

NEW Legacy ResidentPortal

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Introduction

Below are step-by-step instructions on how to set up a new account, as well as troubleshooting tips if you get stuck somewhere throughout the process. We hope these instructions are helpful.

If you do not want to set up auto-pay on your account, you have the option to perform one-time payments. If you still want to physically come into the office and pay by check *and* want to be able to review your account history and other important information such as your email address, etc., you will still need to set up an account.

Requirements

1. Have paper and pen handy to write down your username and password (**exactly**) and keep in a safe place for when you want to login to the portal.
2. You **MUST** have a valid email address.
3. If you will be setting up auto-pay or setting up for one time payments, have available:
 - a. The official name on your bank account. This is typically the name printed on your manual checks.
 - b. Your bank routing number.
 - c. Your bank account number.

Operating Systems

You may access the ResidentPortal using a computer, mobile phone or a tablet. Below are the acceptable operating systems/browsers which this portal supports. If your operating system version is less than the ones listed, you may not be able to access the site.

Computers (Desktop or Laptop)

Desktop Supported Browsers and Operating Systems

Microsoft Edge™	Firefox®	Safari®	Google Chrome™
Windows 8.1 or higher	Windows 8.1 or higher and Mac OS X 10.15+	Mac OS X 10.15+	Windows 8.1 or higher and Mac OS X 10.15+
• Version 79 or higher	• Version 52 or higher	• Version 11.1x or higher	• Version 70 or higher

Mobile Devices (mobile phones & tablets)

If you will be accessing your account with a mobile phone or a tablet, below are the minimum operating system requirements:

Mobile and Tablet Operating System and Browser Requirements

- iOS 12 or higher, Safari®
- Android Pie (9) or higher, Google Chrome™

Setting up a New Account

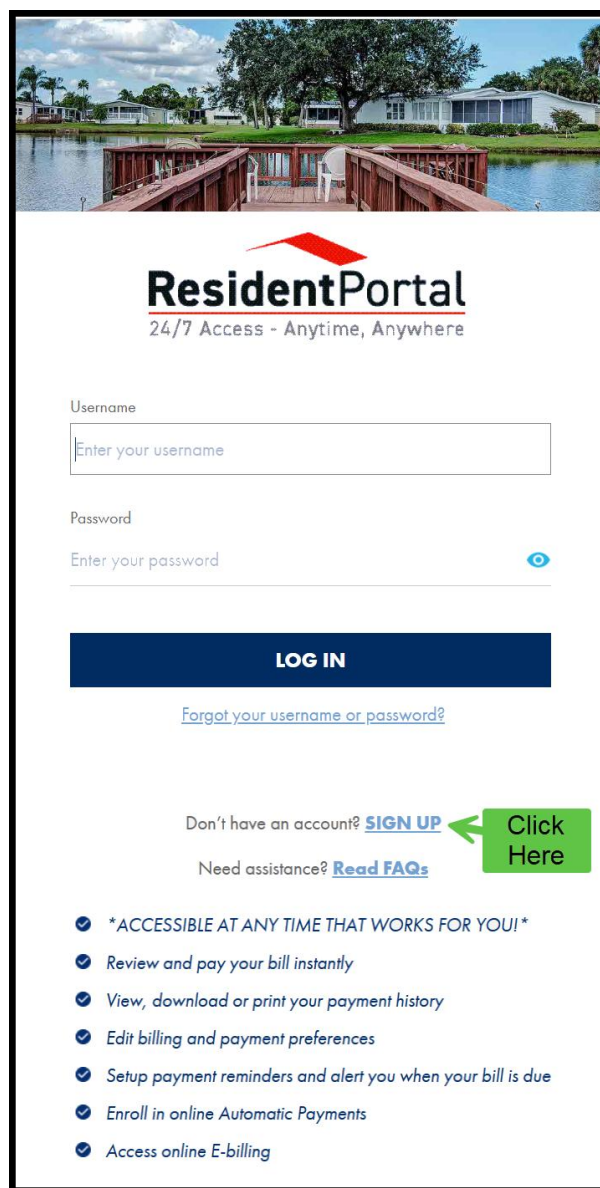
1. Open your preferred web browser (Chrome, Google, etc.) and type in the following into the address bar:

<https://www.communityresport.com/>

Press enter when finished.

