

## ANNOUNCING NEW WEBSITE FOR ASSOCIATION RESIDENTS

In an effort to fulfill our mission of providing technological innovation, we are pleased to announce that we will be offering a new web portal service as of December 1, 2016. Shoreline Property Management has created a strategic partnership with *Pilera Property Management Software* to ensure our communities are receiving maximum value.

*Some of the features of the new resident portal include:*

- Review your account balances online
- Submit electronic payments via bank account or credit card
- Allow residents to maintain their contact information, pets, vehicle information
- Track and record your tenant's information
- View and download association documents, financials, announcements
- View community calendar
- Community email, auto voice message for quick homeowner communication
- Work order and maintenance request and tracking
- Mobile delivery of notifications, manager and community information

We believe these features will provide improved communication and overall efficiency.

You may visit their website at [www.pilera.com](http://www.pilera.com) or for a quick overview of the resident portal, please follow this link: <http://www.youtube.com/watch?v=PQ8ddWvZE8g&feature=youtu.be>

Shortly, you and the members of your community will be receiving an email directly from the web portal (if you have provided our office with your email address). Notices will also be included in statements and community update letters. If you do not receive an email from the web portal, either we do not have an email address on file for you, or your email address has changed.

Residents already set up with direct debit or online banking will not be required to make any changes. As always, our staff will be available to support you throughout this transition. Ultimately, our success comes from helping you succeed; and I and my staff value the unique business relationship we have.

Should you have any questions, concerns or comments, please feel free to contact our office.

Sincerely,

Diane Rossi, President  
Shoreline Property Management, Inc.

## Pilera Resident Community Information Portals

We have partnered with Pilera Software to provide an online resident portal where you can access **important community information** and communications, **view your balance** and **pay your bill**, update personal information, see **rule violations**, **create and see status of work orders** and more!

How do I login? You will receive a welcome email that will provide a link to login and create your password. You may want to bookmark that link for easy login access, or you may go to [www.pilera.com](http://www.pilera.com) and choose login in the top right corner.

Once you login, you will be brought to this screen.

The screenshot shows the user interface for Nisha Murray at E Bridleway Rd - 4484 / 1 / 1016. The top navigation bar includes: Your Information, Unit Occupants, Community, Manage, Website, Contact, and Logout. The user's name and address are displayed at the top. Below this, there are tabs for Messages, Personal, Contacts, Vehicles, and Addresses. The Messages tab is selected, showing a message type dropdown set to 'All Communication' and a message stating 'There are no messages for this category.' On the right side, there is a 'Your Current Balance' section showing '\$1,030.00' with a 'Details' link and a 'Make A Payment' button. Below the balance, there is a section for 'NISHA MURRAY' with address details: Community: Pilera Caliber Demo C..., Street: E BRIDLEWAY RD, Building: 4484, Floor: 1, Unit: 1016. At the bottom right, there is an 'Office Hours' section with the following schedule:

Day	Hours
Monday	8AM-5PM
Tuesday	8AM-5PM
Wednesday	8AM-5PM
Thursday	8AM-5PM
Friday	8AM-3PM
Saturday	Closed
Sunday	Closed

### MESSAGES TAB

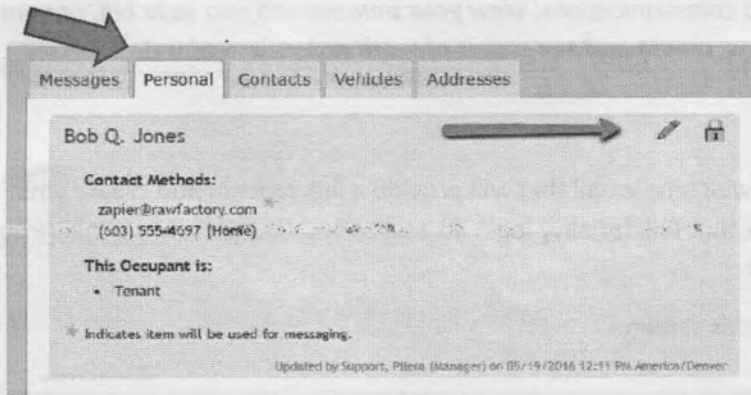
- View a history of all communications, events, announcements, important community documents and more.
- View and check messages relating to Work Orders and Rule Violations.

### CONTACTS, VEHICLES AND ADDRESSES TABS

- Provide emergency contact information, vehicle information and alternate address information.

### FINANCIALS

- Quickly see your balance and ledger, 24x7. Your balance will appear on the right hand side when you login. Click "Make a Payment" to pay your bill. Click on "Details" to see your history.



## PERSONAL TAB

- Click on the pencil to edit/update your personal contact information. You may also choose your communications preference here. Choose email, phone or text, you can also choose your language preference (over 80 languages supported for email and text)

## UNIT/COMMON AREA WORK ORDERS

- To create a unit work order, select the Your Information Tab, select Unit Work Order. Your work order will be submitted to management. You can also check the status of the work order through the Information tab.
- To create a Common Area Work Order, Select Community Tab, and Select Common Area Work Orders. The work order will be submitted to your management team. You may check the status of common area work orders through the community tab as well.

