

Legacy ResidentPortal

User Manual

Table of Contents

Introduction – Note from the Author	2
Requirements	2
Operating Systems.....	3
Setting up a New Account	4
Set up Auto-Pay Information	11
One Time Payments.....	18
Updating Information on Your Account.....	21
My Account.....	23
Login Information: View/Edit	24
Change Username	25
Change Password	26
Contact Information: View/Edit	27
Change Email Address	28
Change Home Phone	29
Change Cell Phone.....	30
Change Billing Address	31
Payment Accounts: View/Edit	33
Edit Bank Account.....	35
Remove Bank Account	36
Manage AutoPay: View/Edit/Delete	37
Turn on AutoPay for an existing bank account	38
Edit AutoPay for Rent	41
Turn Off AutoPay for Rent	42
Add Additional Site (Lot Number).....	43
Make a Payment.....	44
E-Billing and Payment History	45

Billing History	46
Payment History	46
E-Billing Settings	47
Receive your bill by text or email	47
The “Hamburger” Menu	50
Forgot your User Name and/or Password?	51
Forgot Username	51
Forgot Password	54

Introduction – Note from the Author

Authored by: Carolyn Johnson; Secretary of the Ranchero Village Homeowner’s Association.

Below are step-by-step instructions on how to set up a new account, troubleshooting tips if you get stuck somewhere throughout the process, and explanations of all menu options currently available. 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+
<ul style="list-style-type: none">• Version 79 or higher	<ul style="list-style-type: none">• Version 52 or higher	<ul style="list-style-type: none">• Version 11.1x or higher	<ul style="list-style-type: none">• 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

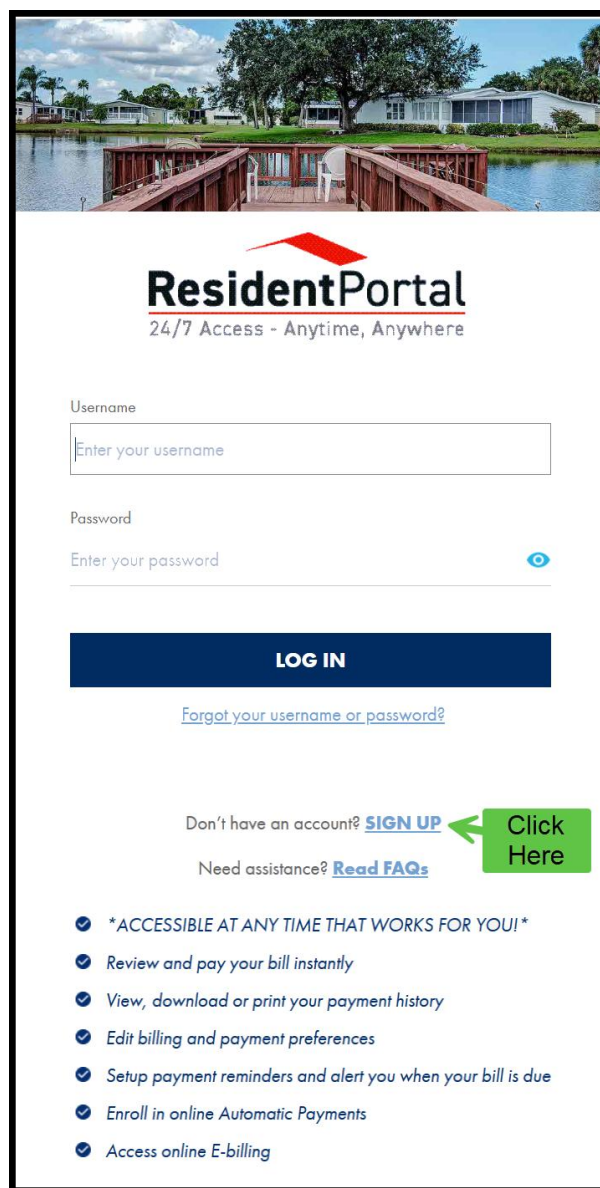
1. Open your preferred web browser (Chrome, Google, etc.) and type in the following into the address bar:

<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”.



ResidentPortal
24/7 Access - Anytime, Anywhere

Username
Enter your username

Password
Enter your password

LOG IN

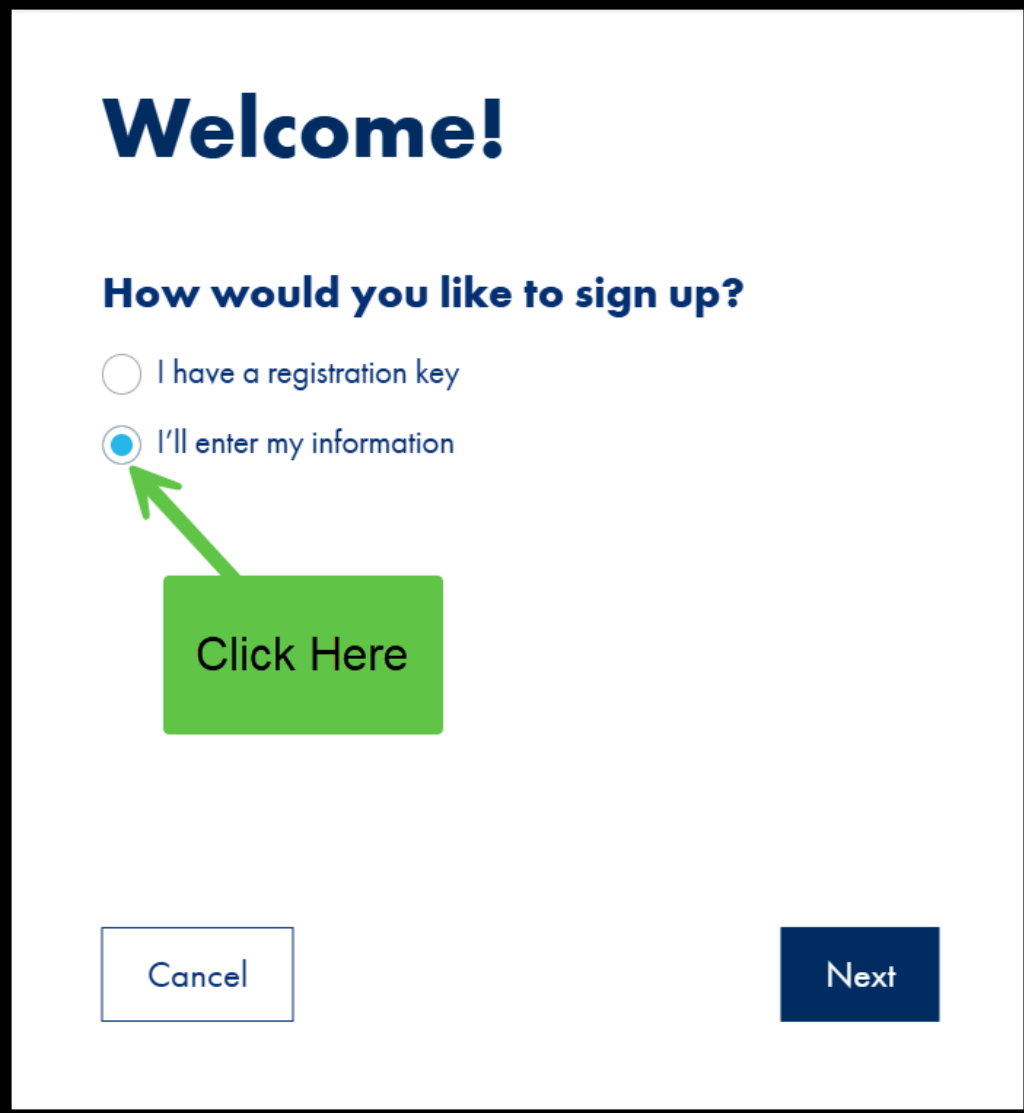
[Forgot your username or password?](#)

Don't have an account? [SIGN UP](#) **Click Here**

Need assistance? [Read FAQs](#)

- * 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
- 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

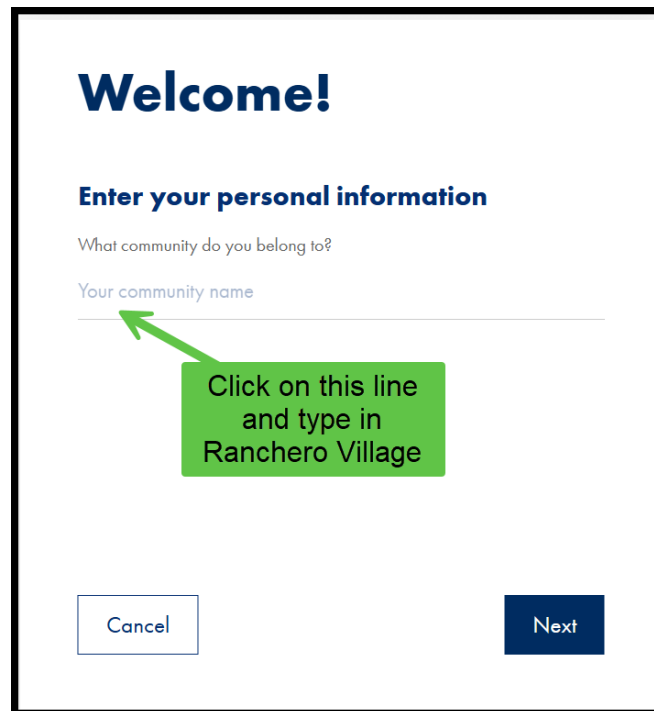
☒ I'll enter my information

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.



Welcome!

Enter your personal information

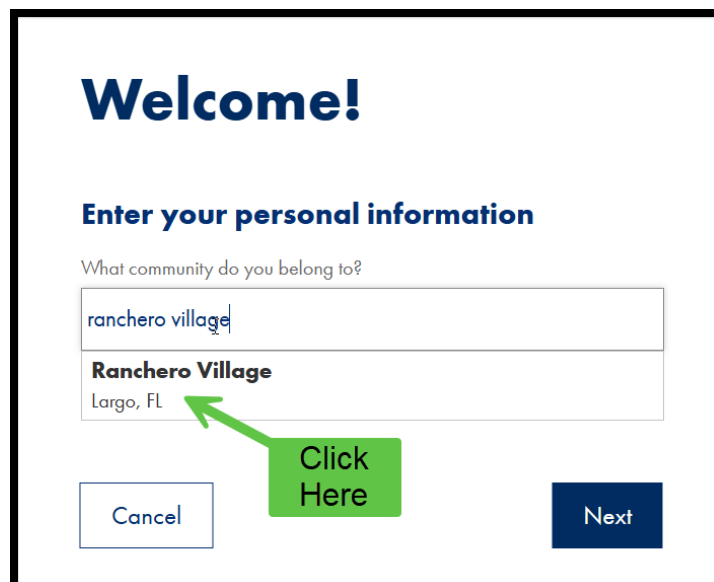
What community do you belong to?

Your community name

Click on this line and type in Ranchero Village

Cancel Next

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.



Welcome!

Enter your personal information

What community do you belong to?

ranchero village

Ranchero Village
Largo, FL

Click Here

Cancel Next

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) .

The screenshot shows a web form titled "Welcome!" with the subtitle "Enter your personal information". The form has three main sections: a community selection dropdown, a list of sites to scroll through, and an email address field. Below the email field is a security code input field. A red box highlights the security code input field, and a red box labeled "Security Code" points to it. A green box labeled "Enter a valid email address." points to the email field. A green box labeled "Enter the security code shown." points to the security code input field. A green box labeled "Scroll through the list until you find your Lot Number" points to the list of sites. The list of sites includes: #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, and #110, 7100 Ulmerton Rd - Lot 110. The email field contains "you@someplace.com". The security code input field contains "7 4 7 C 4". Below the security code input field, a red error message states: "The security code is incorrect" and "Security code is not case sensitive". At the bottom of the form are two buttons: "Cancel" and "Next".

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 the following elements and annotations:

- Email Address Field:** Labeled "Enter your email address" with the placeholder text "you@someplace.com". A green box on the left with the text "Enter a valid email address." has a green arrow pointing to this field.
- Security Code Field:** Labeled "Security code" with a visual of a security code "1 A f C 4" where each character is in a different color and crossed out by a diagonal line. Below it, it says "Enter the security code from above". A red box on the right with the text "Security Code" has a green arrow pointing to this field.
- Error Message:** Below the security code field, a red error message states "The security code is incorrect" and "Security code is not case sensitive". A green box on the left with the text "Enter the security code shown." has a green arrow pointing to this error message.
- Buttons:** At the bottom, there are two buttons: a "Cancel" button and a "Next" button.

5. Next, you will see a “Terms of Service” document. There is a lot of information contained here. So, basically you are agreeing with 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.

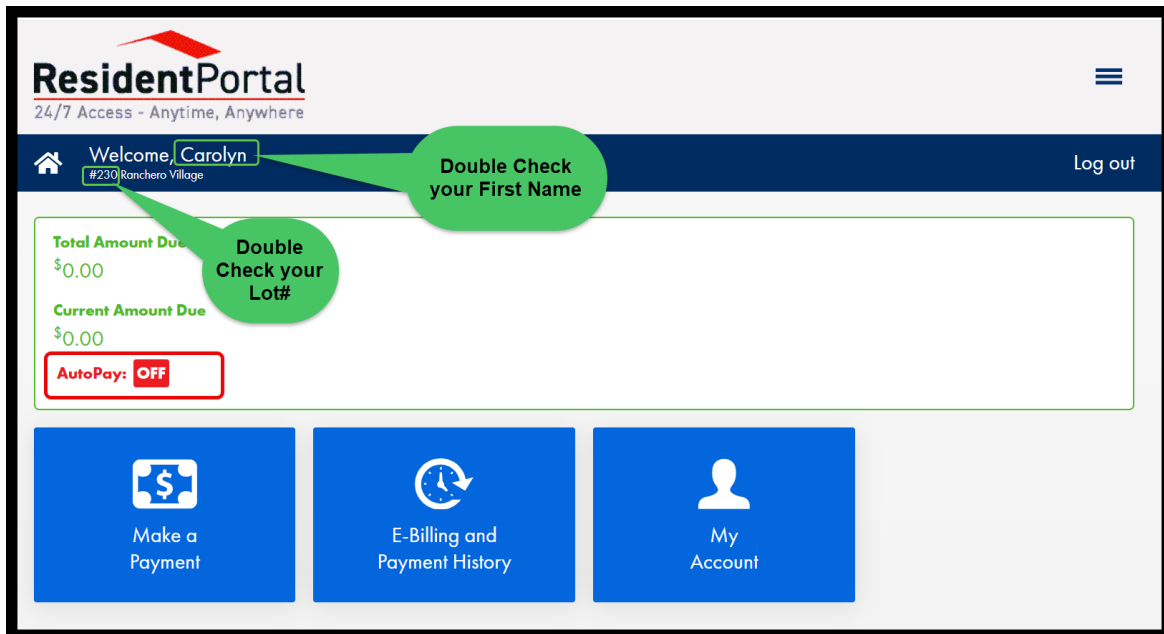
Mobile and Tablet Operating System and Browser Requirements

- 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)).