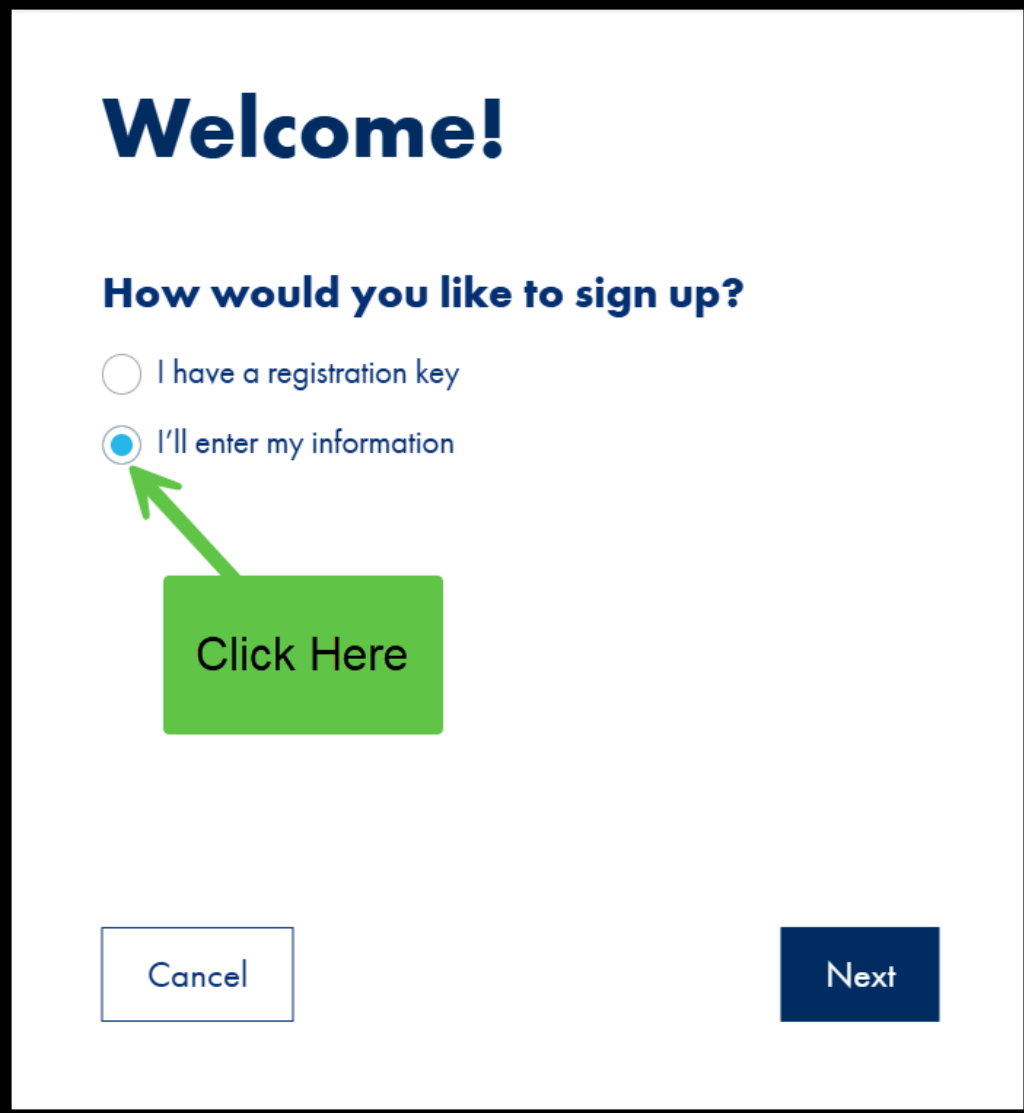
If you entered the correct address into your web browser, you will see the page shown below.

Click on the link labeled “SIGN UP”.



The screenshot shows the ResidentPortal website. At the top is a banner image of a waterfront community with houses and a dock. Below the banner is the ResidentPortal logo, which includes a red house icon and the text "ResidentPortal" and "24/7 Access - Anytime, Anywhere". The login section has fields for "Username" (with placeholder text "Enter your username") and "Password" (with placeholder text "Enter your password" and a toggle icon). Below these fields is a blue "LOG IN" button. Under the button is a link "Forgot your username or password?". Further down, there is a "Don't have an account?" link followed by a blue "SIGN UP" link. A green arrow points from a green box labeled "Click Here" to the "SIGN UP" link. Below this is a "Need assistance?" link followed by a blue "Read FAQs" link. At the bottom, there is a list of features with checkmarks: "* ACCESSIBLE AT ANY TIME THAT WORKS FOR YOU! *", "Review and pay your bill instantly", "View, download or print your payment history", "Edit billing and payment preferences", "Setup payment reminders and alert you when your bill is due", "Enroll in online Automatic Payments", and "Access online E-billing".

2. Next you will see the Welcome page. Click on the “I’ll enter my information” option, and then click on the Next button at the lower right of the page.



Welcome!

How would you like to sign up?

