# Legacy ResidentPortal

# User Manual

## Table of Contents

# 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 (**<u>exactly</u>**) and keep in a safe place for when you want to login to the portal.
2. You <u>MUST</u> 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/browers 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™
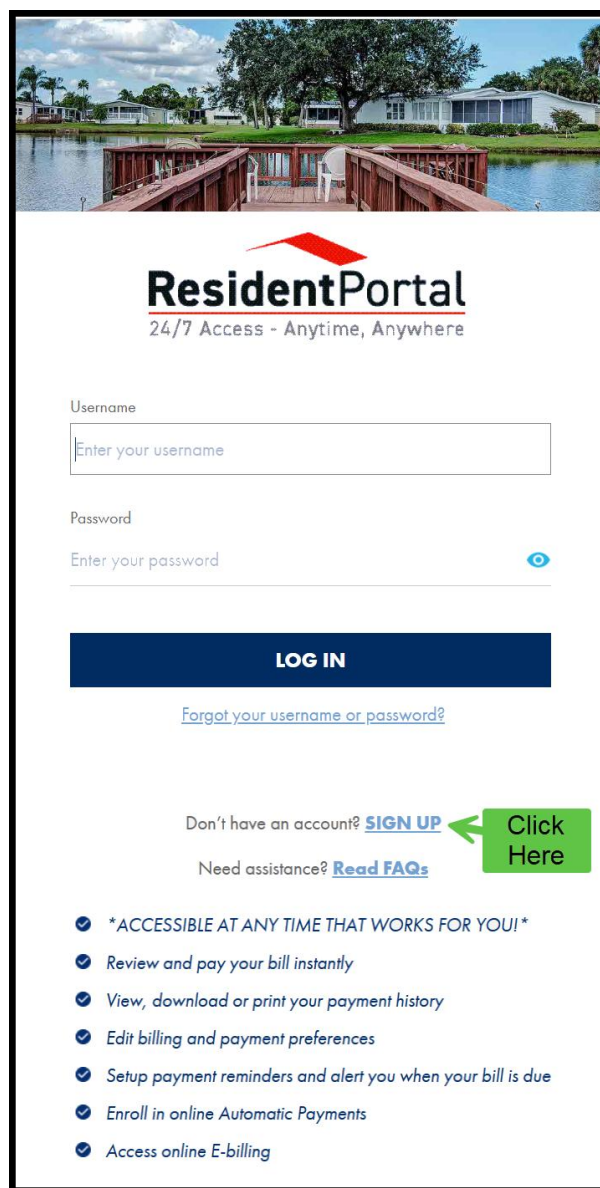
# Setting up a New Account

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".

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.

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.



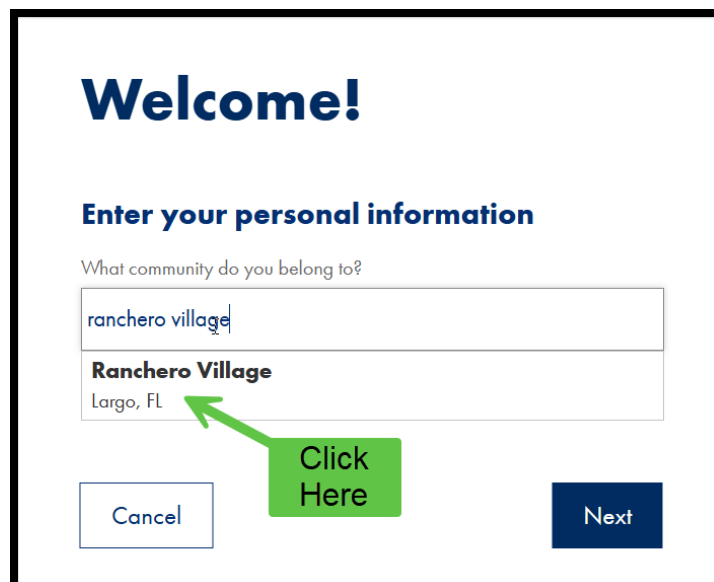Once you type in a few characters, you should see the option to select Ranchero Village Largo, FL – Click on that, and then click on the Next button at the lower right of the page.

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) .

# 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

Scroll through the list until you find your Lot Number

Enter your email address

you@someplace.com

Enter a valid email address.

Security code

1 A F 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 senstive

Cancel          Next

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.**

Enter your email address

you@someplace.com

**Enter a valid email address.**

Security code

**Security Code**

Enter the security code from above

**Enter the security code shown.**

The security code is incorrect
Security code is not case senstive

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 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.

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).
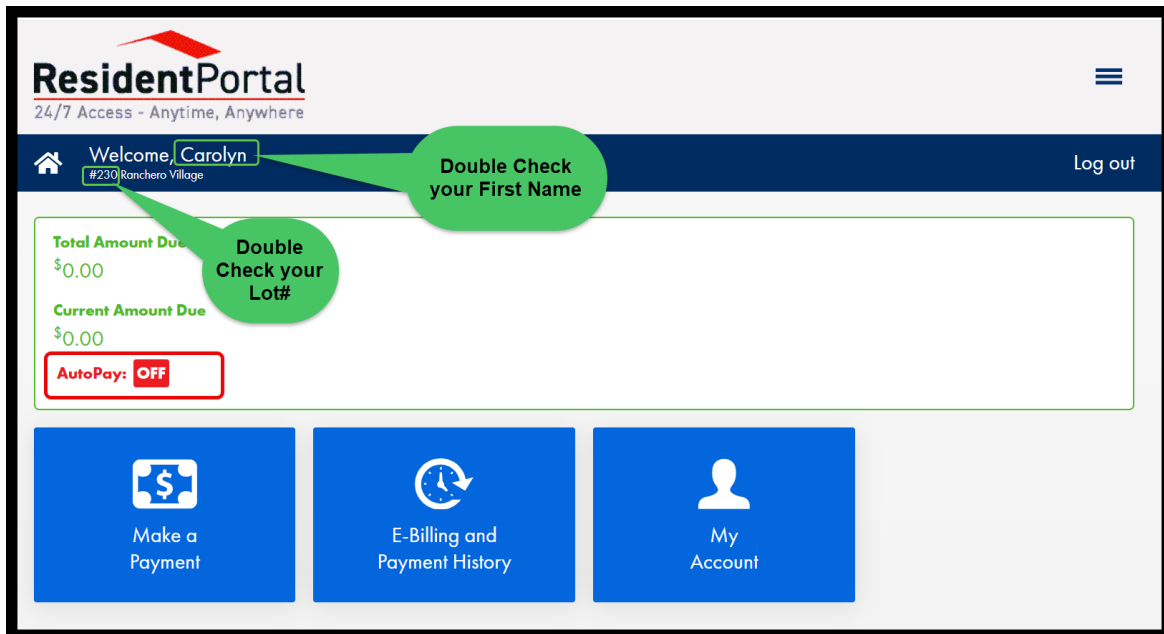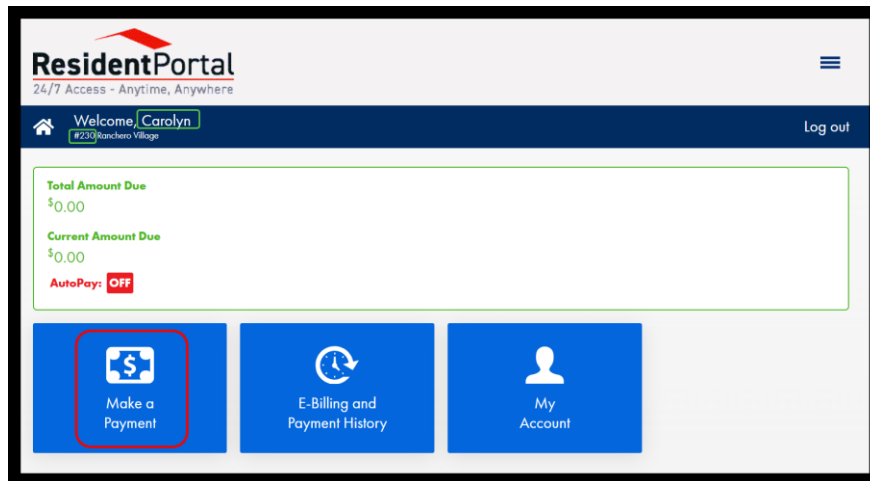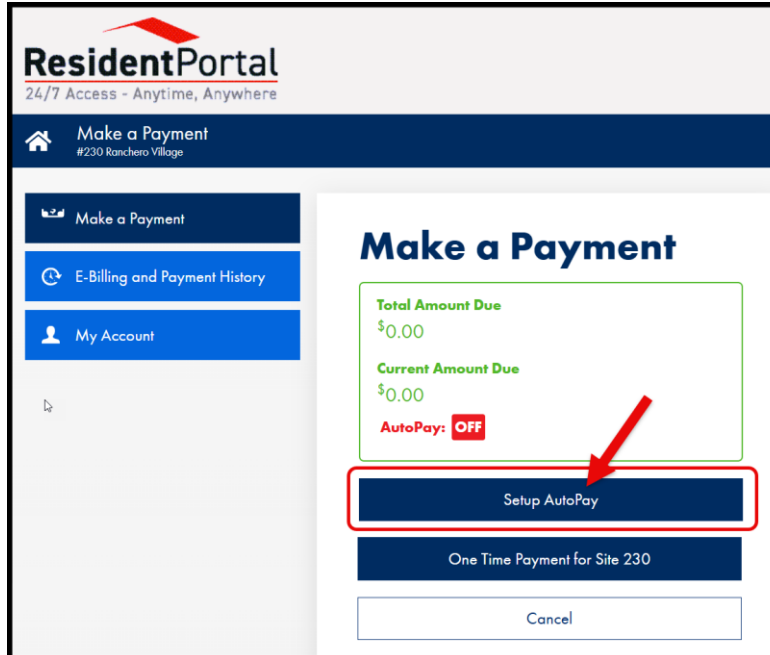
# Set up Auto-Pay Information

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.*

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.