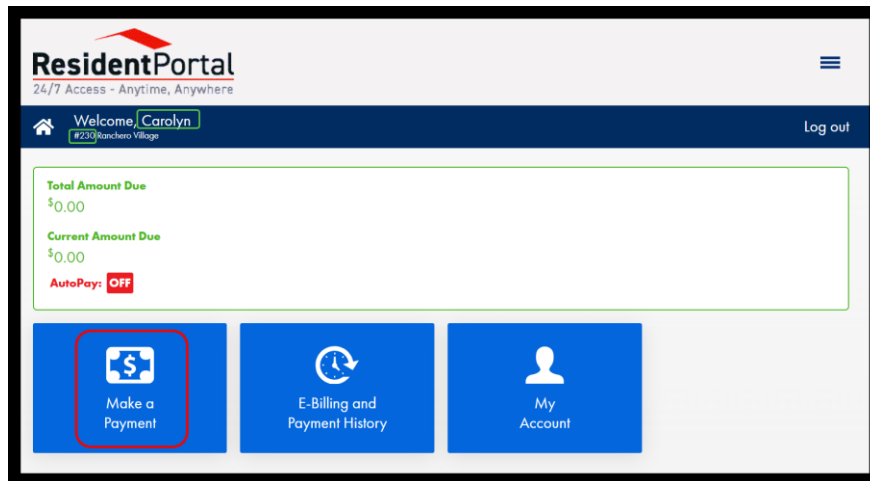


Set up Auto-Pay Information

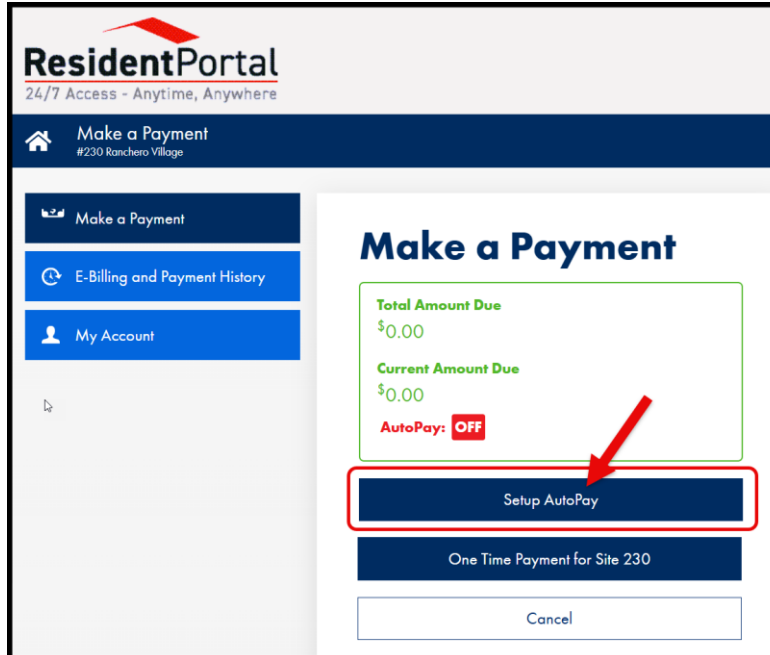
Once you have your account set up, you are now able to setup auto-pay or manually pay your monthly lease (rent) amount. Follow the instructions below for either method of payment.

Setup Auto-Pay

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 setup 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 the 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:

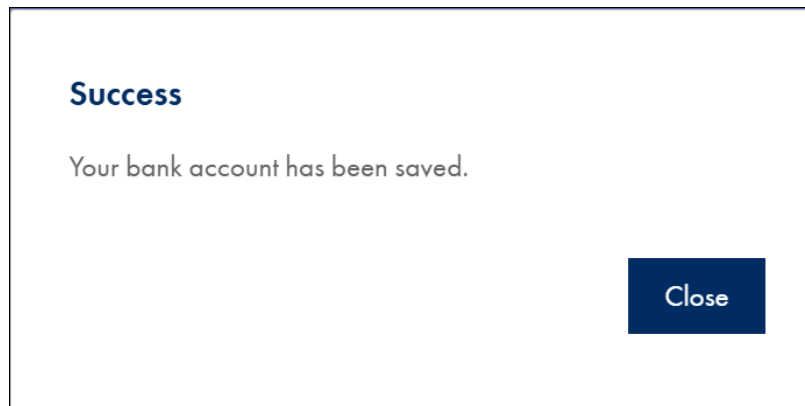
- Account type:** A dropdown menu labeled 'Select account type'.
- Name on bank account:** A text box containing 'Carolyn Johnson'.
- Routing number:** A text box containing '123456789'.
- Account number:** A text box containing '0123456789'.
- Re-enter account number:** A text box containing '0123456789'.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

A red arrow points from the routing number field to the sample check. A green arrow points from the account number field to the sample check. The sample check is titled 'Locating Routing and Account Numbers' and has the following annotations:

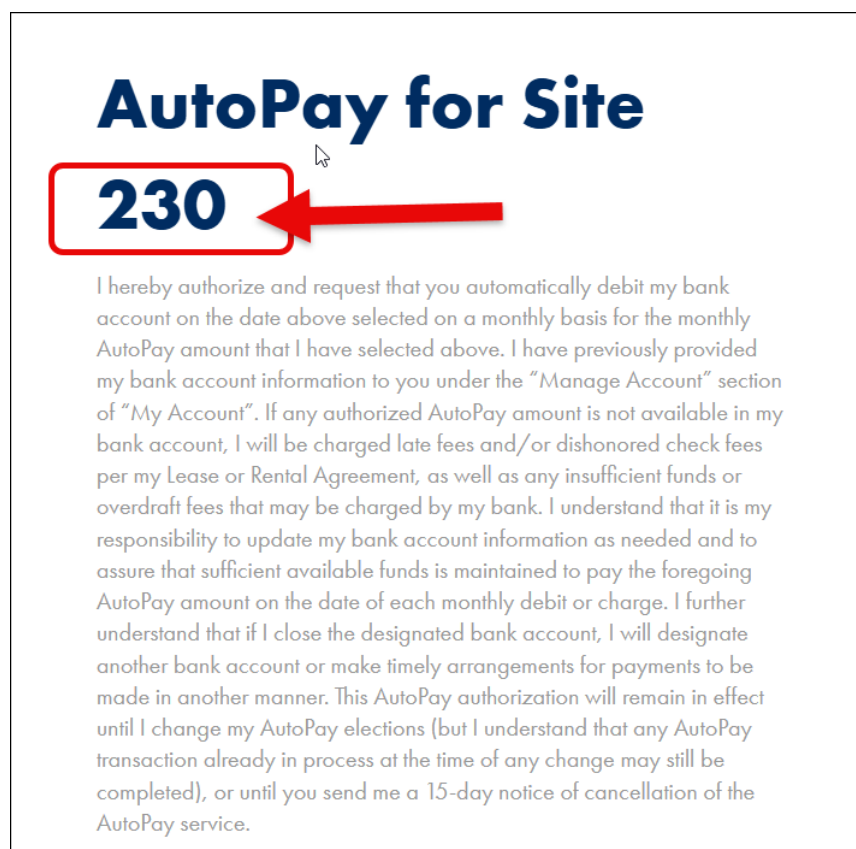
- Bank Name:** Points to the 'Your Bank Name' field on the check.
- Check Number:** Points to the '1234' in the top right corner of the check.
- 9 Digit Routing Number:** Points to the '123456789' in the bottom left corner of the check.
- Your Account Number:** Points to the '0123456789' in the bottom center of the check.

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.

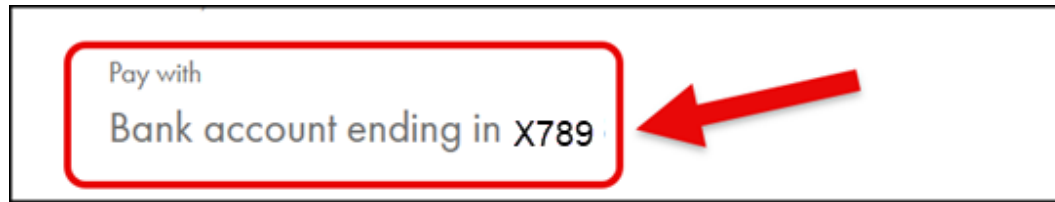
5. If you entered a valid routing and bank account number, you should see the message below. Click on the Close button at the lower right of the page.



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.

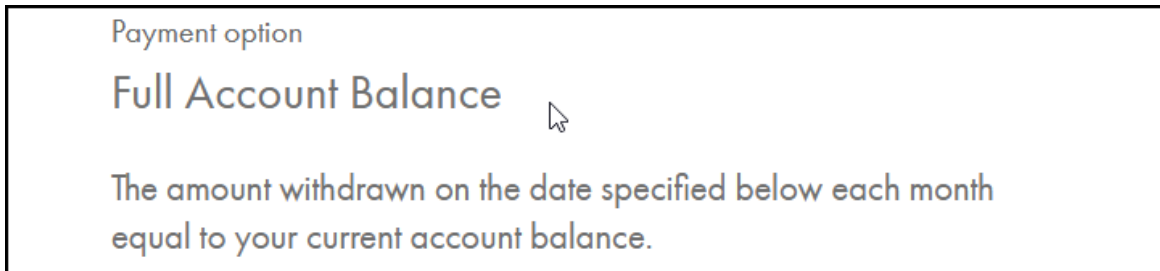
The image shows a page titled "AutoPay for Site" in a large, bold, dark blue font. Below the title, the number "230" is displayed in a large, bold, dark blue font. A red rectangular box highlights the number "230", and a red arrow points from the right towards the number. Below the number, there is a paragraph of text in a smaller, 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 a 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 X789

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:

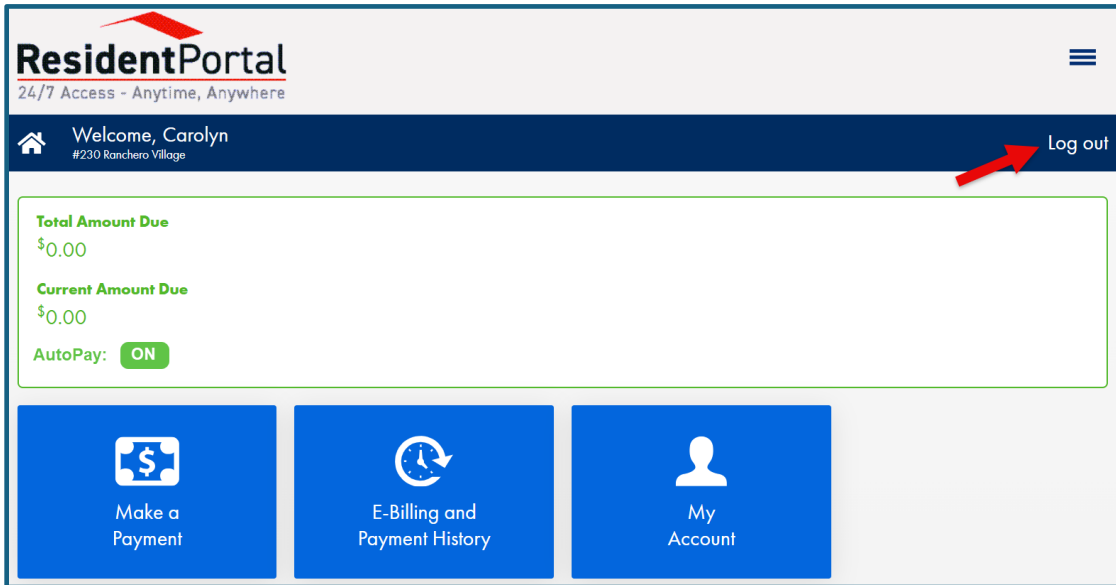
- The First day of the month
- The Second day of the month
- The Third day of the month

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". A red circle highlights the dropdown arrow, and a red arrow points to the "2nd day of the month" option. Below the dropdown is a "Save AutoPay Settings" button. Further down, there is a checkbox with a checkmark inside, which is also 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 "Save AutoPay Settings" button.

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 setup your bank account information and then manually pay your rent through the ResidentPortal.

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 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.

Add Bank Account

Account type

Select account type ▼

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.

Save and Continue

Cancel

Locating Routing and Account Numbers

Bank Name

Check Number

Your Name
Your Address
Your City, State Zip Code

Date _____/____/____

Pay to the order of _____

Your Bank Name

Memo _____

Signature _____

9 Digit Routing Number

Your Account Number

1234

123456789

0123456789

1234

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

Updating Information on Your Account

Overview

Once your account has been created, you are able to edit information at any time.

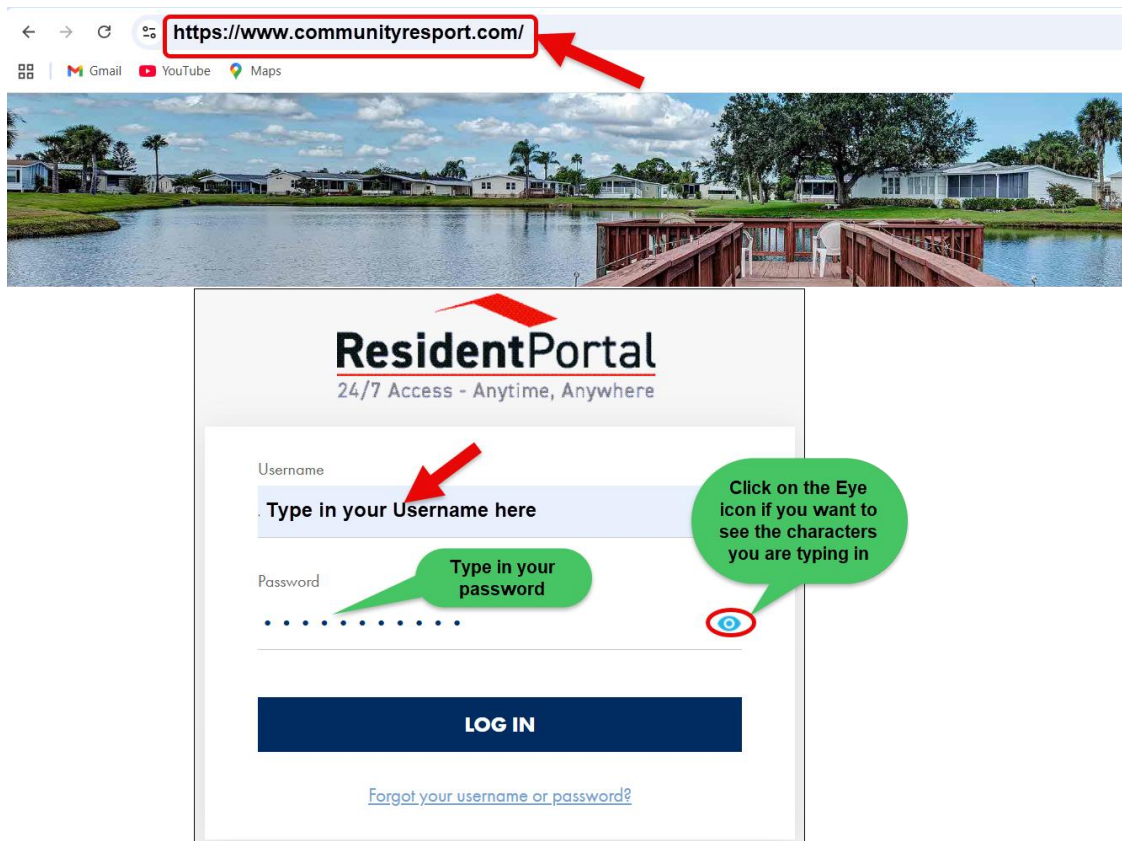
Information that may be edited/updated:

- Login Information: Username and/or password
- Contact Information: Name, Email, Phone Number
- Payment Accounts: Add or remove a bank account
- Manage AutoPay: Adjust your AutoPay settings
- Add Additional Site: Connect another site (lot number) to your account

Log in to Your Account

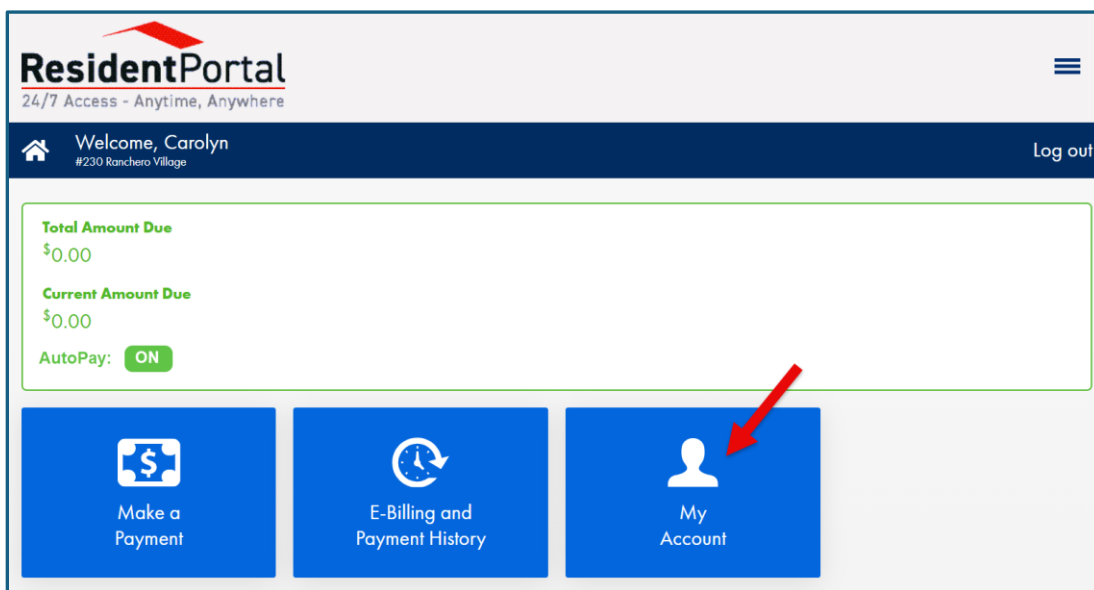
To begin, you will need to login to your account. Open your browser and type in <https://www.communityresport.com/>.

