



CONVENIENCE + COMMUNICATION + COMMUNITY



# KMC CONNECT HOMEOWNER HANDBOOK

Your Guide to KMC Connect's Features



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KMC Connect Home Owner Feature Guide

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## Contact Us

Do you need assistance or have questions?

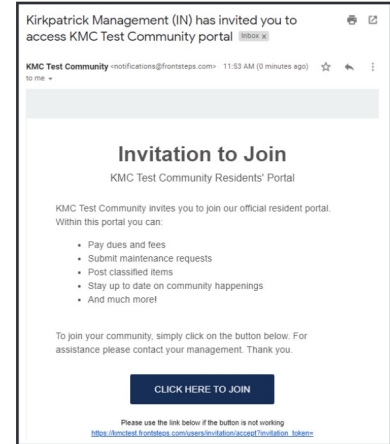
Call us at 800-245-9713 or email us at [residentpayments@frontsteps.com](mailto:residentpayments@frontsteps.com)

# REGISTRATION

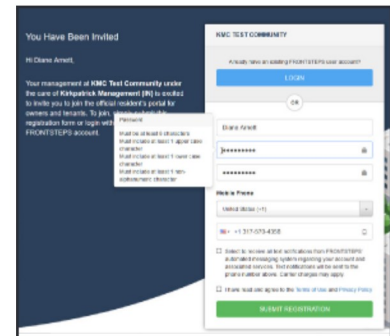
How to create your KMC Connect Account

## Registration

1. You will receive an emailed invitation stating that Kirkpatrick Management has invited you to access **“Your Communities”** portal. Press the **“Click Here to Join”** option.



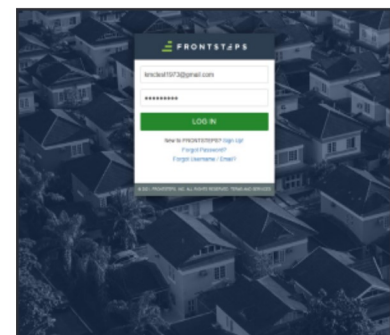
2. Choose a password by following the indicated criteria. Be sure to opt in for text alerts and agree to the terms of use and privacy policy. When complete, **“Submit Registration.”**



3. You will be redirected to a login page. Click **“Login.”**



4. Enter your information and click **“Log In.”**



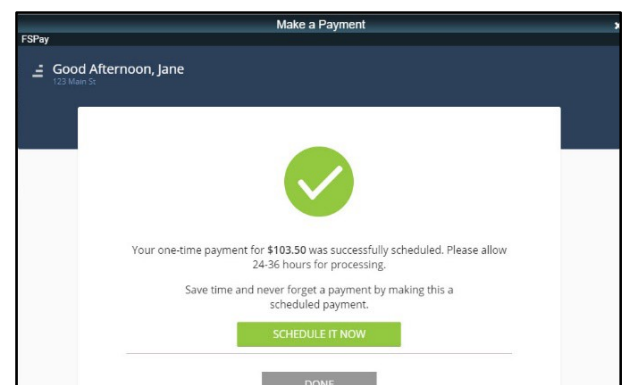
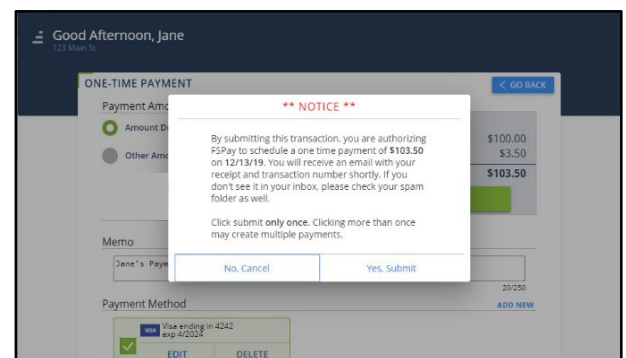
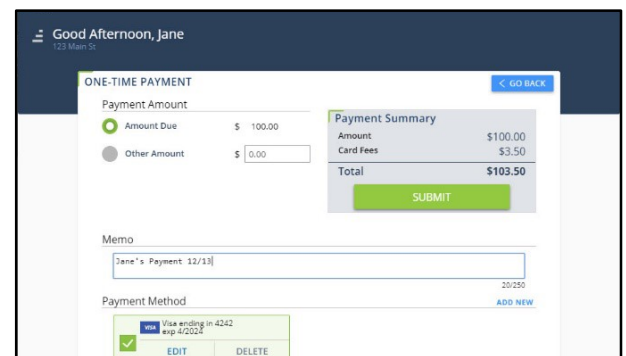
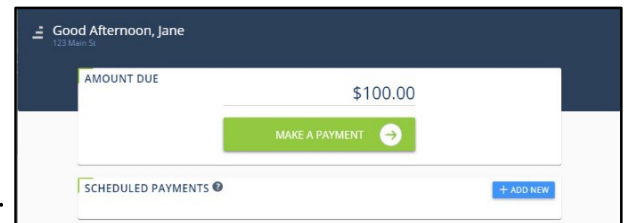
# PAYMENTS