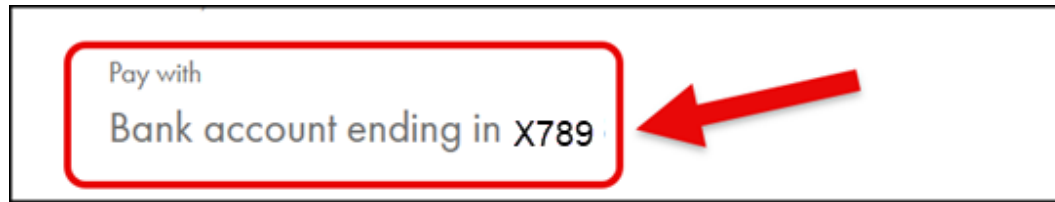5.  If you entered a valid routing and bank account number, you should see the message below.  Click on the Close button at the lower right of the page.

**Success**

Your bank account has been saved.

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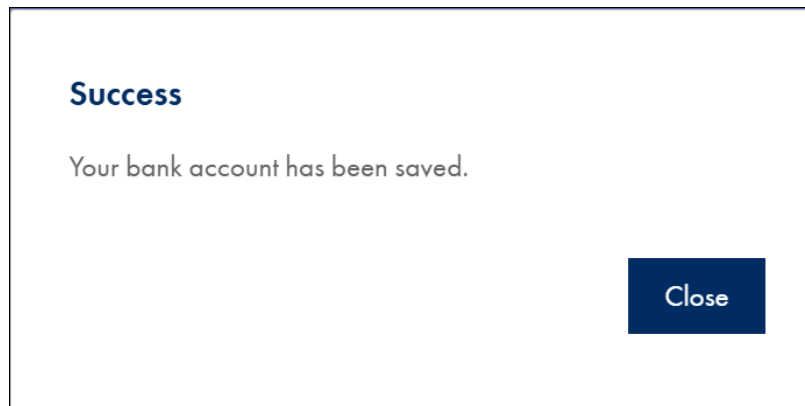
6.  Next, you will see the **AutoPay for Site** page.
    1.  First, confirm the lot number is correct.  If this is not correct, STOP here and contact the office for assistance.
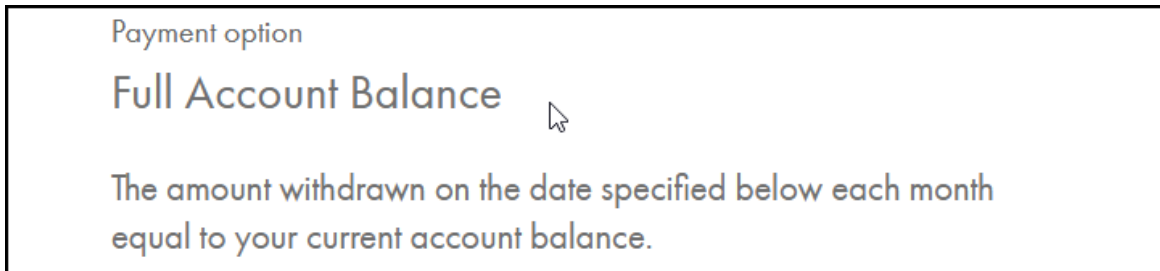
**AutoPay for Site**

**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.  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.

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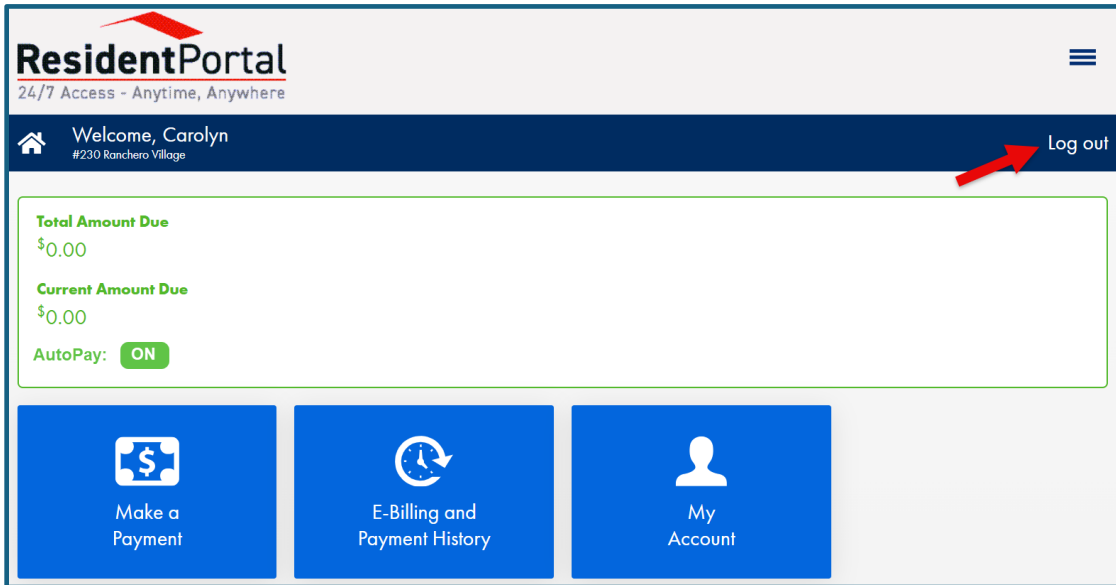
## One Time Payments

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.

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.

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 solicio que debite mi cuenta bancaria o cargue mi tarjeta de crédito, segun 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.
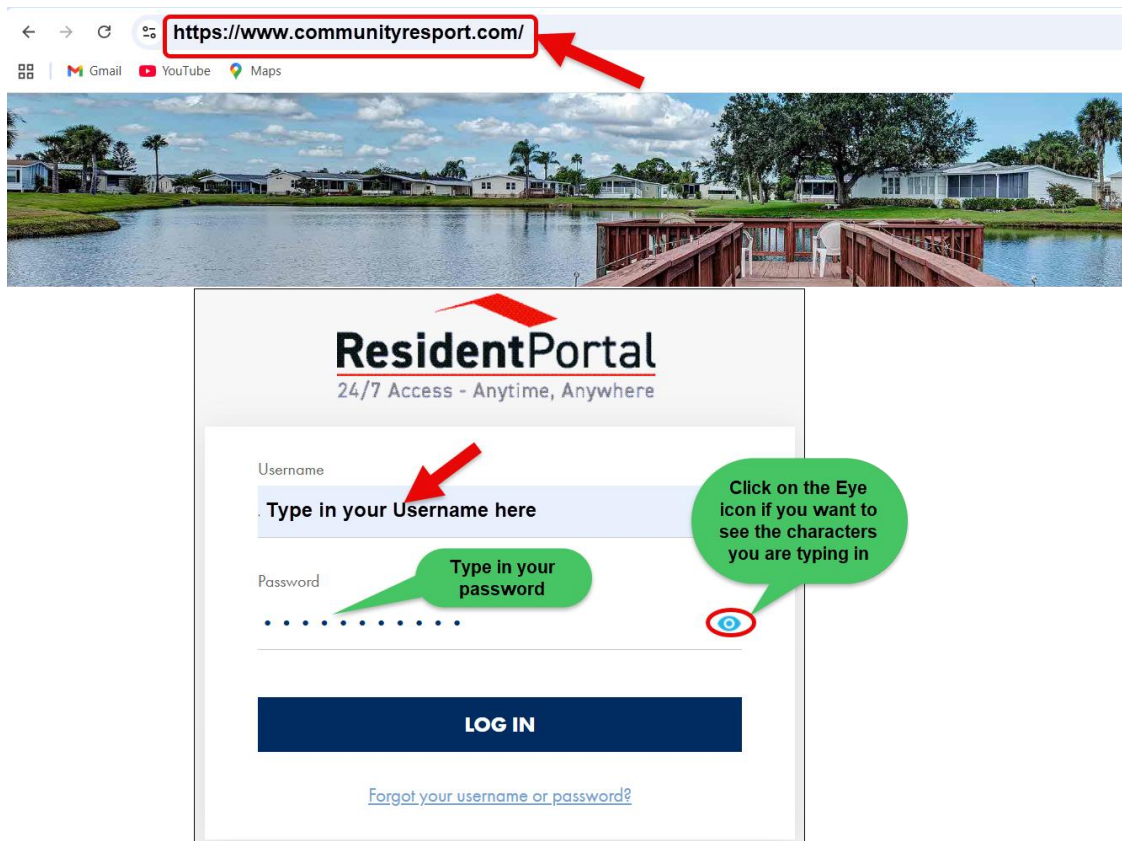
Information that may be edited/updated:

- 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.communityresort.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.