This will take you to the **ResidentPortal** login page. Type in your **Username** and **Password** and then click on the **Log In** button at the bottom of the page.



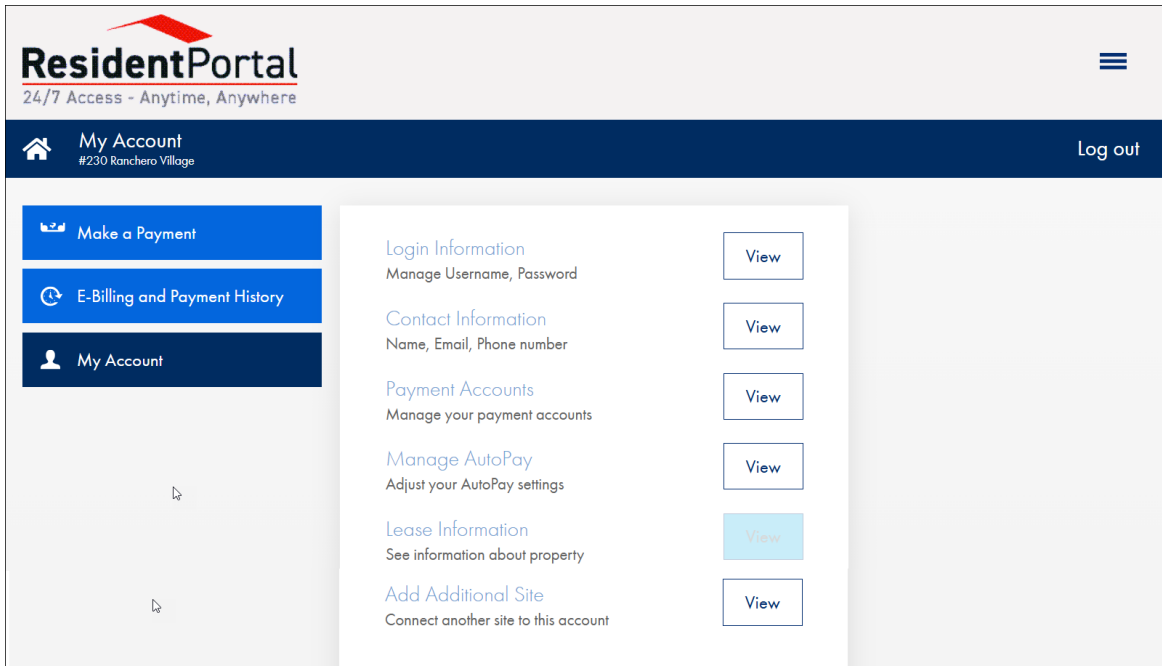
The image shows a web browser window with the address bar containing <https://www.communityresport.com/>. Below the browser window is a screenshot of the ResidentPortal login page. The page features the ResidentPortal logo with the tagline "24/7 Access - Anytime, Anywhere". There are two input fields: "Username" and "Password". The "Username" field has a red arrow pointing to it with the text "Type in your Username here". The "Password" field has a green speech bubble pointing to it with the text "Type in your password". To the right of the "Password" field is an eye icon, which is circled in red, with a green speech bubble pointing to it that says "Click on the Eye icon if you want to see the characters you are typing in". Below the input fields is a dark blue "LOG IN" button. At the bottom of the page, there is a link that says "Forgot your username or password?".

Your ResidentPortal home page should be displayed showing your first name and lot number at the upper left of the page. Click on the **My Account** option.



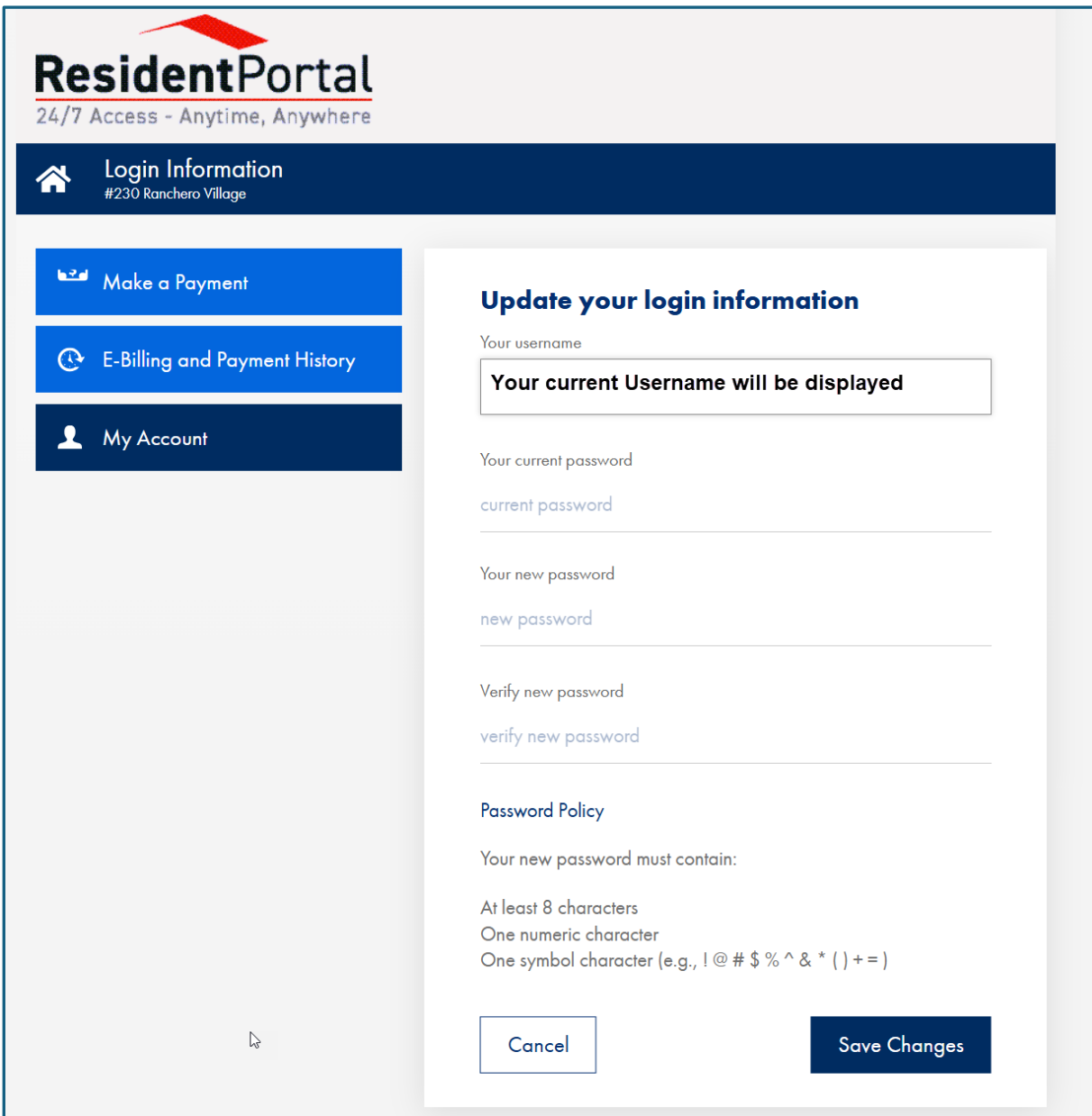
My Account

You will be shown a list of options from which to select. Click on the View option to the right of the area you wish to view and/or edit.



Login Information: View/Edit

When selecting this option, you may change your Username and/or your Password. If you desire to change both your Username and Password, it is recommended that you do the Username first, save your changes and then log out. Log back in with your new Username and then change your password as a second step.



The screenshot shows the ResidentPortal interface. At the top, the logo "ResidentPortal" is displayed with the tagline "24/7 Access - Anytime, Anywhere". Below the logo is a dark blue header bar with a home icon and the text "Login Information #230 Rancho Village". On the left side, there are three blue buttons: "Make a Payment", "E-Billing and Payment History", and "My Account". The main content area is titled "Update your login information". It contains three input fields: "Your username" (with a placeholder "Your current Username will be displayed"), "Your current password" (with a placeholder "current password"), and "Your new password" (with a placeholder "new password"). Below these is a "Verify new password" field with a placeholder "verify new password". A "Password Policy" section lists requirements: "At least 8 characters", "One numeric character", and "One symbol character (e.g., ! @ # \$ % ^ & * () + =)". At the bottom are "Cancel" and "Save Changes" buttons.

ResidentPortal
24/7 Access - Anytime, Anywhere

Login Information
#230 Rancho Village

Make a Payment

E-Billing and Payment History

My Account

Update your login information

Your username

Your current Username will be displayed

Your current password

current password

Your new password

new password

Verify new password

verify new password

Password Policy

Your new password must contain:

- At least 8 characters
- One numeric character
- One symbol character (e.g., ! @ # \$ % ^ & * () + =)

Cancel

Save Changes

Change Username

In the Your Username field type in the new Username you want to use. Must be at least at least 6 characters long. **Make certain to write this down.** When finished, click on the Save Changes button. If you also want to change your password, log out of the portal, and sign in with your new Username.

ResidentPortal
24/7 Access - Anytime, Anywhere

Login Information
#230 Rancho Village

Update your login information

Your username
Your current Username will be displayed

Your current password
current password

Your new password
new password

Verify new password
verify new password

Password Policy
Your new password must contain:
At least 8 characters
One numeric character
One symbol character (e.g., ! @ # \$ % ^ & * () + =)

Cancel **Save Changes**

Change Password

- In the **Your Current Password** field type in your current password.
- In the **Your New Password** field, type in your new password you want to use. **Make certain to write this down.** Your password has rules:
 - Must be at least at least 8 characters long
 - Must contain at least one number
 - Must contain one of the possible foreign characters:

! @ # \$ % ^ & * () + =

- In the **Verify New Password** field, type in your new password again.
- When finished, click on the Save Changes button.
- Log out of the portal, and then sign in again with your new Password.

ResidentPortal
24/7 Access - Anytime, Anywhere

Login Information
#230 Ranchero Village

Update your login information

Your username
Your current Username will be displayed

Your current password
current password

Your new password
new password

Verify new password
verify new password

Password Policy
Your new password must contain:

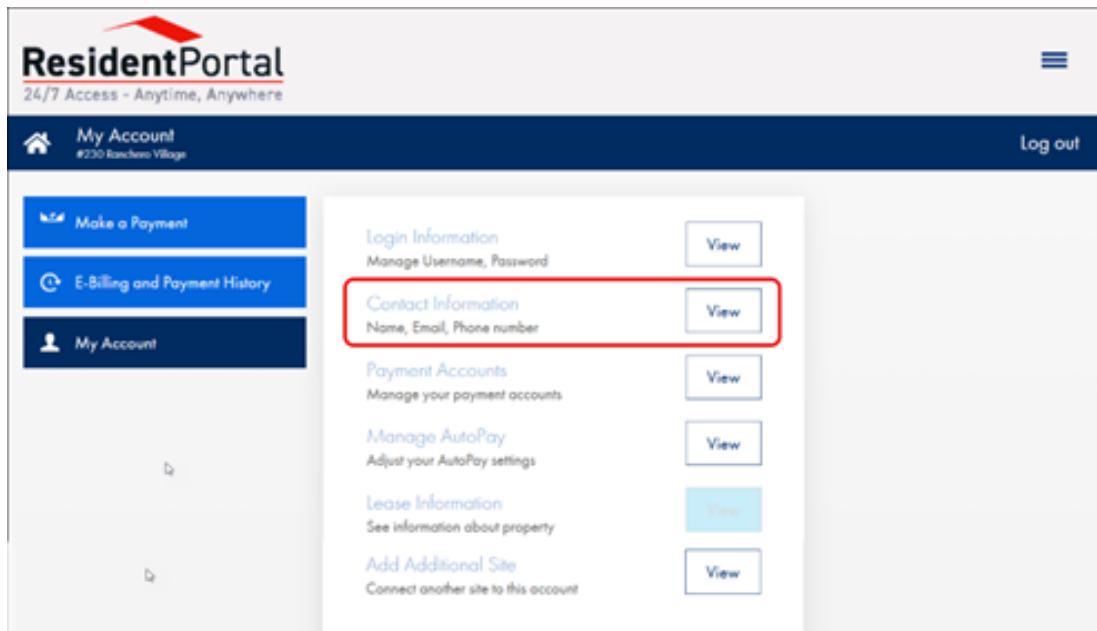
At least 8 characters
One numeric character
One symbol character (e.g., ! @ # \$ % ^ & * () + =)

Cancel Save Changes

Contact Information: View/Edit

When selecting this option, you may do any of the following:

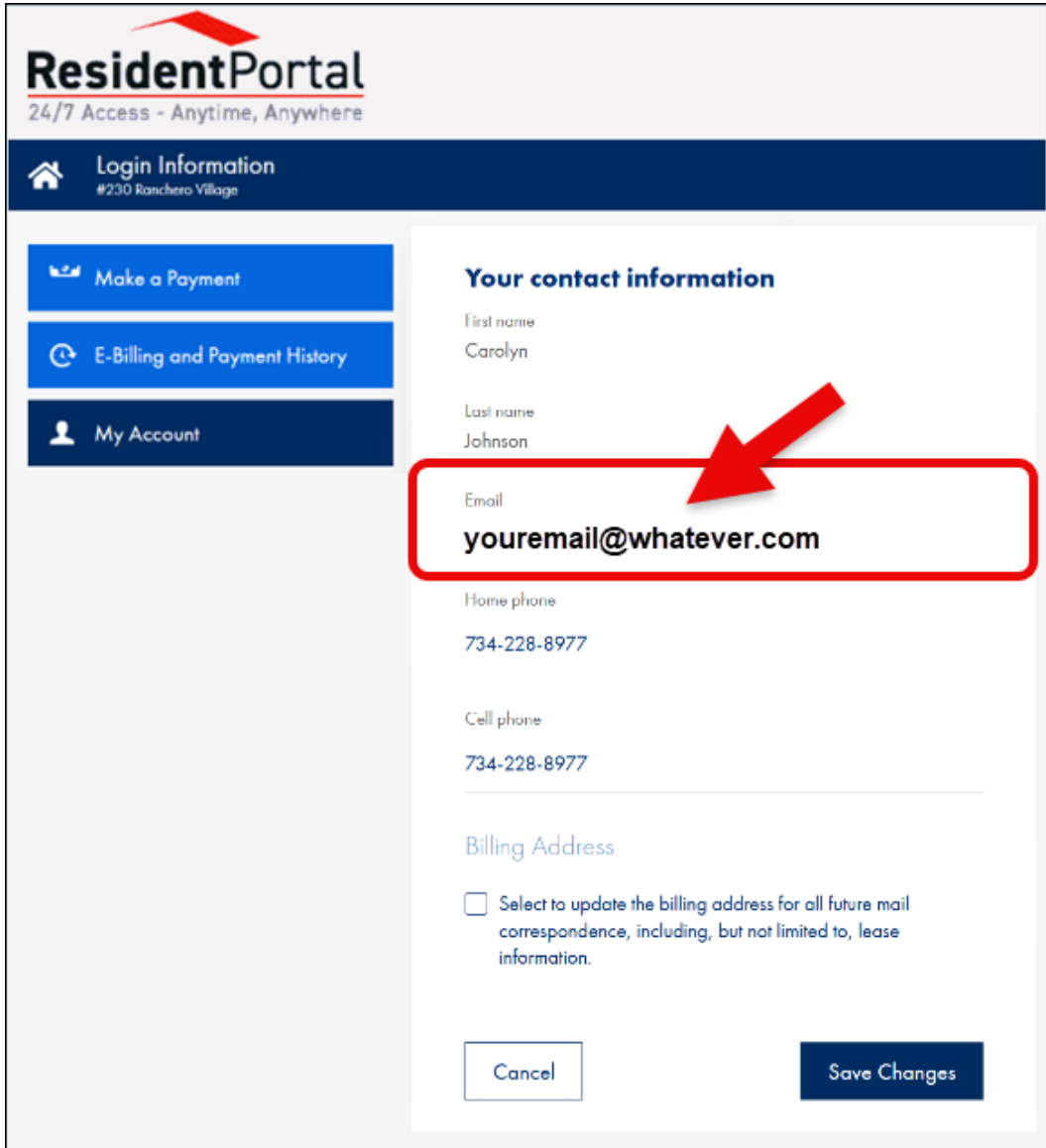
- Change your email address
- Change your Home Telephone Number
- Change your Cell Telephone Number
- Change your Billing Address



Change Email Address

In the **Email** field, type in the new email address you wish to use. **Make certain to write this down.**

When finished, click on the **Save Changes** button at the lower right of the page.



ResidentPortal
24/7 Access - Anytime, Anywhere

Login Information
#230 Rancho Village

Make a Payment

E-Billing and Payment History

My Account

Your contact information

First name
Carolyn

Last name
Johnson

Email
youremail@whatever.com

Home phone
734-228-8977

Cell phone
734-228-8977

Billing Address

☐ Select to update the billing address for all future mail correspondence, including, but not limited to, lease information.

Cancel **Save Changes**

Change Home Phone

In the **Home phone** field, type in the new home telephone number you wish to use (this can be a cell phone number). If you have a land line phone number and a cell phone number, make certain to set up both phone numbers. **Make certain to write down your new home phone number as entered here.**

When finished, click on the **Save Changes** button at the lower right of the page.

ResidentPortal
24/7 Access - Anytime, Anywhere

Login Information
#230 Rancho Village

Make a Payment

E-Billing and Payment History

My Account

Your contact information

First name
Carolyn

Last name
Johnson

Email
youremail@whatever.com

Home phone
800-555-1212

Cell phone
800-555-1213

Billing Address

☐ Select to update the billing address for all future mail correspondence, including, but not limited to, lease information.

Cancel **Save Changes**

Change Cell Phone

In the **Cell phone** field, type in the new cellular (mobile) telephone number you wish to use. **Make certain to write down your new cell phone number as entered here.**

When finished, click on the **Save Changes** button at the lower right of the page.

ResidentPortal
24/7 Access - Anytime, Anywhere

Login Information
#230 Rancho Village

Make a Payment

E-Billing and Payment History

My Account

Your contact information

First name
Carolyn

Last name
Johnson

Email
youremail@whatever.com

Home phone
800-555-1212

Cell phone
800-555-1213

Billing Address

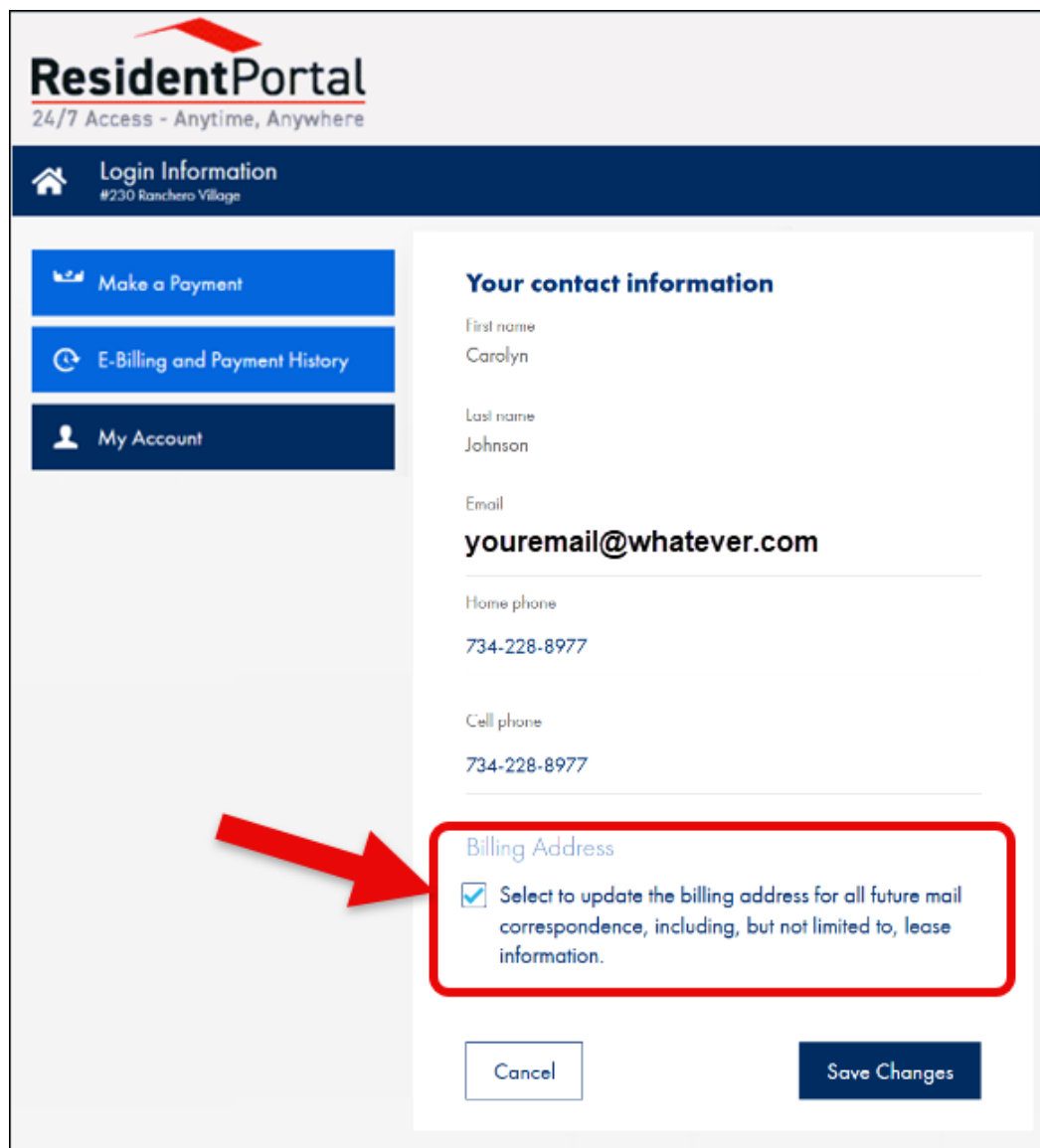
☐ Select to update the billing address for all future mail correspondence, including, but not limited to, lease information.

Cancel **Save Changes**

Change Billing Address

Below the **Billing Address** field, check the box labeled “Select to update.....”

NOTE: This form will only accept addresses in the United States.



ResidentPortal
24/7 Access - Anytime, Anywhere

Login Information
#230 Ranchero Village

Make a Payment

E-Billing and Payment History

My Account

Your contact information

First name
Carolyn

Last name
Johnson

Email
youremail@whatever.com

Home phone
734-228-8977

Cell phone
734-228-8977

Billing Address

☒ Select to update the billing address for all future mail correspondence, including, but not limited to, lease information.

Cancel **Save Changes**

New fields will be displayed to enter your NEW billing address information. You must fill in all four fields:

- Street address line (if this is an apartment or residence with a “unit number”, type that in after the street address)
- City
- State
- Zip (code)

When finished, click on the **Save Changes** button at the bottom of the page.

Billing Address

☒ Select to update the billing address for all future mail correspondence, including, but not limited to, lease information.

Street address line

Street address line

City

City

State

Zip

12345

Cancel

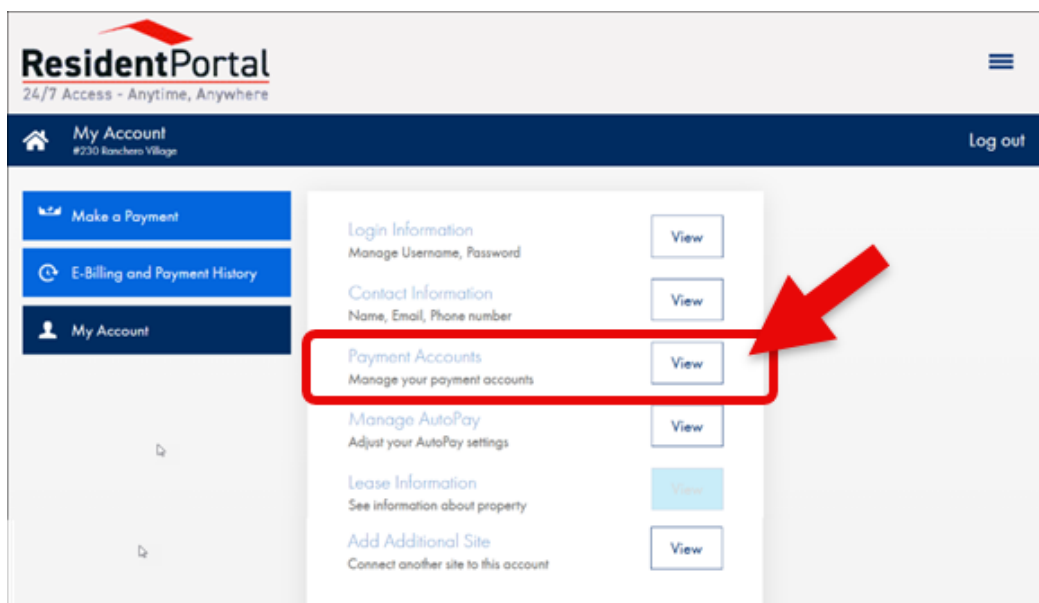
Save Changes

Click on the Arrow symbol and scroll down until you locate your State

Payment Accounts: View/Edit

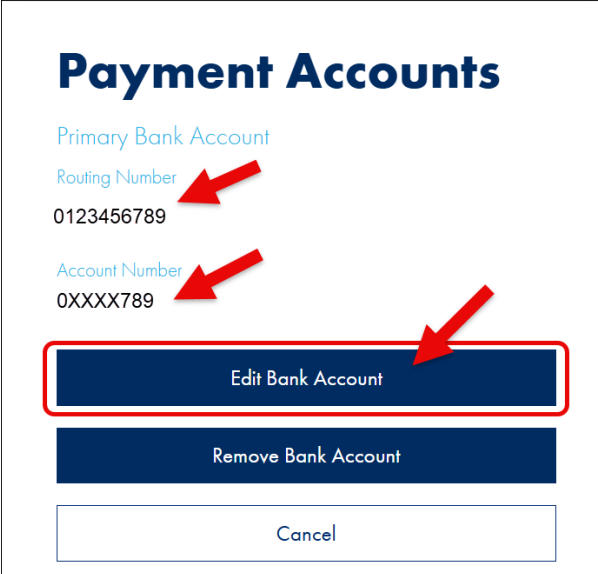
When selecting this option, you may do any of the following:

- Change your bank account information
- Set up new bank account information
- Remove a bank account



If you have already set up your bank account, you will be presented with two options:

- Edit Bank Account
- Remove Bank Account



Payment Accounts

Primary Bank Account

Routing Number
0123456789

Account Number
0XXX789

Edit Bank Account

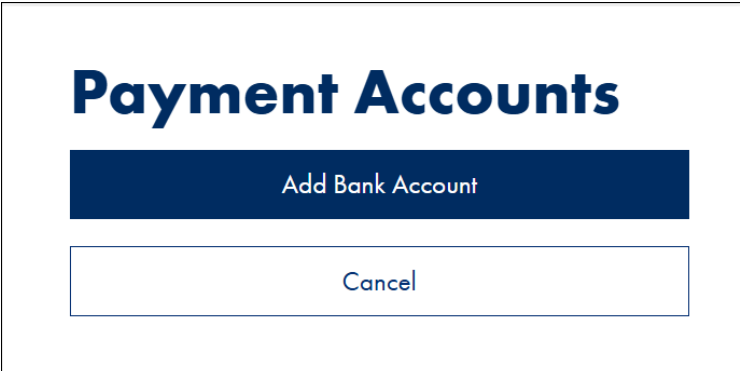
Remove Bank Account

Cancel

If you have not previously set up your account, you will be presented with one option:

- Add Bank Account

To set up your bank account information, refer to the topic earlier in this document on page 11 for step-by-step instructions.



Payment Accounts

Add Bank Account

Cancel

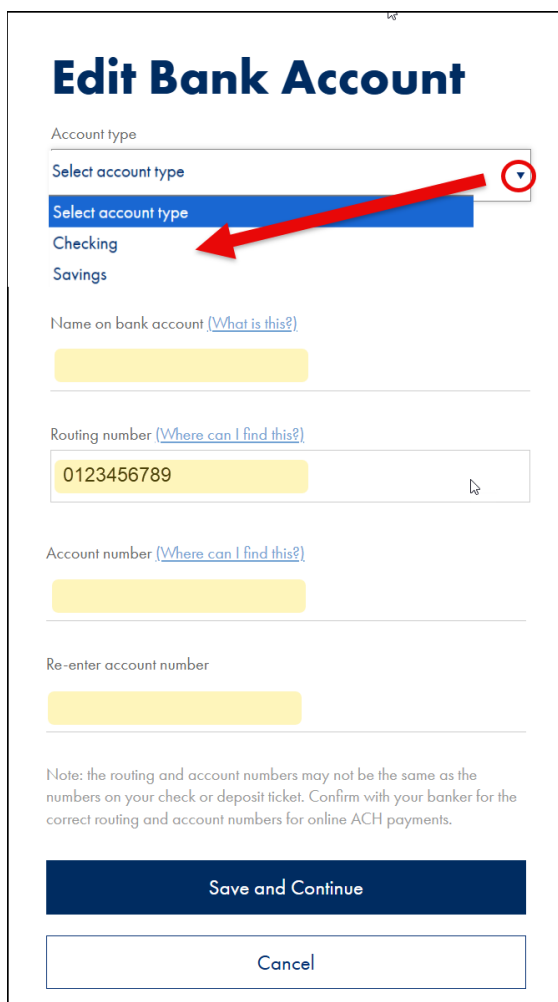
Edit Bank Account

When selecting is option, your current bank routing number will be displayed.

