

SimplrACCESS support

Quick Links

- [What is SimplrACCESS?](#)
- [First time login to SimplrACCESS](#)
- [Using SimplrACCESS to log in](#)
- [Changing your authentication options](#)
- [Getting assistance](#)
- [¿Qué es SimplrACCESS?](#)

What is SimplrACCESS?

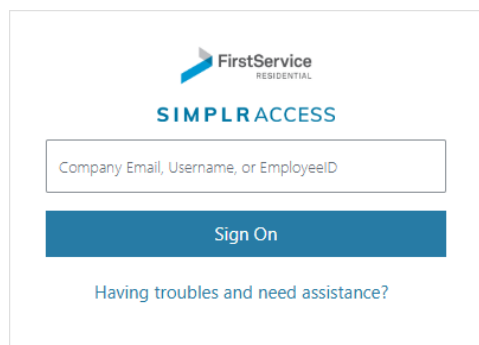
SimplrACCESS is our tech security single sign-on (SSO) program created to simplify your access to our systems and tools.

SIMPLRACCESS

First time login to SimplrACCESS

All employees within FirstService Residential receive a SimplrACCESS account by default. Below are directions for your first time logging in.

- 1 Launch the website or mobile application you wish to access.
- 2 Enter your company-issued email address (if you have one) or your employee ID.



FirstService
RESIDENTIAL

SIMPLRACCESS

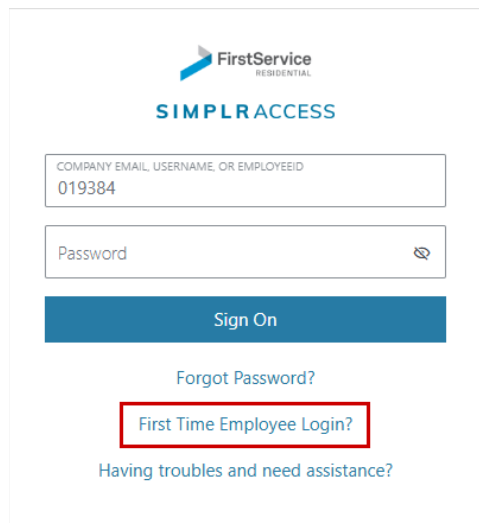
Company Email, Username, or EmployeeID

Sign On

[Having troubles and need assistance?](#)

If you have a company-issued email address:

You can use your company-issued email address to log in, and upon logging in you will be redirected to Microsoft for authentication.



FirstService
RESIDENTIAL

SIMPLRACCESS

COMPANY EMAIL, USERNAME, OR EMPLOYEEID
019384

Password

Sign On

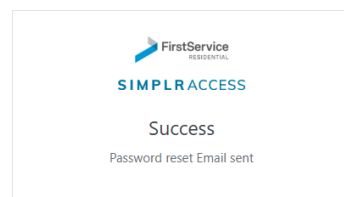
[Forgot Password?](#)

First Time Employee Login?

[Having troubles and need assistance?](#)

If you DO NOT have a company-issued email address:

You will use your company-issued employee ID to log in. Once entered, you will have the “First Time Employee Login?” option shown below. Select this option and submit. An email from simplraccess@fsresidential.com will be sent to the email address on file within ADP with a password reset link.



FirstService
RESIDENTIAL

SIMPLRACCESS

Success

Password reset Email sent

3 Complete the multifactor authentication process.

After successfully logging in for the first time, you will be prompted to set up multifactor authentication, which confirms your identity.

All users will be prompted to confirm their identity via multifactor authentication.

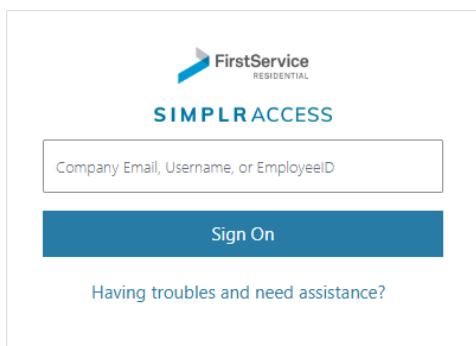
4 Continue to your application.

