

YOUR HOMEOWNER PORTAL

1

ASSESSMENT PAYMENTS

Payment options for credit and debit cards (fee applies) or bank account payments (no fee)



All members of the Riverton Community Association have access to a secure personalized online account portal. This is a simple website to manage important interactions.

2

ACCOUNT LEDGER

View your account financials 24/7/365 See new charges and credits instantly



3

ARCHITECTURAL REVIEWS

Submit architectural reviews to the ARB directly, include documents and photos



4

MAINTENANCE REQUESTS

Submit common area maintenance requests for our maintenance team to review



5

View shared personal and community-wide documents and letters



If you do not have a portal yet, but would like to sign-up, please email rca@weichertllac.com and we can easily assist you!

TABLE OF CONTENTS

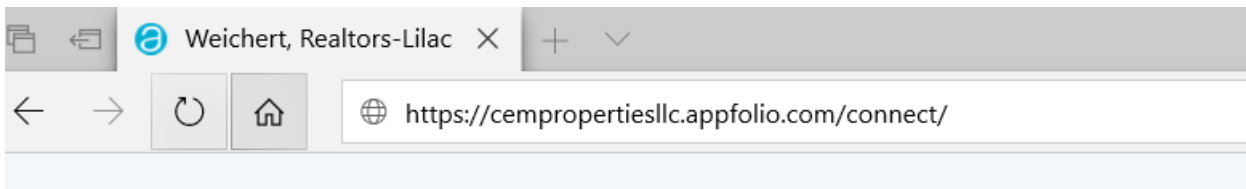
Creating your Account	3-5
Logging In	6
Homepage	7
Payments Page <ul style="list-style-type: none">• Making Payments• Account Ledger	8-10
Maintenance Page <ul style="list-style-type: none">• Submit Maintenance	11-12
Shared Documents Page	13
Insurance Page	14
Compliance Page <ul style="list-style-type: none">• Submitting Architectural Reviews• Reviewing Architectural Reviews	15-17
• Property Details Page	18
• Account Profile Page	19
• FAQ's	20

CREATING YOUR ACCOUNT

STEP 1- Go to your web browser (Chrome works best, however any web browser will work)

STEP 2- type in the address bar

[“cempropertiesllc.appfolio.com/connect”](https://cempropertiesllc.appfolio.com/connect/) and click enter



STEP 3- Click at the bottom “request access to the portal”

A screenshot of the "Sign Up For an Account" form. The form includes the Weichert Realtors Lilac Properties logo, a heading "Sign Up For an Account", and instructions: "Fill out your information below and we'll send you an activation link via email. To best match your account, please use the same information provided to your Property Manager." The form has four input fields: "First Name *", "Last Name *", "Phone Number *", and "Email Address *". At the bottom left is a blue "Request Access" button.A screenshot of the "Online Portal" login form. It features the Weichert Realtors Lilac Properties logo and the heading "Online Portal". There are two input fields: "Email address" and "Password". Below the password field is a link "Forgot Your Password?". A blue "Log in" button is at the bottom. At the very bottom, there is a link "Interested in signing up for online access? Request access to the portal" with an arrow pointing to it from the text in Step 3.

STEP 4- Fill out the fields and click “request access”