There are three pieces of information you will need to enter:

- **Select Account Type:** Click on the arrow to the right of this field and select either checking or savings.
- **Name on Bank Account:** The exact name of the account holder. If this is a joint account, enter both names.
- **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 the routing number.
- **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.
- **Re-enter Account Number:** Type in your bank account number again to confirm.

When finished, click on the Save and Continue button located at the bottom of the page.



The screenshot shows a web form titled "Edit Bank Account". It contains several input fields and a dropdown menu. A red arrow points to the dropdown menu for "Account type", which is currently set to "Select account type". The dropdown menu is open, showing "Checking" and "Savings" as options. Below the dropdown is a text input field for "Name on bank account" with a placeholder "(What is this?)". Below that is a text input field for "Routing number" with a placeholder "(Where can I find this?)" and the value "0123456789". Below that is a text input field for "Account number" with a placeholder "(Where can I find this?)". Below that is a text input field for "Re-enter account number". At the bottom of the form are two 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."

Edit Bank Account

Account type

Select account type

Select account type

Checking

Savings

Name on bank account [\(What is this?\)](#)

Routing number [\(Where can I find this?\)](#)

0123456789

Account number [\(Where can I find this?\)](#)

Re-enter account number

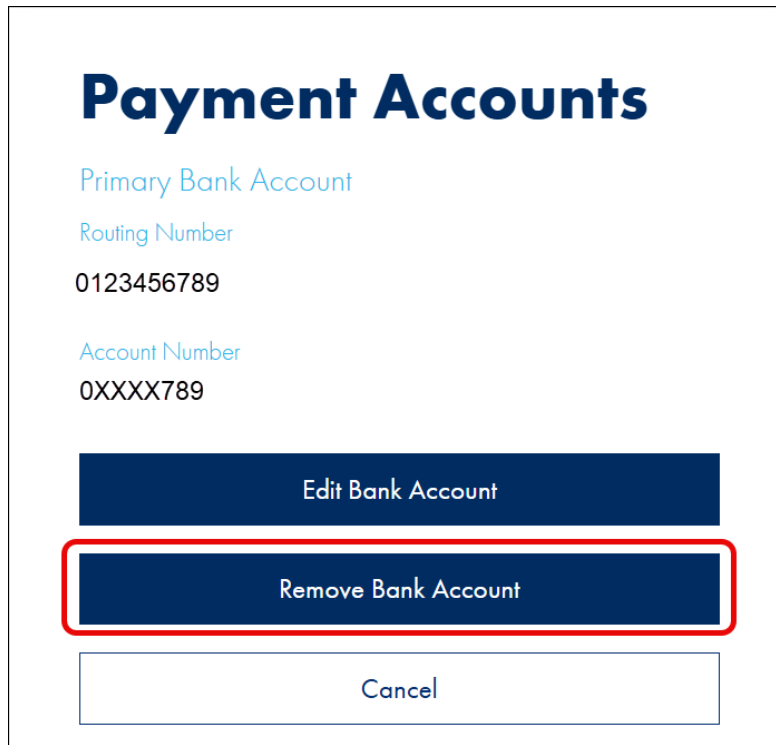
Note: the routing and account numbers may not be the same as the numbers on your check or deposit ticket. Confirm with your banker for the correct routing and account numbers for online ACH payments.

Save and Continue

Cancel

Remove Bank Account

When selecting this option, your current bank account information will be permanently deleted. Make certain this is what you want to do.



Payment Accounts

Primary Bank Account

Routing Number

0123456789

Account Number

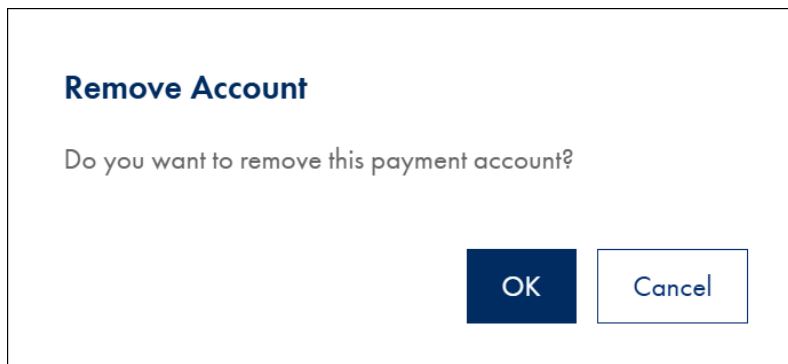
0XXXX789

Edit Bank Account

Remove Bank Account

Cancel

A confirmation box will be displayed. If you are certain you want to remove this bank account, click on the OK button.



Remove Account

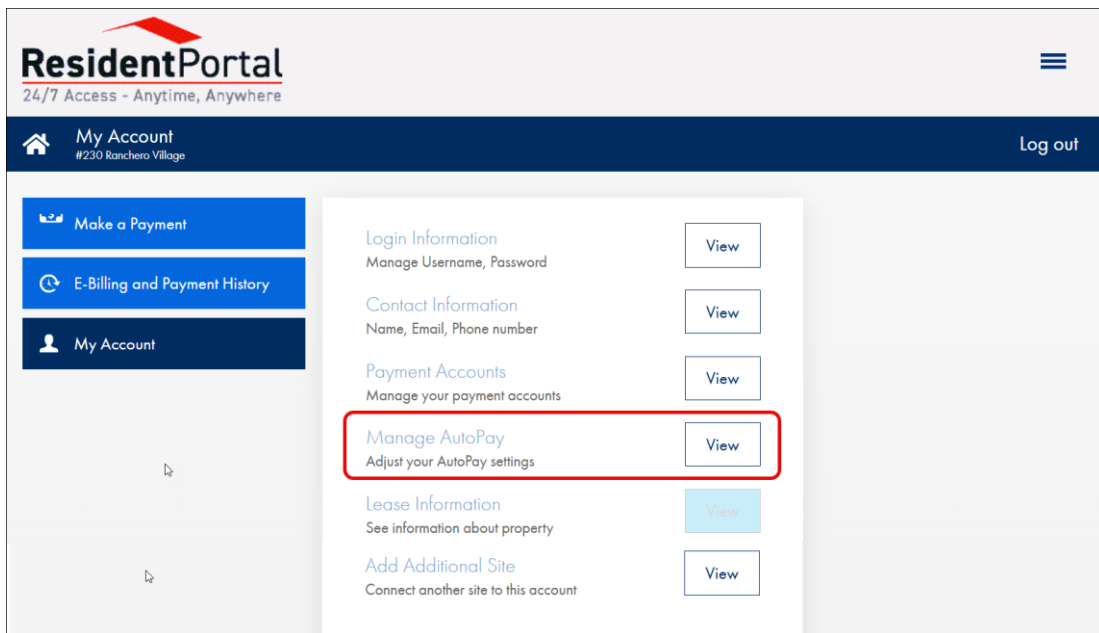
Do you want to remove this payment account?

OK Cancel

Manage AutoPay: View/Edit/Delete

When selecting Manage AutoPay:

- If you already have a bank account on file and you do not have the AutoPay feature turned on, you are able to **turn on** the AutoPay if desired.
- If you already have a bank account on file and you have the AutoPay feature turned on, you are able to **turn off** the AutoPay if desired.



Turn on AutoPay for an existing bank account

Click on the Setup AutoPay for Rent button.

Setup AutoPay

Total Amount Due
\$0.00

Current Amount Due
\$0.00

AutoPay: **OFF**

Setup AutoPay for Rent

Cancel

The **AutoPay for Site** page will be displayed.

1. First, confirm the lot number is correct.

AutoPay for Site

230

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 a confirmation of the last three digits of your bank account number.

Pay with
Bank account ending in X789

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.

Day of month

Select day of month to run

Select day of month to run

1st day of the month

2nd day of the month

3rd day of the month

Save AutoPay Settings

☒ authorize the monthly withdrawal of funds from my bank account.

Save AutoPay Settings

An information box will be displayed confirming you have activated AutoPay. Click on the Close button at the lower right.

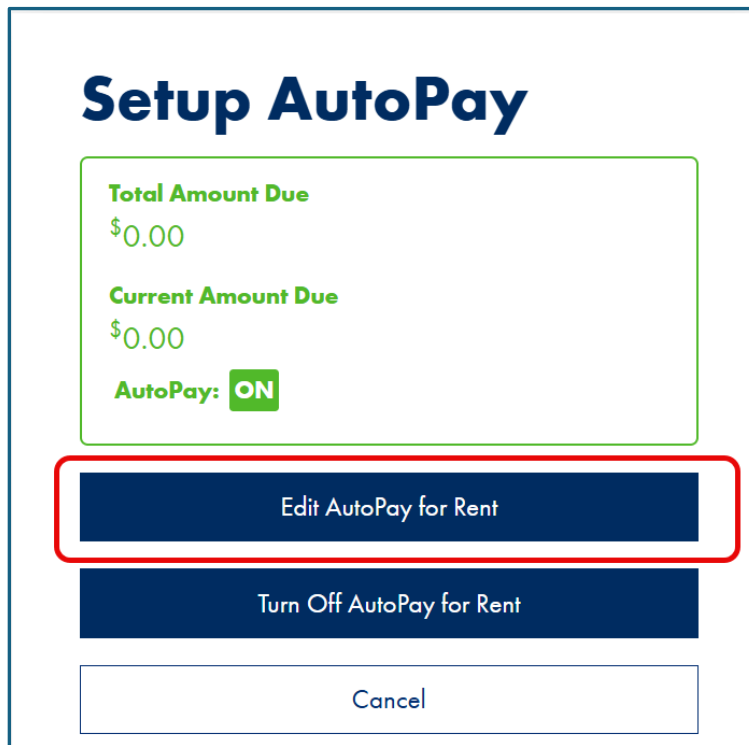
AutoPay Activated

Payment will automatically be withdrawn from your account on the 2nd day of every month.

Close

Edit AutoPay for Rent

When selecting is option, you are able to change the day of the month funds will be taken from your bank account.



Setup AutoPay

Total Amount Due
\$0.00

Current Amount Due
\$0.00

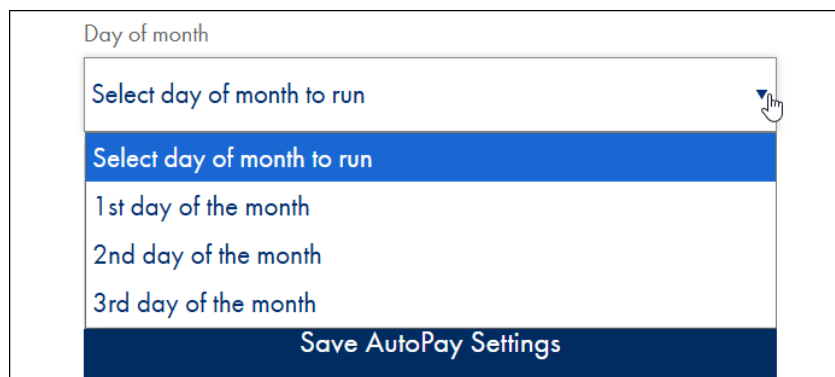
AutoPay: **ON**

Edit AutoPay for Rent

Turn Off AutoPay for Rent

Cancel

Click on the arrow to the right of the Day of the month field, and select your preferred day of month. Click on the Save AutoPay Settings button when finished.



Day of month

Select day of month to run

Select day of month to run

1st day of the month

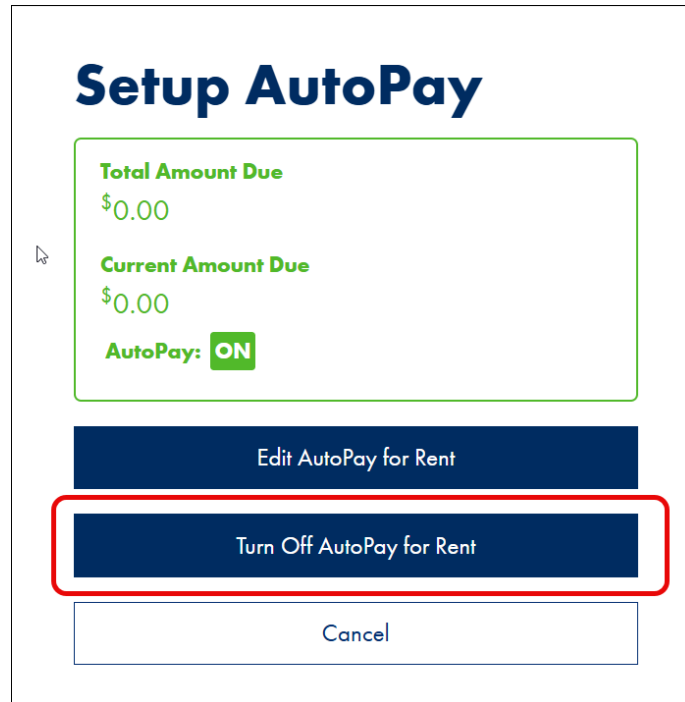
2nd day of the month

3rd day of the month

Save AutoPay Settings

Turn Off AutoPay for Rent

When selecting this option, you are able to turn off the AutoPay feature.



Setup AutoPay

Total Amount Due
\$0.00

Current Amount Due
\$0.00

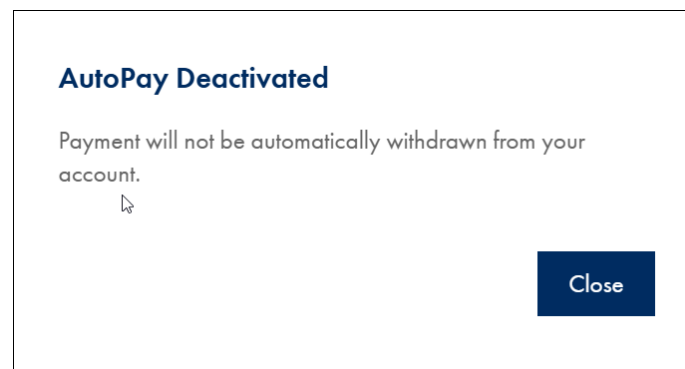
AutoPay: **ON**

Edit AutoPay for Rent

Turn Off AutoPay for Rent

Cancel

After clicking on the Turn Off AutoPay for Rent button, an information box will be displayed confirming you have deactivated the AutoPay feature. Click on the Close button at the lower right.