☐ I have a registration key

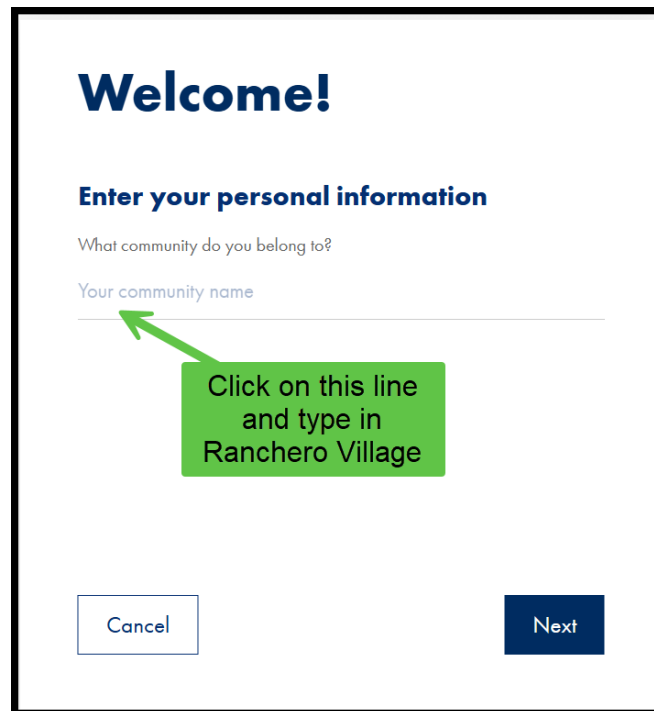
☒ I'll enter my information

Click Here

Cancel

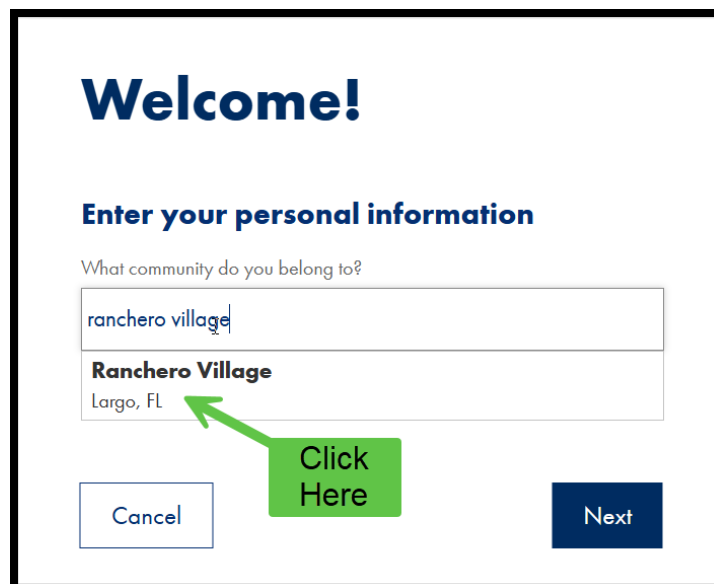
Next

3. You will now see the next Welcome page as shown below. Click above the gray line labeled “**Your community name**” and type in Ranchero Village.



The screenshot shows a 'Welcome!' page with the heading 'Enter your personal information'. Below this is the question 'What community do you belong to?'. A text input field is present with the placeholder text 'Your community name'. A green arrow points to the input field with a green box containing the text 'Click on this line and type in Ranchero Village'. At the bottom, there are 'Cancel' and 'Next' buttons.

Once you type in a few characters, you should see the option to select Ranchero Village Largo, FL – Click on that, and then click on the Next button at the lower right of the page.



The screenshot shows the same 'Welcome!' page, but the text input field now contains 'ranchero village'. A dropdown menu is open, showing 'Ranchero Village' in bold, with 'Largo, FL' below it. A green arrow points to the dropdown menu with a green box containing the text 'Click Here'. The 'Cancel' and 'Next' buttons are still at the bottom.

4. Next you should see the next Welcome page as shown below. There are three (3) pieces of information needed:

- a. **At which site (your lot number) do you reside?:** Scroll through the list until you find your lot number, and then click on that lot. If your lot number is not shown in the list – STOP here. This typically indicates you have already set up an account. You will need to call the office for further assistance [\(727\) 536-5573](tel:7275365573) .

Welcome!

Enter your personal information

What community do you belong to?

Ranchero Village

At which site do you reside?

- #101, 7100 Ulmerton Rd - Lot 101
- #104, 7100 Ulmerton Rd - Lot 104
- #106, 7100 Ulmerton Rd - Lot 106
- #108, 7100 Ulmerton Rd - Lot 108
- #109, 7100 Ulmerton Rd - Lot 109
- #110, 7100 Ulmerton Rd - Lot 110

Enter your email address

you@someplace.com

Enter a valid email address.

Security code

7 4 7 C 4

Enter the security code from above

Security Code

Enter the security code shown.

The security code is incorrect
Security code is not case sensitive

Cancel

Next

Scroll through the list until you find your Lot Number

- b. Enter your email address:** Type in a valid email address to which you will have access in the future.
- c. Security Code:** Type in the characters shown to you – this must be exactly what is displayed to you. If you type it incorrectly, you will be shown a new code until you get it right.

