account Profile** - Change your number or settings including login credentials, contact phone number or language.
- **Help** - Links to a help page with FAQs and step by step instructions for each feature in the portal for assistance if needed.

We are excited to bring this new platform to all owners. We strongly suggest that you create and activate your portal as this will be the source for email communications and data storage. The Online Portal is also available as an app for Apple (App Store) or Android (Google Play) phones in the Appstore!

It is important to note that all profiles are private. There is no access for viewing other owners' information. The purpose of this communication is to provide the community with an overview of the Online Portal prior to receiving your activation email.

# Residents / Portal Overview



## How to Access Portal / Sign In

### Activate Your Account Online

- You'll receive an Online Portal Activation email from your property management company. Click **Activate Now** in the email, or tap the **link** in the email, or tap the **link** in the text message to establish a strong password to activate your portal.
- You can also self sign up for the Online Portal at [Civixpm.appfolio.com/connect](http://Civixpm.appfolio.com/connect). Click **Request access to the portal** and input your information. The URL is unique to your property manager, but you may be able to find this on their company website or reaching out to your property manager directly.
- Bookmark, create a shortcut icon for the login page or download the mobile app so it is easy to return at any time.
- You will receive a confirmation email once your portal is activated.

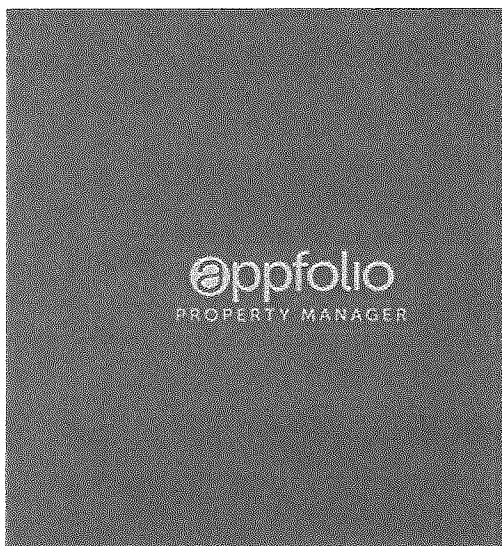
### Download the Mobile App

Download the Mobile app to stay logged in to your Online Portal. Make payments, submit maintenance requests and review important documents 24/7.

This is available on the [App Store](#) for Apple or [Google Play](#) for Android



### Sign In to Your Online Portal



### Sign In

Email

john.smith@email.com

Password

Enter

[Forgot your password?](#)

[Still having trouble?](#)



## Set Up Two Factor Authentication

Enabling 2FA helps keep your Online Portal account secure in case your password is stolen. Click [here](#) to learn more.

- Navigate to the **Account Profile** tab. In the Two Factor Authentication section, check **Enable Two Factor Authentication**, and hit **save**.

The screenshot shows the AppFolio online portal interface. On the left is a dark sidebar menu with the following items: HELLO AppFolio, Home, Payments, Maintenance, Contact Us, Shared Documents, Insurance, Property Details, View Another Unit, Account Profile (highlighted), and Help. The top right of the page displays the PROPERTY ADDRESS: 1234 house way - Unit 1, santa barbara, CA 93108 | Log Out. The main content area is divided into two sections. The top section is titled 'Two Factor Authentication' and contains the text: 'Use an authenticator app (Google Authenticator, Authy, etc.) for Two Factor Authentication (2FA), keeping your account secure from unknown device access.' Below this is a link 'Learn more about the Authy app' and a checkbox labeled 'Enable Two Factor Authentication' which is checked. A 'Save' button is located below the checkbox. The bottom section is titled 'Choose Your Language' and contains the text 'Preferred Language' above a dropdown menu currently set to 'English'. A 'Save' button is located below the dropdown menu.

- You'll need an authenticator app on your phone, (e.g. **Authy**). Use Authy on your phone to scan the QR code. You can also enter the authentication code manually in-app.
- Your Online Portal account should now be added to Authy. Enter the 6-digit code generated by Authy, and then hit **Activate**.

## Supported Browsers

Our recommended browsers are Google Chrome or Mozilla Firefox. As of January 2016, Microsoft stopped providing updates to Internet Explorer. As a result, it is no longer capable of supporting the Online Portal.

## Reset Your Password

1. Navigate to the Online Portal login page and click **Forgot your password?**



Online Portal

Email  
joe.saldana@appfolio.com

Password  
\*\*\*\*\*

Sign In

[Forgot your password?](#)

[Need to set up an account?](#)