All Features for Dues and Transactions

## How to Make a One-Time Payment

1. Click **Make a Payment**.
2. Select **Amount Due** or **Other Amount**. If selecting Other Amount, enter the amount you want to pay.
3. Enter a **Memo**. This will appear on your email receipt and on your Transaction History.
4. Select a previously added **Payment Method** or **Add Payment Method**.
5. Review the payment summary and click **Submit**.
6. Click **Yes, Submit** to confirm your payment.
7. To set up a recurring payment, click **Schedule It Now** and continue to #8.

If you do not want to schedule a recurring payment, click **Done** to return to the Payments Dashboard. You will receive an email confirming your payment.

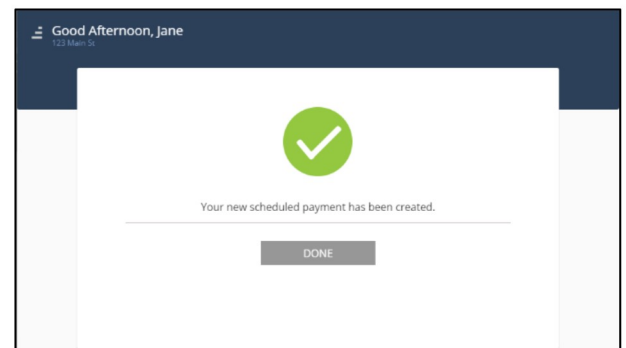


# PAYMENTS

## All Features for Dues and Transactions

8. Select a **Frequency** (Monthly, Quarterly, SemiAnnually, or Annually).
9. Select a **Day of the Month** or
10. Select and enter the payment **Amount**. You have the option to pay a **Fixed Amount**, or always pay your **Full Balance**.
11. Enter a **Memo** (if applicable).
12. Select a previously added **Payment Method** or **Add New**.
13. Review the payment summary and click **Submit**.
14. Click **Done** to return to the main Payments screen.

The screenshot shows a 'Payment Schedule' form. At the top, there are dropdown menus for 'Frequency' (set to 'Monthly') and 'Day of the Month' (set to '1'). Below these is a 'Payment Amount' section with two radio button options: 'Fixed Amount' (selected) and 'Full Balance'. To the right is a 'Payment Summary' box showing 'Amount' as \$100.00, 'Card Fees' as \$3.50, and a 'Total' of \$103.50, with a green 'SUBMIT' button. A 'Memo' field contains the text 'Jane's AutoPay'. At the bottom, a 'Payment Method' section shows a selected Visa card with 'EDIT' and 'DELETE' buttons, and an 'Add Payment Method' button.

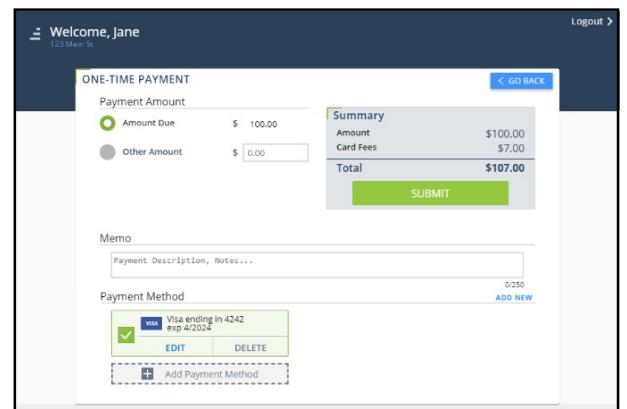
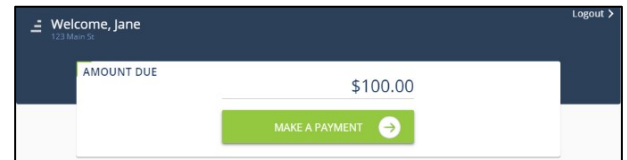