When finished, click on the Next button at the lower right of the page.

The image shows a registration form with two main input fields. The first field is labeled 'Enter your email address' and contains the text 'you@someplace.com'. A green box with the text 'Enter a valid email address.' has a green arrow pointing to this field. The second field is labeled 'Security code' and contains a distorted security code '7 A f C 4'. A red box with the text 'Security Code' has a green arrow pointing to this field. Below the security code field, there is a red error message: 'The security code is incorrect' and 'Security code is not case sensitive'. A green box with the text 'Enter the security code shown.' has a green arrow pointing to this error message. At the bottom of the form, there are two buttons: 'Cancel' and 'Next'.

Enter your email address

you@someplace.com

Enter a valid email address.

Security code

7 A f C 4

Enter the security code from above

Security Code

The security code is incorrect

Security code is not case sensitive

Enter the security code shown.

Cancel

Next

5. Next, you will see a “Terms of Service” document. There is a lot of information contained here. So, basically you are agreeing to the terms and conditions of the software company that is operating this new portal (NPS; National Portal Systems, LLC). If you print this, there are 44 pages of information, if you want to read before agreeing to the terms. If you do not agree to the terms, you are stopped here and will not be allowed to set up auto-pay or manual pay or complete your account set up. If you agree to the terms and later on read all the details and decide you do not want to participate on this site, you can opt out.

Scroll to the bottom of the page and check the box (at the left) labeled “certify that I have read....”, and then click on the “**I Agree**” button at the lower left.

Terms of Service

National Portal Systems, LLC Portal Terms of Use

Last Modified: January 1, 2022

1. Acceptance of the Terms of Use

These terms of use are entered into by and between you and National Portal Systems, LLC (together with its affiliates, parents and subsidiaries, “NPS”, “we” or “us”), a third-party vendor that provides services directly to the owners, operators, and managers (collectively, “Property Manager”) of the community where you reside (the “Property”). The following terms and conditions (collectively, these “Terms of Use”), govern your access to and use of www.communityresport.com, including any content, functionality and services offered on or through www.communityresport.com (the “Website”). One such service (“Service”) is the Community Resident Portal (the “Portal”) which enables tenants to access and view information about their current leasing agreement; submit maintenance requests; pay rent and other charges to the Property Managers; contact such Property Managers; and any other content, functionality and services offered on or through our Website and Portal. Please note, however, that NPS does not provide services to you, **nor does the Website or Portal actually process payments** - rather, the Website and Portal merely allow you to access, among other things, the payment processing center contracted for service by the Property Manager. All questions related to the services provided via the Portal and Website should be directed to the Property Manager.

Please read the Terms of Use carefully before you start to use the Website or the Portal. By using the Website or Portal or by clicking to accept or agree to the Terms of Use when this option is made available to you, you accept and agree to be bound and abide by these Terms of Use and our Privacy Policy, found at www.communityresport.com, incorporated herein by reference. If you do not want to agree to these Terms of Use or the Privacy Policy, you must not access or use the Website or Portal.

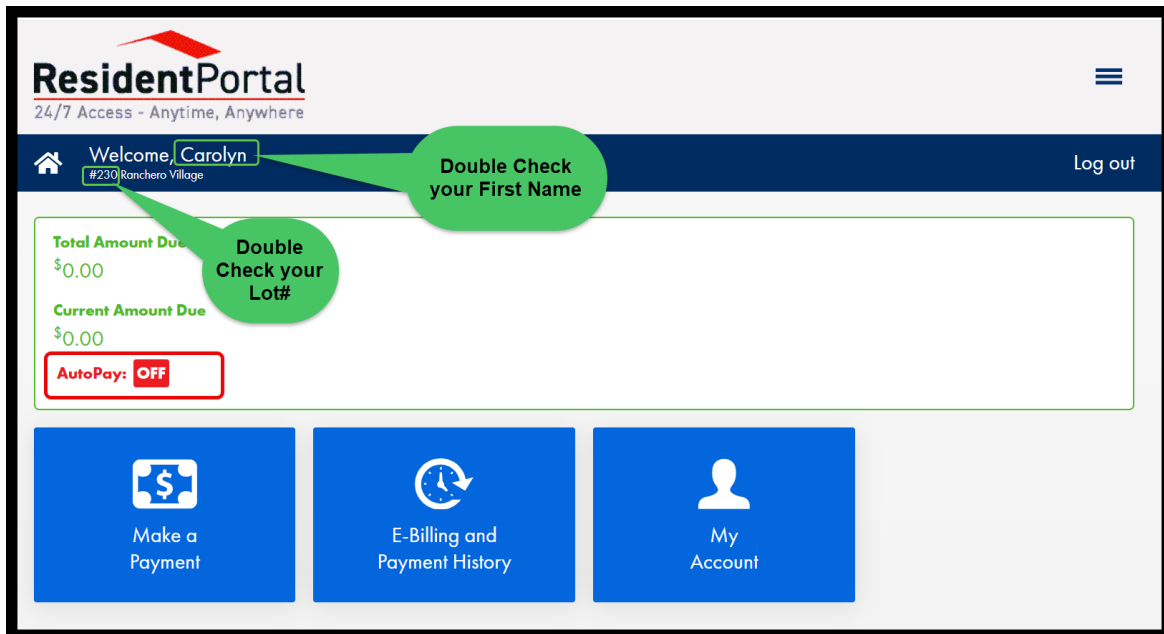
Mobile and Tablet Operating System and Browser Requirements