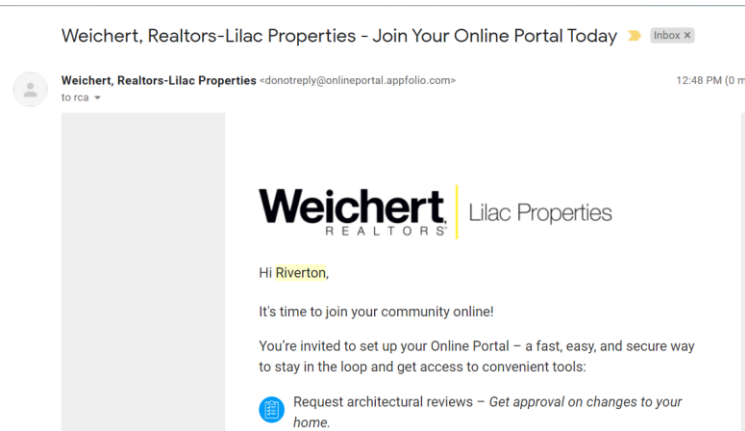
CREATING YOUR ACCOUNT

STEP 5- Once you've clicked the button, you will receive this notice

← → ↻ 🏠 https://cempropertiesllc.appfolio.com/connect/users/sign_in

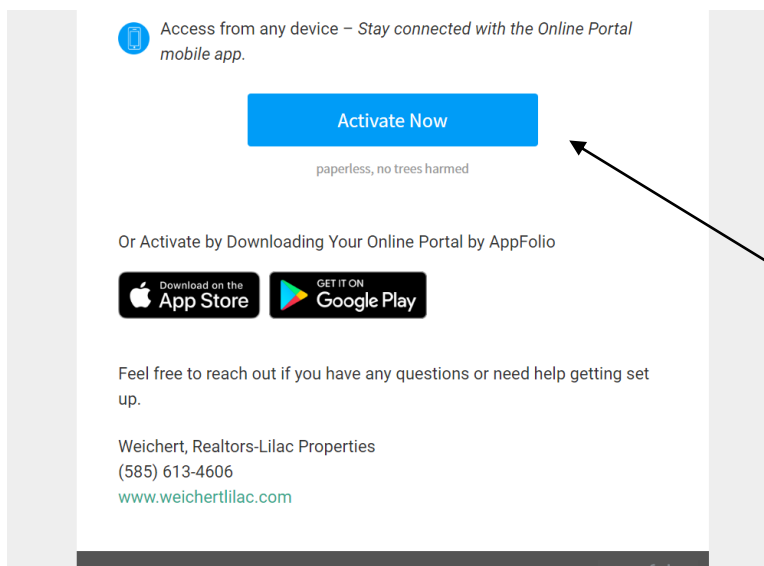
✔ Please check your email for an activation link to sign into your online portal. If you do not receive an email please contact your property management company.

STEP 6- When you receive the portal activation email...



** If your account information that you entered **matches** what our database has, you will automatically receive an **instant email with login instructions.**

If your account information that you entered **does not match what our database has, one of our office staff will get the information and set up your account, once that is complete you will receive an **email with login instructions.**



scroll to the bottom and click the blue button "activate now"

CREATING YOUR ACCOUNT

STEP 7- You will be brought to the password creation page. Enter what password you will be using for this account in both boxes and then check the box agreeing to terms.

Weichert | Lilac Properties
REALTORS

Activate Your Weichert, Realtors-Lilac Properties Online Portal Account

Create a password between 8 and 32 characters in length which includes at least one letter and one number or symbol.

Email address
rca@weichertlilac.com

Password

Re-Type Password

By checking this box, I agree to the [Terms of Service and Privacy Policy](#)

Activate Account

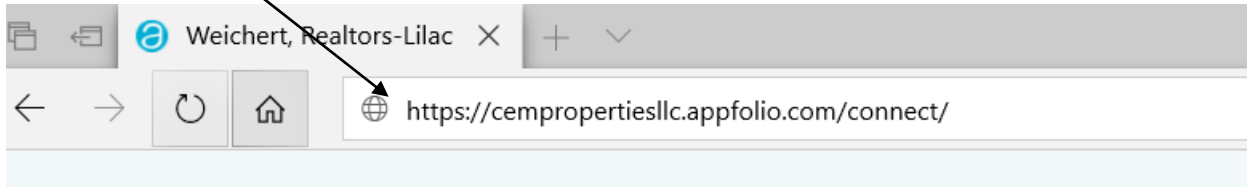
STEP 8- Click "activate account"