# PAYMENTS

All Features for Dues and Transactions

## ☰ How to Add, Edit, or Delete a Payment Method

1. Click **Make a Payment**.
2. Click **Add Payment Method, Edit, or Delete** to update a payment method.



# PAYMENTS

All Features for Dues and Transactions

## How to Add, Edit, or Delete a Scheduled Payment

1. Under Scheduled Payments, click **Add New**.
2. Select a **Frequency** (Monthly, Quarterly, SemiAnnually, Annually, or One-Time).
3. Select a **Day of the Month** or **Start Date**.
4. Select a **Type of Payment**.
5. Enter the payment **Amount**.
6. Enter a **Memo**. This will appear on your email receipt and on your Transaction History.
7. Select a **Payment Method** or **Add New**.
8. Review the details and click **Yes, Submit**.
9. Click **Submit**.

Welcome, Jane  
123 Main St

AMOUNT DUE \$100.00

MAKE A PAYMENT →

SCHEDULED PAYMENTS ⓘ + ADD NEW

Welcome, Jane  
123 Main St

CREATE SCHEDULED PAYMENT ⓘ < GO BACK

Frequency: Monthly

Day of the Month: 1

Payment Amount: Fixed Amount \$ [input] / Full Balance

Memo: [input]

Payment Method: Visa ending in 4242 exp 4/2024

Summary	
Amount	\$100.00
Card Fees	\$7.00
<b>Total</b>	<b>\$107.00</b>

EDIT DELETE

+ Add Payment Method

**\*\* NOTICE \*\***

You are about to schedule a **Monthly** payment. Your next payment will be on **3/1/21** for **\$107.00**.

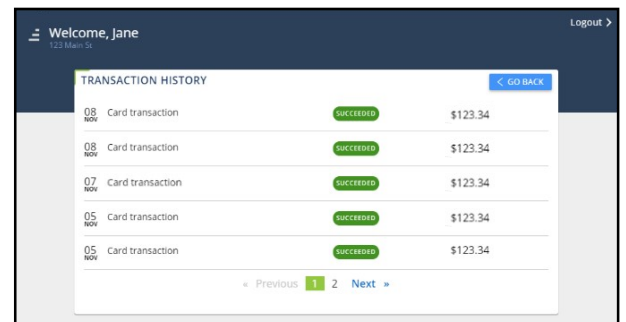
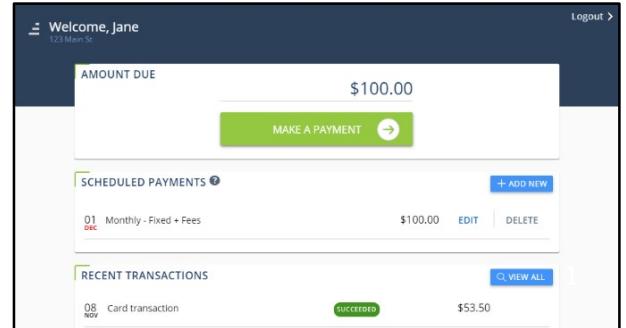
No, Cancel Yes, Submit

# PAYMENTS

All Features for Dues and Transactions

## View Recent Transactions

1. Under Recent Transactions, click **View All**.
2. Click **Previous** and **Next** to navigate the pages of your Transaction History.





