

New HOA Website Registration Instructions

PLEASE PRINT AND SAVE

INTRODUCTION

The Heritage Ranch HOA Website will have a new look on Monday, July 6, 2020 about 2 pm. Please visit the site and get acquainted. **It is recommended you print these instructions for reference.** This information is also available at www.heritageranchhoa.com under *Resident Info*.

The new website will have two (2) sections.

Front Section - ALL pages are open for public viewing. The menu items will include *Amenities, Lifestyle, Dining, Golf, HR Staff, Public Documents, Homes for Sale, HR Calendar, and Resident Info* (which will include links to important resident information.)

To access the Front Section, go to www.heritageranchhoa.com. (We recommend you bookmark this address) **NO PASSWORD will be needed to access the pages in the Front Section.**

Back Section (The Resident Portal) – Information is available only to residents and a **PASSWORD IS NEEDED** to access the Portal.

To access the Resident Portal, click on Resident Sign-In button either on the top right corner or middle left of the Home Page of the website. The Resident Portal includes the Directory, Documents, Classifieds, and AA Resident Quick Links. The Resident Portal section will look quite different from the Front Section website pages and is called a Dashboard.

To access the Resident Portal directly (without going to the Front Section) go to www.heritageranchfairviewtx.frontsteps.com. (We recommend you bookmark this address)

After initial registration, the Resident Portal will only be accessible by using your password protected login information.

FIRST TIME ON NEW WEBSITE – Resident Portal requires registration

EVITE

Each **email address** that is presently listed on the current/old website will receive an evite on Monday, July 6, to register on the new site. If 2 people share the same email address, **only one member of that household** will receive an evite. Please complete the evite registration as follows.

1. Select “Join”
2. Choose your password (please record) If you forget your password, you can come back and ask for a new one.
3. Choose text option – if you want to receive special notices by text
4. Activate account
5. Login using new password
6. The email address shown will access the Resident Portal directly
7. You will access the portal
8. Follow the prompts for your introduction to the dashboard.
9. Click on your name at the top of the page to update personal information. Please note your primary home phone may appear as a Mobile Phone. Your home number may appear as a secondary number. Change if necessary. (If you opt in for text messaging, you must have your mobile number listed first).
10. Please note the “Settings” option below your contact information. Click on “Settings” to see “Privacy Settings”.

YOU MUST CLICK ON “SHOW YOUR INFORMATION” FOR YOUR NAME TO APPEAR IN THE HR DIRECTORY. THEN CLICK ON “SAVE CHANGES”.

11. Load photo now or later (should be a mug shot)
12. Complete emergency information

If two people share the same email address, you have the following choices.

*The directory will list one person for each email address. The second person will be listed but will not show an email address. If a search is made by last name, both names will be listed with the same address, but one will not have an email address.

*Or combine the 2 names into one listing. For example, if Jane Doe is listed with an email address but John Doe is listed without an email address, change Jane Doe's listing to Jane and John Doe.

ACCESSING THE FRONT WEBSITE

After registering in the portal, to access the front website, enter the regular website address – www.heritageranchhoa.com. Remember you can get from the front website to the portal through the Resident Sign-in Button either on the top right corner or middle left of the Home Page of the website.

If you have questions, please contact:

Eric Hoyle at ehoyle@heritageranchgolf.com or call 972-886-4700, ext. 101.

Peggy Stapp, Resident Website Coordinator at buddypeggystapp@yahoo.com or call 972-549-4305.