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.
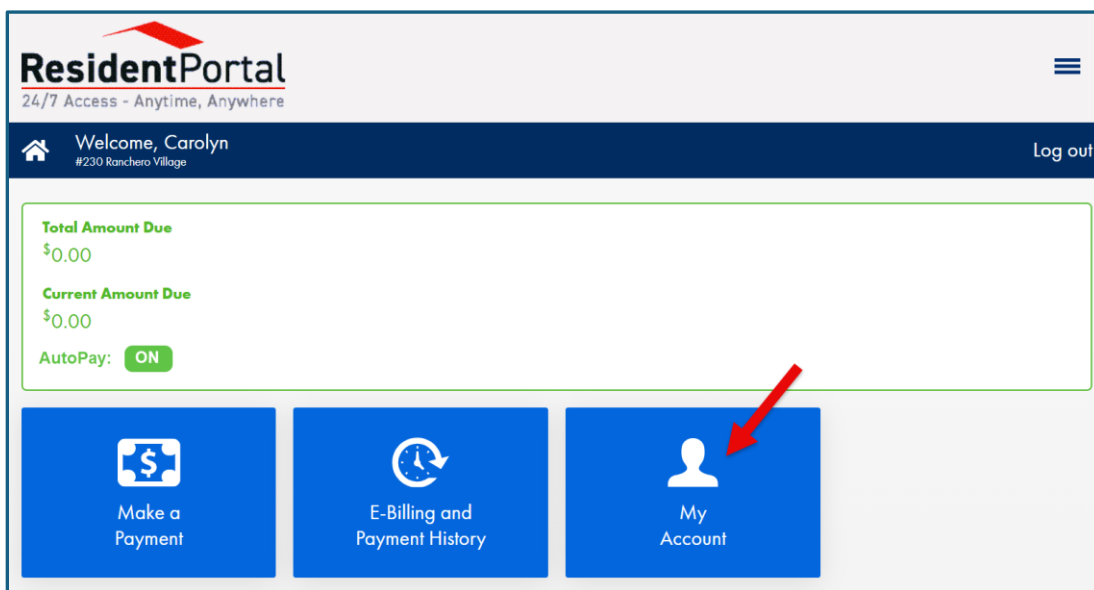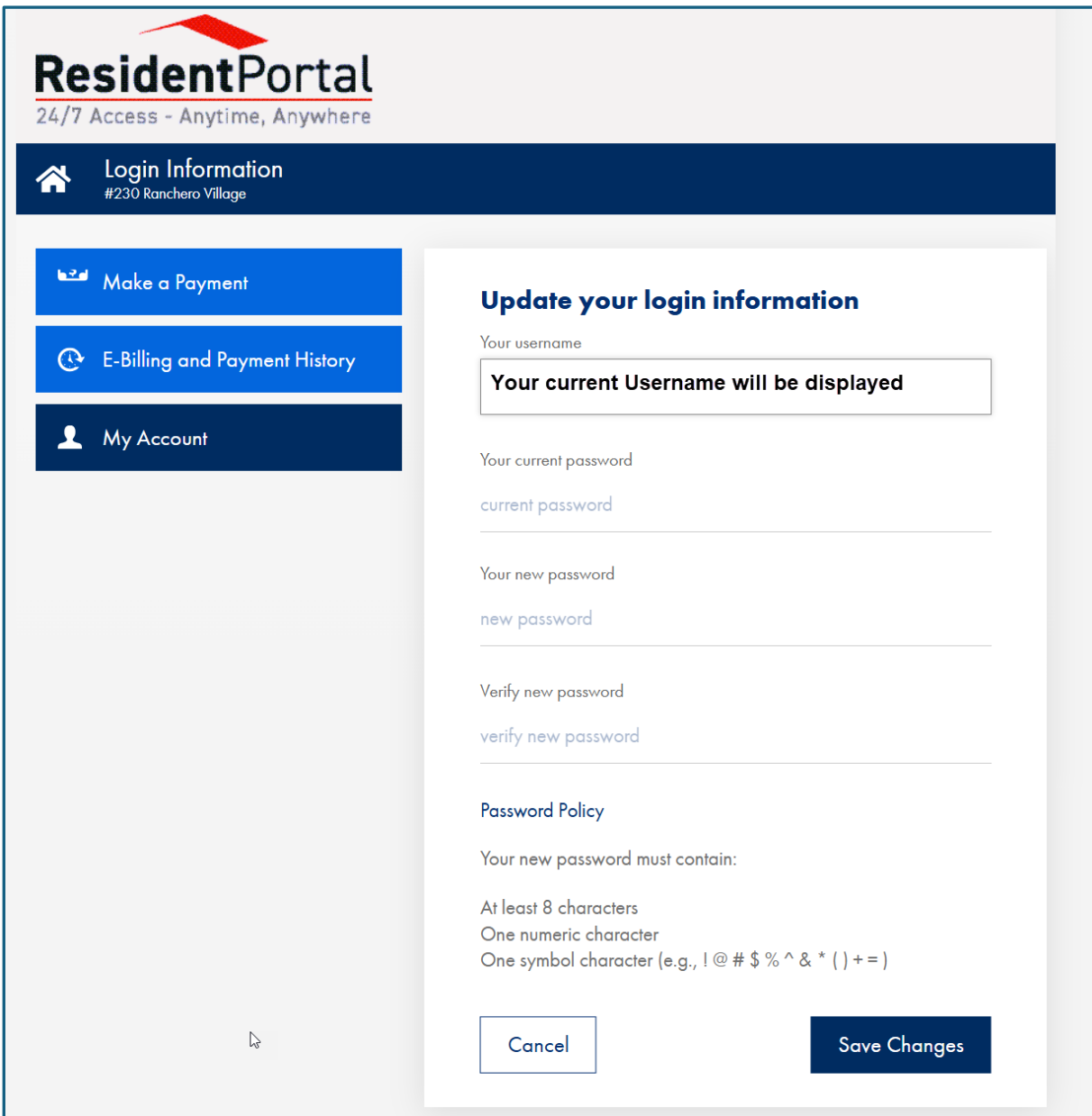
# My Account

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.
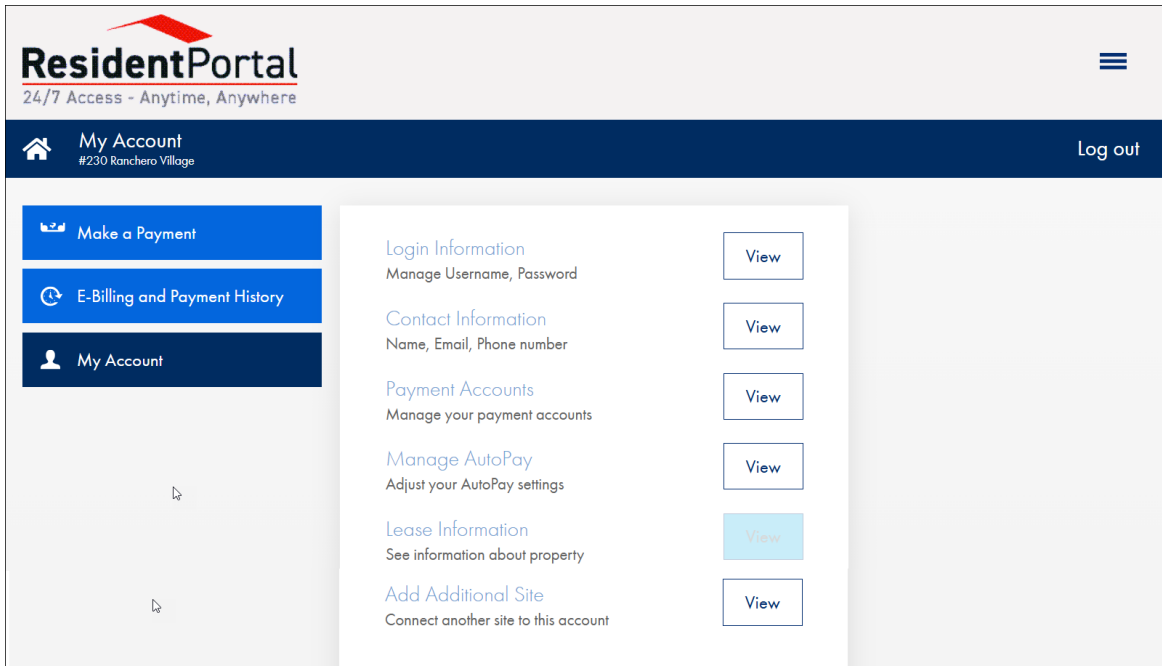
# Login Information: View/Edit

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.

## 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.

## 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:

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

- 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.

# Contact Information: View/Edit

When selecting this option, you may do any of the following:
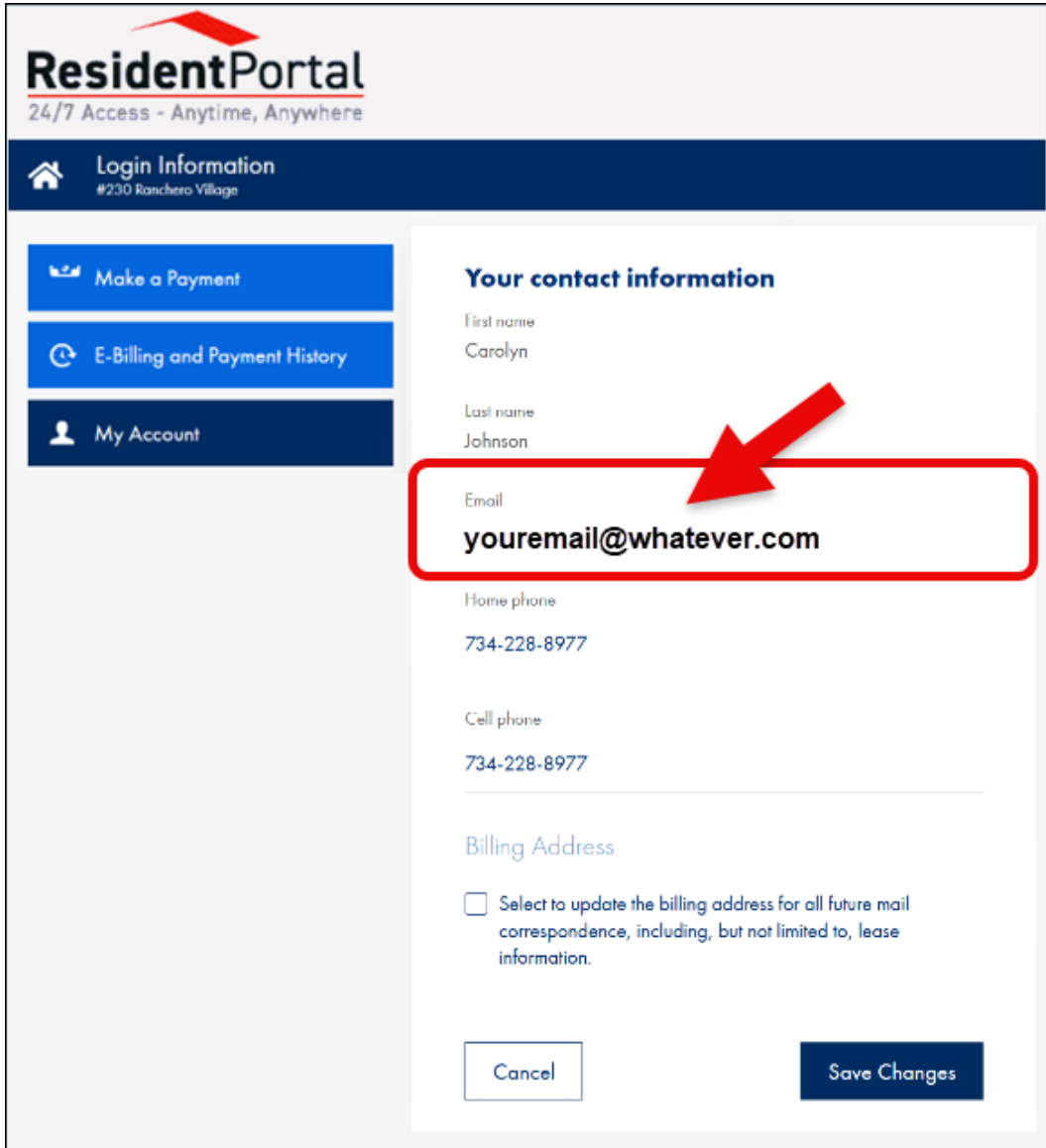
- Change your email address
- Change your Home Telephone Number
- Change your Cell Telephone Number
- Change your Billing Address