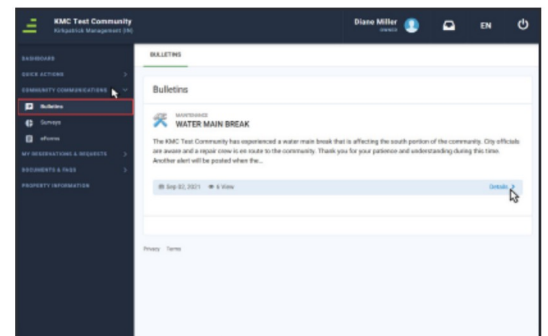
# COMMUNITY COMMUNICATION

Access Bulletins, eForms and Inbox

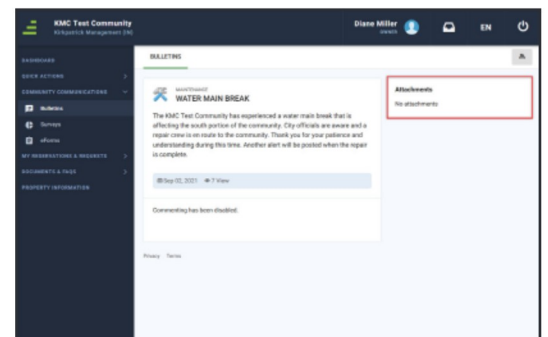
## Bulletins

Bulletins are blast notifications that Kirkpatrick Management will send on behalf of your community's Board of Directors. These notifications will consist of urgent news (water shut offs, community emergencies, etc.) and informational news regarding your neighborhood. All owners will receive bulletin by emails, but everyone is encouraged to opt in for text messaging to ensure they have the most current news relevant to their home.

1. Navigate to **“Community Communications”** on the left-side menu and click on **“Bulletins.”** All current and previous bulletins will display. Click on individual bulletins for more information.



2. If there is additional information, such as attachments, it will be displayed to the right.



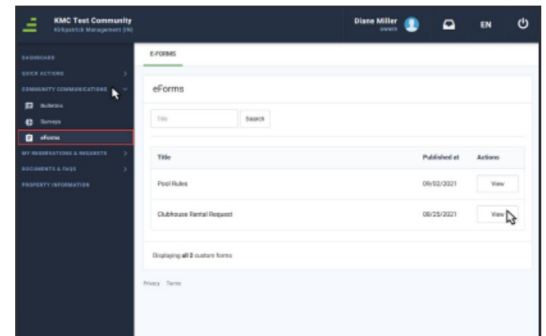
# COMMUNITY COMMUNICATION

Access Bulletins, eForms and Inbox

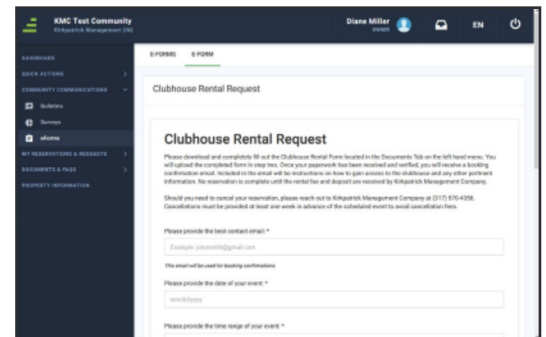
## eForms

eForms are web-based forms asking a series of questions. These may be used in various ways for your community.

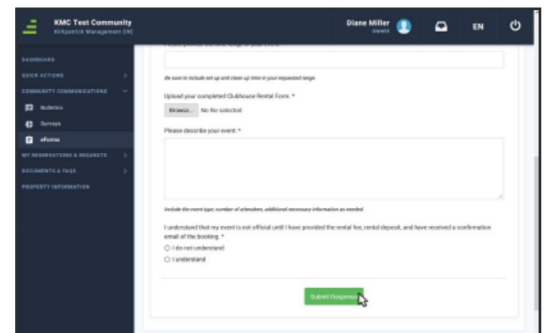
1. Navigate to **“Community Communications”** on the left-side menu and click on **“eForms.”** Click **“View”** on the eForm you need to fill out.



2. Fill out the form as instructed.



3. Click **“Submit Response”** when completed.

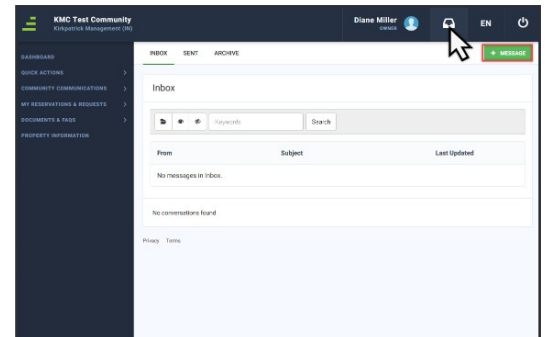


# COMMUNITY COMMUNICATION

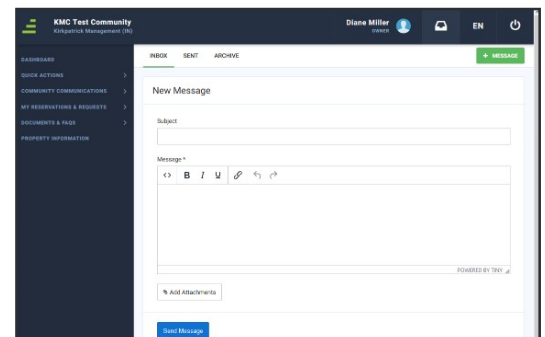
Access Bulletins, eForms and Inbox

## Inbox

1. Click the **Inbox** icon to the right of the owner name. Click the **green New Message** button in the top right of the screen to begin a new message thread.