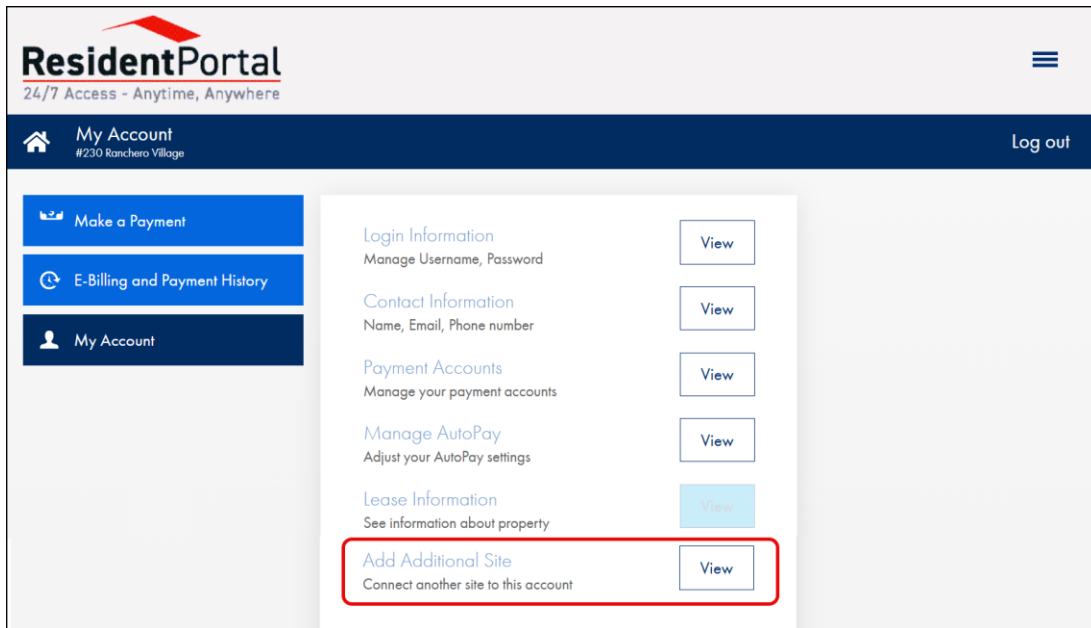
AutoPay Deactivated

Payment will not be automatically withdrawn from your account.

Close

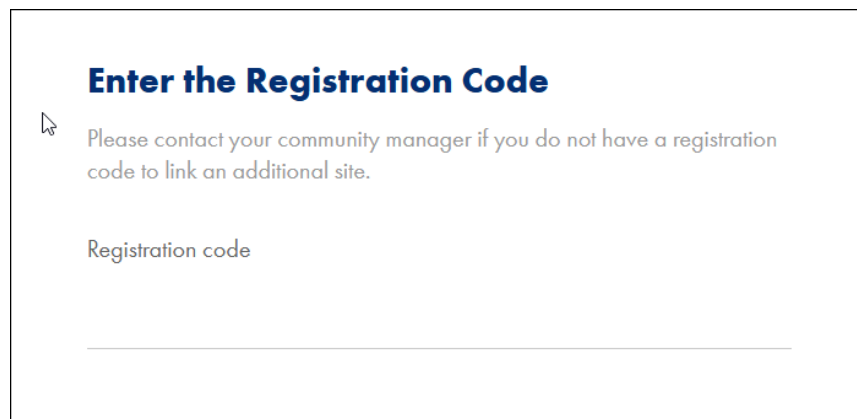
Add Additional Site (Lot Number)

If you own more than one home in Rancher Village, and you want to link those accounts together, click on this option.



The screenshot shows the ResidentPortal interface. At the top, the logo 'ResidentPortal' is displayed with the tagline '24/7 Access - Anytime, Anywhere'. Below the logo, a dark blue navigation bar contains a home icon, the text 'My Account #230 Ranchero Village', and a 'Log out' button. On the left side, there is a vertical menu with three items: 'Make a Payment', 'E-Billing and Payment History', and 'My Account'. The main content area lists several account management options, each with a 'View' button: 'Login Information' (Manage Username, Password), 'Contact Information' (Name, Email, Phone number), 'Payment Accounts' (Manage your payment accounts), 'Manage AutoPay' (Adjust your AutoPay settings), 'Lease Information' (See information about property), and 'Add Additional Site' (Connect another site to this account). The 'Add Additional Site' option is highlighted with a red rectangular box.

The **Enter the Registration Code** form will be displayed. You will need to contact the office who will provide you with a code to enter into this form. The office will provide you with additional instructions.



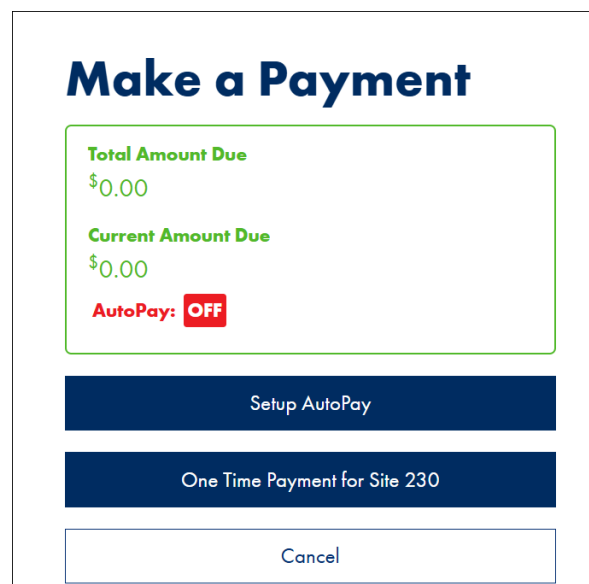
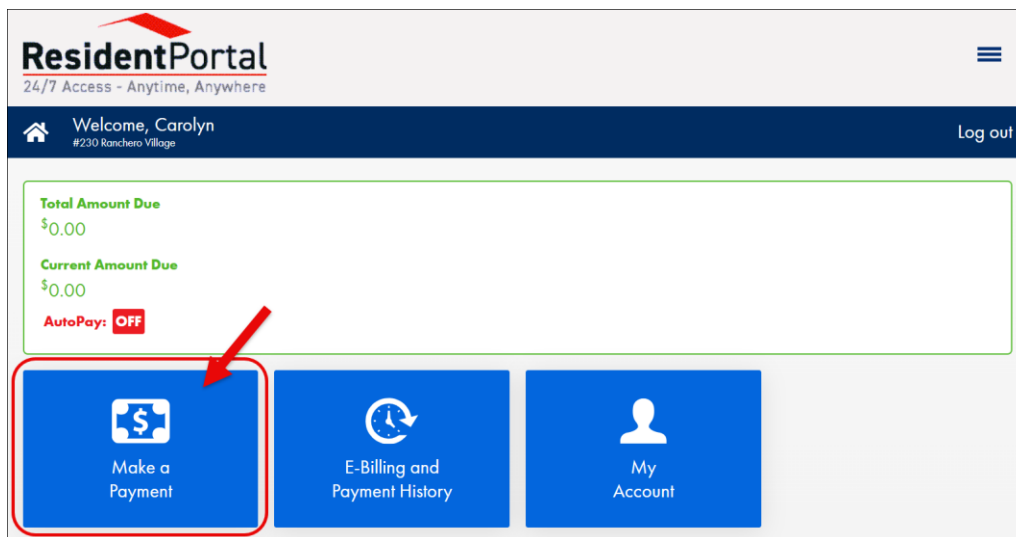
The screenshot shows a form titled 'Enter the Registration Code'. Below the title, there is a message: 'Please contact your community manager if you do not have a registration code to link an additional site.' Below this message, there is a label 'Registration code' followed by a horizontal input line.

Make a Payment

When selecting this option from your main page, you are able to:

- Activate AutoPay (if you already have a bank account on file)
- Make a one time payment ((if you already have a bank account on file)
- Setup a new bank account if there is not one currently on file.

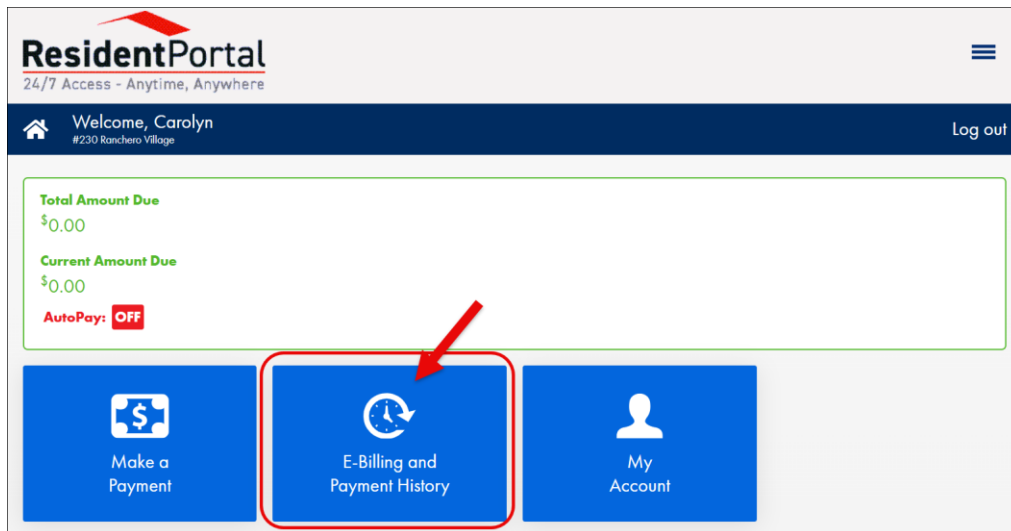
Follow the instructions found earlier in this document to perform any of the above mentioned options.



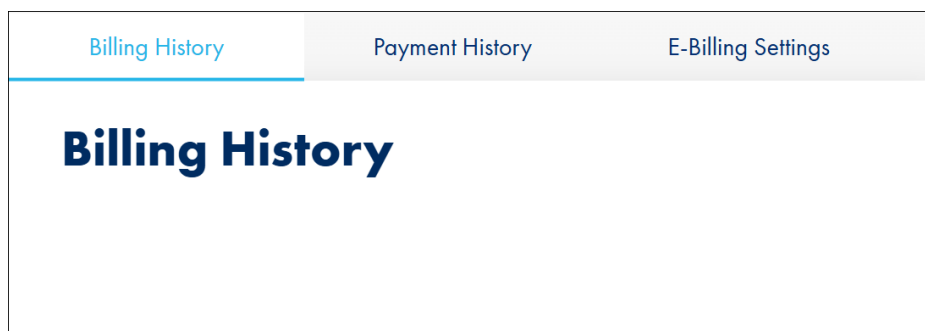
E-Billing and Payment History

When selecting this option from your main page, you are able to:

- View you billing history
- View your payment history
- Select the manner in which you want to receive your monthly rent statement

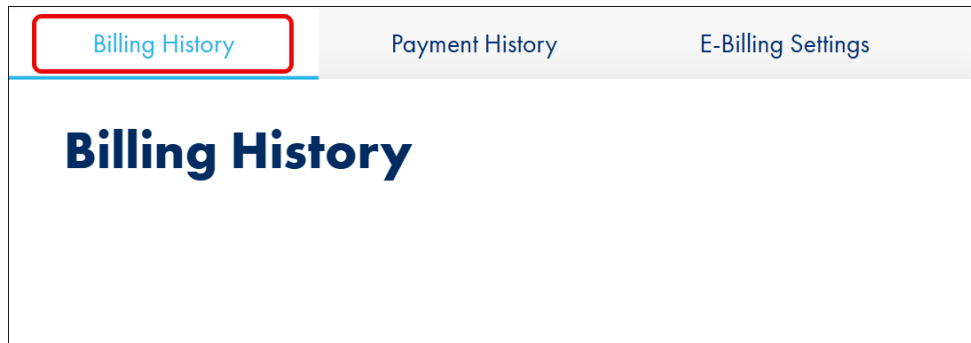


After clicking on the E-Billing and Payment History option, a new page will be displayed showing three tabs across the top: Billing History, Payment History, E-Billing Settings. Each option will be explained below.



Billing History

At the time this document was created, the ResidentPortal had just launched, so there is no billing history shown. Eventually, this page will show the bills that have been sent to you.



Payment History

This page will list all payments Legacy has received and applied to your account as of the end of August 2025. This list will be updated each time a payment is posted to your account.

The screenshot shows the 'Payment History' page. At the top, there are three tabs: 'Billing History', 'Payment History' (highlighted with a red box), and 'E-Billing Settings'. Below the tabs, the heading 'Payment History' is displayed in a large, bold, dark blue font. Underneath the heading is a table with the following data:

Date	Transaction Number	Paid For	Payment Type	Amount	Status
8/29/2025	24977381	Site 230	CKS	\$1,000.00	Paid

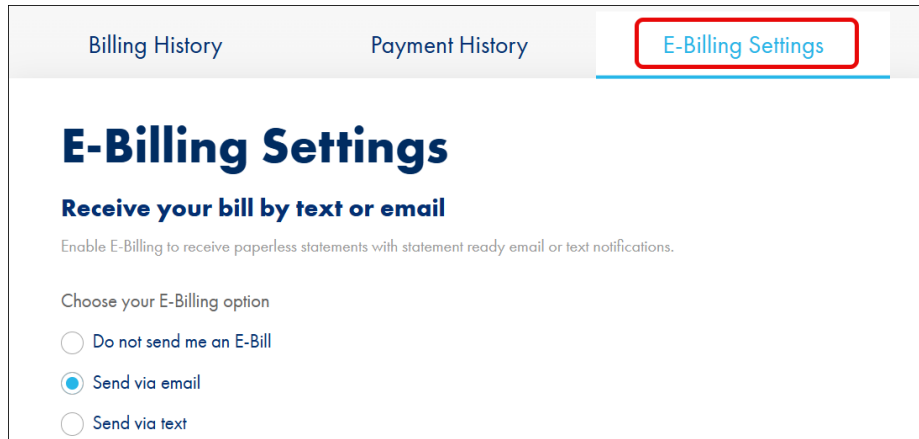
E-Billing Settings

This page will present you with options on how you want to receive your monthly statement.

Receive your bill by text or email

If you want to receive your monthly statement electronically, you have two options; via email or via text message.

If you select **Do not send me an E-Bill**, you will receive your monthly statements through the postal service to the address that is on file for your account.



Billing History Payment History **E-Billing Settings**

E-Billing Settings

Receive your bill by text or email

Enable E-Billing to receive paperless statements with statement ready email or text notifications.

Choose your E-Billing option

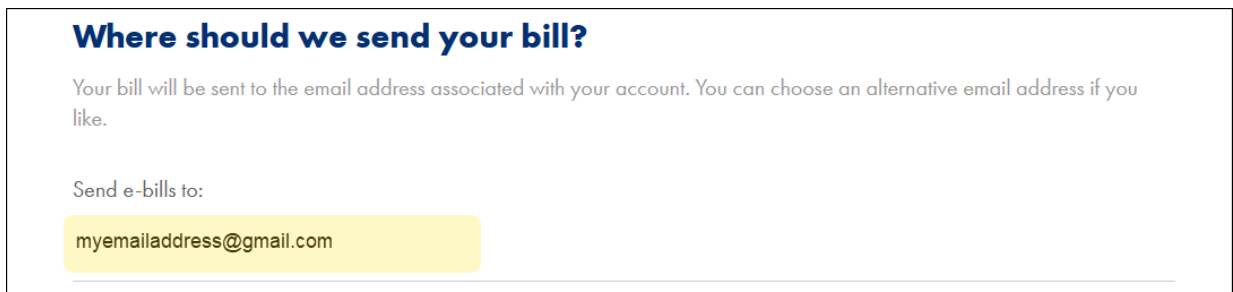
☐ Do not send me an E-Bill

☒ Send via email

☐ Send via text

Send via email

If you select this option, under the Where should we send your bill? area, the email address will automatically fill in with your email address on file. You may change this to a different email address if desired.



Where should we send your bill?

Your bill will be sent to the email address associated with your account. You can choose an alternative email address if you like.

Send e-bills to:

myemailaddress@gmail.com

Send via text

If you select this option, under the Text E-Billing Terms area, type in your telephone number that is capable of receiving text messages. When finished, click on the **Save Changes** button at the lower right of the page.