## 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.

## 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.

## 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.

## 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.**

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.
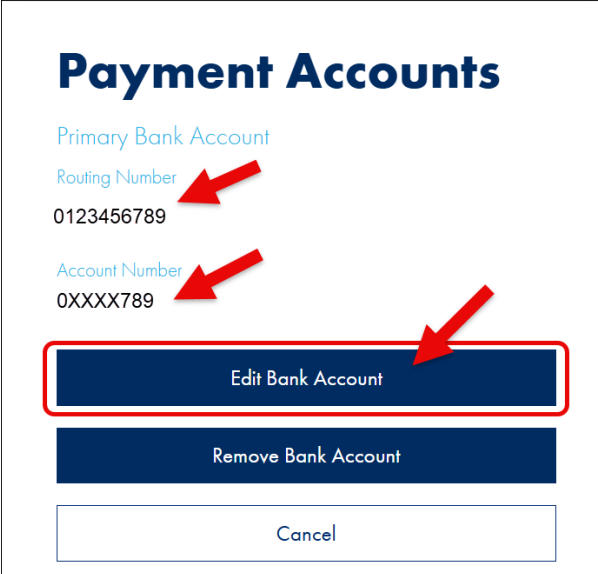
# Payment Accounts: View/Edit

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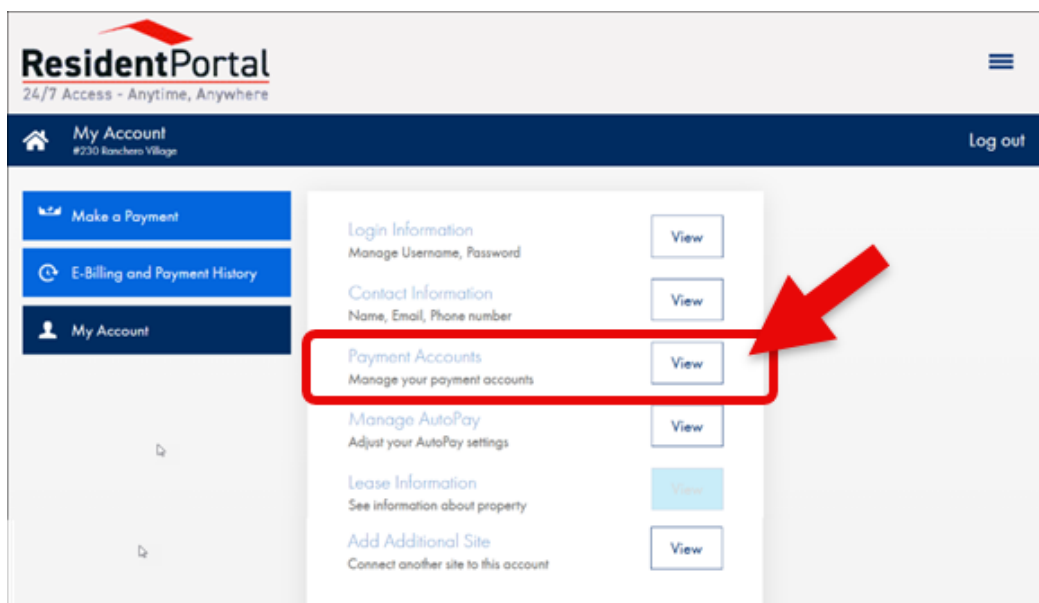
If you have already set up your bank account, you will be presented with two options:

- Edit Bank Account
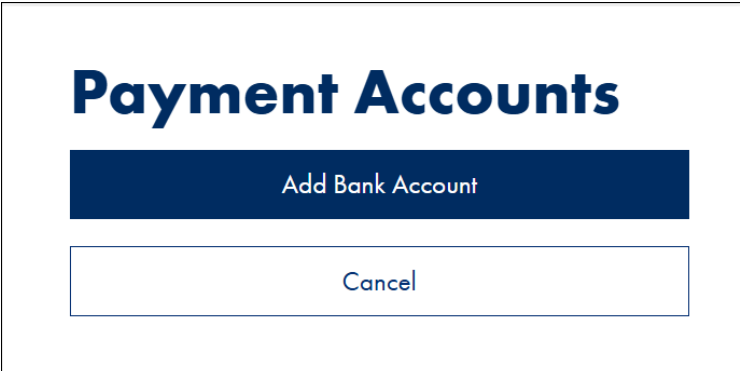- Remove Bank Account



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.
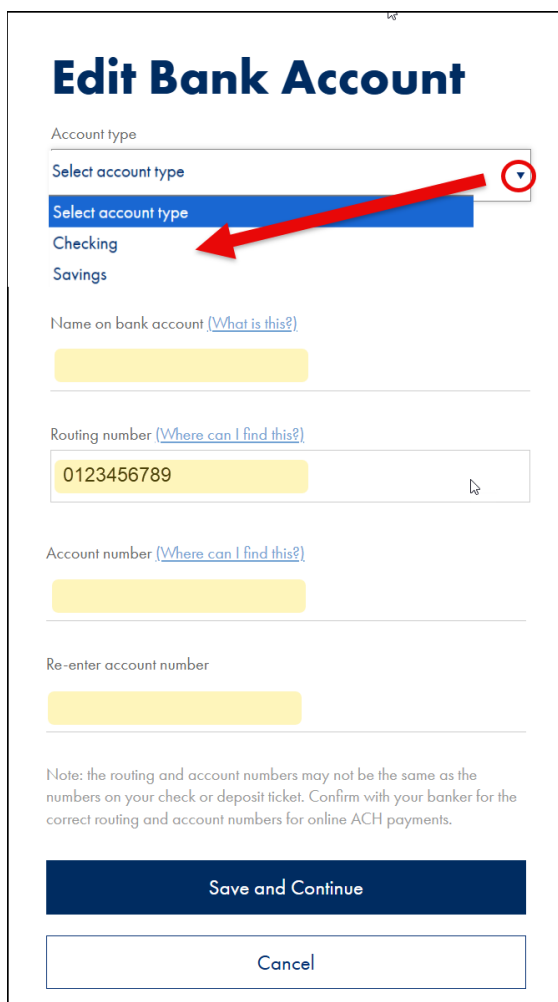
## Edit Bank Account

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.

## Remove Bank Account

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

## Payment Accounts

Primary Bank Account
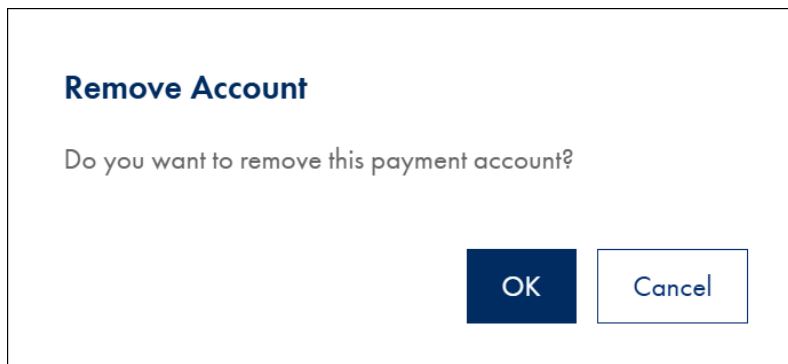
Routing Number

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.
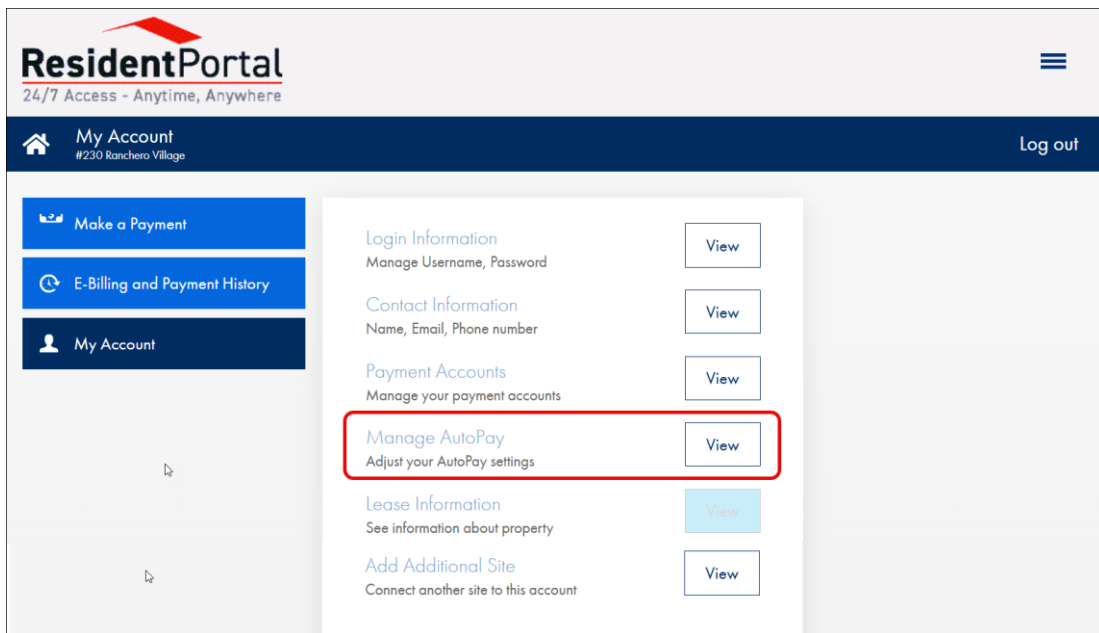
### Remove Account

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.



