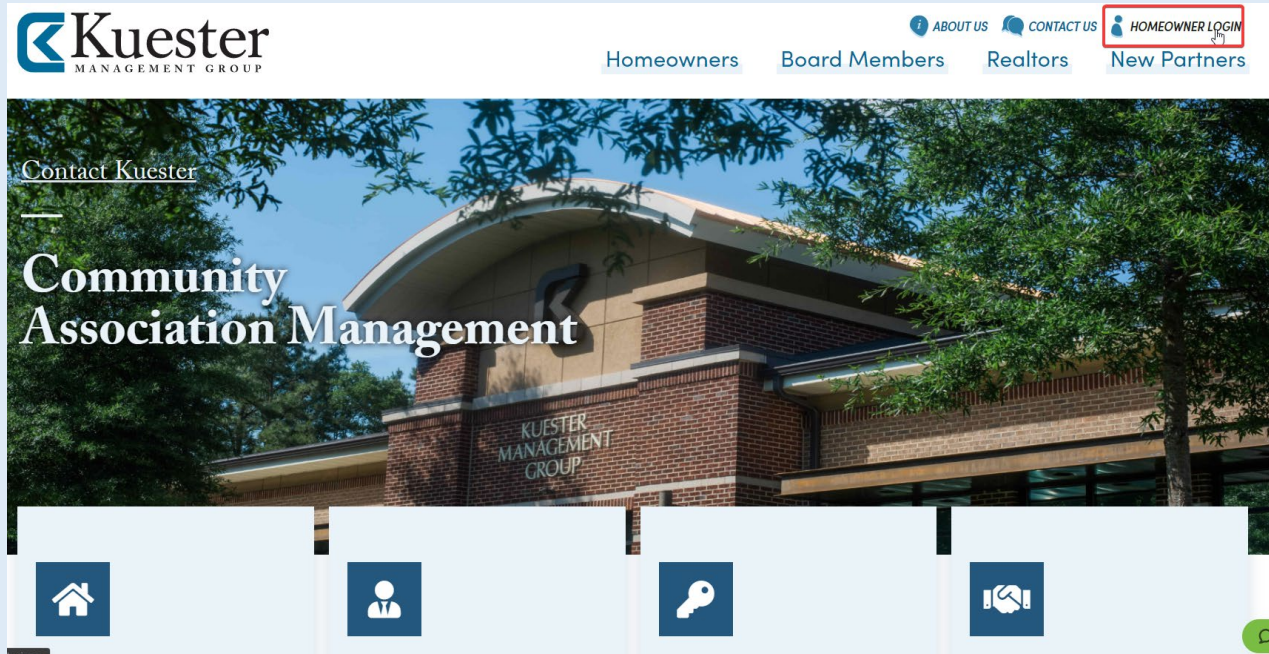


How to Access Your Community Website

Step #1

Go to www.kuester.com & click the “homeowner login” tab (located in the upper right hand corner of the screen)



Step #2

If this is your first time visiting the site, click the blue “register” tab to complete registration. If you have previously registered, enter your email address and password and click the blue “Login” tab.

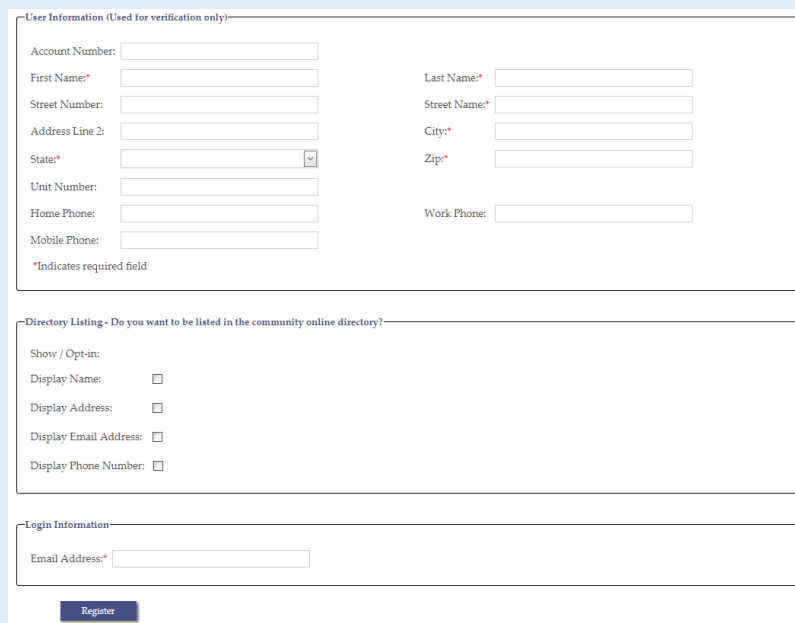
A screenshot of the Kuester Management Group homeowner login/registration page. The page has a white header with the Kuester Management Group logo on the left. On the right, there are input fields for 'Email Address' and 'Password', and buttons for 'Login' and 'Register'. A red arrow points to the 'Register' button. Below the input fields are checkboxes for 'Remember me?' and a link for 'Forgot your password?'. The main content area has a dark blue header with the word 'Home' and a large landscape image of a lake at sunset. At the bottom, there is a welcome message and instructions for new users.