Text E-Billing Terms

By clicking on Enable Bill by Text, you agree to receive paperless statements of billing and you understand, acknowledge, and agree:

That you will receive a text message, at the cellular telephone number entered below (the "Cell Phone"), informing you that your bill is ready to be viewed

That the text message you receive will be the only bill notification you will receive. You will not receive a bill via U.S. or electronic mail; That the text message will contain a direct link to your bill for immediate and paperless viewing

That, at all times during which this text reminder authorization applies, you will use security authentication (e.g., password or biometric authentication) on your Cell Phone

That text messaging rates from your Cell Phone provider may apply; and, That if you fall behind on your rent and/or other payments due, that you may be automatically removed from text messaging reminders.

You further understand, acknowledge, and agree, that selecting Enable Bill by Text represents your electronic signature (otherwise known as a "writing signed by you") to authorize the text reminders described above.

Phone number to receive texts

Reset

Save Changes

Reminder Email

If you selected to receive your monthly statements via email, you also have the option to have a reminder email sent to between 1 and 7 days prior to your due date. If you do not want to be sent a reminder, select that option.

After making your selection under the **Set a reminder** area, click on the **Save Changes** button located at the lower right of the page.

Set a reminder

If you would like to receive a reminder of your bill's due date, select an option below.

Send a reminder email

7 days before the due date

do not send a reminder

1 day before the due date

2 days before the due date

3 days before the due date

4 days before the due date

5 days before the due date

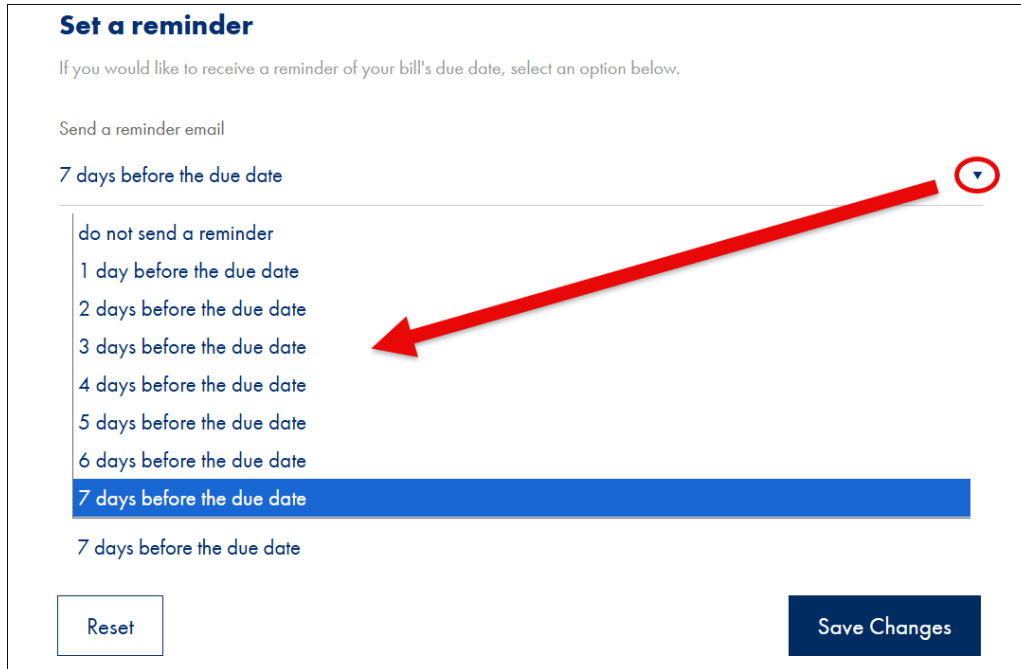
6 days before the due date

7 days before the due date

7 days before the due date

Reset

Save Changes



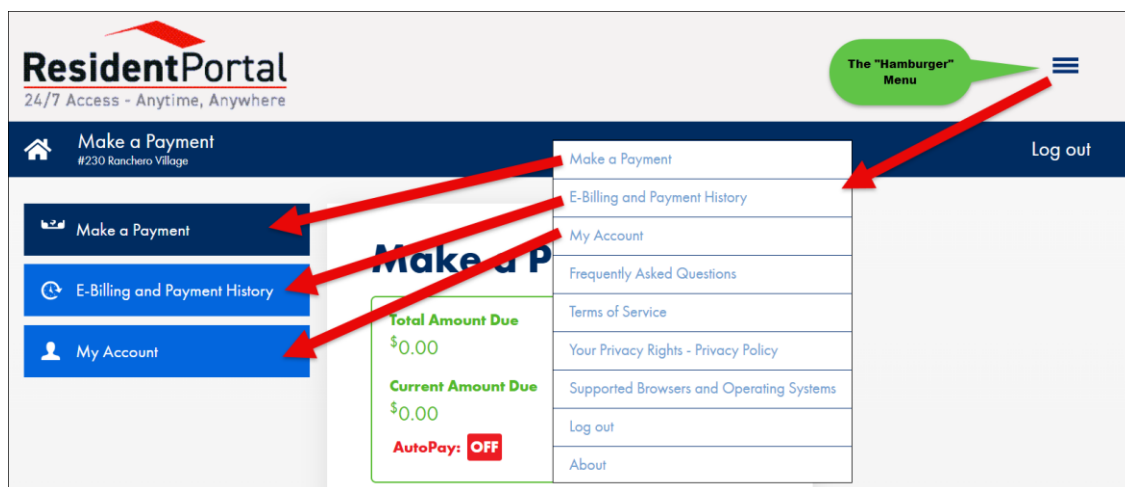
The “Hamburger” Menu

At the upper right of your home page, there is an icon with three short horizontal lines; this is referred to as the “Hamburger” icon.

When clicking on the Hamburger icon, a new menu will be displayed. The first three options: Make a Payment, E-Billing and Payment History, and My Account will take you to the same page as if you click on one of the three option buttons on the left side of the page. This is simply an alternate navigation method.

The other options are:

- Frequently Asked Questions: This is a document that is intended to provide troubleshooting information.
- Terms of Service: This document is what was first present to you when you initially set up your account on the portal.
- Your Privacy Rights – Privacy Policy: This document is well worth reading. This explains how the website company protects your information.
- Supported Browsers and Operating Systems: Depending on how you will be accessing the ResidentPortal, this will let you know what version software is supported by the portal.
- About: This displays the current version of the ResidentPortal software.
- Log Out: Clicking here will log you out of your ResidentPortal account.



Forgot your User Name and/or Password?

If you have forgotten your username and/or password, you will be able to recover that information. Make certain you have access to your email before you begin. The system will send an email to the email address currently set up on your account.

Forgot Username

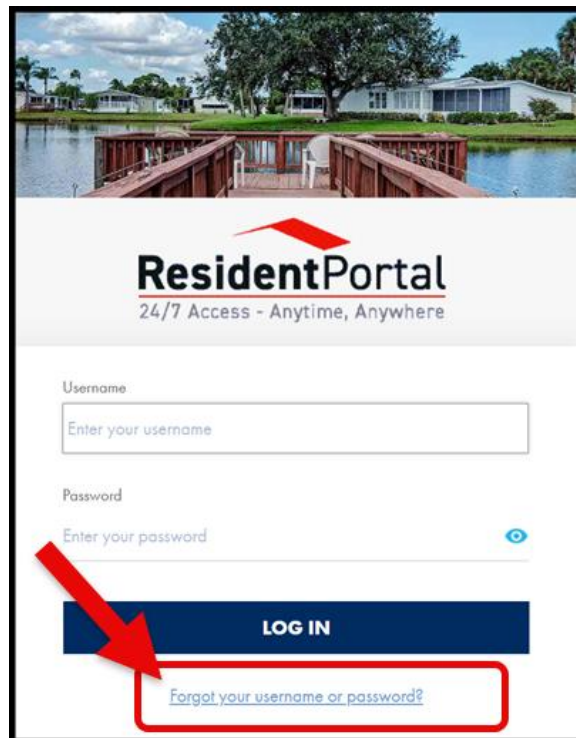
1. Open your preferred web browser (Chrome, Google, etc.) and type in the following into the address bar:

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

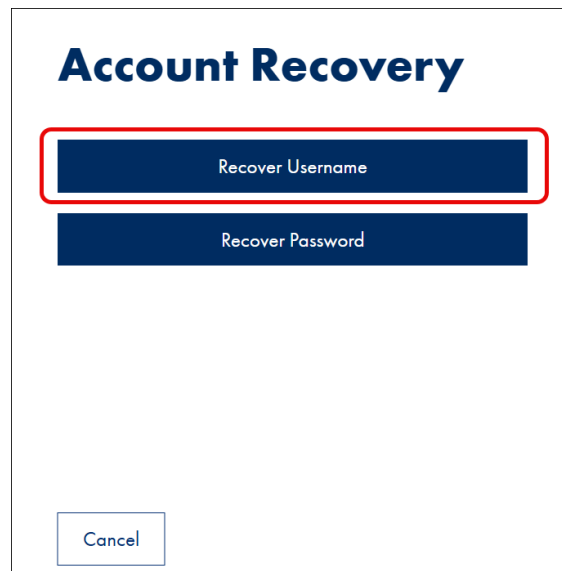
Press enter when finished.

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

Click on the link at the bottom of the page labeled “**Forgot your username or password?**”.



2. The Account Recovery page will be displayed. Click on the Recover Username option.



Account Recovery

Recover Username

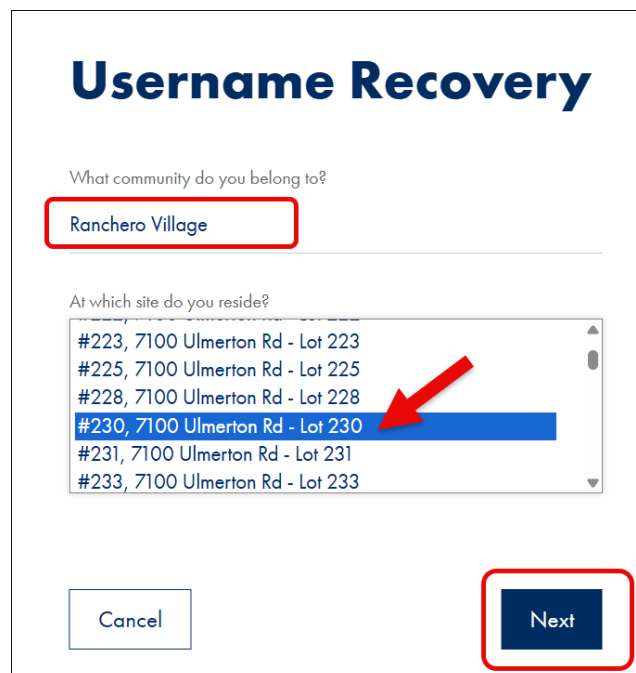
Recover Password

Cancel

3. The Username Recovery page will be displayed.

- In the “What Community do you belong to?” area, type in Ranchero Village.
- In the “At which site do you reside?” area, scroll down through the list until you locate your lot number; click on that row to highlight it.

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



Username Recovery

What community do you belong to?

Ranchero Village

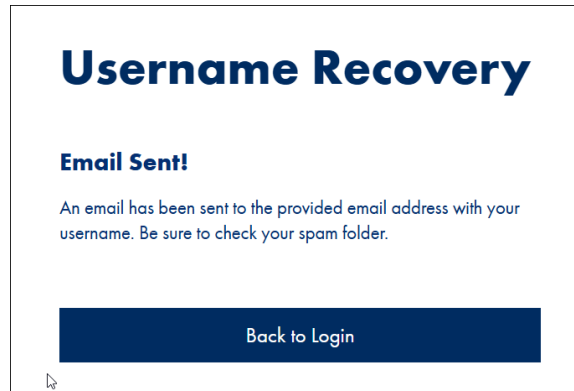
At which site do you reside?

#223, 7100 Ulmerton Rd - Lot 223
#225, 7100 Ulmerton Rd - Lot 225
#228, 7100 Ulmerton Rd - Lot 228
#230, 7100 Ulmerton Rd - Lot 230
#231, 7100 Ulmerton Rd - Lot 231
#233, 7100 Ulmerton Rd - Lot 233

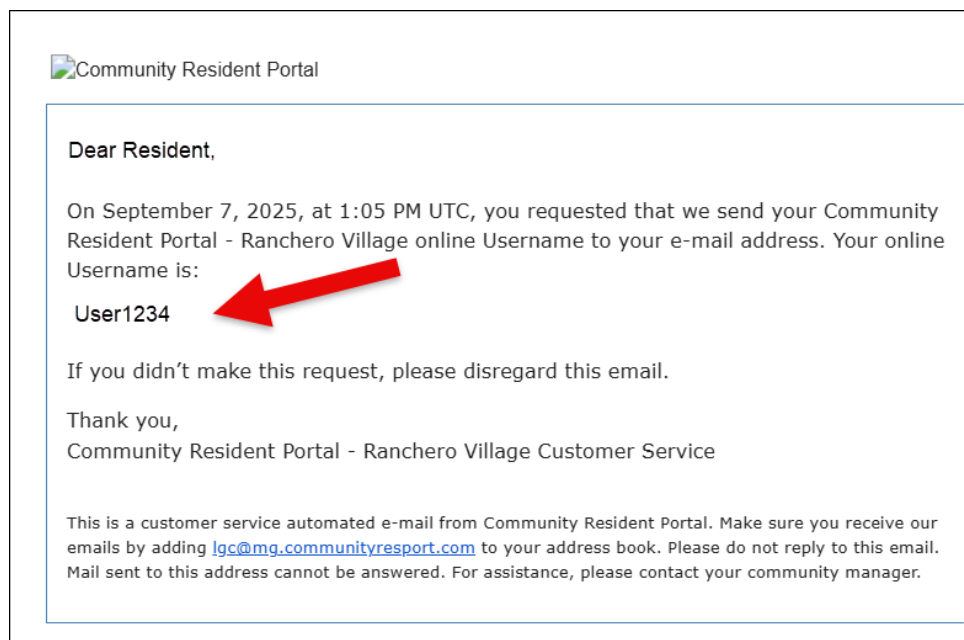
Cancel

Next

4. The Username Recovery message will be displayed letting you know an email has been sent to you with your current Username. Click on the Back to Login button at the bottom of the page.



5. Open your email. You should receive an email in less than a minute from Legacy Communities which will look similar to the one shown below. **Write down your Username and put in a secure place for the future.** You now will be able to log into the ResidentPortal.



Forgot Password

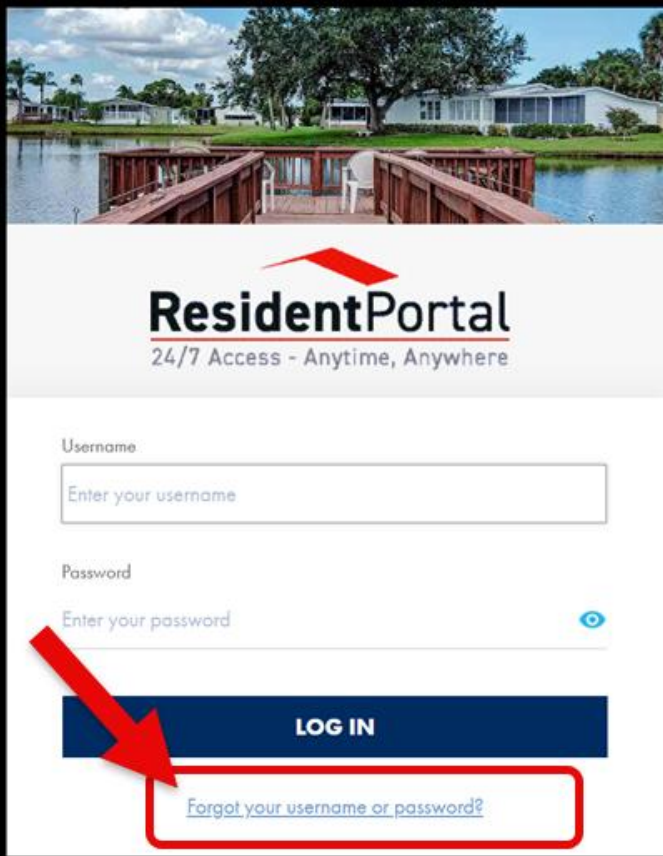
1. Open your preferred web browser (Chrome, Google, etc.) and type in the following into the address bar:

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

Press enter when finished.

