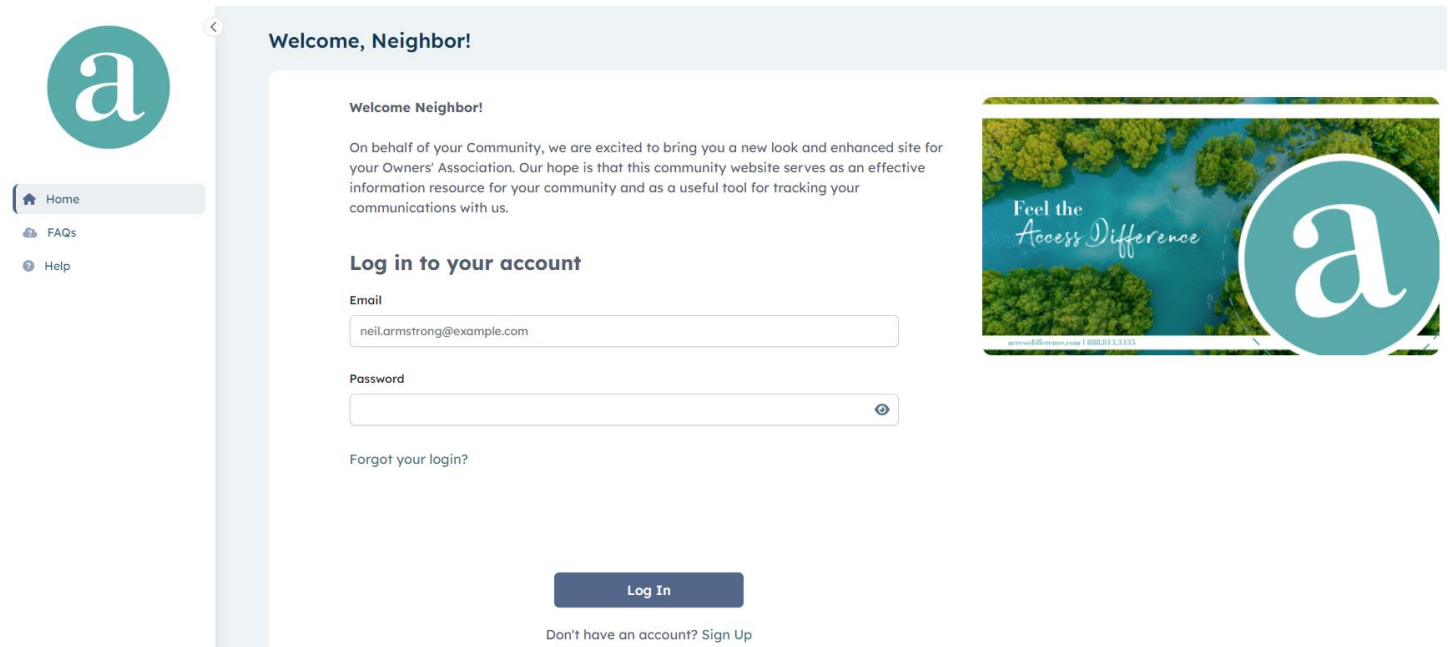


RESIDENT PORTAL INFORMATION

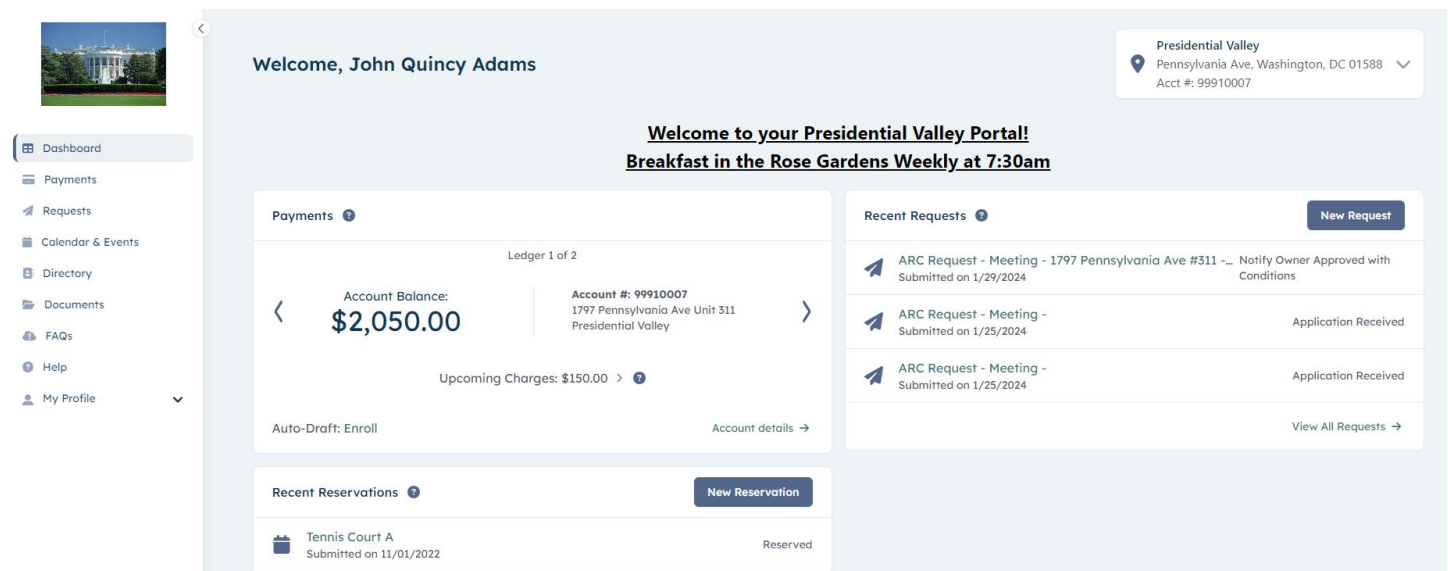
Open your internet browser and go to home.accessdifference.com.

