

ACCESSING YOUR



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FRONTSTEPS RESIDENTS PORTAL

A screenshot of the Frontsteps Residents Portal login interface. At the top, there is a dark blue header with the 'FRONTSTEPS' logo in white. Below the header, there are two white input fields: the first is labeled 'Email' and the second is labeled 'Password'. Below these fields is a prominent green button with the text 'LOG IN' in white. At the bottom of the login area, there is a link that says 'New to Frontsteps? Sign Up!' and another link below it that says 'Forgot Password?'.

FRONTSTEPS

Email

Password

LOG IN

New to Frontsteps? [Sign Up!](#)

[Forgot Password?](#)

GETTING CONNECTED TO YOUR COMMUNITY'S ONLINE PORTAL IS EASY!



THERE ARE TWO WAYS TO CREATE YOUR ACCOUNT:

OPTION 1:

- Your community manager will send you an email invitation to the email address we have on file for you.

OPTION 2:

- If, for some reason, you do not get an email invitation from the community manager, you can register & create a portal account from the community website.

**GET
CONNECTED
TODAY!**

OPTION #1: USING INVITATION TO JOIN THE RESIDENT PORTAL



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If the community manager has your email address on file, the manager will send an email invitation to you, allowing you to join the community portal right from the email. The invitation you receive will look similar to one shown below. Select “CLICK HERE TO JOIN” to start the registration process.

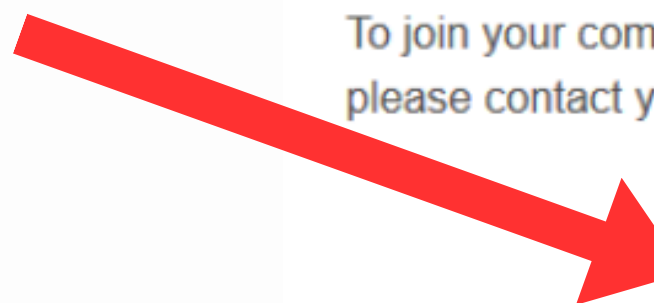
Invitation to Join

Residents' Portal

FRONTSTEPS Property Management invites you to join the official resident website. Within this website you can:

- Pay dues and fees without ever leaving the site (and pay on your smartphone and tablet via the App)
- Access community information via your smartphone or tablet
- Stay up to date on community happenings
- And much more!

To join your community, simply click the button below. For assistance, please contact your community manager.



CLICK HERE TO JOIN

EMAIL INVITE FROM MANAGER

STEP 1

RECEIVING AN INVITATION TO JOIN THE RESIDENT PORTAL



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Once you click the “Click Here to Join” option, you will be redirected to a screen similar to the one shown below where you will set up password information, enter your phone number, and accept the terms of use and privacy policy. Then you will select “Submit Registration”.

You Have Been Invited

Hi Susan Sample,

Your management at Silverthorne Heights HOA under the care of Frontsteps Property Management LLC is excited to invite you to join the official resident's portal for owners and tenants. To join, simply submit this registration form or login with any of your existing FRONTSTEPS account.

Already have an existing FRONTSTEPS user account?

LOGIN

OR

Username

Susan Sample

Password

Password confirmation

Mobile Phone

United States (+1)

+1 555-555-5555

☐ Select to receive all text notifications from FRONTSTEPS' automated messaging system regarding your account and associated services. Text notifications will be sent to the phone number above. Carrier charges may apply.

☐ I have read and agree to the [Terms of Use](#) and [Privacy Policy](#)

SUBMIT REGISTRATION

EMAIL INVITE FROM MANAGER

STEP 2

RECEIVING AN INVITATION TO JOIN THE RESIDENT PORTAL

Once submitted, you will be redirected to the login page where you must provide the following to log in:

Email: <Type in the email address that you received your email invite on>

Password: <Type in the password you established when you registered>

Note: You should also receive a “Welcome” email that covers steps to log in, reset your password, and find online help resources.



