



Quick Start

Two things to do first: get signed in, and tell Communitrak how to reach you. Twenty minutes, once, and you are set up for good.

PART 1 **Set up your account**

PART 2 **Your account and household**

PART 3 **Getting help**

PREPARED FOR

app.communitrak.com

The full Resident Guide covers everything else

Set up your account

There are two ways to get started, depending on what your community sent you. Find the one that matches what you have.

If you received an invitation email

Your community can invite you by email. The message comes from Communitrak on behalf of your association and contains a link and an invite code.

- 1 Open the invitation email. If you cannot find it, check your junk or spam folder for a message with your community's name in the subject line.
- 2 Click the button or link in the email. It opens Communitrak in your web browser.
- 3 Confirm your name and email address, then choose a password.
- 4 Check your email once more for a verification code and enter it. This confirms the address is really yours.
- 5 You are in. Communitrak takes you straight to your Dashboard.

INVITATION EXPIRED OR MISSING?

Ask your community to send it again. They can resend an invitation at any time, and the new one replaces the old.

THE BLACK CURTAIN

Your community may have enabled the "black curtain," which restricts access to Communitrak until everything is ready. You'll get notified by your community when the platform is available.

If you were given an access code

Some communities hand out an eight-character access code instead, by email, by text message, or printed on a welcome letter. It looks like **ABCD-1234**.

- 1 In your web browser, go to **app.communitrak.com/join/resident**
- 2 Type your access code into the eight boxes and click **Continue**.
- 3 Confirm that the community shown is yours.
- 4 Enter your name, email address, and phone number, then your property address.
- 5 Choose a password, then verify your email address with the code that is sent to you.

Join Your Community

Enter the access code from your invitation email, text message, or Access Pass provided by your community.

Access Code

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Continue →

Don't have an Access Code?

Access Codes are required to join your community on Communitrak and are distributed by your HOA via email, text message, or Access Pass. If you do not have an Access Code, please reach out to your HOA Leadership to get one. Communitrak cannot issue access codes.

By creating an account, you agree to our [Terms of Service](#) and [Privacy Policy](#).

Already have an account? **Sign in**

The first screen at app.communitrak.com/join/resident. Only your community can issue an access code — Communitrak cannot create one for you.

Signing in from now on

Once your account exists, you sign in the same way every time.

- 1 Go to **app.communitrak.com**
- 2 Enter your email address and password.
- 3 Leave **Remember me** checked so you do not have to sign in every visit.
- 4 Click **Sign in**.

Sign in

Welcome back! Please sign in to continue.

Email address

Password

☒ Remember me [Forgot password?](#)

Sign in

or

 Sign in with a passkey

The sign-in screen. Your email address is your username.

FASTER SIGN-IN

Sign in with a passkey lets you use the fingerprint reader, face recognition, or the PIN you already use to unlock your phone or computer, instead of typing a password. You can set one up later under My Account, and it is the easiest option if passwords are a nuisance.

If you forget your password

- 1 On the sign-in screen, click **Forgot password?**
- 2 Enter your email address and click the button to send yourself a reset link.
- 3 Open the email and click the link. It takes you to a page where you can set a new password.

LIVE IN MORE THAN ONE COMMUNITY?

One Communitrak account covers all of them. After signing in, use the address at the bottom of the menu to switch between your properties.

Your account and household

Keeping your own details current is the single most useful thing you can do. It is how your community reaches you when it matters.

My Account

Open **My Account** ► **Manage Account** from the menu. Three tabs run across the top.