Under the “Log in to your account” section, you will use your email address and temporary password included with this correspondence to log in.



The screenshot shows the login page of the Access Difference Resident Portal. On the left is a sidebar with a teal circular logo containing a white 'a' and a menu with links: Home, FAQs, and Help. The main content area is titled 'Welcome, Neighbor!' and includes a welcome message from the community. Below this is a 'Log in to your account' section with input fields for Email (pre-filled with 'neil.armstrong@example.com') and Password, a 'Forgot your login?' link, and a 'Log In' button. At the bottom, there is a 'Sign Up' link. On the right, there is a banner image with the text 'Feel the Access Difference' and the 'a' logo.

Once you log in to the portal, it will bring you to your “Dashboard” which gives you an overview of your account balance, upcoming assessments, and recent requests.



The screenshot shows the dashboard of the Access Difference Resident Portal for John Quincy Adams. The sidebar on the left has a menu with links: Dashboard, Payments, Requests, Calendar & Events, Directory, Documents, FAQs, Help, and My Profile. The main content area is titled 'Welcome, John Quincy Adams' and includes a 'Presidential Valley' location dropdown. Below this is a 'Welcome to your Presidential Valley Portal!' section with the text 'Breakfast in the Rose Gardens Weekly at 7:30am'. The dashboard is divided into three main sections: 'Payments' (showing an account balance of \$2,050.00, upcoming charges of \$150.00, and an 'Auto-Draft: Enroll' button), 'Recent Requests' (showing three ARC Request - Meeting - 1797 Pennsylvania Ave #311 - ... requests, all with 'Application Received' status), and 'Recent Reservations' (showing a 'Tennis Court A' reservation submitted on 11/01/2022, with a 'Reserved' status). There are 'New Request' and 'New Reservation' buttons in the top right of their respective sections.

From the Dashboard, you can use the menu on the left side of the page to navigate to the following areas of the resident portal:

- Payments:** This will allow you to see your account balance, payment history, and payment options.
- Requests:** This option will show you the status of any inquiries or service requests you have made. You can also submit a new question or request by selecting the “Submit a Request” option near the top, left side of the page.

- Calendar: This option will take you to the community's meeting and event calendar.
- Directory: This option will take you to the resident directory.
- Documents: Under Documents, you can find important community records such as the Governing Documents, financial statements, meeting minutes,
- FAQs: Here you can find helpful "How To" videos on navigating the portal.
- My Profile: This option will allow you to change your password, verify your contact information as well as indicate how you would like our office to communicate with you (i.e. via email, or regular mail/paper). You may also opt into the resident directory here.

PAYING YOUR ASSESSMENT

Paying your assessment has never been easier! We offer the following payment options to fit your needs:

ONLINE

The Resident Portal offers various online payment options to fit your needs! These payment methods include Debit/Credit card, Apple Pay/Google Pay, eCheck, and Auto-Draft. When making an online payment, you have the option to set up recurring payment schedules or make one-time payments. If you enroll in the Auto-Draft program, the system will process your payment on the 3rd of each month an assessment is due for your community. The system auto-detects your balance due, always keeping your account current!

BY MAIL

Check or Money Order:

If you prefer to mail a check or money order to make your payment, please be sure to include a payment coupon with your payment. Payments should be made payable to Verona Reserve Community Association, Inc. and be remitted to:

Verona Reserve Community Association, Inc.
PO Box 621586
Orlando, FL 32862

Bill Pay:

If you prefer to use your personal bank's bill pay system to make your assessment payments, payment should be made payable to Verona Reserve Community Association, Inc. and should include your account number. Your account number can be found by logging into the resident portal. After you log in to the portal, your account number will be on the top, right side of the page. Payment should be remitted to:

Verona Reserve Community Association, Inc.
PO Box 621586
Orlando, FL 32862

**Please note that bill pay services are dependent on USPS transit times. We strongly encourage remitting payment with enough time for your payment to be received and processed before your assessment becomes late.*