LOGGING IN

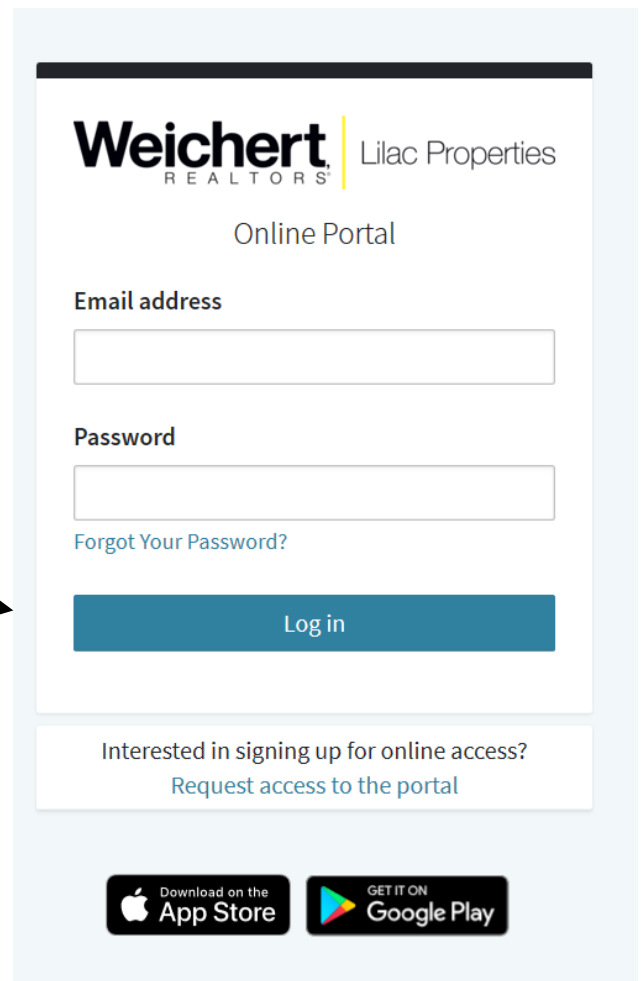
STEP 1- Go to your web browser (Chrome works best, however any web browser will work)

STEP 2- type in the address bar

[“cempropertiesllc.appfolio.com/connect”](https://cempropertiesllc.appfolio.com/connect/)



STEP 3- enter your email address and password in the boxes and click “log in”



HOMEPAGE

The homepage is the “hub” of your portal. From here, you can access all features of the homeowner portal. The gray bar on the left side has tabs that can be clicked to access different pages.

The screenshot shows the homepage of the Weichert Lilac Properties homeowner portal. On the left is a dark gray navigation sidebar with the following items: HELLO Riverton Community, Home (highlighted), Payments, Maintenance, Shared Documents, Insurance, Compliance, Property Details, Account Profile, and Help. The main content area has a light blue background. At the top left, it says 'Weichert REALTORS Lilac Properties'. At the top right, it shows 'Property Address 280 Scottsville-West Henrietta Road - Riverton Community Room, West Henrietta, NY 14586 | Log Out'. The main heading is 'Home'. There are three main sections: 1. 'Your Current Balance' with a green header, stating 'There is nothing for you to pay.' and 'Attention: You have a credit of \$462.00'. It includes 'Pay Now' and 'Set Up Autopay' buttons. 2. 'Architectural Reviews' with a purple header, a 'Submit New Review' button, and the text 'You have not submitted any architectural reviews' with a 'See All' link. 3. 'Maintenance Requests' with an orange header, a 'Request Maintenance' button, and a list of two requests. The first request is from 12/16/2019 2:07PM, marked 'TECHNICIAN CONTACTED', with a 'Request Cancellation' link. The second request is from 11/07/2019 11:40AM, marked 'RECEIVED', with notes: 'Sent request to RG&F 11/7/2019'.

HELLO
Riverton
Community

Home

Payments

Maintenance

Shared Documents

Insurance

Compliance

Property Details

Account Profile

Help

Weichert REALTORS Lilac Properties

Property Address 280 Scottsville-West Henrietta Road - Riverton Community Room, West Henrietta, NY 14586 | Log Out

Home

Your Current Balance

There is nothing for you to pay.