2. **Pay With**: This is a confirmation of the last three digits of your bank account number.



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

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.



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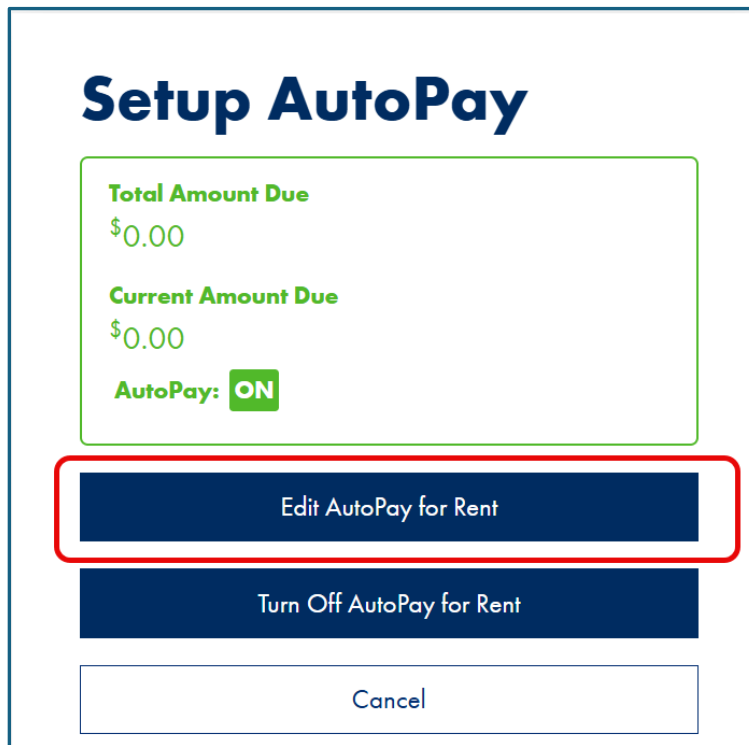
**Edit AutoPay for Rent**

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



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.
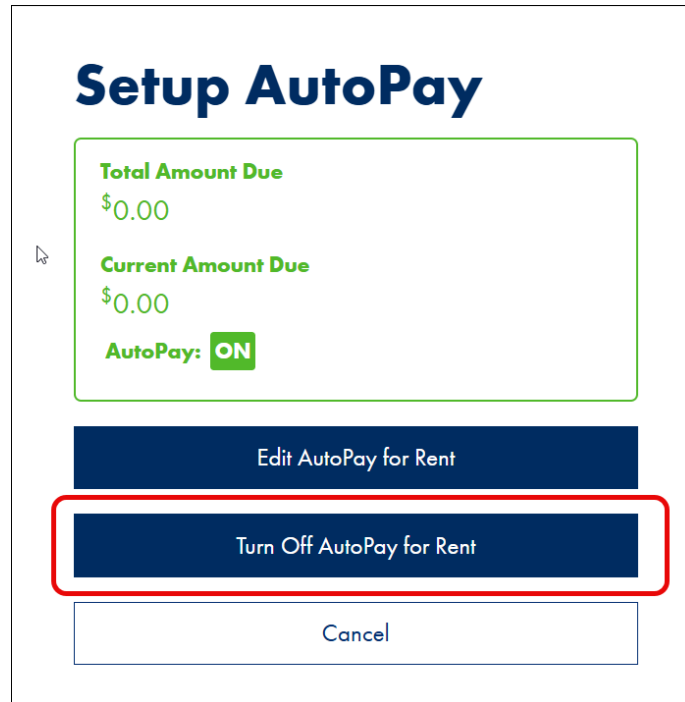
## Turn Off AutoPay for Rent

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



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.
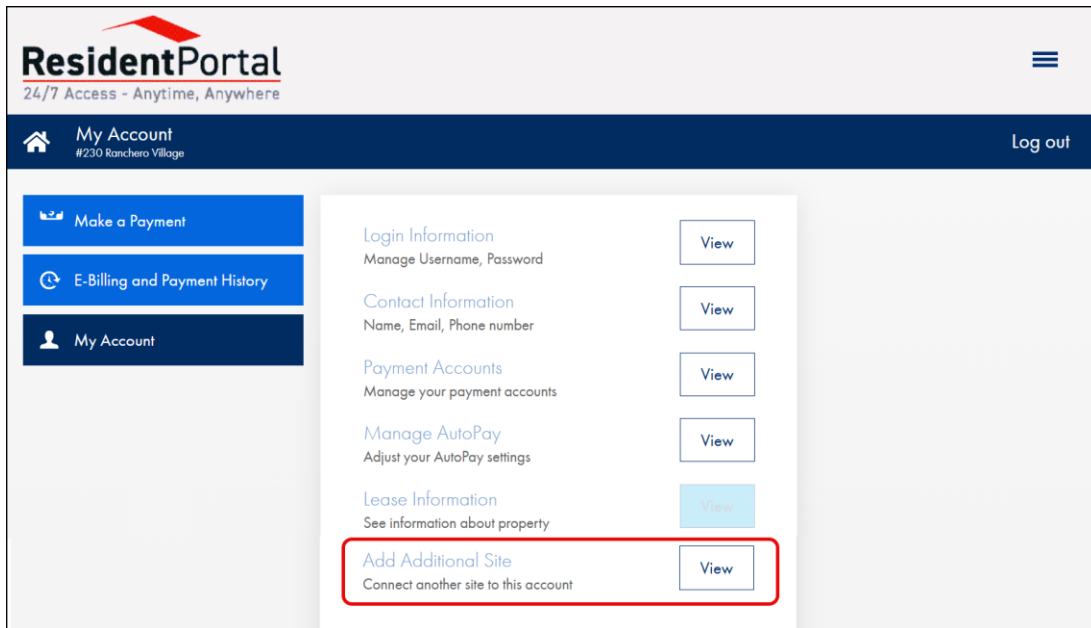
# Add Additional Site (Lot Number)

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



The **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.

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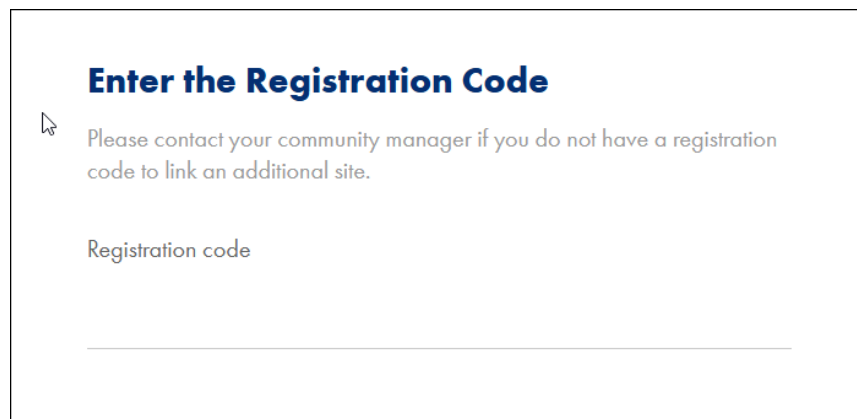- Make a one time payment ((if you already have a bank account on file)
- Setup a new bank account if there is not one currently on file.

Follow the instructions found earlier in this document to perform any of the above mentioned options.
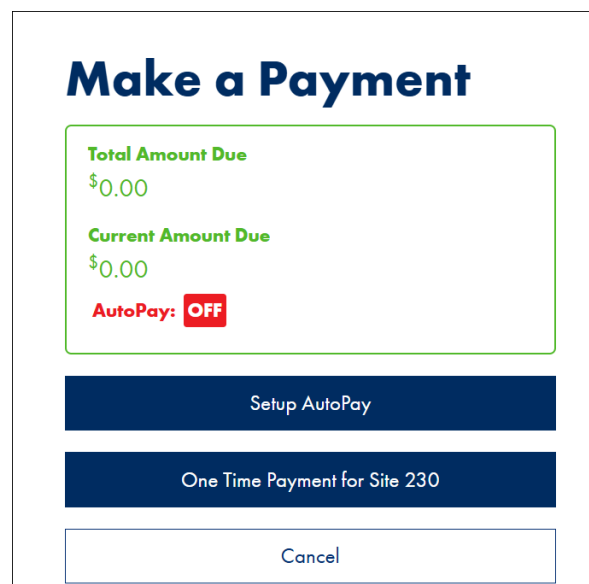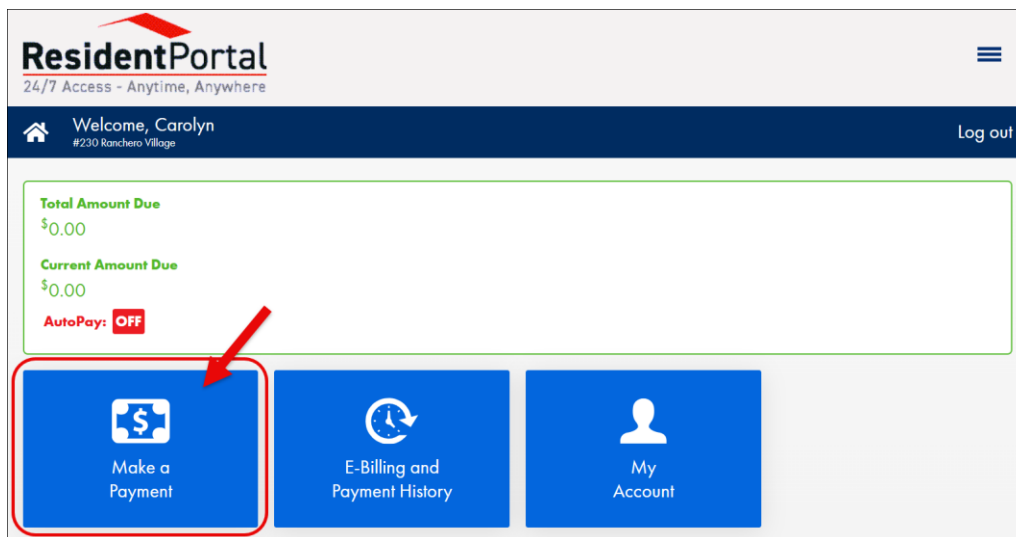
# E-Billing and Payment History