2. When message is complete, click **“Send Message.”**



# MY RESERVATIONS & REQUESTS

Access Your Process Requests

## My Work Orders

Under **My Work Orders**, you will be able to view all past work orders for your home as well as enter new work order requests.

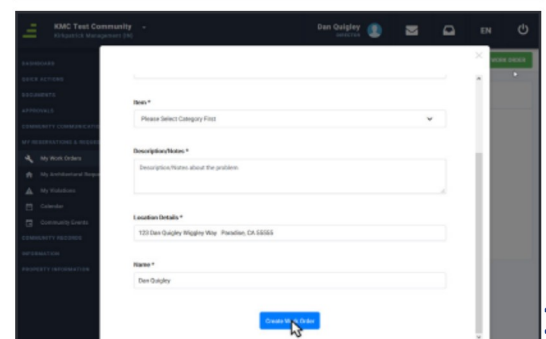
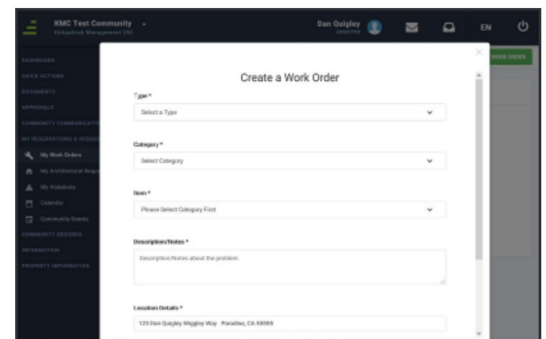
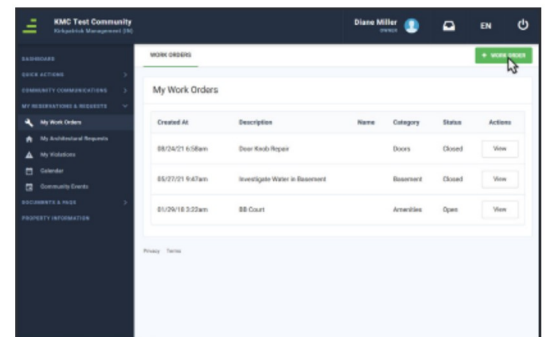
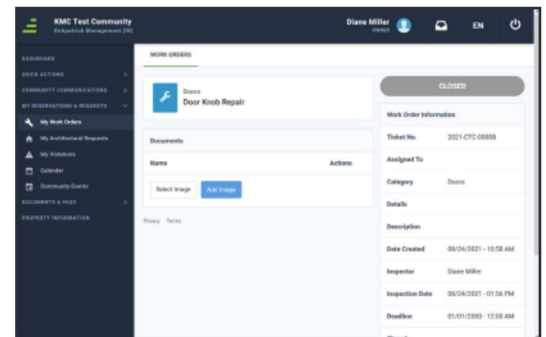
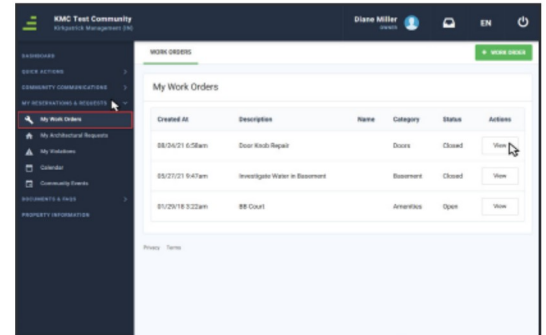
1. Navigate to **“My Reservations and Requests”** on the left-side menu and click on **“My Work Orders.”** View a list of all work orders entered for your unit. Click view to see more information.