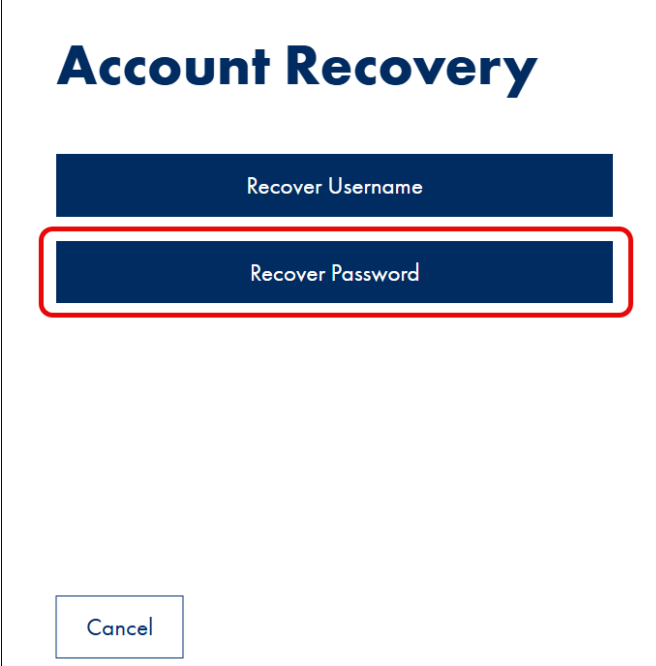
If you entered the correct address into your web browser, you will see the page shown below.

Click on the link at the bottom of the page labeled “**Forgot your username or password?**”.



The screenshot shows the ResidentPortal login interface. At the top is a banner image of a waterfront community with houses and a dock. Below the banner is the 'ResidentPortal' logo with a red roof icon and the tagline '24/7 Access - Anytime, Anywhere'. The login form includes a 'Username' field with the placeholder 'Enter your username', a 'Password' field with the placeholder 'Enter your password' and a toggle icon, and a dark blue 'LOG IN' button. A red arrow points from the bottom left towards the 'LOG IN' button and the link below it. The link, 'Forgot your username or password?', is enclosed in a red rounded rectangle.

2. The Account Recovery page will be displayed. Click on the Recover Password option.

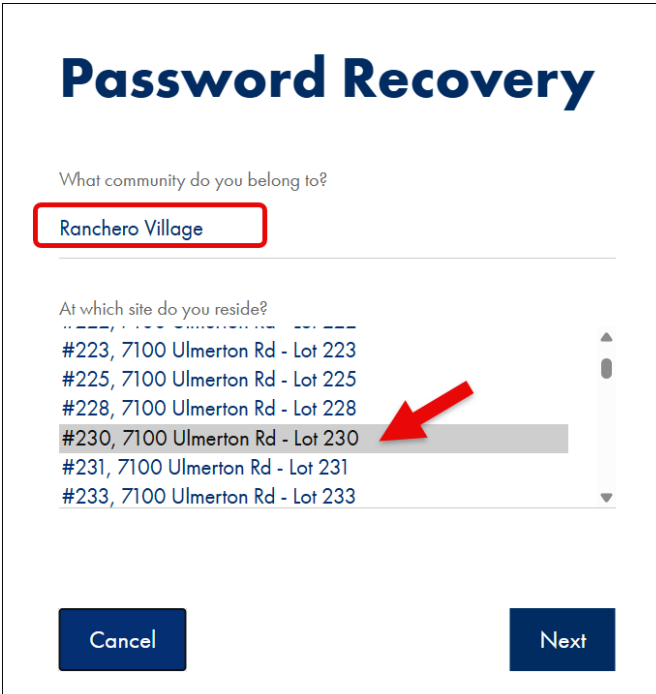


The screenshot shows the 'Account Recovery' page. At the top, the title 'Account Recovery' is displayed in a large, bold, dark blue font. Below the title are two dark blue buttons with white text: 'Recover Username' and 'Recover Password'. The 'Recover Password' button is highlighted with a red rectangular border. At the bottom left of the page is a small, light blue button with the text 'Cancel'.

3. The Password Recovery page will be displayed.

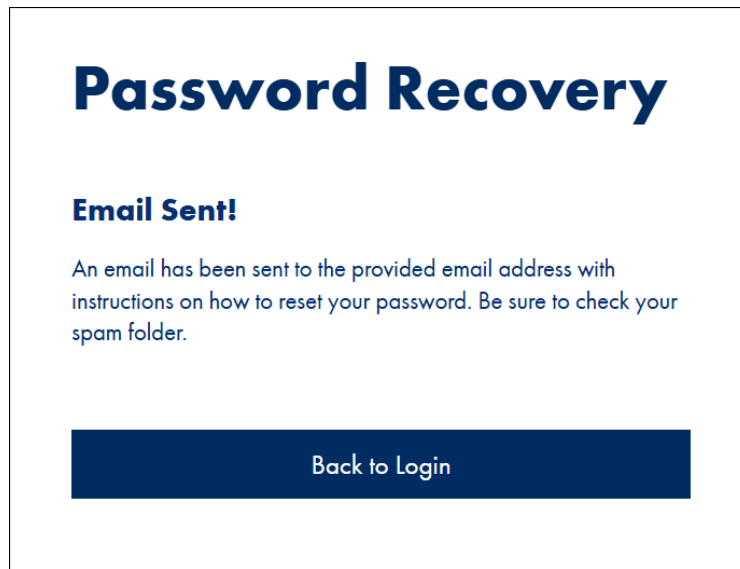
- In the “What Community do you belong to?” area, type in Ranchero Village.
- In the “At which site do you reside?” area, scroll down through the list until you locate your lot number; click on that row to highlight it.

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

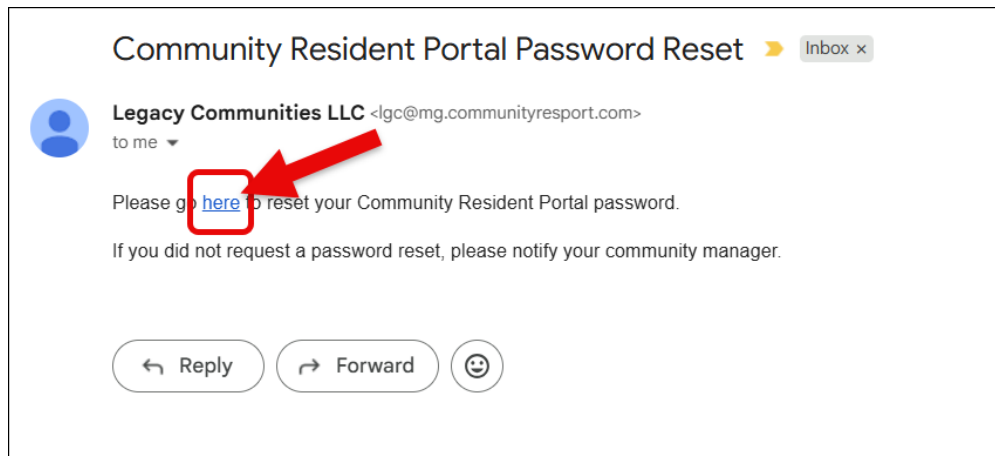


The screenshot shows the 'Password Recovery' page. At the top, the title 'Password Recovery' is displayed in a large, bold, dark blue font. Below the title is a text input field with the placeholder text 'What community do you belong to?'. The input field contains the text 'Ranchero Village' and is highlighted with a red rectangular border. Below the input field is a list of site addresses under the heading 'At which site do you reside?'. The list includes: '#223, 7100 Ulmerton Rd - Lot 223', '#225, 7100 Ulmerton Rd - Lot 225', '#228, 7100 Ulmerton Rd - Lot 228', '#230, 7100 Ulmerton Rd - Lot 230', '#231, 7100 Ulmerton Rd - Lot 231', and '#233, 7100 Ulmerton Rd - Lot 233'. The row for '#230, 7100 Ulmerton Rd - Lot 230' is highlighted with a gray background, and a red arrow points to it. At the bottom of the page are two dark blue buttons with white text: 'Cancel' on the left and 'Next' on the right.

4. The Password Recovery message will be displayed letting you know an email has been sent to you. Click on the Back to Login button at the bottom of the page.



5. Open your email. You should receive an email in less than a minute from Legacy Communities which will look similar to the one shown below. Click on the word [here](#) to continue.



6. The Password Reset page will be displayed. You must answer the questions shown. When finished, click on the **Continue** button at the bottom of the page.

Password Reset

Please answer the following questions to continue:

1. What is your last name?

☐ Smith

☐ Vertz

☐ Johnson

☐ Moore

☐ None of the above

2. What are the last four digits of the phone number you have on file with the community?

☐ (XXX)XXX-8977

☐ (XXX)XXX-4554

☐ (XXX)XXX-4110

☐ (XXX)XXX-6389

☐ None of the above

3. What is your space code/name?

☐ 2639

☐ 98A

☐ 411

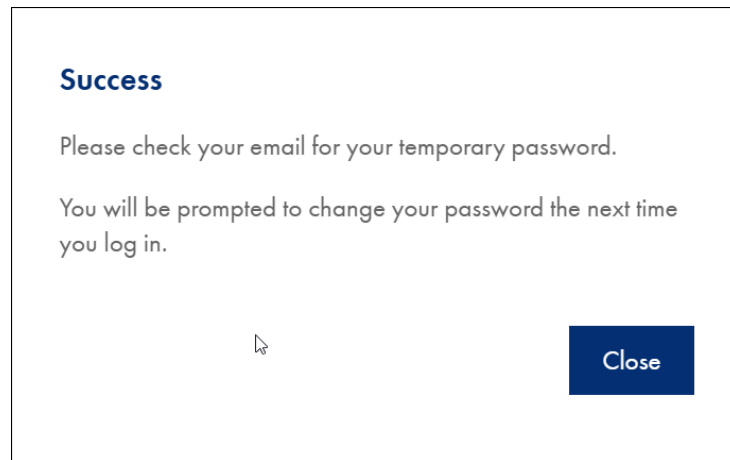
☐ 230

☐ None of the above

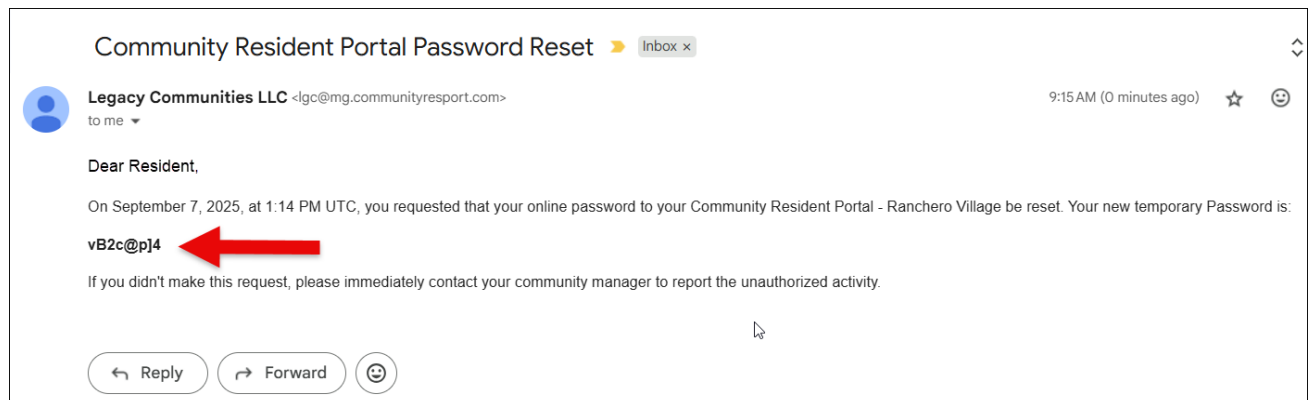
Cancel

Continue

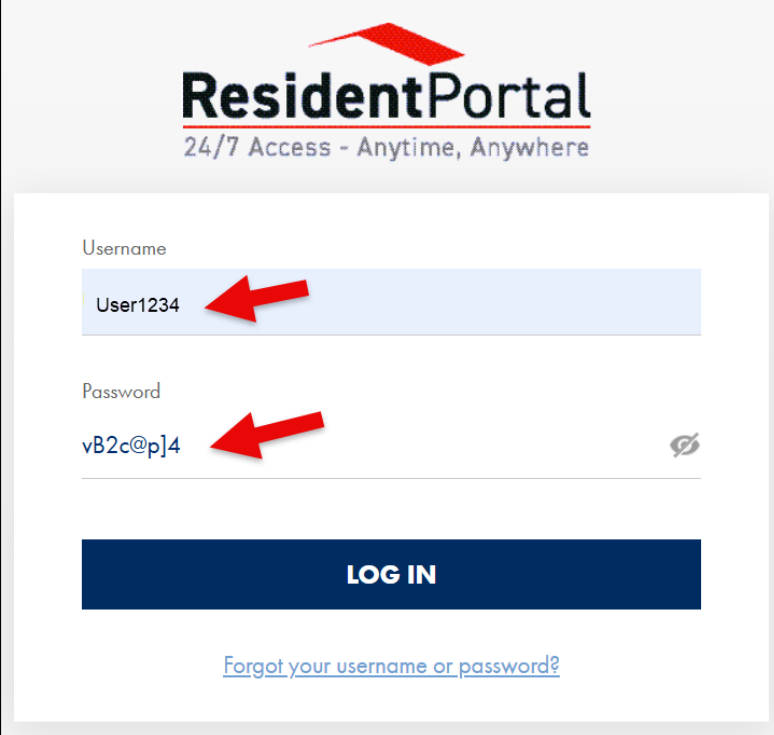
7. The Success message will be displayed letting you know a temporary password has been sent to your email.



8. Open your email. You should receive an email in less than a minute from Legacy Communities which will look similar to the one shown below. **Write down your Temporary Password.**



9. Now log into the ResidentPortal. Enter your Username and then enter the temporary password that was emailed to you. Click on the Log In button.



The image shows a login form for 'ResidentPortal'. At the top, there is a red roof icon above the text 'ResidentPortal' and '24/7 Access - Anytime, Anywhere'. Below this, the form has two input fields. The first is labeled 'Username' and contains the text 'User1234'. A red arrow points to this field. The second is labeled 'Password' and contains the text 'vB2c@p]4'. A red arrow points to this field. To the right of the password field is a small icon of an eye with a slash through it. Below the password field is a dark blue button with the text 'LOG IN' in white. At the bottom of the form is a link that says 'Forgot your username or password?'.

ResidentPortal
24/7 Access - Anytime, Anywhere

Username
User1234

Password
vB2c@p]4

LOG IN

[Forgot your username or password?](#)

10. The Update Password page will be displayed.

- In the first field, enter the temporary password that was emailed to you.
- In the New Password field, enter your desired password. Follow the Password Policy at the bottom of the page.
- In the Verify Password field, re-type your password.

Make certain to write down your new Password and put it in a secure place for the future.

Update Password

Old or temporary password

New password

Verify password

Password Policy

Your new password must contain:

At least 8 characters

One numeric character

One symbol character (e.g., ! @ # \$ % ^ & * () + =)

Cancel

Submit