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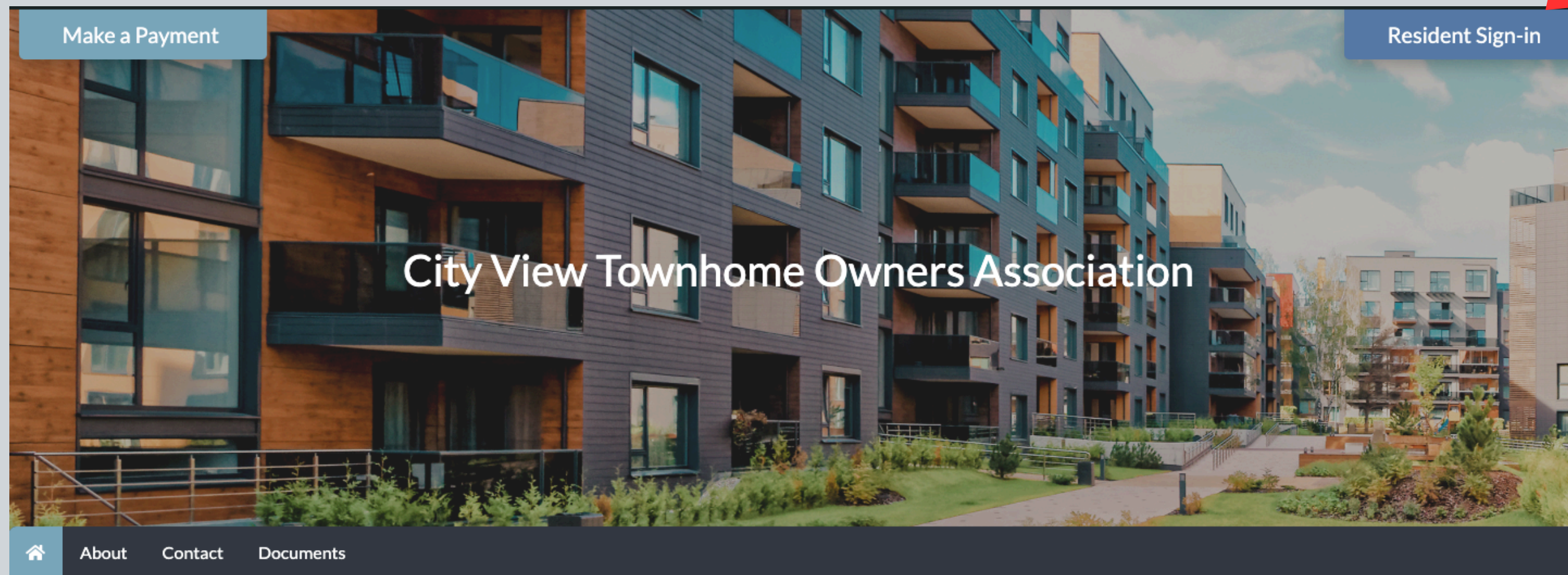
EMAIL INVITE FROM MANAGER

STEP 3

OPTION #2: SELF-REGISTER FOR A RESIDENT PORTAL ACCOUNT



From the homepage of your community website, locate and click the “Resident Sign-In” button.



**REGISTER FOR
ACCOUNT ACCESS**

STEP 1

REGISTER FOR A RESIDENT PORTAL ACCOUNT

On the next screen, show below, you will have the option to select the “REGISTER NOW” button. Click here to complete a short registration form.

***NOTE:** You must provide the same account information and email address that we have on file for you in order to complete the registration process.