The screenshot displays the 'My Account' interface. On the left is a dark sidebar with the 'COMMUNITRAK' logo and a list of navigation items: Dashboard, Bulletin Board (1), Calendar, Articles, Members & Groups, Amenities, Alerts (1), Messages (2), Files, Payments (3), Requests (2), Violations (2), My Account (selected), and the address 412 Birch Street. The main area has a header 'My Account' with three tabs: 'Manage Account' (active), 'Notifications', and 'Security'. Under 'Manage Account', there's a profile card for Meredith Barlow with a profile photo and 'Remove'/'Update' buttons. Below this are two form sections: 'Personal Information' and 'Email Address'. The 'Personal Information' section includes fields for First Name (Meredith), Last Name (Barlow), and Birthday (April 18, 1979), with a 'Save Personal Information' button. The 'Email Address' section includes a field for the email (meredith@wateroaks.example) with a 'Verified' status and an 'Update Email' button.

Manage Account. Each card saves on its own.

- **Manage Account** — your photo, name, birthday, email address, phone number, mailing address, and who to contact in an emergency. Each card has its own Save button, so save the one you changed.
- **Notifications** — how you want to be told about things. See below.

- **Security** — change your password, set up a passkey, and turn on two-factor sign-in.

VERIFY YOUR EMAIL AND PHONE

Look for the green **Verified** tag beside your email address and phone number. If either is missing, click the button beside it and enter the code that is sent. Some notices, including payment reminders by text message, only go to verified numbers.

The code for your telephone arrives as a **text message**, so the number on your account has to be a mobile. A landline cannot receive it, and cannot be verified.

A LANDLINE AS WELL

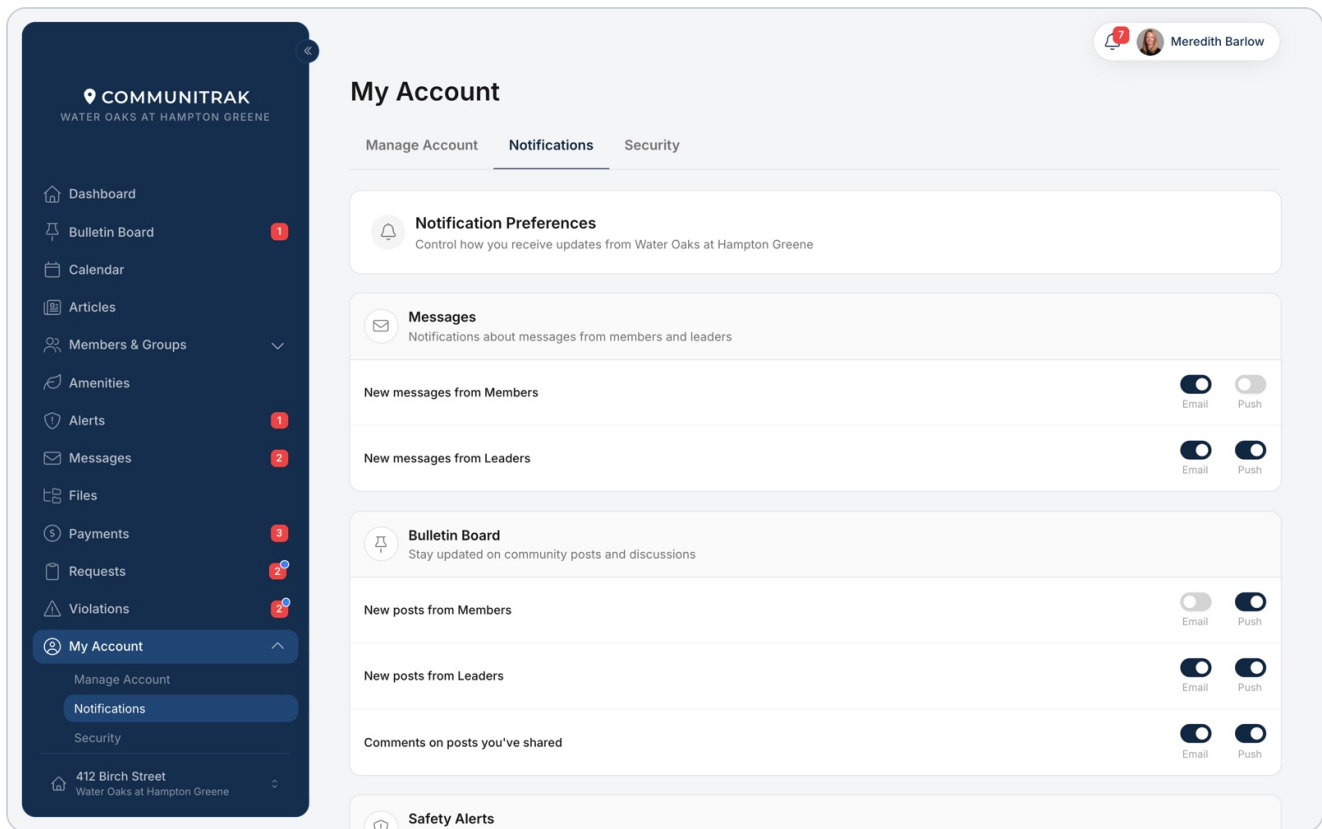
Further down the same page, **Contact Information** holds any other ways to reach you. Click **Add**, choose **Phone Number**, and give it a label of your own — *Home, Landline, Work*. These are for your board and your neighbors to call; nothing is texted to them.