Attention: You have a credit of \$462.00

Pay Now Set Up Autopay

Description	Amount
Your Credits & Prepayments	-\$462.00
Total Balance	-\$462.00

Architectural Reviews

Submit New Review

You have not submitted any architectural reviews [See All](#)

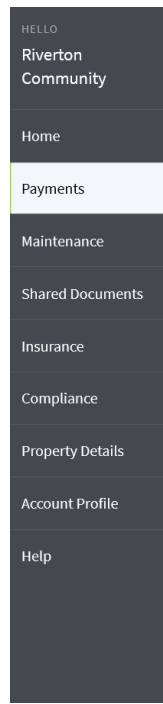
Maintenance Requests

Request Maintenance

- Requested by Property Manager on 12/16/2019 2:07PM **TECHNICIAN CONTACTED**
Maintenance Request #1395-1
A technician was contacted for this request on 12/16/2019. [Request Cancellation](#)
- Requested by Property Manager on 11/07/2019 11:40AM **RECEIVED**
Maintenance Request #1349-1
This request was received on 11/07/2019.
Notes: Sent request to RG&F 11/7/2019

To look into each of those pages, keep reading on in this user guide.

PAYMENTS PAGE



To access the payments page, click on the payments tab on the left side of the screen.



If you have a balance on your account it will show up here



To view your full ledger click here



Weichert REALTORS | Lilac Properties | **Property Address** 280 Scottsville-West Henrietta Road - Riverton Community Room, West Henrietta, NY 14586 | Log Out

Payments

Your Current Balance
There is nothing for you to pay.

Attention: You have a credit of \$462.00

[Pay Now](#) [Set Up Autopay](#)

Description	Amount
Your Credits & Prepayments	-\$462.00
Total Balance	-\$462.00

Account Ledger

Need more help understanding your balance?

[View full account ledger](#)

Past Payments

- Paid on 12/13/2019**
Paid by You \$75.00
Includes Prepaid Any
- Paid on 12/13/2019**
Paid by You \$75.00
Includes Prepaid Any
- Paid on 12/13/2019**
Paid by You \$75.00
Includes Prepaid Any

To make payments towards your account click here

You can set up an auto-payment by clicking here

MAKE A PAYMENT

You can make payments online using your bank account information or credit/debit card. These payments can be instant “pay now” or automatic “set up autopay”

Bank account
payments-
click here

Credit or debit
card
payments-
click here

Make a Payment

How would you like to pay?

eCheck

Credit or Debit Card

An eCheck withdraws your payment directly from your bank account using the account and routing numbers you provide.

Once you have clicked on your payment method, follow through the steps of giving your account number or credit/debit card number and authorizing the charges.

You will receive an instant confirmation as well as a confirmation emailed to your email on the account.

ACCOUNT LEDGER

You can view your entire account ledger (from the time Weichert, Realtors- Lilac Properties began managing your association) on this tab.

Account Ledger

Showing all transactions

Starting Balance 0.00

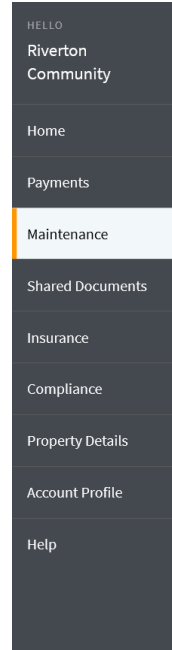
Date	Description	Paid By	Charge	Payment	Balance
10/24/2019	Payment (Reference #477) Jason & Kirstie McCormick Room Rental	Riverton Community		75.00	-75.00
10/24/2019	Payment (Reference #8611) John S. Walker	Riverton Community		100.00	-175.00
11/01/2019	Room Rental Deposit - John S. Walker		100.00		-75.00
11/01/2019	Room Rental Income - Kirstie McCormick & Jason McCormick		75.00		0.00
11/01/2019	Room Rental Income - Sara Simpson Room Rental		150.00		150.00
12/13/2019	Payment (Reference #2861) John Guglielmo	Riverton Community		75.00	-75.00
12/13/2019	Payment (Reference #1400) August Flotteron ISL026	Riverton Community		75.00	-150.00
12/13/2019	Payment (Reference #478) Jason McCormick	Riverton Community		75.00	-225.00
12/13/2019	Payment (Reference #137) Jeremy Manning	Riverton Community		137.00	-362.00
12/13/2019	Payment (Reference #370) Santa Tamang	Riverton Community		100.00	-462.00
Ending Balance					-462.00

Each line item is a different transaction (payment, charge, or credit) on your account.

