

FAQ Portal

How do I log-in to my account online?

To access your account information or make a payment, please register for the new, secure portal per the following steps:

NEW USERS:

1. Go to KeystoneConnection.net
2. Click Sign In at the upper right corner of this window.
3. Click Create Account at the bottom right.
4. Input your property information into the form EXACTLY as it appears on your billing statement.
5. Once your registration is confirmed, you will receive an email (from donotreply@cincsystems.net) with a link to set your password for your new login id within 24 hours.
6. Check your Junk Mail frequently if you have filters that may prevent this email from reaching your inbox.
7. Access the email and password link to reset your password as soon as possible, as it will expire within 5 days of the date of the email.
8. Once you reset your password, you may log in using your email address and your new password.
9. Enjoy your new features in KeystoneConnection.net homeowner portal!

HELPFUL VIDEOS: [WebAxis Experience - How to Register for WebAxis \(1:48\)](#)

Download the Keystone Connection app on your mobile device, available in the App Store (Apple devices) or Google Play (Android devices).

PENDING REGISTRATION:

They're approved daily by Business Analyst (IT Team) within 24 hours.

Can you reset my password?

Yes, Please note that the reset password is temporary and case sensitive. Once logged in, homeowners must create a new permanent password using the temporary password as the "current password."

HOW TO RESET A HOMEOWNER PASSWORD IN WEBAXIS

- 1) In WebAxis Admin, go to Administration → Manage Homeowners
- 2) Select the appropriate association from the association drop down menu
- 3) Click the account number next to the homeowner's name

4) Click the "Re-set Password" button at the bottom of the homeowner list

DASHBOARD

MANAGE CONTENT ✓

TEMPLATE ✓

ADMINISTRATION ⌵

Approve Pending Registrations

Broadcast Emails

Manage Reservations

Manage Misc. Item Payments

Manage Homeowners (1)

Manage Payment Providers

Manage Registered Homeowners

*Yellow highlight indicates homeowner is a member of a board and/or committee.

Tenant

Association : *Test Training Association *TEST (2)

View : All Users Except Previous ⌵

User Name	Account	Address	Email	Contact
John Johnson	**TEST1250SFL (3)	1250 Sunny Field Lane	test@test.com Board/Committee: Board, ACC/ARC Committee	H: W: M:

Delete Registered User Re-assign Account Re-set Password (4)

5) Click OK to confirm the reset

livetraining.cincwebaxis.com says

Are you sure you want to re-set password

OK Cancel

(5)

6) An email will be sent to the homeowner with a link to reset their password.

HOW A HOMEOWNER CAN RESET THEIR OWN PASSWORD

1. Have the homeowner navigate to the landing page: <https://keystoneconnection.net>
2. Click the "Sign In" button
3. Click the "Forgot Password" link

powered by
CINC Systems
Welcome back! Please Sign In to your account.

Your Email Address

Password

Remember me

Forgot Password? (4)

Sign In

Make A Quick Payment

Create Account

[Back to Home page](#)

4. Have the homeowner enter their email address associated with their account and click "Request Password Reset" button

Forgot Password

Please enter your Email Address

Request Password Reset Cancel

Forgot Password

Password Reset was completed successfully!

Your Password reset request has been submitted. An email with a password reset link will be sent to your email account. This email may take some time to arrive, please do not submit multiple requests. If you do not receive the email, please check your spam and/or junk folder. Thank you.

OK

5. An email will be sent to the user with a link to reset their password.

Password Reset for Owen's Test Association #1



donotreply@cincsystems.net
To Owen Johnson

Reply Reply All Forward ...

Mon 12/19/2022 1:51 PM

We received a request to reset your password for your access to Owen's Test Association #1's website. Please access this link to reset your password:
<https://training.cincwebaxis.com/Account/CreateNewPassword?id=406401822417836>.

This password link will expire in 24 hours. Once you reset your password, you can login in using your email address and new password.

Enjoy your visit to the site and check back often for updates and information.

Please do not reply to this email as it is not monitored. If you have any questions, please contact your management company.

Powered by CINC Community Association Management Software

6. Clicking the link in the email will bring them to a page where they can save a new password.

The screenshot shows the website for Owen's Test Association #1. The header includes the site name and navigation links: Home, Community Information, Contact Us, and Message Center. There are also buttons for 'Make A Quick Payment' and 'Sign'. The main content area features a large image of a house with the text 'Welcome to Our Website!' and a note about editing the text. Below this is a 'Set new password' form with two input fields for 'New Password' and 'Confirm password', and 'Save' and 'Cancel' buttons. To the right of the form are 'Minimum Password Requirements' listed as follows:

- Minimum Length: 8 characters.
- Maximum Length: 24 characters.
- Must contain at least 1 UPPERCASE character.
- Must contain at least 1 LOWERCASE character.
- Must contain at least 1 NUMBER.
- Must contain at least 1 SPECIAL/SYMBOL character. Except SPACE.
- Must not contain the User First Name, Last Name, or Login ID.

How do I register for an online account with multiple properties?

If you have multiple properties, once approved, and registered for your first property, log into Keystone Connection portal, click on the **Account Info** dropdown, choose **My Profile**, and scroll to the bottom to **Register an Additional Property**. Once your additional property registration is verified and approved you can toggle between property information from your **My Profile** page.

Email Template:

Thank you for your email. Please go to <https://keystoneconnection.net>. By clicking on your name in the top right corner of your portal, then "**Switch Accounts**", then "**Register an Additional Property**", you can add an additional account/property. The process for multiple properties is the same for one property with a sub and master Association.

If you do not have your account number for the other property/HOA, please provide your address/Association name so we can further assist.