2. Review work order information.

3. Navigate back to the main **“My Work Orders”** screen to submit new requests. Click the green **“Work Order”** button in the top right to begin a new request.

4. Enter the necessary information.

5. Select **“Create Work Order”** when complete. Your Community Association Manager will receive an alert that a work order was placed and will contact you with any further information needed.



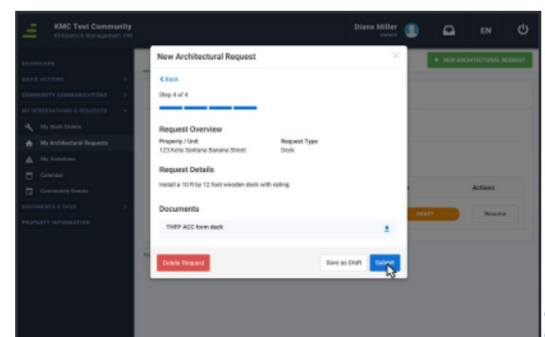
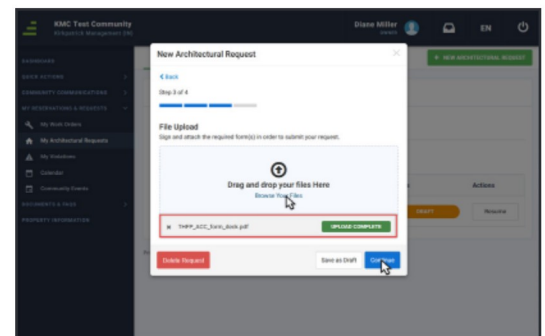
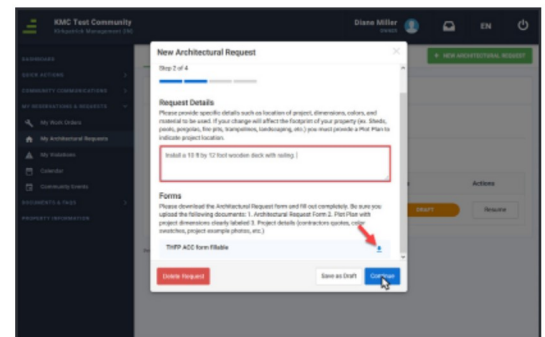
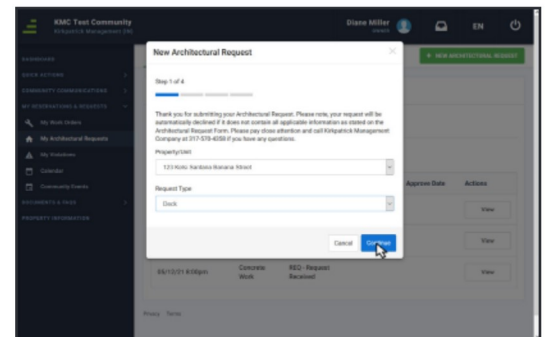
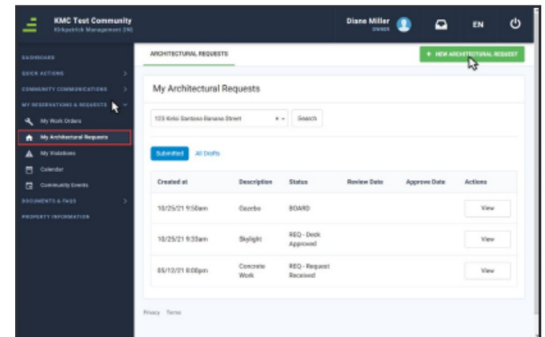
# MY RESERVATIONS & REQUESTS

Access Your Process Requests

## My Architectural Requests

You can now review past and current architectural requests, as well as submit new requests via the KMC Connect portal.