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
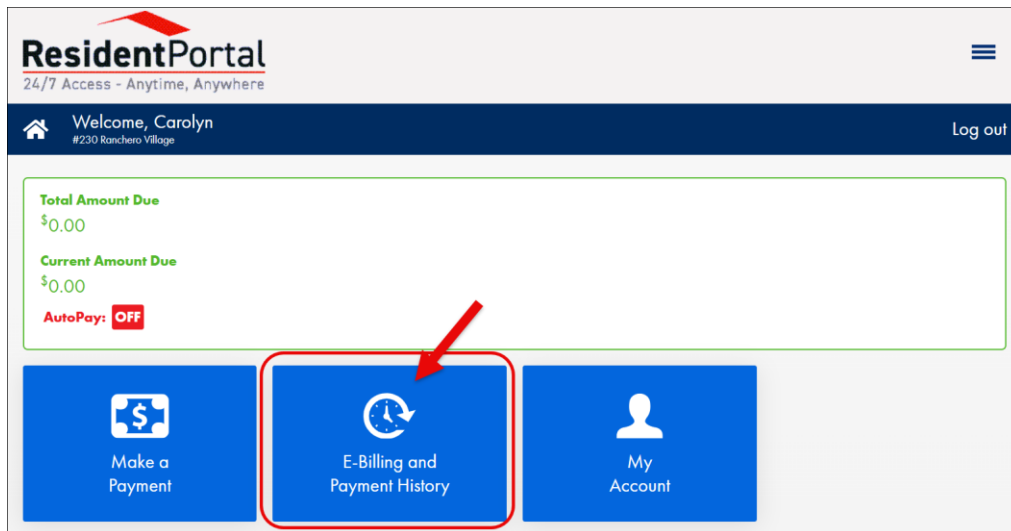


After clicking on the E-Billing and Payment History option, a new page will be displayed showing three tabs across the top: Billing History, Payment History, E-Billing Settings.  Each option will be explained below.
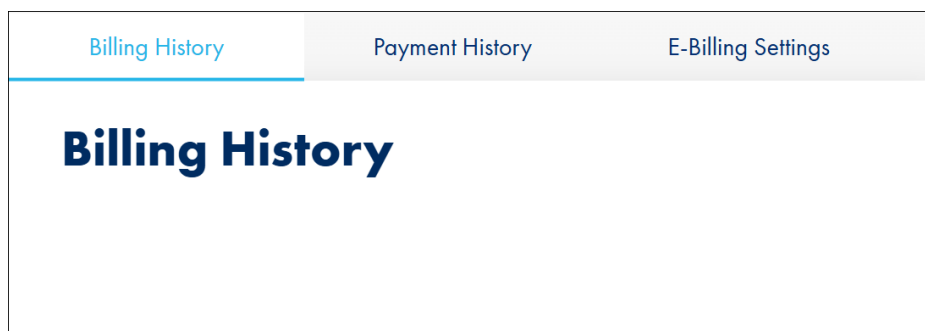
## Billing History

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.
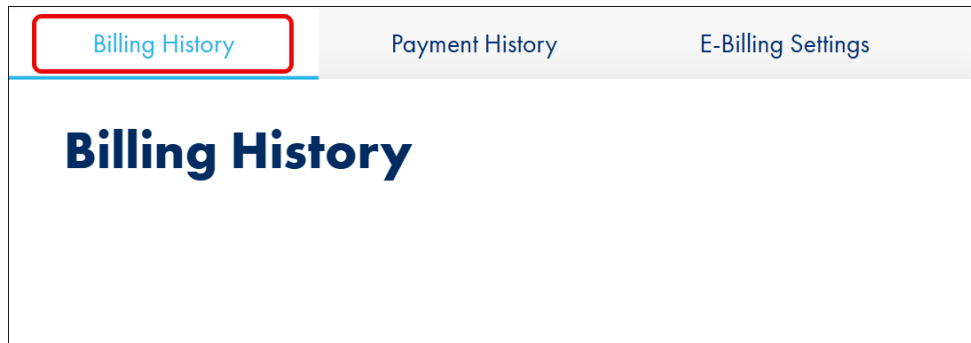


## Payment History

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.
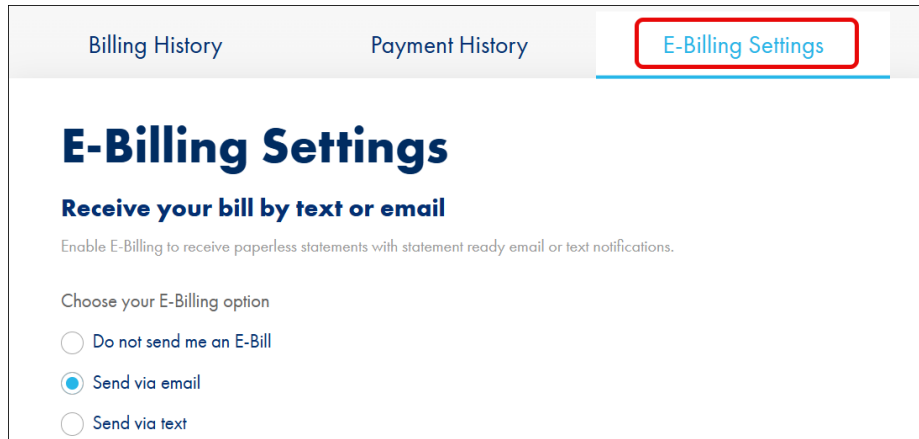
# E-Billing Settings

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.



### *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.

***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 remind**er area, click on the **Save Changes** button located at the lower right of the page.
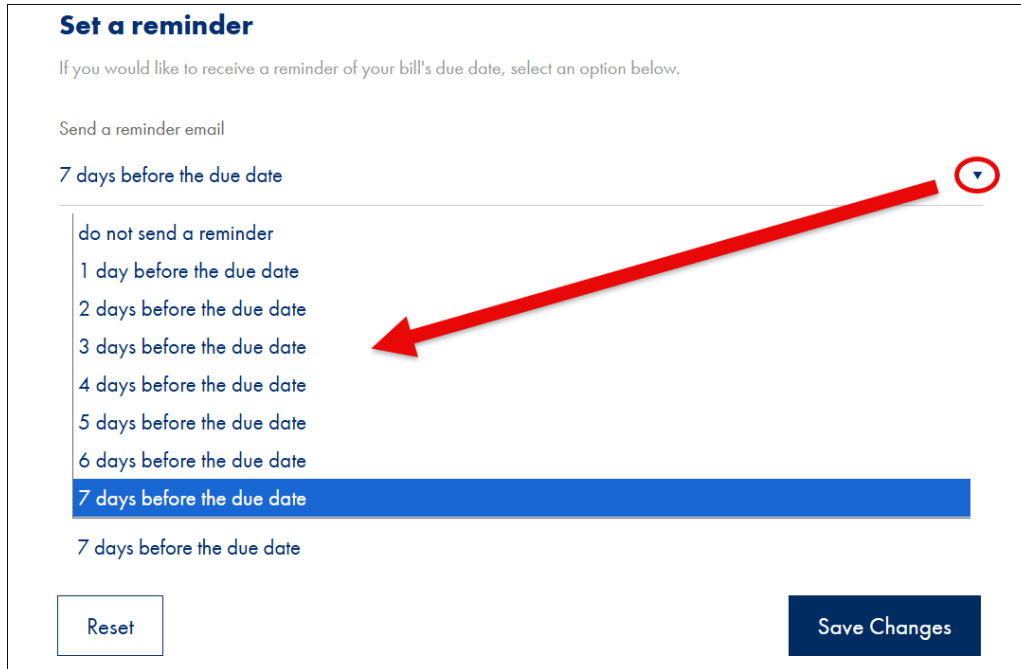
# The "Hamburger" Menu

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.
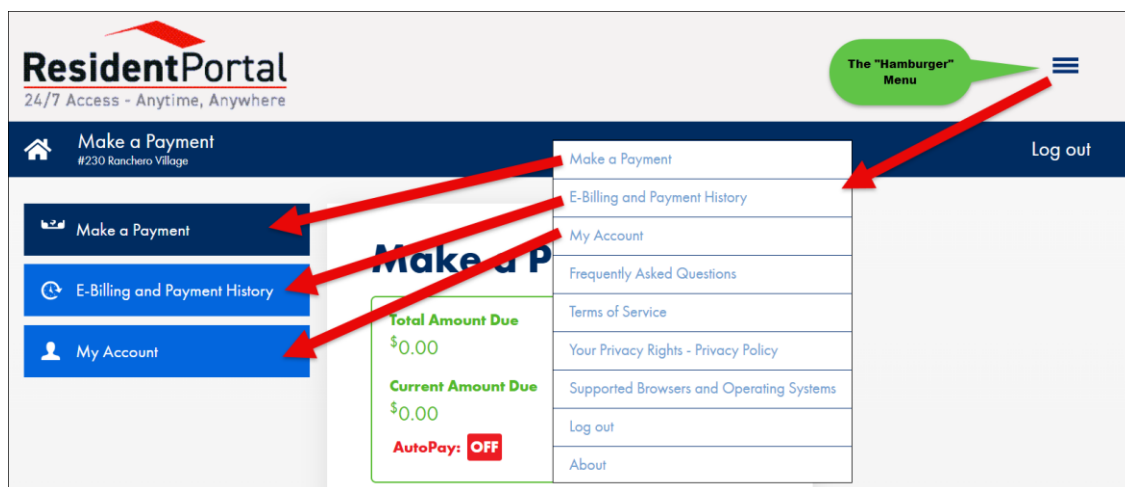
# Forgot your User Name and/or Password?