- iOS 12 or higher, Safari®
- Android Pie (9) or higher, Google Chrome™

☒ certify that I have read and agree with the [Terms of Service](#), [Your Privacy Rights - Privacy Policy](#), and [Supported Browsers and Operating Systems](#) of the Portal.

I Agree **I Don't Agree**

6. If you see the Resident Portal page below, you have successfully set up your resident account – **congratulations!**
- a. At the upper left of the page, verify your “Welcome” **first name**, and below that your **lot number**. If either of these pieces of information are incorrect, STOP here and call the office for assistance ([\(727\) 536-5573](tel:7275365573)).

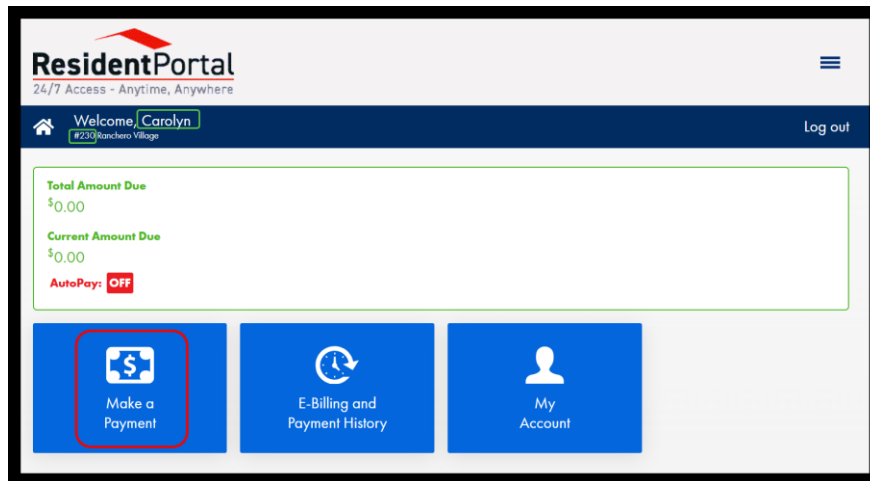


Set up Auto-Pay Information

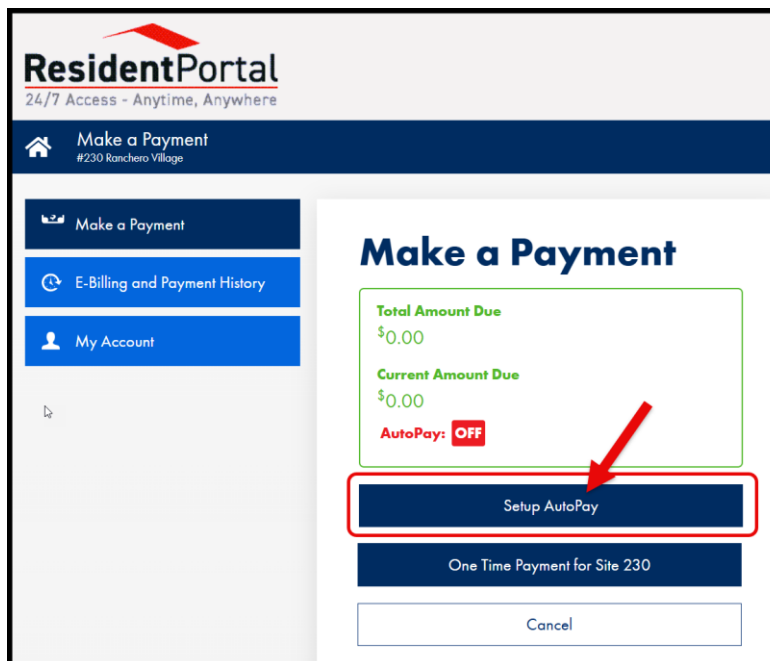
Once you have your account set up, you are now able to set up auto-pay or manually pay your monthly lease (rent) amount. Follow the instructions below for either method of payment.