1. Navigate to “**My Reservations and Requests**” on the left-side menu and click on “**My Architectural Requests.**” You will see all past and current requests in list form. In the upper right-hand corner, you can click “**New Architectural Request**” to place a new request.
2. Read all directions and fill out the information completely before clicking “**Continue.**”
3. Fill out all request details and download any necessary forms. Fill these out completely before re-attaching them on the next screen.
4. Browse your files to upload completed architectural forms, project photos, project quotes, plot plans, and any other pertinent information. Click “**Continue.**”
5. Review your request and confirm that all **Documents** are properly attached. When finished, click “**Submit.**”



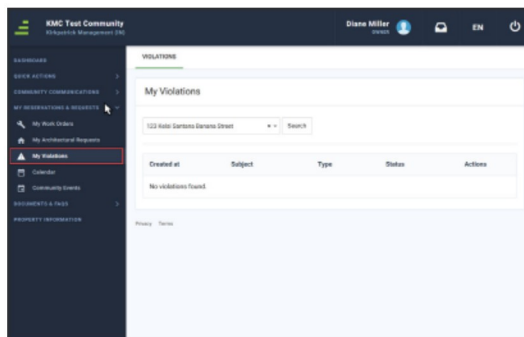
# MY RESERVATIONS & REQUESTS

Access Your Process Requests

## My Violations

We all try our best to maintain homes and ensure our properties are in compliance with the community documents. However, sometimes it becomes necessary to notify owners of items that do not comply with the governing documents. Any violations associated with your property will be listed here.

1. Navigate to **“My Reservations and Requests”** on the left-side menu and click on **“My Violations.”**



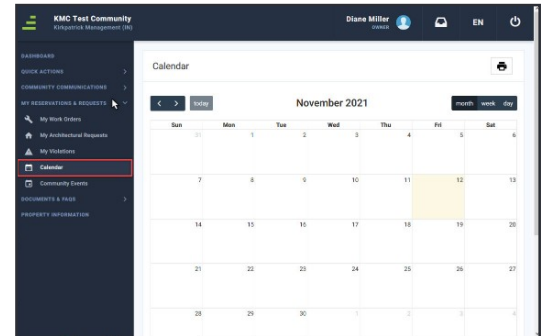
# MY RESERVATIONS & REQUESTS

Access Your Process Requests

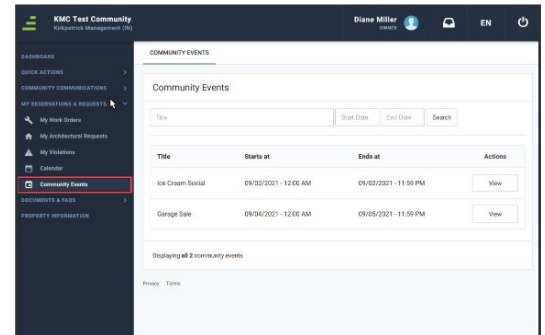
## Calendar & Community Events

The **Calendar** & **Community Events** tabs display the same content in different formats.

1. Navigate to **“My Reservations and Requests”** on the left-side menu and click on **“Calendar.”** Here you will view Community Events in a Calendar format.



2. Navigate to **“My Reservations and Requests”** on the left-side menu and click on **“Community Events.”** Here you will view Community Events in a list format.



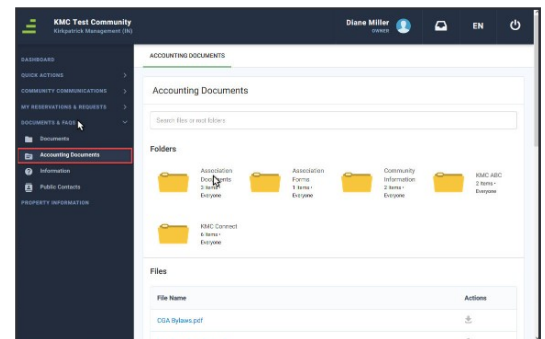
# DOCUMENTS & FAQs

Review Detailed Documents For Your Community

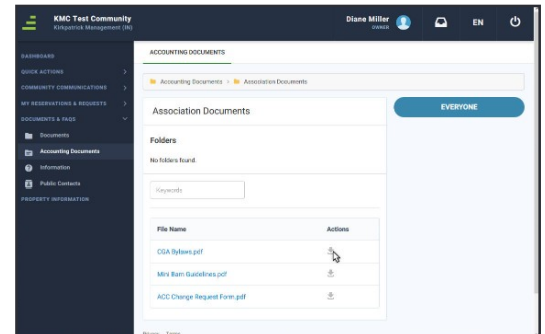
## Accounting Documents

Public documents are stored in the Accounting Documents folder under Documents and FAQs. These documents include your communities By-Laws, Covenants, Conditions, and Restrictions, property specific guidelines, and other documents as specified by your Board of Directors.

1. Click on **“Documents & FAQs”** on the left-hand side menu and select **“Accounting Documents.”** Click the name of any folder to view the contents.



