

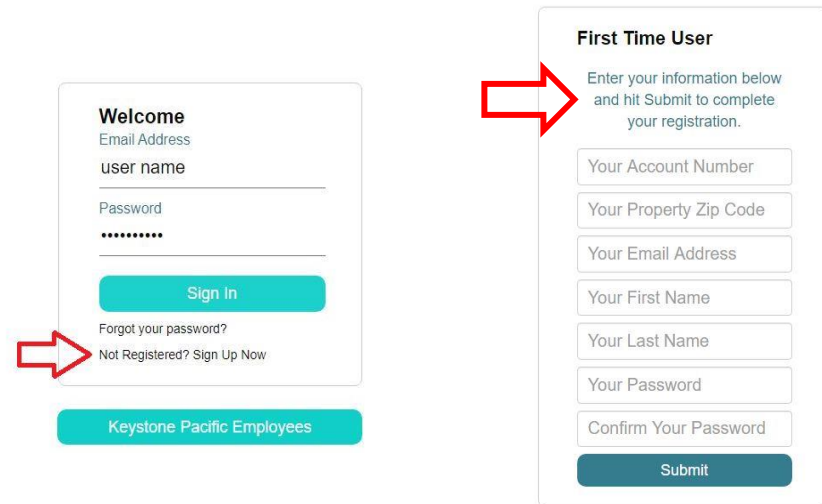
# KPPM CONNECTION QUICK-START GUIDE

New to the kppmconnection.com portal? Use this quick guide to help you get started.

Follow the instructions to log in to or register for: <https://www.kppmconnection.com/Account/Login>

## Registration for First-Time Users:

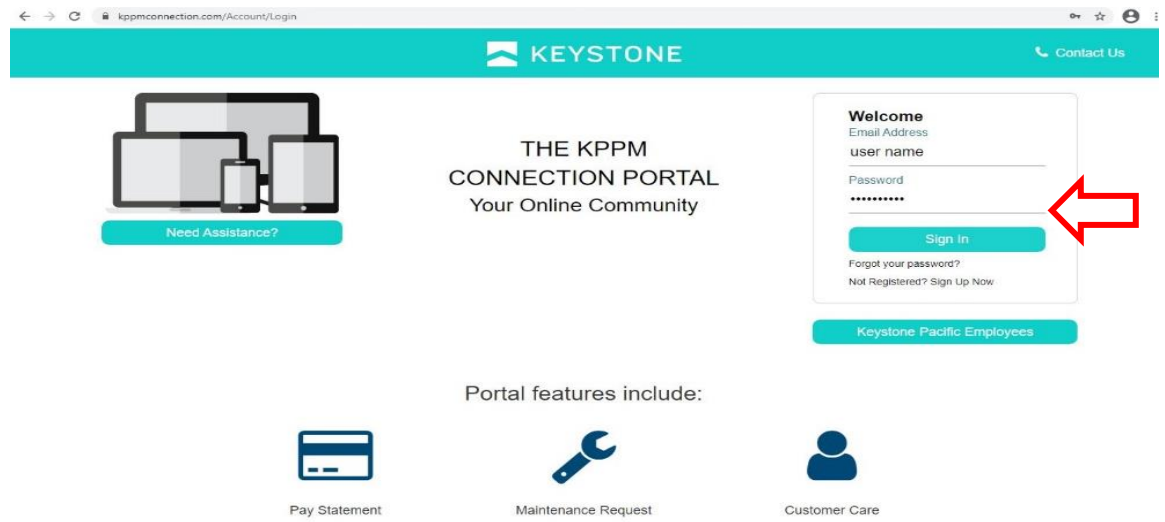
- 1) Click on 'Not Registered? Sign Up Now'
- 2) Fill in the information for first-time user:
  - a. Account Number
  - b. Property Zip Code
  - c. Email Address
  - d. First Name
  - e. Last Name
  - f. Password (min. of 8 characters)
  - g. Confirm Password



The image shows two parts of the registration process. On the left is a 'Welcome' login form with fields for 'Email Address user name' and 'Password', a 'Sign In' button, and links for 'Forgot your password?' and 'Not Registered? Sign Up Now'. A red arrow points to the 'Not Registered? Sign Up Now' link. Below this is a teal button labeled 'Keystone Pacific Employees'. On the right is the 'First Time User' registration form, which asks to 'Enter your information below and hit Submit to complete your registration.' It contains fields for 'Your Account Number', 'Your Property Zip Code', 'Your Email Address', 'Your First Name', 'Your Last Name', 'Your Password', and 'Confirm Your Password', followed by a 'Submit' button. A red arrow points to the top of this form.