Setup Autopay

1. From the ResidentPortal page, click on the **Make a Payment** button as shown below.



2. On the next page, click on the **Setup AutoPay** button.



3. Next click on the **Setup AutoPay for Rent** button. Note, if under the Total Amount Due and/or the Current Amount Due area show amounts:

If the amount is negative, then Legacy owes you money.

If the amount is positive, then you owe money to Legacy.

NOTE: Legacy will only accept payments funds in US dollars from a valid USA bank. For residents outside the USA, and you want to set up auto-pay, you must have a USA bank account established.

Setup AutoPay

Total Amount Due
\$0.00

Current Amount Due
\$0.00

AutoPay: **OFF**

Setup AutoPay for Rent

Cancel

4. You should next see the **Add Bank Account** page as shown below. There are three pieces of information you will need to enter:

1. **Select Account Type:** Click on the arrow to the right of this field and select either checking or savings.
2. **Name on Bank Account:** The exact name of the account holder. If this is a joint account, enter both names.
3. **Routing Number:** This is shown at the lower left of one of your checks. If you do not have physical checks, contact your bank for your routing number.
4. **Account Number:** This is shown at the lower center of one of your checks. If you do not have physical checks, contact your bank for your checking account number.
5. **Re-enter Account Number:** Type in your bank account number again to confirm.
6. When finished, click on the Save and Continue button located at the bottom of the page.

The image shows a screenshot of the 'Add Bank Account' form on the left and a sample check on the right. The form has the following fields:

- Account type:** A dropdown menu labeled 'Select account type'.
- Name on bank account:** A text box containing 'Carolyn Johnson'.
- Routing number:** A text box containing '123456789'.
- Account number:** A text box containing '0123456789'.
- Re-enter account number:** A text box containing '0123456789'.
- Buttons:** 'Save and Continue' and 'Cancel'.

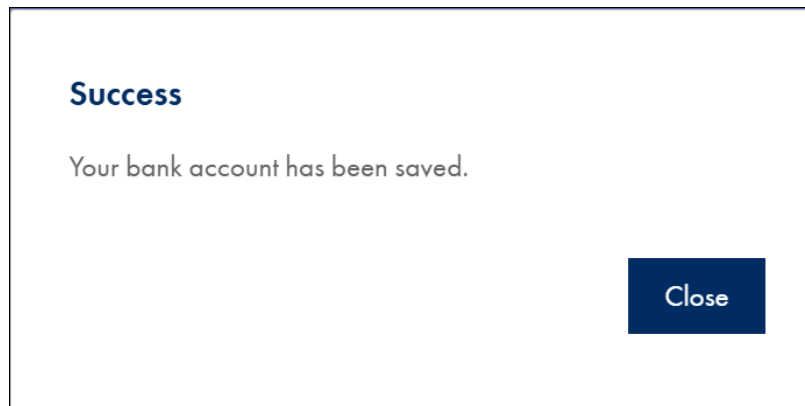
A note at the bottom of the form states: 'Note: the routing and account numbers may not be the same as the numbers on your check or deposit ticket. Confirm with your banker for the correct routing and account numbers for online ACH payments.'

The sample check on the right is titled 'Locating Routing and Account Numbers'. It shows a check with the following fields:

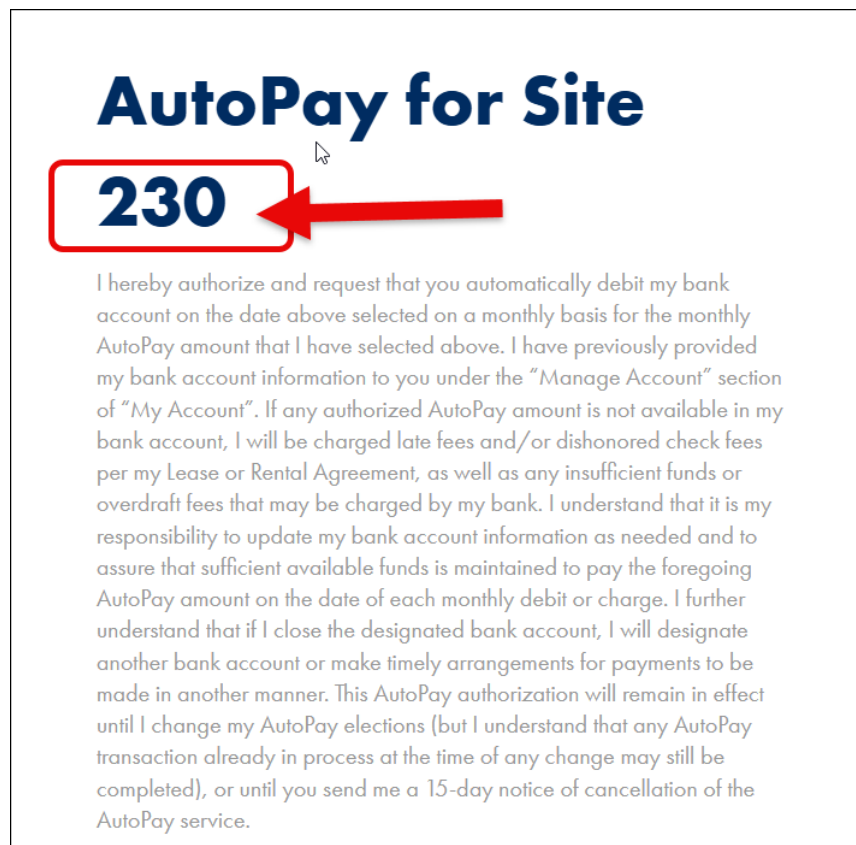
- Bank Name:** Indicated by a red arrow pointing to the 'Pay to the order of' field.
- Check Number:** Indicated by a red arrow pointing to the number '1234' in the top right corner.
- 9 Digit Routing Number:** Indicated by a red arrow pointing to the number '123456789' in the bottom left corner.
- Your Account Number:** Indicated by a red arrow pointing to the number '0123456789' in the bottom center.

