



Pilera - Homeowner Associations/Self Service

Pilera allows HMI to communicate with homeowners, board members, tenants, etc. regarding announcements, upcoming events and other important information by email, phone or text. It is the responsibility of the occupants to keep their email, phone and/or text numbers current with Hammersmith Management, but HMI employees can also update occupant information.

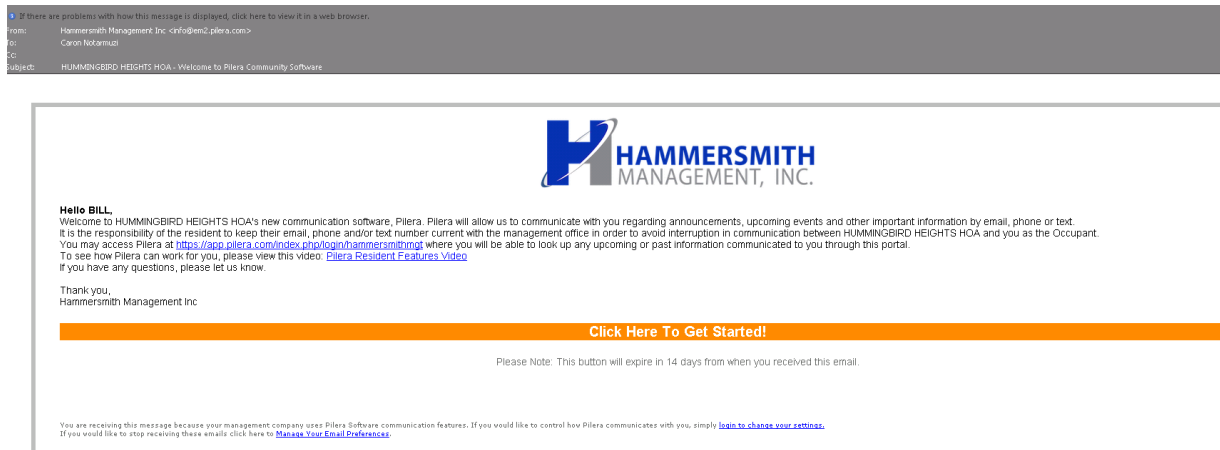
How to Access Pilera:

- Web site URL: www.pilera.com
- Via HMI, <http://myhmi/>
 - Click, 'Pilera' tab located at the top of the screen.
- In the Welcome email, occupants will be accessing Pilera via a link, <https://app.pilera.com/index.php/login/hammersmithmgt> where they will be able to log in.

To access the Pilera roll out schedule please use the following Knowledge Base Article link found on MyHMI: <http://myhmi/knowledge-base/pilera-homeowner-portal-roll-out-plan/>

- The Pilera roll out schedule will be update the day of roll out for the corresponding communities.

If HMI has a valid email for occupants, those occupants will receive a "Welcome" email as shown in the screenshot below.



In the body of the email, the occupants will have a link to Pilera, where he/she will be able to Create Password, as shown below.

- Type password in the 'New Password' box.
- Type password again in the 'Confirm Password' box.
- Once the password has been entered in both places, Click 'Update User Name and Password'



Pilera - Homeowner Associations/Self Service

Reset Your Pilera Username and Password

Hello BILL, Please Specify Your Username and Password

*Username: cnotarmuzi@ehammersmith.com

*New Password: SHOW

*Confirm Password:

Update Username and Password

Password Rules

- The password must be at least "Strong".
- Include at least eight characters.
- Use at least one number.
- Use at least one uppercase character.
- Include at least one special character (., #, %, \$, %, @).

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A pop up window will appear, as shown below, to confirm User Name and Password.

- Click 'Okay'

Update Username and Password for BILL SMITH?

Please confirm that you would like to change your password. This operation cannot be reversed.

OKAY CANCEL

Update Username and Password

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If the occupant contacts HMI and indicates he/she didn't receive the Welcome email, all HMI employees will be able to send the email again to that occupant and/or any other occupants listed within the HOA (this includes tenants). Please keep in mind that the requestor must have a valid email addresses in Pilera to utilize the Homeowner Portal.

To view the list of occupants for an HOA:

- Click the 'Community' tab, located at the top of the screen, as shown in screen shot below.



HAMMERSMITH
MANAGEMENT, INC.

Pilera - Homeowner Associations/Self Service

- From the Occupant List, shown below, locate the occupant and Click on his/her name.