Anything you add here belongs to this community alone, and is not shared with another community you are a member of.

Choose how you are contacted

The **Notifications** tab lists every kind of update your community sends, grouped by subject: messages, bulletin board, safety alerts, events, requests, and payments. Each row has a switch for every way that update can reach you.

- **Email** — sends it to the address on your account.
- **Text** — sends it to your mobile number, on the kinds of update that offer it.
- **Push** — sends it to your phone, if you have added Communitrak to your home screen and allowed notifications.



Turn on what is useful, turn off what is not. Nothing here changes what other residents see.

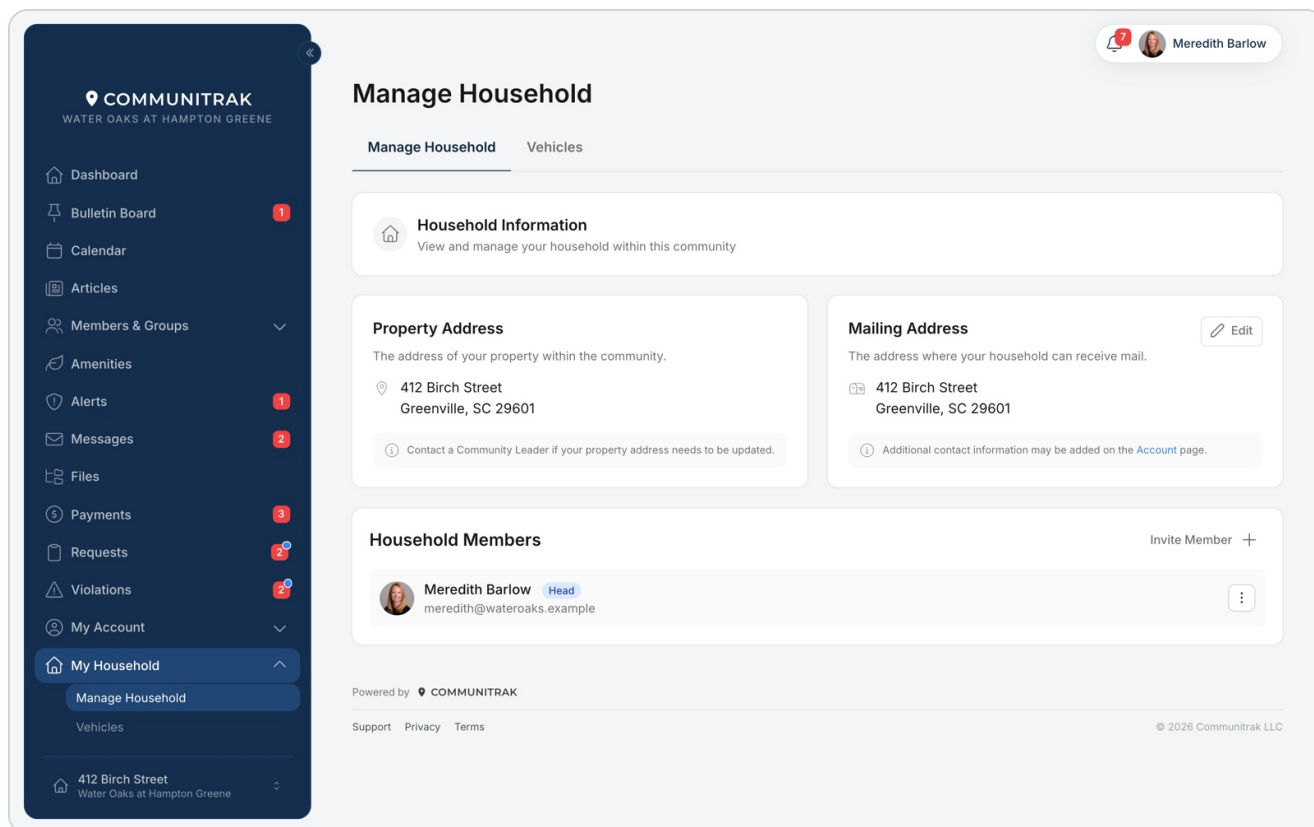
LEAVE THIS ONE ON

Community Safe Alerts is the row that carries emergencies: water shut-offs, storms, gate failures. It is the one kind of message worth being interrupted for, and it offers text messages as well as email, which is the fastest way to reach you.

My Household

My Household › Manage Household covers the property rather than the person: the mailing address for your association's post, everyone who lives at your address, and their roles.

My Household › Vehicles is where you register your own cars and add guest vehicles, if your community tracks parking.



My Household.

Who can see your details

The resident directory under **Members & Groups** shows your neighbors. On the Manage Account tab you decide, field by field, whether your email address, phone number, mailing address, and emergency contacts appear there. Your board can always see them.

Getting help

Two kinds of question, two places to ask.

Questions about your community

Dues, rules, repairs, approvals, amenities, neighbors: these are matters for your board, not for Communitrak. Write to them through **Messages**, or use the details below.

