Important Information about the HOA Owner Portal

The HOA Owner Portal is receiving an upgrade, so it will feature a new look. Registration emails will be sent out on **Sunday, June 1**. The registration email will originate from <noreply@goenumerate.com>. To ensure the email doesn't end up in your spam folder, please add this email address to your email contact list.

To be proactive, we have developed some questions and answers you may have about this change:

Q; If I have an active Owner Portal account, do I need to register for the new Owner Portal?

> A; Yes, you will need to register if you want to continue to use the Owner Portal to access your account information and make online payments. The current Portal will be disabled as of June 16.

Q; If I currently have Autopay set up through the Owner Portal, will my Autopay remain active?

> A; Your Autopay will remain active, however, if you need to update or change your payment information, you will need to register for the new Owner Portal to be able to make these changes.

Q; Will the Owner Portal URL address change?

> A; Yes, there will be a new URL address to access the Owner Portal.

> The new URL will be; https://engage.goenumerate.com/s/eagleridgehoa/

> On June 2nd, the new Owner Portal URL address will also be updated on your HOA website.   At the bottom of the website, click the Owner Access Portal button and you will be directed to the new Owner Portal.

Q; If I have multiple emails on my HOA account, will registration emails be sent to all emails?

> A; No, registration emails will only be sent to the **Primary** email address on the account. If you are unsure of which email is set to primary we recommend waiting until June 1. If you do not receive the registration email OR it was received but you want to change that email, please complete the Owner Info Form linked here; https://www.eagleridge-hoa.com/homeowner-information-form.html

> Upon receipt, Rockwood Property Management will resend the registration link to the updated primary email address.

Q; I currently own multiple properties and have multiple Owner Portal log ins, what does registration look like for my accounts?

> A; Great news, under our new Portal, you will have the ability to link multiple properties! To ensure all your properties are linked, please make sure that the primary email is the same for all your properties. You can do so by submitting an Owner Info Form for each property (linked above), or by simply sending an email listing your properties and the email you'd like to set to primary to admin@rockwoodpm.com