Occupant	Bldg	Street	Phone	Action	Communication
DEBBIE ADAMS	0	4 ANYSTREET N	(303) 999-9999	[Icons]	[@]
ERIC ALVAREZ	0	10 ANYSTREET N		[Icons]	
MIKE BAKER	0	5 ANYSTREET N		[Icons]	
SUSAN BAKER	0	5 ANYSTREET N		[Icons]	
KATHRYN BROWN	0	6 ANYSTREET N	(303) 999-9998	[Icons]	[@]
MARY CONNOR	0	7 ANYSTREET N		[Icons]	
WCKE DREW	0	11 ANYSTREET N		[Icons]	
TAYLOR DREW	0	11 ANYSTREET N		[Icons]	
BOB JONES	0	2 ANYSTREET N		[Icons]	[@]
AMY MCGUIRE	0	8 ANYSTREET N		[Icons]	
DAN MCGUIRE	0	8 ANYSTREET N		[Icons]	
Whitney Patterson	T	2 ANYSTREET N		[Icons]	[@]
Whitney Patterson	0	4 ANYSTREET N		[Icons]	[@]
BILL SMITH	B	1 SPRUCE LN	(303) 980-0700	[Icons]	[@]
LELAND TURNER	0	9 ANYSTREET N		[Icons]	

When the occupant screen appears, you will see the details listed in the Personal tab by default. To send another Welcome Email, click 'Send Welcome Email Again' located in the middle of the screen.

BILL SMITH : SPRUCE LN - 1 Current Balance: \$2,100.00

Personal | Unit | Financials | Messages | Vehicles | Addresses | Contacts

BILL SMITH

Contact Methods:
cnotarmuz@ehammersmith.com
(303) 980-0700 (Home)
(303) 838-7874 (Work)
Text/5MS: (970) 308-5479

This Occupant is:
• Owner
• Board Member
• President
• Managed in Jenark

Welcome Message:
Sent on 04/21/2017 09:59 AM America/Denver
> Send Welcome Message Again

Login Information:
• No login detected since March 23, 2016.
• This occupant has no log in identity.
• **WARNING:** This occupant's email appears to be associated with the identity of another occupant (Caron Notarmuz). You may try to Repair This Condition...

Updated by Guardado, Lynae (Manager) on 04/21/2017 11:03 AM America/Denver

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Leaders in Community Management®

Colorado Springs | DTC | Frisco | Loveland | Northglenn
5619 DTC Parkway, Suite 900, Greenwood Village, CO 80111
303.980.0700 eHammersmith.com



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If the occupant contacts HMI and he/she does NOT have an email address listed in Pilera, the Personal tab will state, “Welcome Message: There is no record of a Welcome Message being sent for this Occupant. A Welcome Message cannot be sent because a valid email address is not specified for messaging” as shown in screenshot below.

There are four icons shown on the right side of the screen:

1. Pencil icon – Edit Occupant
2. Mail icon – Send occupant an email
3. Lock icon – Manage occupant User Name and Password
4. Eye icon – Allow you to view what the occupant sees when he/she is logged into Pilera

To Add an email for the occupant and send the Welcome email, Click the Pencil icon.

In the Edit Occupant screen, shown below, you can:

1. Change the occupant type
2. Add an email address – **NOTE: Be sure to place a check mark in the Communication Preferences Email box, in order to send the occupant the Welcome email.**
3. Add phone and fax numbers
4. Change languages
5. Add notes

Once all the information has been added/changed, Click ‘Update Occupant’ at the bottom of the screen.



HAMMERSMITH
MANAGEMENT, INC.

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HUMMINGBIRD HEIGHTS HOA Settings Caron Notarmuzi Profile Logout Help

Edit Occupant: BILL SMITH

Type: Owner

Board Member
 Community Website Admin
 Concierge

*First Name: BILL
Middle Name:
*Last Name: SMITH
Board Title: President

Email: cnotarmuzi@ehammersmith.com

Phone: (303) 980-0700 Primary
Mobile: Primary
Work: (303) 838-7874 Primary
Text (SMS) Phone Number: (970) 308-5479 (Will not be synchronized with Jenark)

Communication Preference: Email Primary Phone Text (SMS) Phone
Language Preference: English

Occupant Notes:
Note: Occupants can see these notes if they log in.

Cancel Update Occupant

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Once the email has been added successfully and the Email box is checked, you will be taken back to the occupant screen, as shown below. Click on the link to send the Welcome email.

HAMMERSMITH MANAGEMENT, INC. Powered By Pilera

Community Communications Tickets Resources Reports

MIKE BAKER : ANYSTREET N - 5 Current Balance: \$2,100.00

Personal Unit Financials Messages Vehicles Addresses Contacts

MIKE BAKER Record Updated

Contact Methods:
alopez@ehammersmith.com *

This Occupant is:
• Owner
• Managed In Jenark

Welcome Message:
There is no record of a Welcome Message being sent for this Occupant.

> Send Welcome Message
Record Updated

Login Information:
• No login detected since March 23, 2016.
• This occupant has no log in identity.
• **WARNING:** This occupant's email appears to be associated with the identity of another occupant (Albert Lopez). You may try to Repair This Condition...

* Indicates item will be used for messaging.

Updated by Notarmuzi, Caron (Manager) on 04/24/2017 09:26 AM America/Denver

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