Using SimplrACCESS to log in

Single sign-on (SSO) is a central part of FirstService Residential's security program. With SimplrACCESS, you use one login for all your applications.

1 Launch the website or mobile application you wish to access.

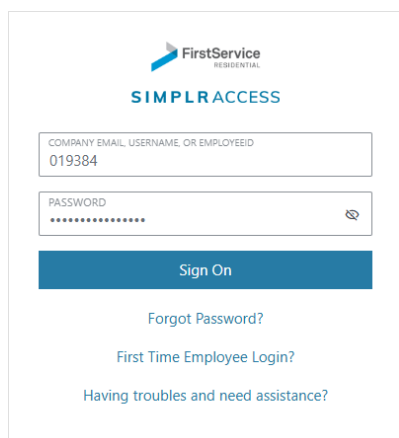
2 Enter your company-issued email address (if you have one) or your employee ID.



The login screen displays the FirstService Residential logo and the title 'SIMPLRACCESS'. Below this is a text input field labeled 'Company Email, Username, or EmployeeID'. A blue 'Sign On' button is positioned below the input field. At the bottom, there is a link that reads 'Having troubles and need assistance?'.

If you have a company-issued email address:

You will follow the same Microsoft login process that you normally do when accessing email, SharePoint, or other online services.



The login screen displays the FirstService Residential logo and the title 'SIMPLRACCESS'. It features two input fields: the first is labeled 'COMPANY EMAIL, USERNAME, OR EMPLOYEEID' and contains the text '019384'; the second is labeled 'PASSWORD' and contains a series of dots. A blue 'Sign On' button is located below the password field. At the bottom, there are three links: 'Forgot Password?', 'First Time Employee Login?', and 'Having troubles and need assistance?'.

If you DO NOT have a company-issued email address:

You will use your company issued employee ID to log in.

3 Complete the multifactor authentication process.

After successfully logging in for the first time, you will be prompted to set up multifactor authentication, which confirms your identity.

To set up or change how you are notified for multifactor authentication, please visit the My Account Portal.

<https://simplraccess.fsresidential.com/myaccount>

All users will be prompted to confirm their identity via multifactor authentication.

4 Continue to your application.

You will be redirected to the application you launched in Step 1.

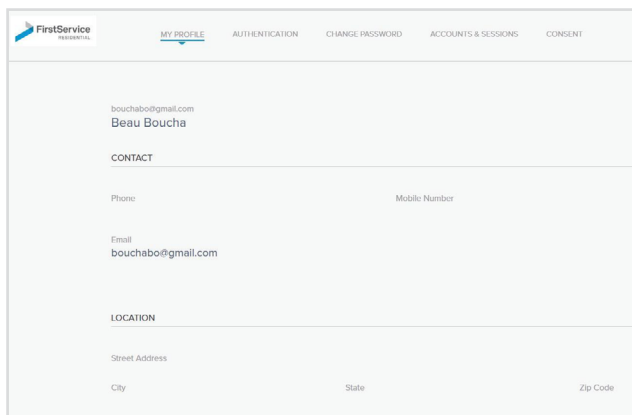
Changing your authentication options

To add or edit the methods used to confirm your identity, please follow the steps below.

1 Visit the My Account Portal.

<https://simplraccess.fsresidential.com/myaccount>

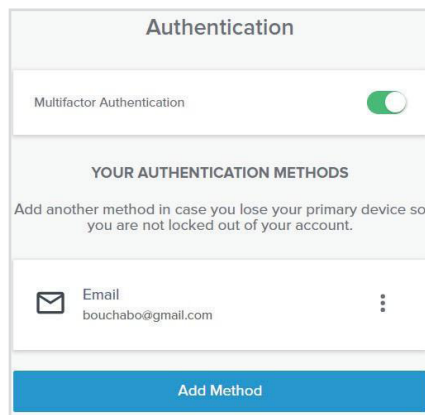
Once you log in with your email address and password (you may have to authenticate again if this is your first time logging on using the web browser), you will see this screen.



