Caliber Portal Registration

(Revised: Feb-18)
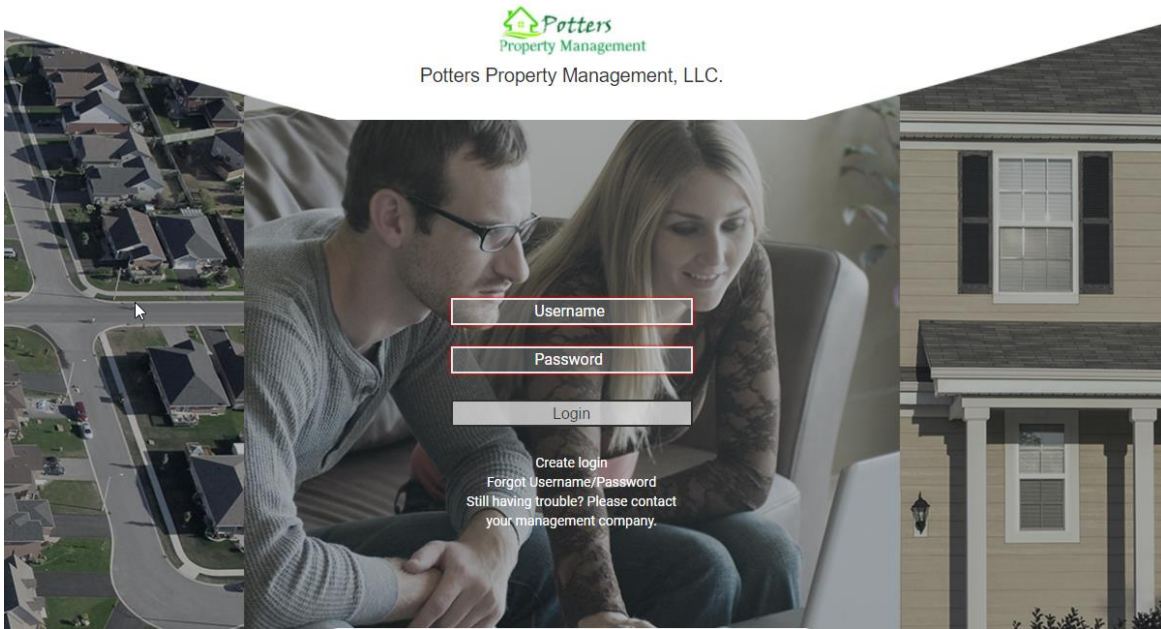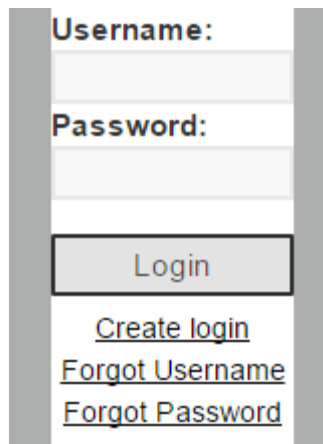
Create a New Login

At the Portal login screen and/or the smaller login screen, select **Create login**

Or

Registration screen:

1. Enter your **Account Number** (Account Numbers can be provided to you by your management company)
2. Enter the **Email Address** that is associated with your account.
3. Select **Submit Registration**

4. After clicking Submit Registration, if the email address is not on file with your management company, you will be prompted to enter your **Unit Address** that is associated with your account. The unit address must match what is in the system.
5. Select **Submit Registration**

6. If there is more than one Owner, a drop down will appear allowing you to select the appropriate person.
7. Select **Submit Registration**

Once you have selected Submit Registration:

1. Verify that you received the message **"You will receive an email containing a link to create your login and password shortly."**
2. Go to your email inbox for the email address you provided and locate the email sent to you with the subject, "New Account Registration."
3. Click on the **link provided.**

Create Login Credentials:

1. Enter a **Username** of your choice. *(Usernames must be at least six (6) characters.*
2. Enter a **Password** of your choice. *(Passwords must be at least eight (8) characters and contain at least one (1) uppercase letter, one (1) lowercase letter, and one (1) number.)*
3. **Confirm** Password.
4. Select **Submit**
5. If your username is already in use, you will be required to select another username until you enter one that is available.

Create login credentials

Please enter your new username and password for your account.

Username [Username]

(Username must have at least six(6) characters)

Password [Password]

(Password must have at least eight(8) characters, including one(1) uppercase, one(1) lowercase and one(1) number. These special characters]@#$%^&+=- may also be used.)