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.
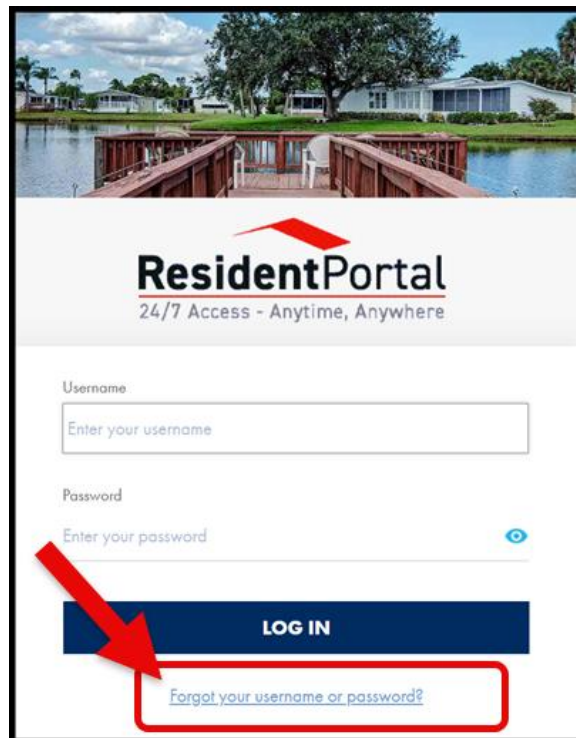
## Forgot Username

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

   [https://www.communityresport.com/](https://www.communityresport.com/)
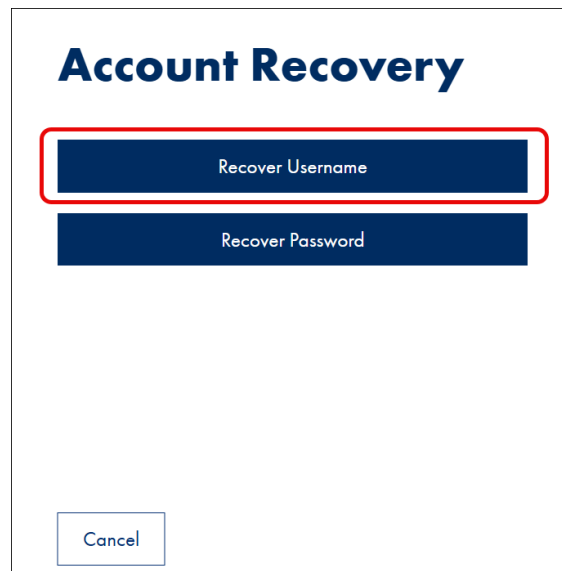
   Press enter when finished.

   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.
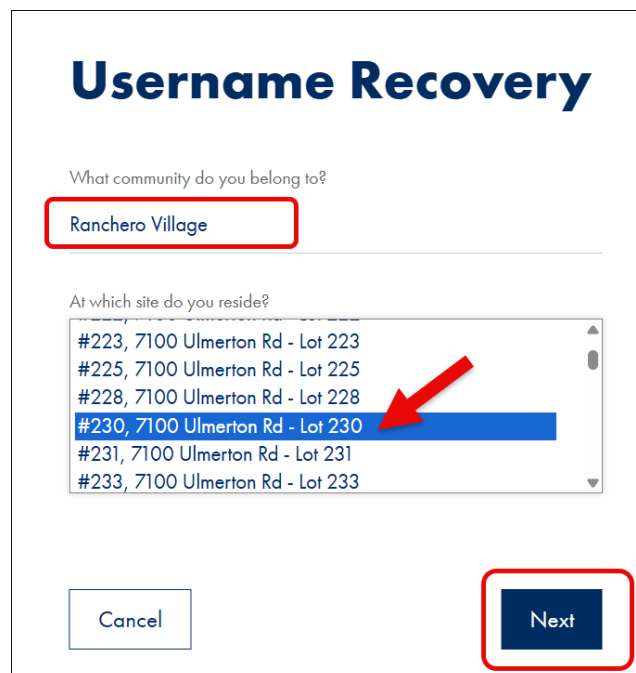


3. The Username Recovery page will be displayed.
   - In the "What Community do you belong to?" area, type in Ranchero Village.
   - In the "At which site do you reside?" area, scroll down through the list until you locate your lot number; click on that row to highlight it.

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

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.
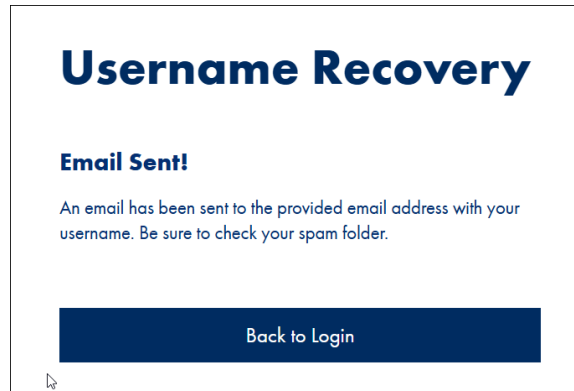


5. Open your email. You should receive an email in less than a minute from Legacy Communities which will look similar to the one shown below. **Write down your Username and put in a secure place for the future.** You now will be able to log into the ResidentPortal.
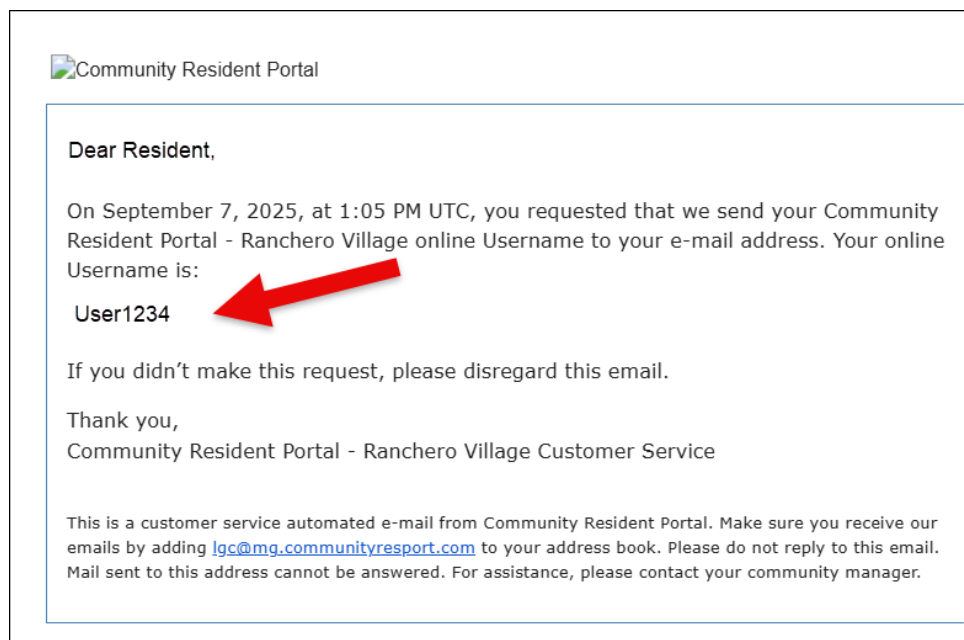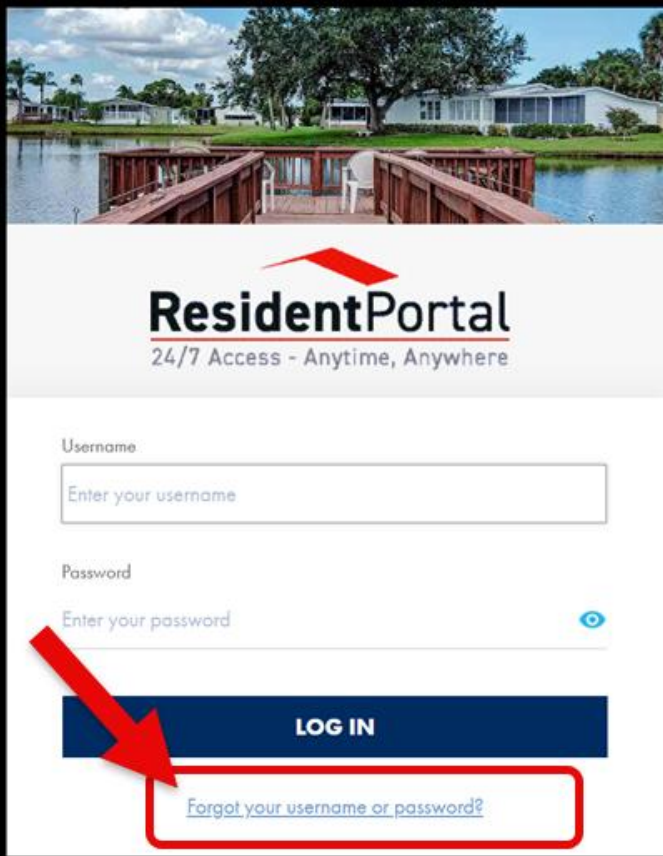
# Forgot Password

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

   **https://www.communityresport.com/**
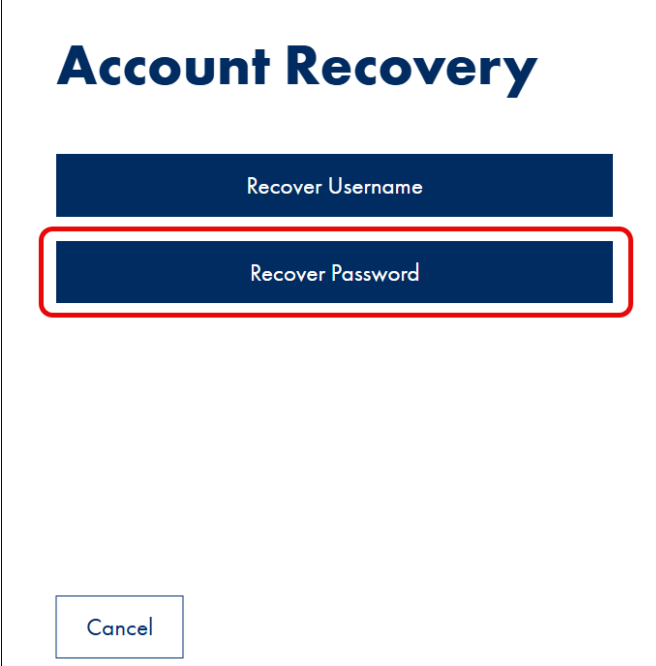
   Press enter when finished.

   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?**".