You can see your current balance at the bottom of the page across from "ending balance"

MAINTENANCE PAGE

To access the maintenance page, click on the maintenance tab on the left side of the screen.



The Riverton Community Association does not perform any maintenance on homes. This page is to request maintenance for any common areas.

These are maintenance requests that have already been handled and closed

Maintenance

A screenshot of the 'Maintenance Requests' page. At the top is a blue button labeled 'Request Maintenance'. Below it are three request cards. The first card has a yellow dot and a blue 'TECHNICIAN CONTACTED' status tag. The second card has a yellow dot and a grey 'RECEIVED' status tag. The third card has a yellow dot and a blue 'TECHNICIAN CONTACTED' status tag. Each card includes the date and time of the request, the request number, and a brief description. There are 'Request Cancellation' links next to each card. At the bottom, it says 'Showing 3 of 4 | Show more'.

A screenshot of the 'Closed Maintenance Requests' page. It shows three request cards, each with a grey dot and a green 'COMPLETED' status tag. Each card includes the date and time of the request, the request number, and a brief description. The text 'This request was completed on' is followed by a date.

Click here to submit a maintenance request

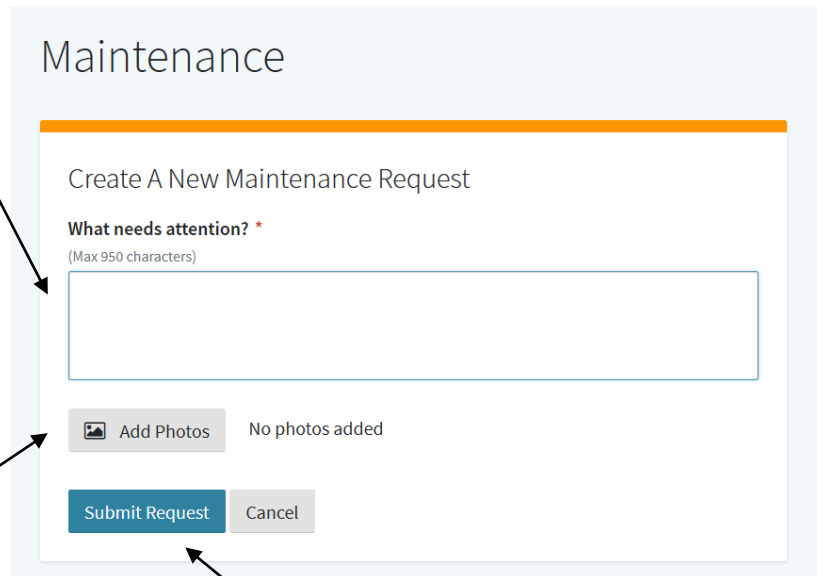
Open maintenance requests with status information (in blue) can be found here

SUBMIT MAINTENANCE REQUEST

Common area maintenance requests (such as a broken garbage can, light pole out, etc...) can be submitted here.

Please give us as much detail as you can.

If possible, please include a photo.

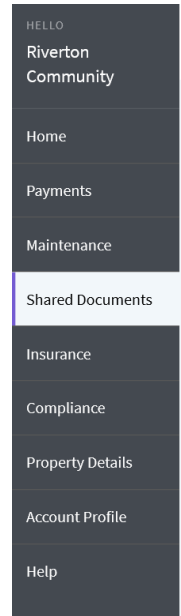


The screenshot shows a web form titled "Maintenance" with a sub-header "Create A New Maintenance Request". Below this is a text input field labeled "What needs attention? *" with a character limit of "(Max 950 characters)". Underneath the text field is a button labeled "Add Photos" with a camera icon, and the text "No photos added" next to it. At the bottom of the form are two buttons: "Submit Request" (in blue) and "Cancel" (in grey).

