

Featured Articles

IN CASE YOU MISSED IT

Missed last month Owner's Portal tutorial on how to set up an account?

Visit this page for an archive of all tutorials:

<https://www.chha.org/howto-owners-portal/>

Stay Connected with the Next Door App

Join Nextdoor, a private social network, to receive timely and important notices from within our community. Residents can receive invitations from neighbors who are on Nextdoor or by visiting www.nextdoor.com.



CHHA Owner's Portal Tutorial

from

CHHA Communications Committee

Who is CHAHIGHL@CiraMail.com

Community Notification opt-in



Who is "CHAHIGHL@CiraMail.com" and why should I pay attention to these emails? First there is some terminology to clarify:

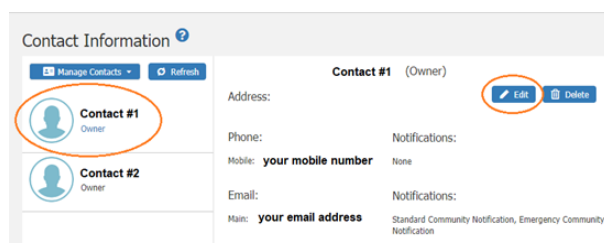
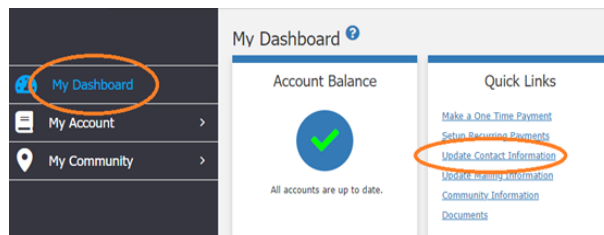
- CAMP stands for **Community Association Management Professionals** and is hired by the Board to manage financial and other administrative tasks.
- CiraConnect is the software system CAMP uses, with functions such as CiraMail for emails and CiraNet for portals.
- CiraMail is the email system CAMP uses to send messages to the database of owners as managed by CiraConnect

If you have set up your owner's account and opt in for Community Notifications, you will occasionally receive emails from this address. For example, this past year, emails have been sent out for:

- Pool closures and other facilities news
- Assessment due reminders
- Annual meeting information
- Changes in the monthly HOA meeting

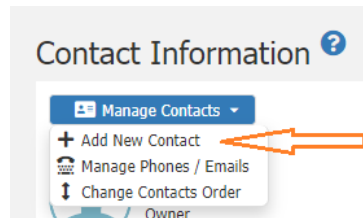
The emails show the sender as "Chantilly Highlands CHAHIGHL@ciramail.com". It will be signed by the community's portfolio manager, Chelsie Throckmorton. Please add this email to your contacts so future emails will not be filtered as SPAM. Special note! Results of the ACC evaluation of a submitted EAR will come from this address.

In order to receive such notifications, you must opt-in on your owner's portal. To do so, log in and go to "My Dashboard" -> Update Contact Information. Click on the contact you wish to modify and select "Edit".



Choose which type of notification you wish to receive for each email address. This is also where you can add or update your contact information.

But wait, what if the contact you want to edit is not defined for your home? Then you must first add your contact. From the Contact Information page, select “Manage Contacts” -> “Add New Contact” .



The pop up will be prepopulated with the owners’ names. Select which owner and the name fields will pre-populate. Then enter your contact information, including the Community Notification selections as desired. Note, multiple phone numbers and email address can be entered. The top-most email address is the only one the automated email system will use. So be sure your primary email address is at the top.

You may be wondering about the difference between Mailing Address and Property Address. For most residents, these will be the same. The distinction will be important for those homes which are rented or are managed by an outside party. That’ll be a topic for another time.