## Log-In for Registered Users:

- 1) Enter email address associated with your account and password
- 2) Click the 'Sign In' button



The image is a screenshot of the KPPM Connection Portal website. The browser address bar shows 'kppmconnection.com/Account/Login'. The page features a teal header with the 'KEYSTONE' logo and a 'Contact Us' link. Below the header, there is a section with an illustration of devices and a 'Need Assistance?' button. The main content area is titled 'THE KPPM CONNECTION PORTAL Your Online Community'. On the right side, there is a login form with fields for 'Email Address user name' and 'Password', a 'Sign In' button, and links for 'Forgot your password?' and 'Not Registered? Sign Up Now'. A red arrow points to the 'Sign In' button. Below the login form is a teal button labeled 'Keystone Pacific Employees'. At the bottom, there is a section titled 'Portal features include:' with three icons: 'Pay Statement' (credit card), 'Maintenance Request' (wrench), and 'Customer Care' (person icon).

## HOA Management Tools at your Fingertips

The screenshot shows the Keystone HOA management dashboard. At the top, there is a teal navigation bar with a menu icon, the Keystone logo, and links for 'Contact Us', 'Log off', and 'Hello, March!'. Below the navigation bar, a dropdown menu shows 'Demonstration HOA - 16 Happy PI'. The main content area is divided into three columns:

- Transactions & Statements:** Features a card icon, a table with 'Current Balance \$0.00', 'Statement Amount \$0.00', and 'Due Date 01/01/2021'. Below the table are three buttons: 'Make A Payment', 'View Statements/Newsletters', and 'View Transaction Activity'.
- My Profile:** Features a person icon, a table with 'Name March Saro' and 'Address 16 Happy PI, Keystone, CA 10001'. Below the table are three buttons: 'Update Login Info', 'Change Contact Info', and 'Change Notification Settings'.
- Activity:** Features a folder icon, a table with 'Open Violations 0', 'Open Work Orders 0', and 'Architectural Items 0'. Below the table are three buttons: 'View Violations', 'View Work Orders', and 'View Architectural'.

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**Make a Payment:**  
Make individual payments or set up automatic transactions

**View Statements:**  
View statements and check out community updates

**Transaction History:**  
Keep track of account payments



**Update Login Info:**  
Manage your login info or add additional accounts

**Change Contact Info:**  
Update mailing address or phone number

**Notification Settings:**  
Opt in or out of e-billing statements or community news




**View Violations:**  
View association violations

**View Work Orders:**  
Check on status of open work orders

**View Architectural:**  
View status of architectural submissions

# KPPM CONNECTION QUICK-START GUIDE

## How to Make a Payment:



**Transactions & Statements**

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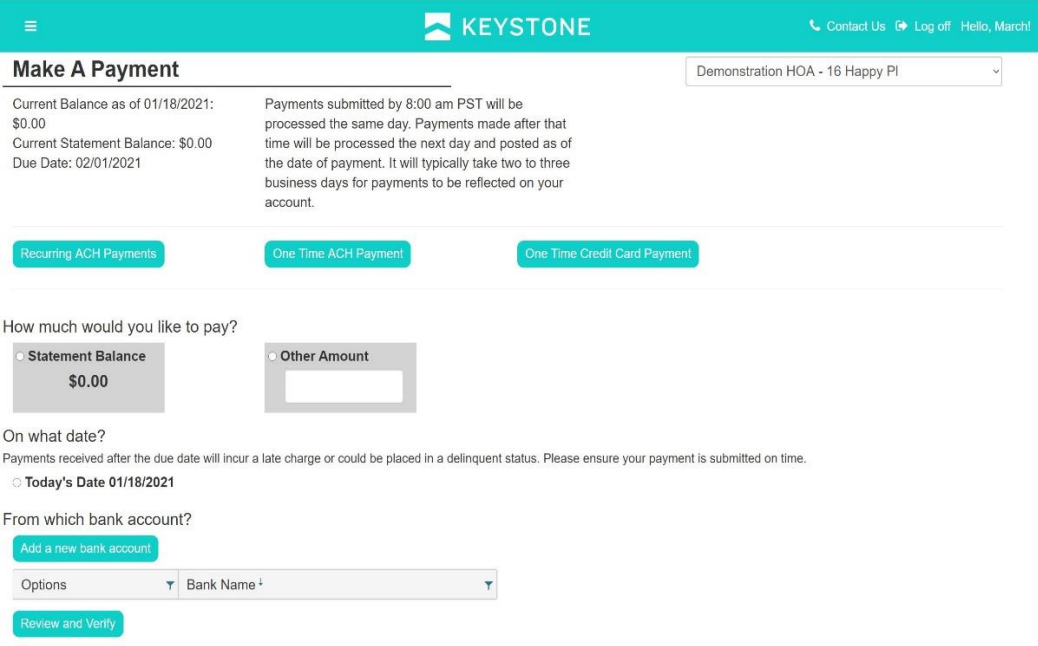
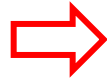
Current Balance	\$0.00
Statement Amount	\$0.00
Due Date	01/01/2021

