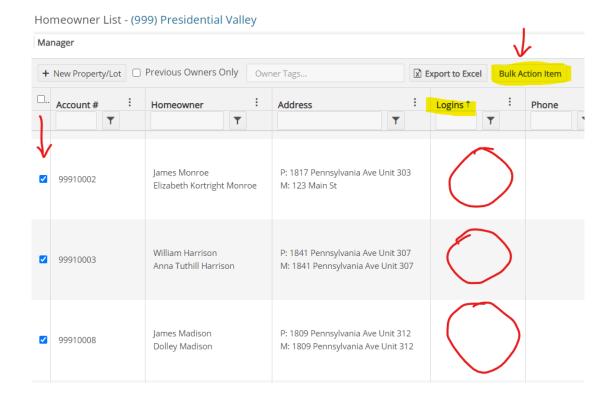


Generate Portal Login Letters

For owners we don't have an email address for.

- 1) Select an Association > navigate to the **Homeowner List**
- 2) Use the 3 dots at the top of a column to add the **Logins** column
 - Sort the Login column Ascending
 - The units with no information in the Logins column should be grouped together
 - Use the check boxes on the left side to select the units without an existing Login
- 3) Once they're all selected, click on the Bulk Action Item button
 - Choose the General Mailing action item
 - The Step defaults to Send Letter. Leave as is
 - Click the **Update** button to begin generating the letters
 - No need to do anything else on this screen



Wait several minutes











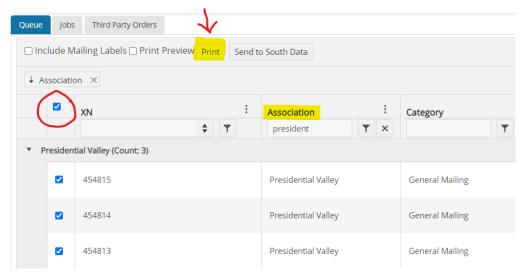


Community Management

4) Navigate to **Mailroom > Print Queue**

- Use the 3 dots at the top of a column to add the **Association** column
- Search by Association to find only these letters
- Use the check boxes on the left side to select these letters
- Click the **Print button**
- Your screen should switch to the **Jobs tab**
- You may need to click the **Refresh** button in the bottom right corner
- Find your name/print job

Print Queue



5) **Download** the file

6) PRINT 2 SIDED

- the address block is formatted to fit into the window envelopes no labels needed
- the 1st page contains the owner's unique portal key/personalized information
- the 2nd page is just default instructions the same for every owner
- in the corporate office, print to GHCM. Postage is also charged to GHCM
- 7) Repeat for each association.









