

# HOMEOWNER PORTAL

How to access the Portal



## Elite Management Services

On behalf of your association, Elite Management Services is excited to share our owner's portal with you. This will serve as an information and payment hub for all your association needs.

- Convenient payment options
- An interactive communication tool between you and your Community Management Team
- The ability to send service requests
- The ability to submit architectural requests to your board
- A platform that provides current information about your community and management company



Scan to Access the Portal



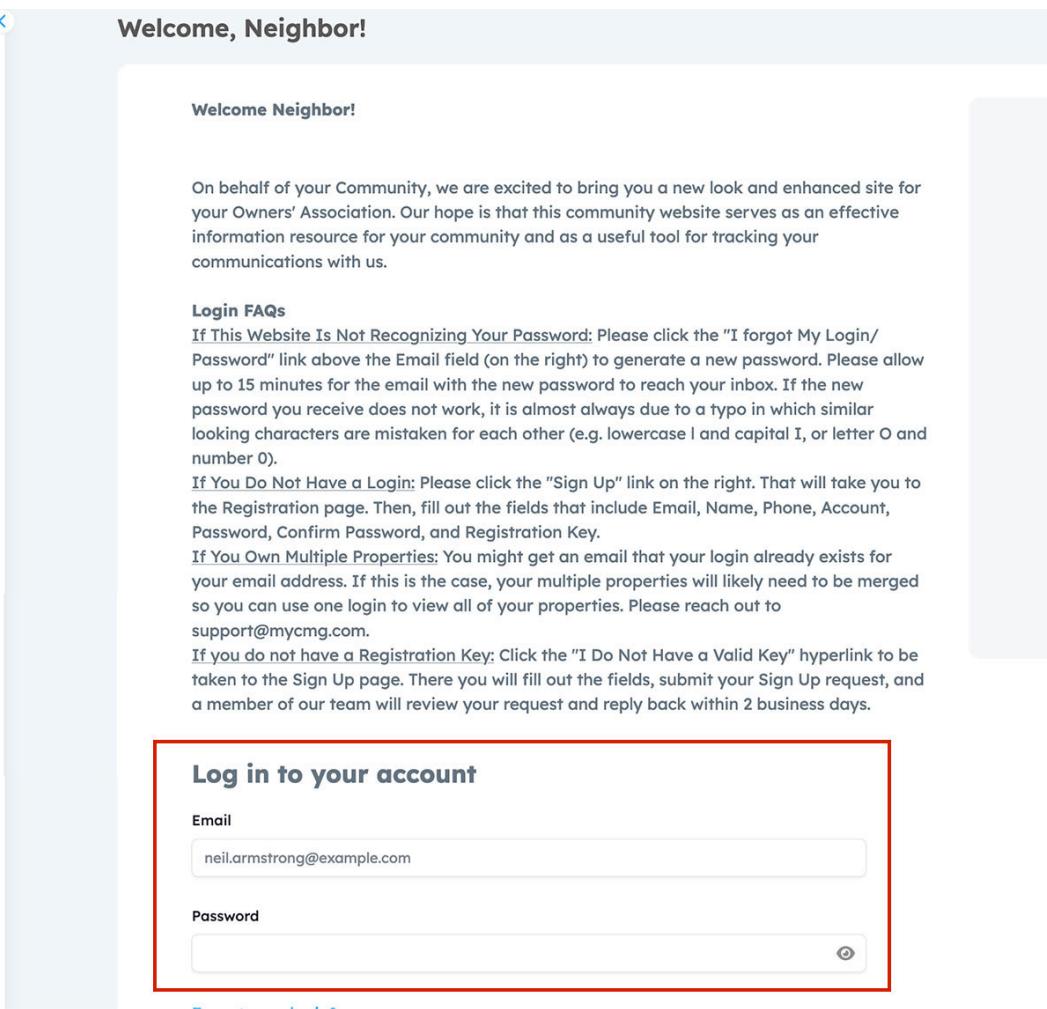
Have questions? Scan to chat with support

# HOMEOWNER PORTAL

## How to access the Portal

Open your Internet browser and go to [portal.emspm.com](http://portal.emspm.com).

On the right side of your screen under "Log In", enter the Email and Password.



The screenshot shows the 'Welcome, Neighbor!' page of the ems Elite Homeowner Portal. The left sidebar includes links for Home, FAQs, and Help. The main content area features a 'Welcome Neighbor!' message and 'Login FAQs' with several helpful links for password recovery and account management.

**Welcome, Neighbor!**

**Welcome Neighbor!**

On behalf of your Community, we are excited to bring you a new look and enhanced site for your Owners' Association. Our hope is that this community website serves as an effective information resource for your community and as a useful tool for tracking your communications with us.

**Login FAQs**

[If This Website Is Not Recognizing Your Password:](#) Please click the "I forgot My Login/Password" link above the Email field (on the right) to generate a new password. Please allow up to 15 minutes for the email with the new password to reach your inbox. If the new password you receive does not work, it is almost always due to a typo in which similar looking characters are mistaken for each other (e.g. lowercase l and capital I, or letter O and number 0).