2. Once inside a folder, you will see a list of files. Click the download arrow under **“Actions”** to view and download documents.



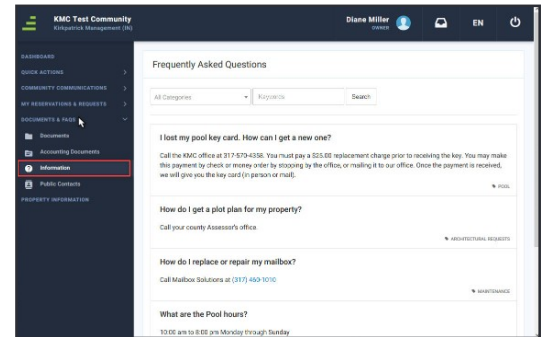


# DOCUMENTS & FAQs

Review Detailed Documents For Your Community

## Information

1. Click on “**Documents & FAQs**” on the left-hand side menu and select “**Information.**” You will see a list of commonly asked questions and their answers. These are sorted by category, or you can search key words.

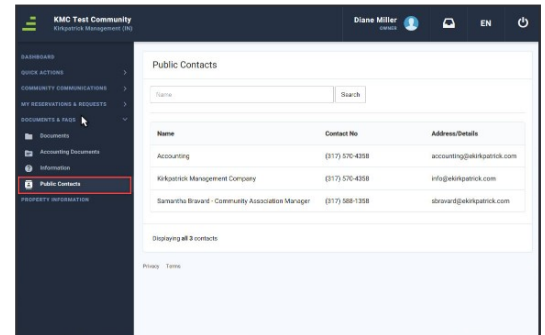


# DOCUMENTS & FAQs

Review Detailed Documents For Your Community

## Public Contacts

1. Navigate to “Documents & FAQs” on the left-side menu and click on “Public Contacts.” The information displayed will direct you to your contacts within Kirkpatrick Management Company.



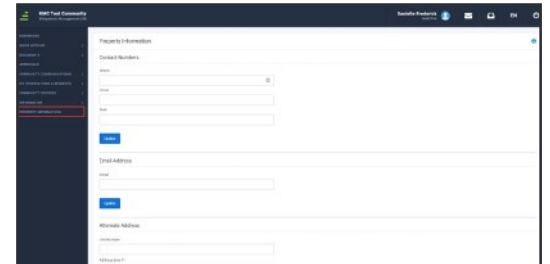
# PROPERTY INFORMATION

Your Home's Information within KMC Connect

## Property Information

Property Information is where owners can update their contact information to ensure they are receiving all information necessary for their home or property.

1. Navigate to “**Property Information**” on the left-side menu.



A screenshot of the 'Property Information' page in the KMC Connect application. The page has a dark sidebar on the left with a menu. The main content area is white and contains several sections: 'Contact Numbers' with a dropdown menu, 'Email Address' with a text input field, and 'Alternate Address' with multiple text input fields. Each section has a blue 'Update' button below it.

2. You can add several different phone number types. Click **Update** to complete.



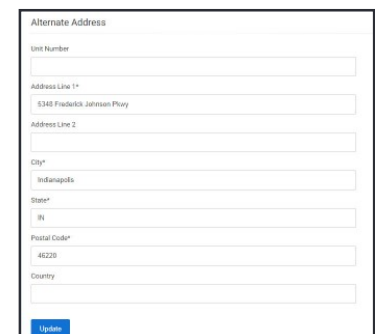
A screenshot of the 'Contact Numbers' form. It features three input fields labeled 'Mobile', 'Home', and 'Work'. Each field has a small square icon to its right. A blue 'Update' button is located at the bottom left of the form.

3. You can update your e-mail contact. Click **Update** to complete.



A screenshot of the 'Email Address' form. It contains a single text input field labeled 'Email'. A blue 'Update' button is positioned at the bottom left of the form.

4. You may also update alternate mailing addresses. Click **Update** to complete.



A screenshot of the 'Alternate Address' form. It includes several text input fields: 'Unit Number', 'Address Line 1\*' (containing '1340 Frederick Johnson Pkwy'), 'Address Line 2', 'City\*', 'State\*' (containing 'Indiana'), 'State\*' (containing 'IN'), 'Postal Code\*' (containing '46220'), and 'Country'. A blue 'Update' button is at the bottom left.