Step #3 – Registering

Once you click on the blue “Register” tab, a user information screen will appear that you will need to fill out. Once you complete the form, click the “Register” button located in the bottom left hand corner of the screen. Your information will then be verified and an email will be sent to you containing a verification link. Click on the verification link to create and set your password.

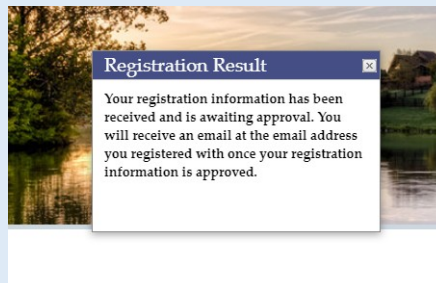
Helpful Hints for completing the registration form

- If you have your **Account Number** available, please be sure to enter it as this will help with information verification.
- Be sure to **type out the street address** (do not use abbreviations).
- Use your **full legal name** (as it appears on your deed) as this is how your name should be entered in our system.
- Once registered, scroll to the top to see the successful registration box.



The registration form is divided into three main sections. The first section, titled "User Information (Used for verification only)", contains fields for Account Number, First Name, Last Name, Street Number, Street Name, Address Line 2, City, State (a dropdown menu), Zip, Unit Number, Home Phone, Mobile Phone, and Work Phone. Asterisks indicate required fields. The second section, titled "Directory Listing - Do you want to be listed in the community online directory?", includes checkboxes for displaying Name, Address, Email Address, and Phone Number. The third section, titled "Login Information", has a field for Email Address. A blue "Register" button is located at the bottom left of the form.

Once you set your password with the verification link (this will be emailed to you at the email address you provided during registration), please login as outlined in step #2.



Utilizing the website

Home Tab

The home page is where you can find information to many common requests at a glance. This page may include links to amenity forms, amenity information, architectural request forms, clubhouse reservation information, committees, community information, annual meeting date, and a list of the board of directors. This information may differ based on the needs of the community and what is available for that community.

My Profile Tab

(Located on the top navigation bar)

Linking multiple accounts - You can add an additional account by clicking the “register an additional property” tab located at the bottom of the profile screen. (Simply fill out the requested information and hit “submit”)

- Once your second account has been approved you will be able to view the second account from your My Profile tab in the “properties assigned to this profile” section. (If you click the bolded account # you will be able to view the specific account details and pay assessments)

Updating Personal Information – You can update your mailing address, phone #, and email information by updating the appropriate fields and clicking the “submit” tab.

Changing your password – If you would like to change the password for your account, simply complete enter your new password into the “password” field and the “confirm password” field and click submit at the bottom of the page.

Account Information Tab

(Located in the dropdown menu under "My Profile")

Viewing Account Information - This tab allows you to view your account transaction history starting from May 1, 2014.

- If you need account information that is prior to May 1, 2014, please send an email request to support@kuester.com and our support team be happy to email you the requested information

Pay Now Tab – You can make an assessment payment by clicking the “Pay Now” button located at the bottom of the Account Information Screen. (You will be redirected to the Pay Assessments page)

Pay Assessments Tab

This tab allows you to pay assessments by electronic check or credit card. You can select to make a one-time payment or set-up a recurring payment. Visit <https://kuester.com/homeowners/make-a-payment/> to view all your options for payment.

Calendar Tab

(Located in the dropdown menu under "Community Information")

This tab provides a community calendar of events and clubhouse availability. Please check this calendar for clubhouse availability prior to submitting a clubhouse reservation request.

Documents Tab

(Located in the dropdown menu under "Community Information")

This tab is where you can find applicable community forms and information such as: ACH request forms, Amenity forms and information, ARC forms, and other community documents.

- Select the folder on the left-hand side of the page to view the documents in that folder. Not all folders will be available to all homeowners. Board members have special access to certain folders.
- **Monthly Financials – If you are a board member you will have the option to select monthly financials from the folder view. (Full financials are posted on the 15th of each month for the prior month for your review)**

Community Information Tab

(Located on the top navigation bar)

This tab is where you can find various information regarding your community. This tab will include applicable utility information, quick compliance rules and tips, and a local area information box. This box may include features such as nearby parks, trails, attractions, and schools.

Contact Us Tab

(Located in the dropdown menu under "Kuester Information")

If you have any questions or concerns, you can use the "contact us" form to submit your questions or concerns to us by email. All submitted requests will enter our ticket tracking system and be assigned a ticket number. The ticket will then be tracked from start to finish to ensure you receive a prompt and professional response from our team.

If you need additional assistance utilizing the website, please contact one of our Community Support Managers by email (support@kuester.com) or by phone (888-600-5044).



The Trusted Partner In Community Management