Once you have filled out the information, click "submit request" to electronically send it to the management office.

SHARED DOCUMENTS PAGE

To access the documents page, click on the shared documents tab on the left side of the screen.



Shared documents are any documents that management has sent to you as well as newsletters or other general notices.

Recently shared documents can be found at the top

Shared Documents

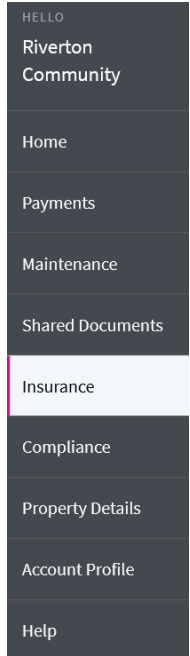
Shared with you recently		
Document	Shared On	
November 2019 Newsletter .pdf	11/30/2019	Download

Shared with you		
Document	Shared On	
Newsletters		
November 2019 Newsletter .pdf	11/30/2019	Download
October 2019 Newsletter.pdf	10/23/2019	Download

There are folder(s) located under “shared with you”. Click on that folder symbol to open the folder and see documents underneath.

INSURANCE PAGE

To access the insurance page, click on the insurance tab on the left side of the screen.



Sharing insurance information is not required by the Association, however it is recommended.

Insurance


Upload Insurance Policy

You can upload your insurance policy from any provider and your policy information will be sent to your property manager.

Insurance Company Name *

Policy Number *

Policy Expiration Date *

 Add Proof of Insurance (Declaration or Certificate) * No files added

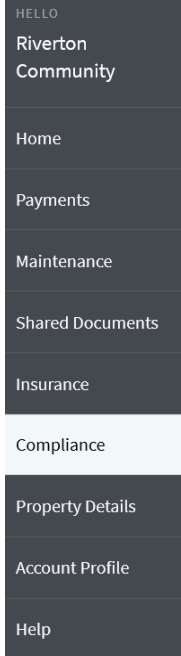
Submit Policy Information

If you wish to share insurance information with the Association, fill the fields out

click "submit policy information"

COMPLIANCE PAGE

To access the compliance page, click on the compliance tab on the left side of the screen.



You no longer need to complete a paper form for Architectural Review Board Requests. Simply enter the information online for a quick response!

Compliance

Architectural Reviews

Submit New Review

You have not submitted any architectural reviews

Click "submit new review" to submit an architectural request to the ARB.

SUBMITTING ARCHITECTURAL REVIEWS

Make sure to enter the following into the description

- your neighbors house colors if the request is for painting trim, shutters, house, etc.
- details regarding the exterior changes

Create An Architectural Review Request

Created Date:

12/18/2019

My Contact Info:

Riverton Community

280 Scottsville-West Henrietta Road - Riverton Community Room

West Henrietta, NY 14586

[\(585\) 359-2090](tel:5853592090)

Project Description *

(Max 255 characters)