[Make A Payment](#)

[View Statements/Newsletters](#)

[View Transaction Activity](#)

Pay HOA dues via a one-time payment with a credit card or bank account or set up recurring monthly payments



**Make A Payment** Demonstration HOA - 16 Happy Pl

Current Balance as of 01/18/2021: \$0.00  
Current Statement Balance: \$0.00  
Due Date: 02/01/2021

Payments submitted by 8:00 am PST will be processed the same day. Payments made after that time will be processed the next day and posted as of the date of payment. It will typically take two to three business days for payments to be reflected on your account.

[Recurring ACH Payments](#) [One Time ACH Payment](#) [One Time Credit Card Payment](#)

How much would you like to pay?

**Statement Balance**  **Other Amount**

**\$0.00**

On what date?

Payments received after the due date will incur a late charge or could be placed in a delinquent status. Please ensure your payment is submitted on time.

**Today's Date 01/18/2021**

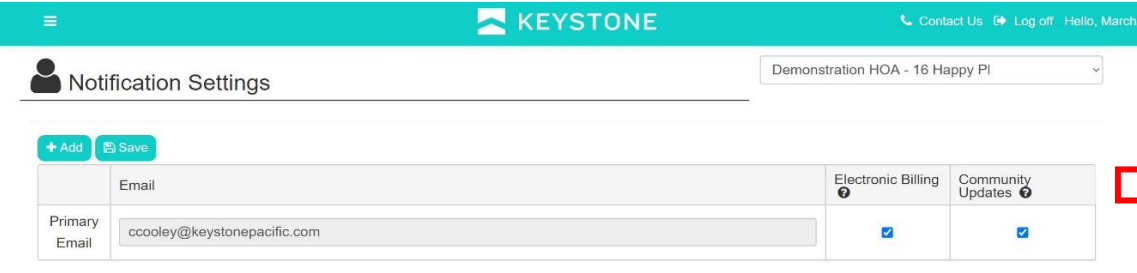
From which bank account?

[Add a new bank account](#)

Options  Bank Name

[Review and Verify](#)

## How to Sign Up for Electronic Notifications :



**Notification Settings** Demonstration HOA - 16 Happy Pl

[+ Add](#) [Save](#)

	Email	Electronic Billing	Community Updates
Primary Email	<input type="text" value="ccooley@keystonepacific.com"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>



**Billing Statements**

Enroll to receive a notification that your billing statement and insert are available online. Please note you will no longer receive the association's billing statements and insert by mail.

By selecting Electronic Billing, you will automatically be enrolled in receiving the newsletter electronically as this is sent in connection with the billing statement.

**Community Updates**

Enroll to receive community updates. This includes news, events and activities pertaining to your association.

Check desired box to enroll in online communication.

**NOTE:** by selecting electronic billing notifications, you will also automatically receive community updates in tandem

## Managing Account Activities

Demonstration HOA - 16 Happy PI



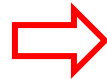
### Activity

Open Violations 2  
Open Work Orders 1  
Architectural Items 1

[View Violations](#)

[View Work Orders](#)

[View Architectural](#)



### View Violations:

KEYSTONE [Contact Us](#) [Log off](#) Hello, March!

#### Violations

Demonstration HOA - 16 Happy PI

[View Violations Report](#)

View	Detail	Date	Location	Status	Issue
<a href="#">View</a>	<a href="#">Detail</a>	01/22/2021		Open	trash cans are being left on street past deadline.
<a href="#">View</a>	<a href="#">Detail</a>	01/22/2021		Open	lawn is not being maintained on a regular basis.

### View Work Orders:

KEYSTONE [Contact Us](#) [Log off](#) Hello, March!

#### Work Orders

Demonstration HOA - 16 Happy PI

[View Work Orders Report](#)

View	Date	Location	Type	Issue	Status
<a href="#">View</a>	01/22/2021	16 Happy PI	Handyman Work	Fix Mailbox	Open

### View Architectural Submittals:

KEYSTONE [Contact Us](#) [Log off](#) Hello, March!

#### Architectural Submittals

Demonstration HOA - 16 Happy PI

[View Architectural Report](#) All

Date	Address	Request Type	Status
01/22/2021	16 Happy PI	Landscape Submittal	Approved (pending NOC if applicable)