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REGISTER FOR
ACCOUNT ACCESS

STEP 2

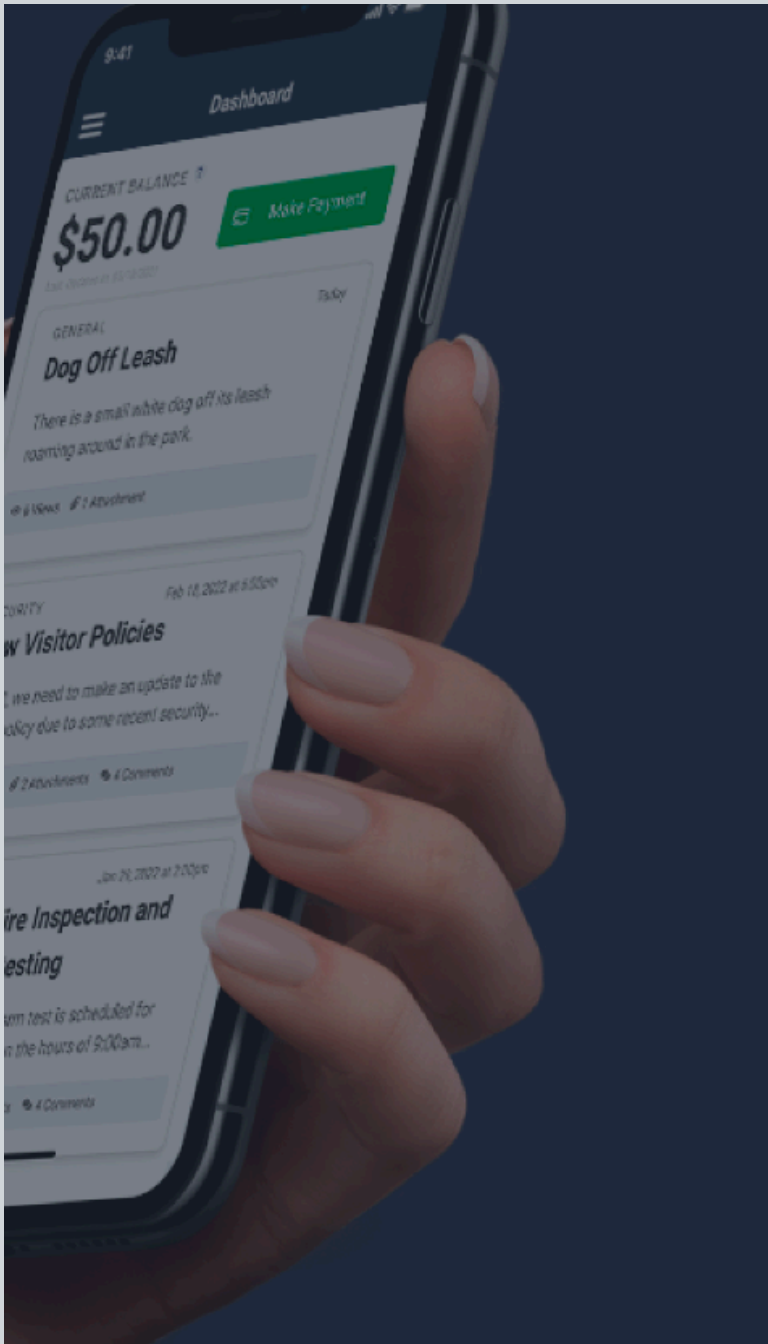
The screenshot shows the FRONTSTEPS mobile application interface. At the top is the FRONTSTEPS logo. Below it are two input fields: 'Email' and 'Password'. A green 'LOG IN' button is positioned below the password field. Underneath the login button are two links: 'Forgot Password?' and 'Forgot Username / Email?'. Below these links is the text 'New to FRONTSTEPS?' followed by a blue 'REGISTER NOW' button. A red arrow points to this button. Below the 'REGISTER NOW' button is another 'New to FRONTSTEPS?' link followed by a blue 'SEND ME AN INVITE' button. At the bottom, there is a link 'Want to make a payment and know your account number?' followed by a blue 'QUICK PAY NOW' button.

REGISTER FOR A RESIDENT PORTAL ACCOUNT

Complete the registration form & click “Submit”.



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Registration Form

Community *

First Name *

Last Name *

Email *

Street Address * 

Unit (optional) 

City *

State *

Zip *

REGISTER FOR
ACCOUNT ACCESS

STEP 3



REGISTER FOR A RESIDENT PORTAL ACCOUNT



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If the information entered on the registration form matches our records, you will be prompted on the next page to create a password for your resident account as shown below. Once you have created your password, click the “Submit” button.

REGISTER FOR
ACCOUNT ACCESS

STEP 4



FRONTSTEPS

Please enter a valid password

New Password *

Confirm Password *

Your password must contain at least 8 characters and at least 3 of the following:

• Lowercase letters (a-z).

• Uppercase letters (A-Z).

• Numbers (0-9).

• Special characters (e.g. !@#\$%^&*).

Submit

REGISTER FOR A RESIDENT PORTAL ACCOUNT

After you have created your new password, you will be redirected back to the log-in screen where you can enter your email address and password to log in.

PRO TIP! Be sure to bookmark this log in screen in your browser so you can easily access the resident portal.



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**REGISTER FOR
ACCOUNT ACCESS**

STEP 5

The screenshot shows the FRONTSTEPS user interface. At the top is the FRONTSTEPS logo. Below it are two input fields: 'Email' and 'Password'. A prominent green button labeled 'LOG IN' is positioned below the password field. Underneath the 'LOG IN' button are three links: 'Forgot Password?', 'Forgot Username / Email?', and 'New to FRONTSTEPS?'. Below these links is a blue button labeled 'REGISTER NOW'. Another 'New to FRONTSTEPS?' link is placed above a second blue button labeled 'SEND ME AN INVITE'. At the bottom, a link 'Want to make a payment and know your account number?' is above a final blue button labeled 'QUICK PAY NOW'. A large red arrow points from the left towards the 'LOG IN' button.

QUESTIONS OR ISSUES?



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CONTACT THE FRONTSTEPS RESIDENT SUPPORT TEAM:

RESIDENT SUPPORT

PHONE: (720) 739-2899

EMAIL: RESIDENTPAYMENTS@FRONTSTEPS.COM

**GET
CONNECTED
TODAY!**