

CENTINEL COMMUNITIES APP

QUICK START GUIDE for Residents



GETTING STARTED:

1. Download the **Centinel Communities app** to your Apple or Android mobile device.
2. Click **Sign In** at the bottom of the screen (beside “I already have an account”) and login with the username & password you use to access the Resident Portal.



Note: If you recently moved in and applied online, use the same login you created during the application process.

3. When prompted, choose to **ALLOW** your device to receive push notifications.
Important: This is required to receive an “I’m on my way” push notification (not a text message) from your maintenance technician.

PERSONALIZE YOUR EXPERIENCE:

1. Once logged in, personalize your experience by going to **My Settings > My Info & Preferences**.
2. Click **Edit** at the top right corner of the screen.
3. To update the name that appears with your bulletin board posts, scroll down to **Bulletin Board Display Name** and enter your preferred name. *Important: This step is necessary if you are a spouse logging in using the primary leaseholder/service member’s account.*

BULLETIN BOARD DISPLAY NAME

John Smith

4. Update your preference to receive a summary of bulletin board posts emailed to you (options are Daily, Weekly, or None).

BULLETIN BOARD EMAIL NOTIFICATIONS

Daily

5. Update your preference to allow direct messages from other residents via the bulletin board.

BULLETIN BOARD PERSONAL MESSAGES

Allow Messages from Bulletin Board



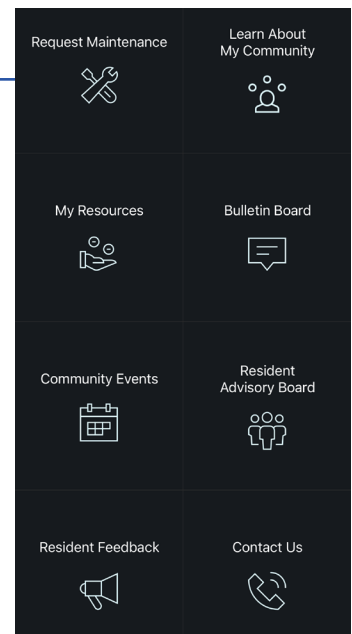
6. Click **Save** at the top right corner of the screen to save your preferences.



EXPLORE:

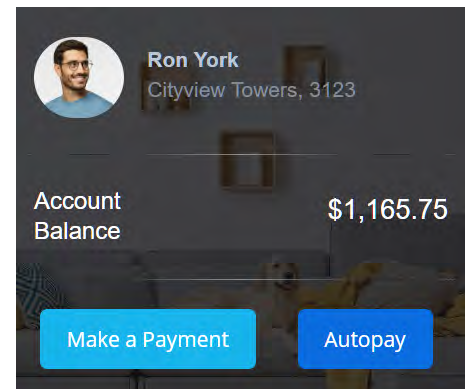
Explore resources available to you at your fingertips. Additional information and resources are available under the main menu, accessible from the top left corner of the screen.

- **Request Maintenance** – Schedule all routine service requests, track current service request status, and reschedule appointments.
- **Learn About My Community** – Important information about your community and links to additional valuable resources.
- **My Resources** – Important resources including links to the Resident Guide, information on trash/recycling/landscaping, departing residents, and more.
- **Bulletin Board** – Communicate with neighbors, post and/or view items for sale, and much more in your digital neighborhood!
- **Community Events** – View upcoming community events and RSVP via our Facebook page.
- **Resident Advisory Board / Resident Council** – Get information and communicate with your Resident Advisory Board or Resident Council.
- **Resident Feedback** – Our team is here for you! We provide several avenues for you to provide feedback, including anonymous options, or to request assistance. A general feedback survey is also available.
- **Contact Us** – Reach out to your community office directly via email or phone.



MAKING PAYMENTS:

- Click the **Make a Payment** button to make a one-time payment or click **Autopay** to setup a recurring payment.

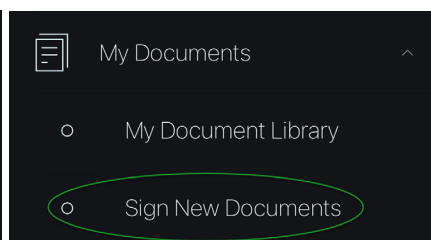
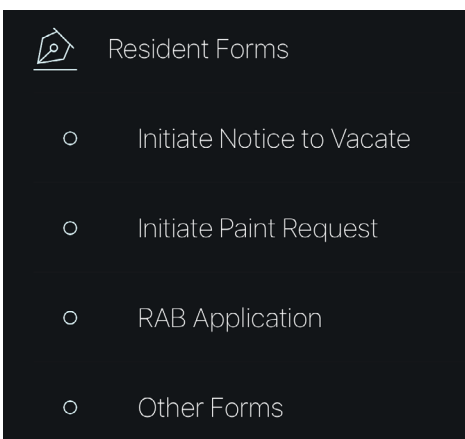


SUBMIT RESIDENT FORMS ELECTRONICALLY:

Select forms are available for you to request and sign electronically. The **Resident Forms** menu contains links to initiate a request to sign each form electronically. You will also find a link to other forms which are not yet available for electronic signature.

After submitting your request to sign a form electronically, the document will be prepared by your community center, and you will receive an email notification when it is ready for signature.

Forms ready for electronic signature can be found under **My Documents > Sign New Documents**. Click the **Sign** button under the form you wish to sign electronically and follow the prompts to review and sign.



If you have any questions or need assistance, please reach out to your community center.