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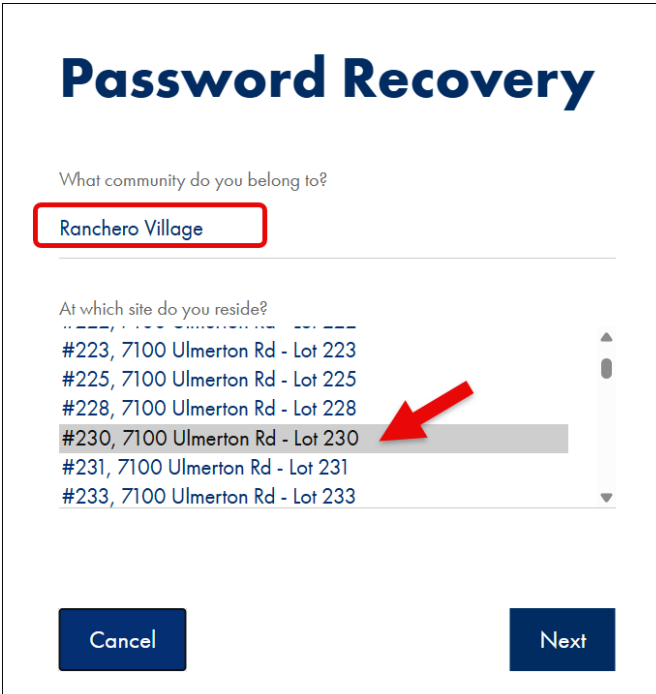


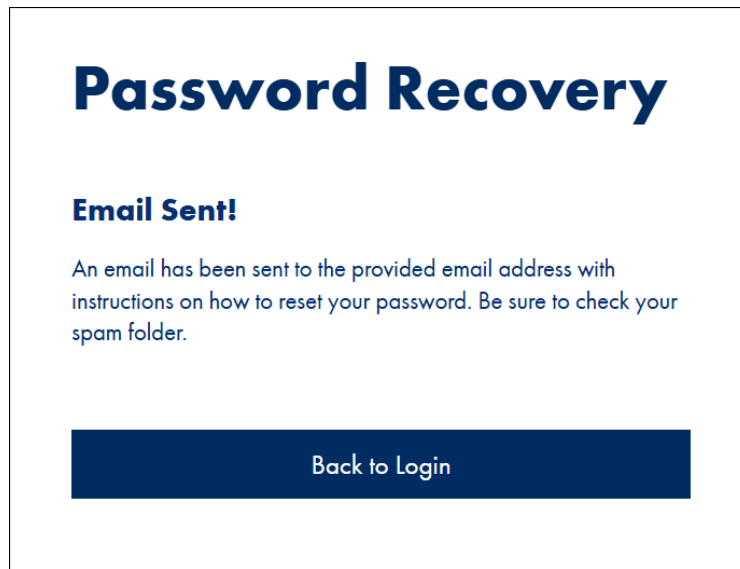3. The Password Recovery page will be displayed.
   - In the "What Community do you belong to?" area, type in Ranchero Village.
   - In the "At which site do you reside?" area, scroll down through the list until you locate your lot number; click on that row to highlight it.

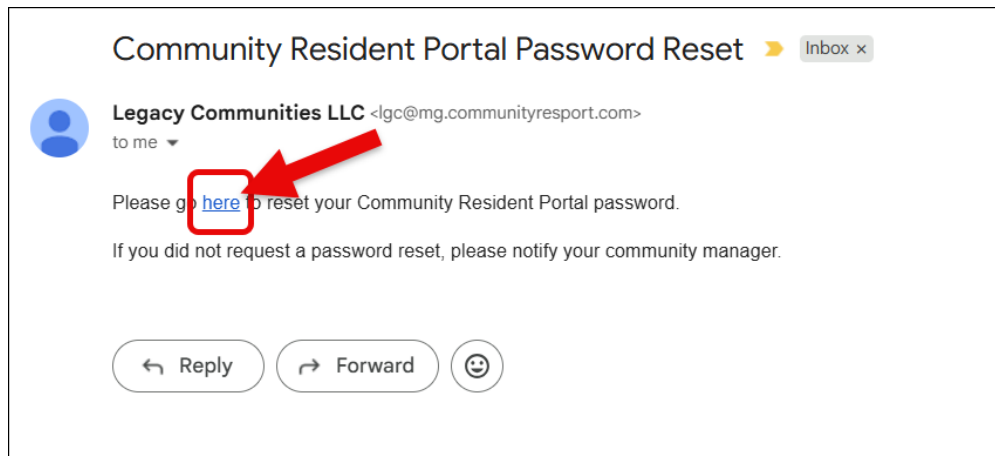   When finished, click on the Next button at the bottom of the page.

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
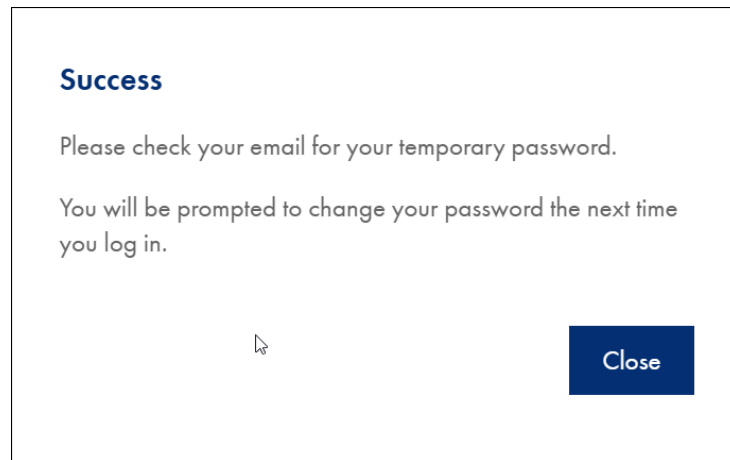   - ○ 98A
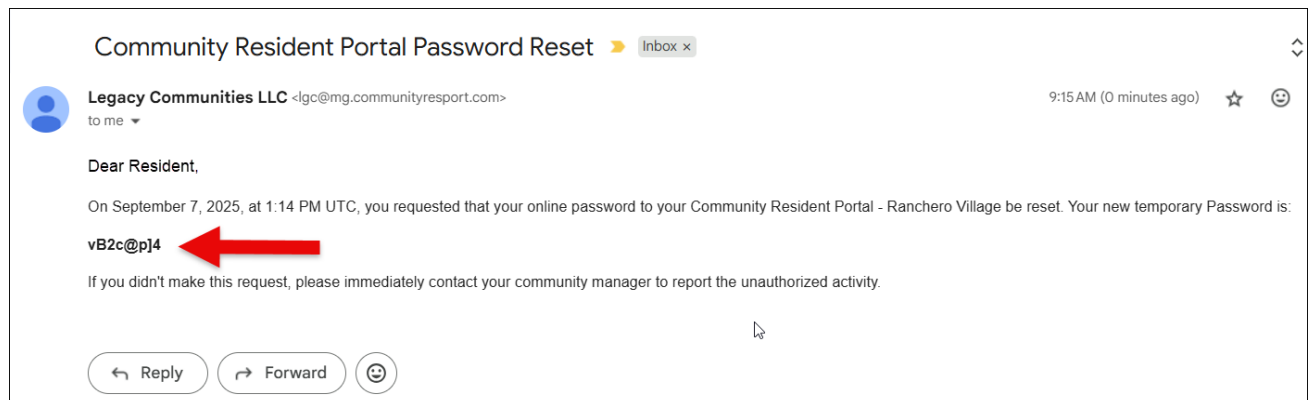   - ○ 411
   - ○ 230
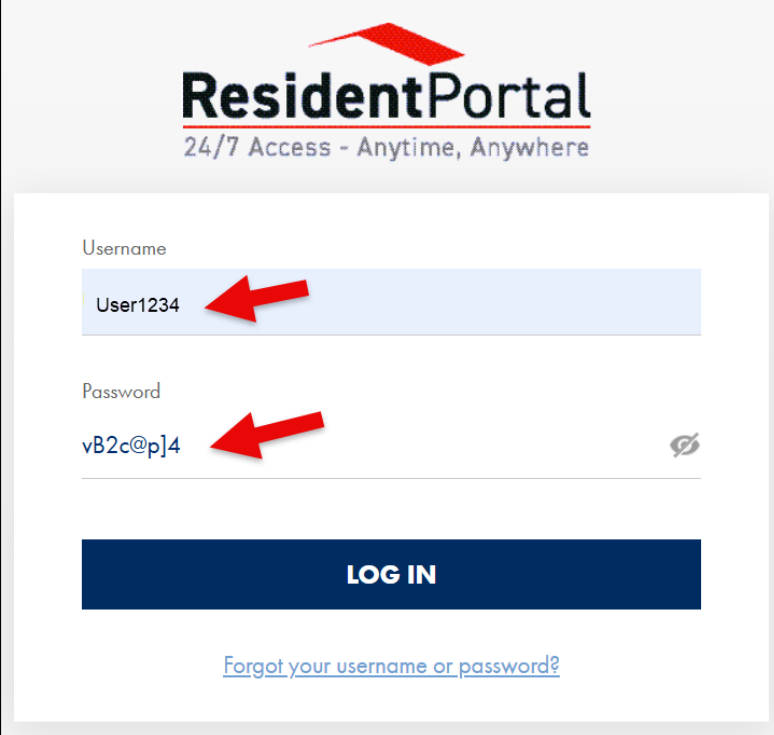   - ○ None of the above

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.

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