[If You Do Not Have a Login:](#) Please click the "Sign Up" link on the right. That will take you to the Registration page. Then, fill out the fields that include Email, Name, Phone, Account, Password, Confirm Password, and Registration Key.

[If You Own Multiple Properties:](#) You might get an email that your login already exists for your email address. If this is the case, your multiple properties will likely need to be merged so you can use one login to view all of your properties. Please reach out to [support@mycmg.com](mailto:support@mycmg.com).

[If you do not have a Registration Key:](#) Click the "I Do Not Have a Valid Key" hyperlink to be taken to the Sign Up page. There you will fill out the fields, submit your Sign Up request, and a member of our team will review your request and reply back within 2 business days.

**Log in to your account**

Email:

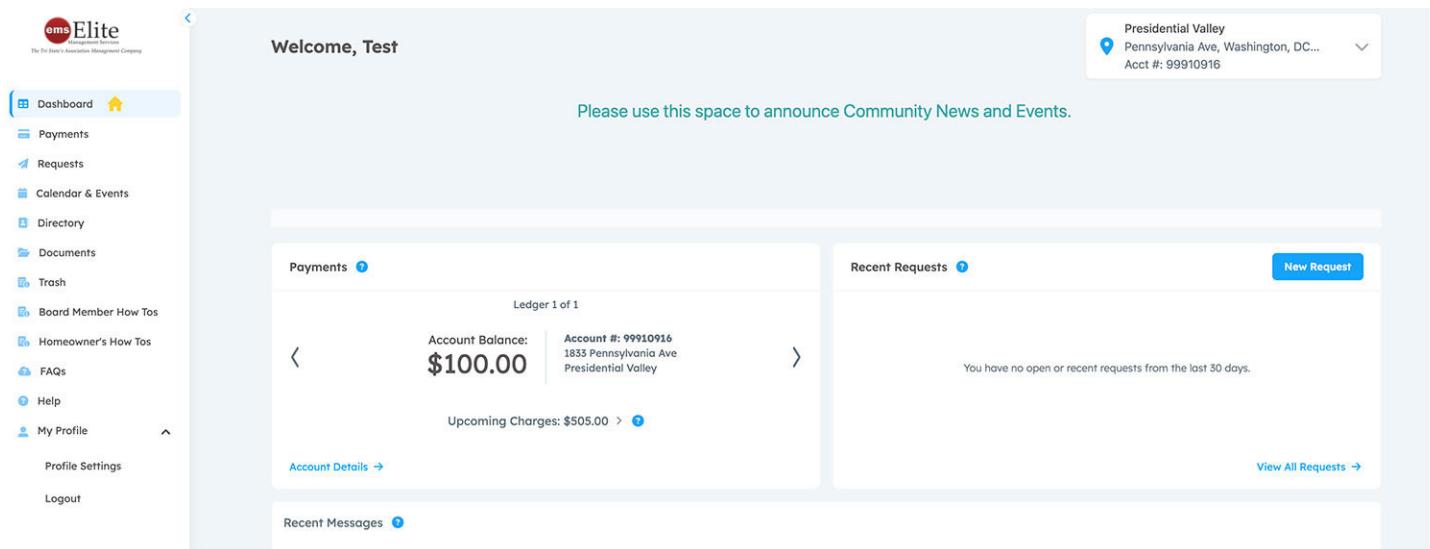
Password:

If you haven't signed up for an account yet, at the bottom of the "Log In" page is a link to create an account. Please note, you will need your **account number** and portal **registration key** to create an account. If you do not have that information, please contact support.

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## The Dashboard

You will log into the “Dashboard” which gives an overview of your Assessments.



**Billing:** This menu takes you to payment options and shows you your payment history.

**My Items:** This menu will show you the status of any inquiries or service requests you have made through the “Other Request” menu (see below).

**My Contact Info:** This menu 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 E-Mail, text, or paper).

**My Items:** This menu gives you ways to communicate with us electronically. Options include Billing Question, General Question, and Service/Maintenance Request.

# HOW TO PAY DUES

Here are the many ways you can pay

Elite offers multiple ways that you can pay your dues. Here are your payment options.



## Pay by Mail:

Please send your dues (assessments) to the following:

ASSOCIATION NAME

CARE OF EMS

PO BOX 52351

PHOENIX, AZ 85072

Your check must include your association name, the management ID 4550, and the 8-digit account number.



## ACH Draft:

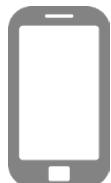
For your convenience, you can sign up for ACH draft through First Citizens Bank. Bill Pay: You may set up automatic bill pay through your bank. Contact your local branch to set this up.



## Pay Online:

Go to [www.portal.emspm.com](http://www.portal.emspm.com)

Your homeowner portal will direct to the Property Pay website through First Citizens Bank.



## Pay Over the Phone:

You can pay over the phone by contacting us at 1-855-238-8488. Please note that we cannot take phone payments for homeowner payments who have a balance over \$500.00, unfortunately.