Red and green arrows connect the form fields to the corresponding fields on the check. A red arrow points from the 'Routing number' field to the '9 Digit Routing Number' on the check. A green arrow points from the 'Account number' field to the 'Your Account Number' on the check.

5. If you entered a valid routing and bank account number, you should see the message below. Click on the Close button at the lower right of the page.




6. Next, you will see the **AutoPay for Site** page.
1. First, confirm the lot number is correct. If this is not correct, STOP here and contact the office for assistance.

The form has a white background with a black border. At the top, the title "AutoPay for Site" is in a large, bold, dark blue font. Below the title, the number "230" is displayed in a large, bold, dark blue font. A red rectangular box highlights the number "230", and a thick red arrow points from the right towards it. Below the number, there is a paragraph of text in a small, gray font. The text reads: "I hereby authorize and request that you automatically debit my bank account on the date above selected on a monthly basis for the monthly AutoPay amount that I have selected above. I have previously provided my bank account information to you under the "Manage Account" section of "My Account". If any authorized AutoPay amount is not available in my bank account, I will be charged late fees and/or dishonored check fees per my Lease or Rental Agreement, as well as any insufficient funds or overdraft fees that may be charged by my bank. I understand that it is my responsibility to update my bank account information as needed and to assure that sufficient available funds is maintained to pay the foregoing AutoPay amount on the date of each monthly debit or charge. I further understand that if I close the designated bank account, I will designate another bank account or make timely arrangements for payments to be made in another manner. This AutoPay authorization will remain in effect until I change my AutoPay elections (but I understand that any AutoPay transaction already in process at the time of any change may still be completed), or until you send me a 15-day notice of cancellation of the AutoPay service."

2. **Pay With:** This is confirmation of the last three digits of your bank account number. If this is not correct, STOP here and contact the office for assistance.

Pay with

Bank account ending in X588



3. **Payment Option:** Full Account Balance. You have no choices here.

Payment option

Full Account Balance

The amount withdrawn on the date specified below each month equal to your current account balance.

4. **Day of Month:** Click on the arrow to the right of this field. This is where you specify which day of the month funds will be taken from your bank account; you have three options:

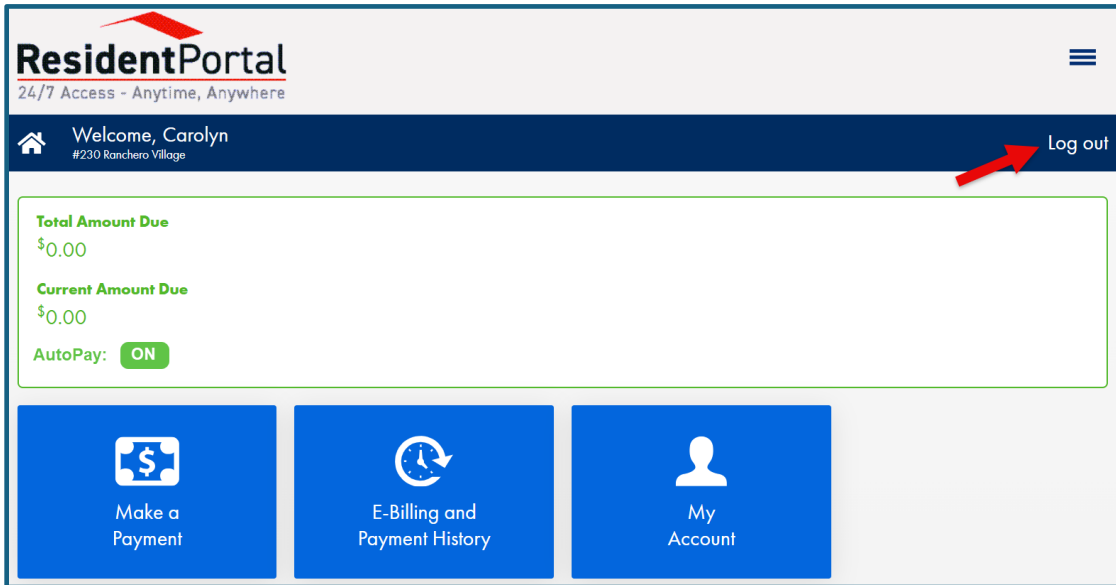
- The First day of the month
- The Second day of the month
- The Third day of the month

Select one of the three options and then check the box to the left of “authorize the monthly withdrawal of funds from my bank account.”