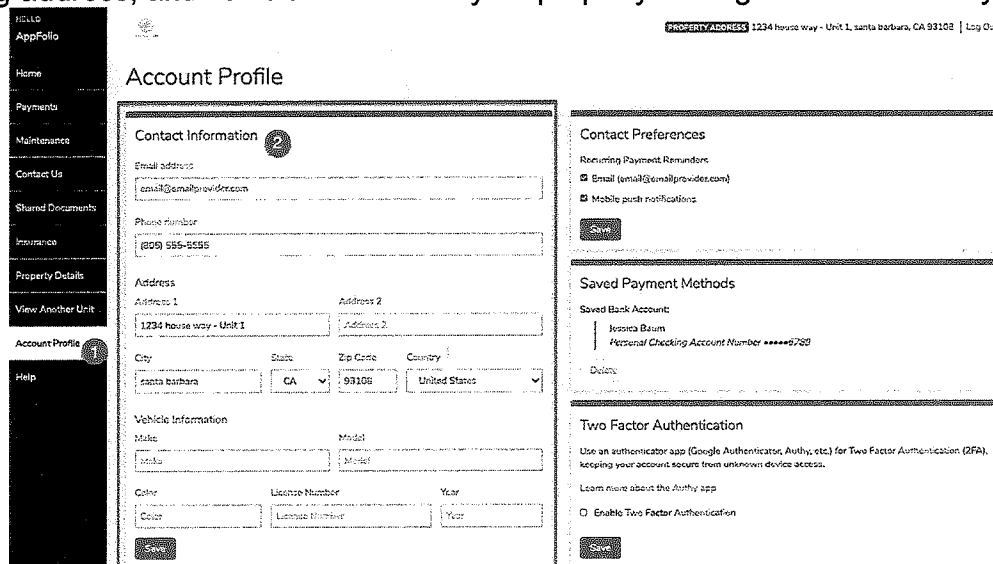
## View Payment History

Click the **Payments** tab, then click **View full account ledger** to see a detailed account of all charges and payments posted to your account. Please contact your property manager if you have any questions about the transactions displayed.

# How to Edit Your Account Details

## Update Your Contact Information

Navigate to the **Account Profile** tab and locate the Contact Information block. Here you can update the email address you use to log into your account, the phone number, mailing address, and vehicle information your property manager has on file for you.



PROPERTY ADDRESS 1234 house way - Unit 1, santa barbara, CA 93108 | Log Out

### Account Profile

#### Contact Information

Email address  
joe.saldana@appfolio.com

Phone number  
(809) 555-5555

Address  
Address 1: 1234 house way - Unit 1  
Address 2: Address 2  
City: santa barbara | State: CA | Zip Code: 93108 | Country: United States

Vehicle Information  
Make: Make | Model: Model  
Color: Color | License Number: License Number | Year: Year

#### Contact Preferences

Recurring Payment Reminders  
 Email (joe.saldana@appfolio.com)  
 Mobile push notifications

#### Saved Payment Methods

Saved Bank Account:  
Jessica Baum  
Personal Checking Account Number \*\*\*\*\*)789

#### Two Factor Authentication

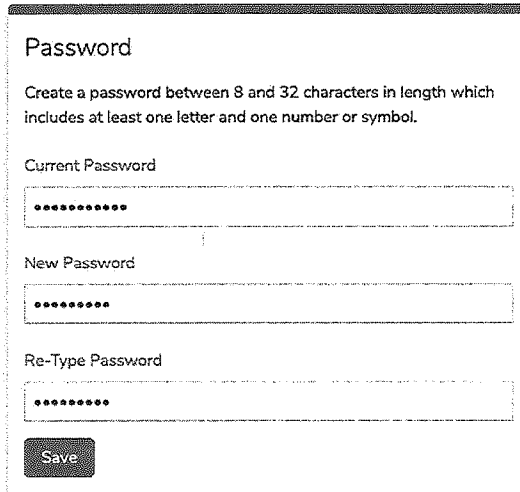
Use an authenticator app (Google Authenticator, Authy, etc.) for Two Factor Authentication (2FA), keeping your account secure from unknown device access.

Learn more about the Authy app

Enable Two Factor Authentication

### How do I update my password?

Navigate to the **Account Profile** tab of your Online Portal and locate the **Password** block. Enter your current password, then enter your new password & retype it. Click Save when done. Passwords must be between 8 and 32 characters in length which includes at least one letter and one number or symbol.



The screenshot shows a form titled "Password" with the following instructions: "Create a password between 8 and 32 characters in length which includes at least one letter and one number or symbol." The form contains three input fields: "Current Password", "New Password", and "Re-Type Password", each with a masked password field. A "Save" button is located at the bottom of the form.

### Can I change the language of my Online Portal?

You can change the language to Spanish. Click the **Account Profile** tab on the left, then in the **Choose Your Language** section use the menu to select **Spanish**, then click **Save**

## View or Download Documents

You'll receive an email notification any time your property manager sends you a document securely to your Online Portal. Navigate to the **Shared Documents** tab to access these documents.



The screenshot shows the "Shared Documents" page. On the left is a navigation menu with options: HELLO AppFolio, Home, Payments, Maintenance, Contact Us, Shared Documents (highlighted), Insurance, and Property Details. The main content area shows the property address: "PROPERTY ADDRESS 1234 house way - Unit 1, santa barbara, CA 93108 | Log Out". Below this is the "Shared Documents" heading. There are two sections: "Shared with you" and "Shared with you recently". Each section contains a table with columns for "Document", "Shared On", and "Download".

| Document            | Shared On  | Download |
|---------------------|------------|----------|
| Apartment Rules.pdf | 08/27/2020 |          |

| Document            | Shared On  | Download |
|---------------------|------------|----------|
| Apartment Rules.pdf | 08/27/2020 |          |