

## Resetting a Forgotten Password on the Website

On the Chaparral Homeowners Connect website you can easily and securely reset your password. Start by clicking the "log in" link in the top right-hand corner of the website. Then, click the "Forgot password?" link next to the log in button.

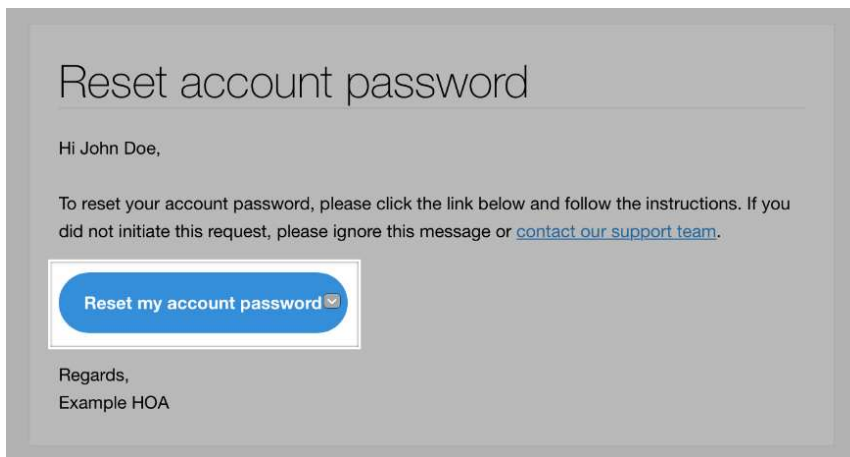
You'll see a new page prompting you to enter the email address currently associated with your member profile.

### Forgot Password

Email

Submit

Shortly after submitting this form, you'll receive an email with a link to reset your password. The link has an expiration date, so be sure to use it right away!



After clicking the link, you'll be taken to a page where you'll type in your new password. You'll need to make sure the bar below the "New password" field turns green. This indicates the password is strong enough.

To double-check that the password has been entered error-free, click on the "Reveal" link next to the password field to view what you've entered. Then, click on the "Reset" button to save your new password.

**Reset Password**

New password (Case sensitive) [Reveal](#)

.....

**Reset**

## Didn't receive an email?

In case you never received an email from our system, first check your spam messages. If it's still not there, it probably means that the email address isn't registered.

## Get notifications regarding Discussion Posts

A lot of people are interested in keeping up with Discussion Posts and there is an easy way to get an email if there are new posts or new comments on topics.

1. After you log in, if you're using a computer, click on the "V" next to your name. If you're on your phone tap the 3 white lines and then click or tap on **"MEMBER SETTINGS"**
2. Once in member settings, click or tap on **"CONTACT"**
3. Put a check mark in **"Receive instant email notifications for..."**
  - New forum topics**
  - New forum comments on topic**
4. Click or tap **"SAVE"** at the bottom of the page

## Changing Your Name, Email Address and/or Phone Number

1. After you log in, if you're using a computer, click on the "V" next to your name. If you're on your phone tap the 3 white lines and then click or tap on **"MEMBER SETTINGS"**
2. Once in member settings, click or tap on **"GENERAL"**
3. Enter your new information
4. Click or tap **"SAVE"**

## Changing Your Password

2. After you log in, if you're using a computer, click on the "V" next to your name. If you're on your phone tap the 3 white lines and then click or tap on **"MEMBER SETTINGS"**
3. Once in member settings, click or tap on **"PASSWORD"**
4. Enter your new password.
5. Click or tap **"SAVE"**

## Changing your address (In Chaparral or secondary address)

1. After you log in, if you're using a computer, click on the "V" next to your name. If you're on your phone tap the 3 white lines and then click or tap on **"ACCOUNT SETTINGS"**
2. Once in Account Settings, click or tap on **"ADDRESSES"**
3. Click or tap on the "Edit" button (To the left of the red delete button)
4. Enter your new address
5. Click or tap **"SAVE"**

## Adding a member to your account

1. After you log in, if you're using a computer, click on the "V" next to your name. If you're on your phone tap the 3 white lines and then click or tap on **"ACCOUNT SETTINGS"**
2. Once in Account Settings, click or tap on **"MEMBERS"**
3. Click or tap on **"ADD MEMBER"**
4. Add the new member information
5. Click or tap **"SAVE"**

## Types of members

There are two main types of members—joint members and specially-designated members. Joint members can either be "full" or "partial" members, depending on whether they have an email address. Read on to learn more about the differences between each of these.

### Full members (have email)

Joint members with an email address have the ability to interact with the website and be included on pages like the "Resident Directory," "Board Members," and "Committees" pages. They can also do the following:

- View restricted pages on the website
- Participate in interactive pages
- Be added to a custom group

### Partial members (missing email)

Joint members can also be included without an email address. Since an email address is required to log in, these members will not have the ability to interact with the website or receive communications. They can, however, be displayed on the directory.

### Specially-designated members

This type of member is one that is given a designation of some sort. The types of designations they could have are as follows:

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- Child
- Pet
- Relative
- Other

Specially-designated members do not have the same capabilities as joint members and will only display on the "**Homeowner Directory**" and Pets will automatically display on the "**Pet Directory**" pages.

### Deleting a member in your account

1. After you log in, if you're using a computer, click on the "V" next to your name. If you're on your phone tap the 3 white lines and then click or tap on "**ACCOUNT SETTINGS**"
2. Once in Account Settings, click or tap on "**MEMBERS**"
3. Click or tap on the "**Red X**" next to the member you want to delete
4. Click or tap "**SAVE**"

### How to upload a Profile photo on your phone

1. After you log in, tap the 3 white lines, and then tap on "**MEMBER SETTINGS**"
2. Once in member settings, tap on "**PROFILE**"
3. under the "Profile Photo" heading, tap on the "**CHOOSE FILE**"..." button to browse and select your desired photo. Once you tap "**Open**" the photo will automatically upload.
4. Next, you'll have the option to crop your photo. Once you've finished tap on the dark blue "**Done**" button.
5. Lastly, tap on the "**SAVE**" button at the bottom of the page