Your community's contacts

Community name

Who to contact

Email

Telephone

Office hours

Questions about the app itself

Cannot sign in, a page will not load, a button does nothing: that is Communitrak's problem, not your board's.

- Browse the help center at **support.communitrak.com**, which has a searchable article on every screen in this guide.
- Or click ? in the bottom-right corner of any page to message Communitrak Support.

BEFORE YOU ASK

Two things fix most problems on their own. First, sign out and back in again. Second, if you have not used Communitrak for a while, close the browser tab completely and open it fresh, which loads the newest version.

The rest of the guide

That is the setting up done. Everything else in Communitrak can wait until you want it, and none of it has to be learned in advance.

The full **Resident Guide** covers all of it, one section to a page, in the same shape as the three parts you have just read.

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| 01 | Set up your account — your invitation, your access code, and signing in |
| 02 | Put Communitrak on your phone — iPhone and Android |
| 03 | Finding your way around — the menu, the badges, the bell |
| 04 | Your Dashboard — what you see when you sign in |
| 05 | News and announcements — alerts, the bulletin board, and articles |
| 06 | Calendar and events |
| 07 | Messages |
| 08 | Documents and files |
| 09 | Amenities and reservations |
| 10 | Payments — your balance, payment methods, and Auto Pay |
| 11 | Requests — report a problem or ask for approval |
| 12 | Your account and household |
| 13 | Getting help |
| 14 | Quick reference — one page, everything at a glance |
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GETTING A COPY

Ask your community for the full guide, or read every section of it online at **support.communitrak.com**.