Supporting Documents

Please upload any additional supporting documents

Add Files

No files added



Submit Request

Cancel

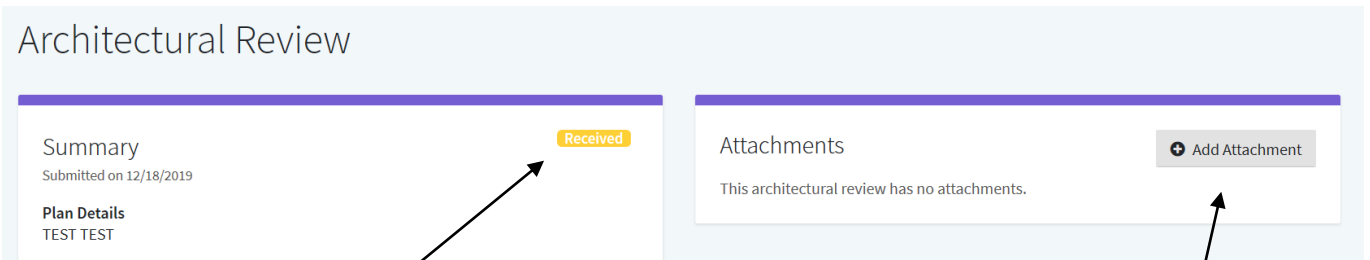
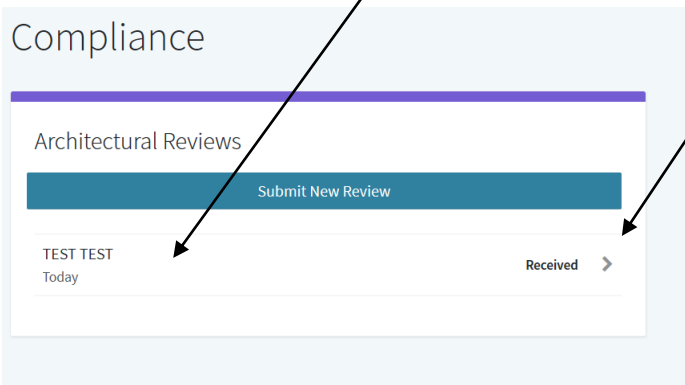
The following needs to be uploaded

- your neighbors approval letter if a special request for a privacy fence
- photos of the area where the change/addition will take place
- survey map of your property
- specs or other forms with details if applicable

REVIEWING ARCHITECTURAL REVIEWS

Once an architectural review has been submitted, you will be able to see it on the compliance page

Click the arrow to view details or add more attachments

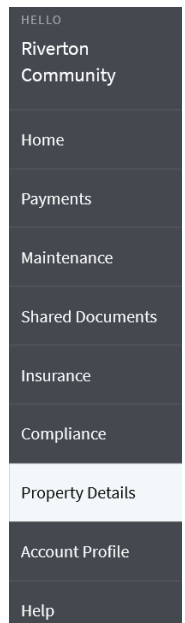


You can see the status of the request here

You can upload more attachments here

PROPERTY DETAILS PAGE

To access the property details page, click on the property details tab on the left side of the screen.



This page shows the information for your property as well as management contact information and renter information

Property Details

Address

280 Scottsville-West Henrietta Road - Riverton Community Room
West Henrietta, NY 14586

Contact Info

Weichert, Realtors-Lilac Properties
(585) 613-4606
[Visit Our Website](#)

Renter Info

This unit is occupied by a renter

[Save](#)

Renter Info

This unit is occupied by a renter

Lease start date *

Lease end date *

Renter 1

Name

Date of Birth

Email Address

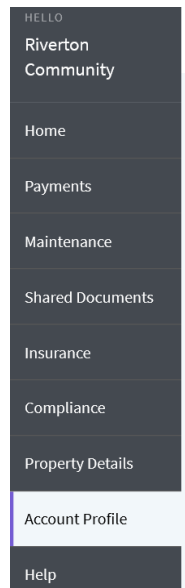
Phone Number

If your home is rented please click the box

that will create a form for you to give the renters information to management. This is extremely helpful when trying to communicate regarding violations and common area maintenance.

ACCOUNT PROFILE PAGE

To access the property details page, click on the property details tab on the left side of the screen.



To edit your email address, phone number, mailing address, or vehicle information you can click in either box

Change your contact preferences here

Account Profile

Contact Information

Email address

Phone number

Address
Address 1 Address 2

City State Zip Code Country

Vehicle Information
Make Model

Color License Number Year

Contact Preferences

Recurring Payment Reminders
 Email (rca@weichertlilac.com)
 Mobile push notifications

Electronic Delivery Consent
[Enable Electronic Documents](#)

Saved Payment Methods
You have no saved payment methods.

Choose Your Language
Preferred Language

[Give us your feedback on the Spanish Online Portal](#)

Click "save" to update your profile

Select your language preferences

FAQ's

For any further questions or concerns, please visit https://www.appfolio.com/help/owner-portal#supported_browsers on this page there is also a video walk-through.

Weichert,

REALTORS[®]

Lilac Properties

1580 Elmwood Avenue, Suite 1F
Rochester, NY 14620
585.613.4606
rca@weichertlilac.com