Lastly, click on the **Save AutoPay Settings** button.

The screenshot shows a web form titled "Day of month". It features a dropdown menu with the text "Select day of month to run" and a downward arrow icon circled in red. The dropdown is open, showing three options: "1st day of the month", "2nd day of the month" (which has a red arrow pointing to it), and "3rd day of the month". Below the dropdown is a dark blue button labeled "Save AutoPay Settings". Below this, there is a checkbox with a checkmark inside, circled in red with a red arrow pointing to it. To the right of the checkbox is the text "authorize the monthly withdrawal of funds from my bank account.". At the bottom of the form is another dark blue button labeled "Save AutoPay Settings".

You will be returned to the ResidentPortal home page. If finished, click on the Log Out option at the upper right of the page.



One Time Payments

If you do not want to use the Auto-Pay system, you may set up your bank account information and then manually pay your rent.

NOTE: If your rent is not paid by the 5th day of the month, you will be charged a late fee.

Follow the instructions below to make a one-time payment.

1. Once you have logged into the ResidentPortal, click on the **Make a Payment** option on the left side of the page.
2. The Make a Payment form will be displayed on the right. Click on the **One Time Payment for Site** option.

ResidentPortal
24/7 Access - Anytime, Anywhere

Home **Make a Payment**
#230 Rancho Village

Make a Payment

E-Billing and Payment History

My Account

Make a Payment

Total Amount Due
\$0.00

Current Amount Due
\$0.00

AutoPay: OFF

Setup AutoPay

One Time Payment for Site 230

Cancel

3. You should next see the **Add Bank Account** page as shown below. There are three pieces of information you will need to enter:
- a. **Select Account Type:** Click on the arrow to the right of this field and select either checking or savings.
 - b. **Name on Bank Account:** The exact name of the account holder. If this is a joint account, enter both names.
 - c. **Routing Number:** This is shown at the lower left of one of your checks. If you do not have physical checks, contact your bank for your routing number.
 - d. **Account Number:** This is shown at the lower center of one of your checks. If you do not have physical checks, contact your bank for your checking account number.
 - e. **Re-enter Account Number:** Type in your bank account number again to confirm.
 - f. When finished, click on the Save and Continue button located at the bottom of the page.

The image shows the 'Add Bank Account' form on the left and a check image on the right with annotations for locating routing and account numbers.

Add Bank Account Form:

- Account type:** Select account type (dropdown arrow)
- Name on bank account (What is this?):** Carolyn Johnson
- Routing number (Where can I find this?):** 123456789
- Account number (Where can I find this?):** 0123456789
- Re-enter account number:** 0123456789
- Note:** the routing and account numbers may not be the same as the numbers on your check or deposit ticket. Confirm with your banker for the correct routing and account numbers for online ACH payments.
- Buttons:** Save and Continue, Cancel

Locating Routing and Account Numbers:

The check image shows the following fields and their locations:

- Bank Name:** Your Name, Your Address, Your City, State Zip Code
- Check Number:** 1234
- 9 Digit Routing Number:** 123456789
- Your Account Number:** 0123456789

4. The One-Time Payment page will be displayed.

- Enter the amount you want to pay (make certain the amount is correct)
- Check the authorization box at the lower left
- When finished, click on the **Confirm and Process Payment** option at the bottom.

One-Time Payment

Total Amount Due
\$0.00

Current Amount Due
\$0.00

AutoPay: OFF

In the event your bill does not match the total amount due, please contact your community manager.

It may take up to 48 hours for your payment to be reflected, and, therefore, your Total Due amount may not update immediately.

Su pago puede demorar hasta 48 horas en reflejarse y, por lo tanto, es posible que su monto total adeudado no se actualice de inmediato.

What account do you want to pay from?
What account do you want to pay from?

Bank account ending in X789

What amount would you like to pay towards your balance?

1.00

Amount you will pay: \$1.00

☒ I hereby authorize and request that you debit my bank account or charge my credit card, as selected above, for the amount specified above.

Por la presente, autorizo y solicito que debite mi cuenta bancaria o cargue mi tarjeta de crédito, según selecciono anteriormente, por la cantidad especificada anteriormente.

[\(Read full agreement\)](#)

Confirm and Process Payment

Cancel