

Stay Connected, Stay Informed!

On behalf of your association, its Board of Directors and all your neighbors, CAMS offers a convenient Owner Portal at portal.camsmgt.com which is your one-stop location for all your association needs. If you have not previously registered for the Portal, follow the simple step by step guide to get started.

We are here to help!

Ways You Can Get Your Needs Met Online:

Access your account 24/7 from almost anywhere and

- Check your balance and view transactions
- View or download billing statements
- Make a secure payment or update payment information
- Submit a service request and check status of open requests
- Send a question to your association's service team or Board
- View association documents, calendars and more

It only takes a few minutes to set up online access.



How to get Registered in the Owner Portal

If you don't have a portal login, you can request one by emailing email@camsmgt.com or calling 877.672.2267. Be sure to include your name, association, and property address.

If you've already enrolled but forgot your username or password go to <https://portal.camsmgt.com> and click on "I forgot my login/password" to have your information instantly reset. You must use the same email address that is set up on your account.

You may also register with us at portal.camsmgt.com by clicking on 'Sign Up'. Under 'Registration Key' click on "I do not have a valid key". Allow 24 hours to receive your login credentials after submitting this request.

View Portal Registration instructions at www.camsmgt.com/new-homeowner where you can click on the *NEED HELP WITH PORTAL LOGIN?* video

If you are new to the community and your closing attorney provided us with an email address, you will receive an email with your 'Registration Key' and login instructions from CAMS (once we receive all closing forms from the attorney).

CONTACT US

COMMUNITY PORTAL & OWNER'S ACCOUNT

portal.camsmgt.com

Submit a request directly from the portal 24/7

CHAT ONLINE

www.camsmgt.com

during business hours

CALL US

877.672.2267

OFFICE HOURS

Monday – Friday
8:30 am to 5:00 pm

EMERGENCY SERVICE

(24 hours / 7 days a week)

If you have a true Association-related EMERGENCY outside of business hours that would result in property damage, please dial 877.672.2267 and follow the prompts for emergency assistance.

PAYMENTS:

Pay via the Portal or find all payment options and check mailing address at www.camsmgt.com/homeowners/make-a-payment

STEP BY STEP - HOW DO I?

MAKE AN ONLINE PAYMENT

Log in to the Owner Portal at portal.camsmgmt.com. Click on **MAKE A PAYMENT** (the green button on your dashboard, or the second tab at the top of the **Billing** page). **You can: set it and forget it – sign up for automatic draft, or make an electronic check payment (echeck), or a credit or debit card payment.** Carefully review all instructions on the page.

*Note: If your home is in two associations (Master and Sub, both managed by CAMS), be sure to **select the Correct Association Name** in the top left corner of the page **prior to selecting the payment button**. If you own multiple properties in one association you will be asked to **SELECT PROPERTIES TO PAY** once you are on the payment screen.*

SUBMIT A REQUEST OR ASK A QUESTION

Log in to the Owner Portal and click on **SUBMIT A REQUEST** (the button on your dashboard page, or the second tab at the top of the **My Items** page) to open a service ticket. You will receive a response within two business days.

GENERAL REQUEST – review the instructions on the page:

- Choose the **Amenity/Access** type if you need to request keys, reservations or similar – be sure to complete and attach the required forms, which will be found under **Documents** (in the left menu), prior to submitting the request.
- Submit a **Billing Question** if you need help with charges or payments, or to request a refund of an overpayment.
- **Fee Waiver** requests will usually require Board approval, which may take a few extra days.
- **Service/Maintenance Request:** if you'd like to report property damage or maintenance concerns specific to your unit or common areas within the community. Please be sure to describe the issue in plenty of detail including the specific location of the concern and submit a separate request for each issue if there are multiple issues being reported. *Note: If you own multiple properties in associations managed by CAMS, be sure to select the property you're referencing in the dropdown menu below "Property" BEFORE submitting the request.*
- **General Question:** use this for any other questions or information that you would like to send to your association's service team. Please provide detailed information and attach documents or photos if needed.

ARC REQUEST - select this option to find the required form that needs to be submitted to the association **prior to** making any exterior property changes, and to submit your form. To avoid delays, be sure to include detailed information, attach pictures and all required forms with your submission. Once submitted, you may view the status of your request on your **My Items** page. If additional information is required, navigate to the existing request, and attach the information to the open ARC item.

CALL CAMS

Our Community Support team can be reached at 877.672.2267 and can answer many of your general questions. However, depending on the nature of your request or inquiry, it may have to be referred to another CAMS team member or to the Board of Directors, or a Committee. In these instances resolution of the issue may take longer, however we aim to provide you with a response or status report within 2 business days.

Call wait times vary during the month; therefore callers have the option to leave their number and a member of our Community Support team will return the call by the end of the business day. During peak times callers may be diverted to the live answering service and an agent will submit a service ticket on behalf of the caller.

REPORT AN EMERGENCY

CAMS provides emergency service 24/7 for issues that fall **within the association's sphere of authority**. Call 877.672.2267, follow the prompts for the emergency line and leave a message with our live answering service. For association emergencies threatening severe property loss you will be contacted by our afterhours specialist within 15-30 minutes. Non-emergency calls will be logged for follow-up as a service ticket. Always call 911 for emergencies that are threatening life or personal property!

WHAT IS THE ROLE OF THE COMMUNITY MANAGER?

The CAMS service team works on behalf of the association members, at the specific direction of your Board of Directors, to manage ordinary day-to-day tasks and to support the Board in carrying out their duties. To provide answers to some of the most frequently asked questions, we've included a helpful guide on our website which can be found on the following page under "Roles of Community Manager": <https://www.camsmgmt.com/board-members/basics-of-association-living>