Confirm Password [Re-enter Password]

[Submit]

Once you have selected Create Account, you will receive, **"Registration success!":**
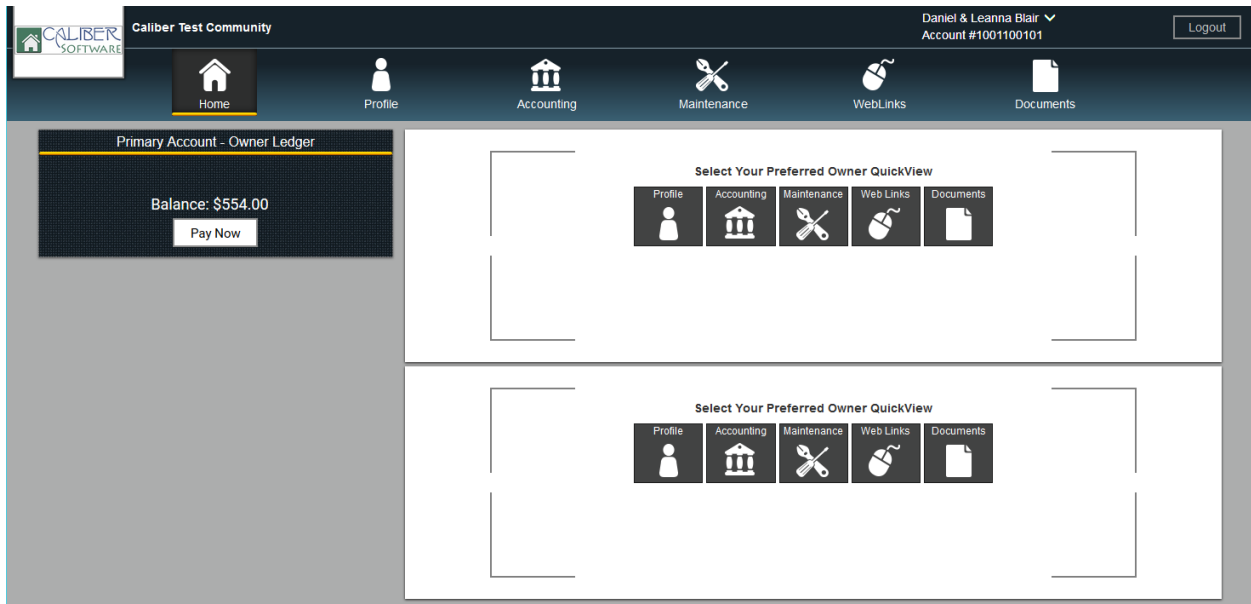

Credential Creation Successful!

Registration success! You will be redirected to the login page.

1. Enter your: **Username**
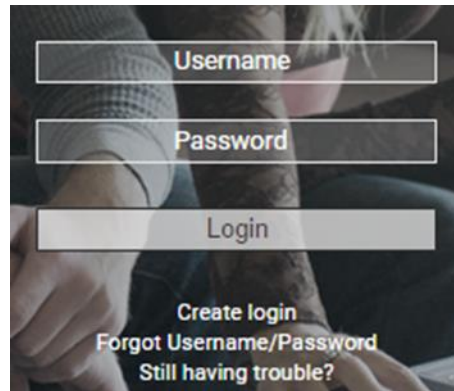2. Enter your: **Password**
3. Click **Login**

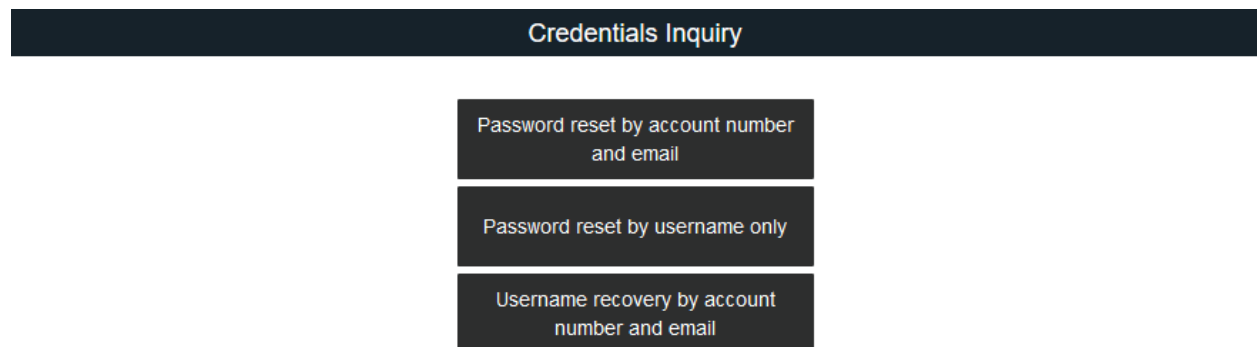**You have successfully created your new account!**

Username Recovery/Password Reset:

At the Portal login screen select **Forgot Username/Password**

You will be prompted with the **Credentials Inquiry** screen displaying **3 Username/Password** recovery and reset choices.

- Each of these will require you to provide specific information to proceed with recovery/reset.

- All three methods will send an email to the email address registered on file. Your **Password Reset** Emails will contain a link. The link will direct you to the **Password Reset** screen where you will create a new password. Once created and submitted. Portal will state New Password Confirmed and redirect you back to Portal Login Screen.

1. **Password reset by Account Number and Email:**
   - Provide Account Number and Email

2. **Password reset by Username only:**
   - Provide Username

3. **Username Recovery by account number and email:**
   - Provide Account Number and Email
   - You will receive an email with your username.