The screenshot shows the 'MY PROFILE' tab selected in the navigation bar. The user's email is bouchabo@gmail.com and their name is Beau Boucha. Under the 'CONTACT' section, there are fields for Phone, Mobile Number, and Email (bouchabo@gmail.com). Under the 'LOCATION' section, there are fields for Street Address, City, State, and Zip Code.

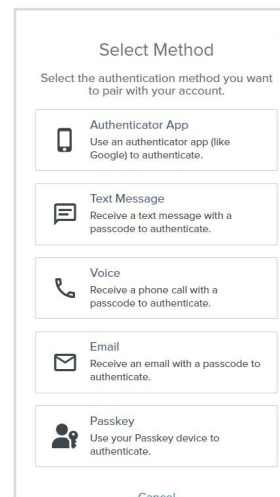
2 Add a method.

Navigate to the Authentication tab at the top, and then “Add Method” to add another authentication option.



The screenshot shows the 'Authentication' tab with a toggle for 'Multifactor Authentication' turned on. Below, under 'YOUR AUTHENTICATION METHODS', there is a list of methods with 'Email' (bouchabo@gmail.com) selected. An 'Add Method' button is at the bottom.

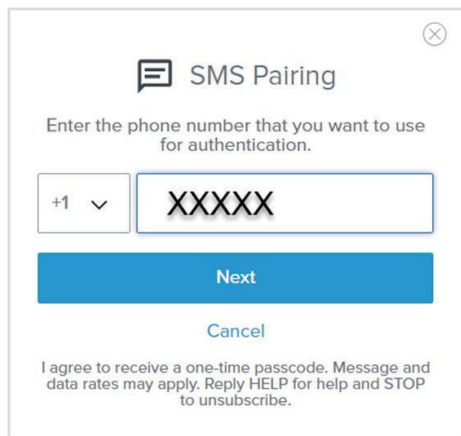
Select one of the methods to associate to your account.



The 'Select Method' dialog box prompts the user to select an authentication method. The options are: Authenticator App, Text Message, Voice, Email, and Passkey. The 'Cancel' button is at the bottom.

3 Confirm the new method.

After you select, you will then set up the authentication. This example is for text messaging (SMS). You will receive a code via the new authentication method, and you must enter that code in the popup window on the next screen.



SMS Pairing

Enter the phone number that you want to use for authentication.

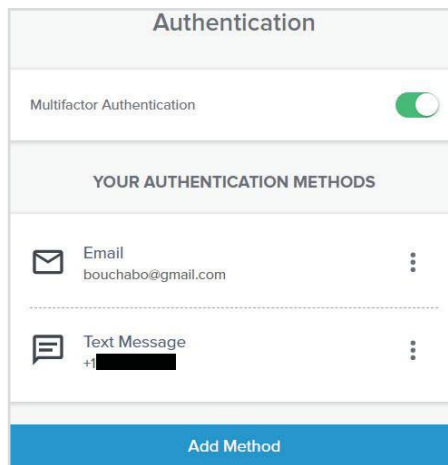
+1

Next

[Cancel](#)

I agree to receive a one-time passcode. Message and data rates may apply. Reply HELP for help and STOP to unsubscribe.

Once successfully completed, the new method will appear under the Authentication tab.



Authentication

Multifactor Authentication ☒

YOUR AUTHENTICATION METHODS

Email
bouchabo@gmail.com

Text Message
+1 [REDACTED]

Add Method

If you need further assistance with your SimplrACCESS account:

Support for new SimplrACCESS accounts is provided between 9 a.m. and 5 p.m. Monday to Friday within your respective time zone. After-hours and weekend support is available 24 hours a day, seven days a week for general troubleshooting only.

Employees of FirstService Residential with access to Manage Engine:

Please submit a ticket using the SimplrACCESS template via Manage Engine. Include details about your issue and the email address associated with your account. <https://fsrsupport.fsresidential.com>

For all other users:

- If you are not an employee of FirstService Residential, please work with your primary FirstService Residential point of contact who will submit a support ticket on your behalf.
- If you are an employee who does not have access to Manage Engine, please speak to your manager for assistance.

If you need to request changes to your user account within Connect or CamAcct, please follow standard processes in your market for application support.

Soporte SimplrACCESS

¿Qué es SimplrACCESS?

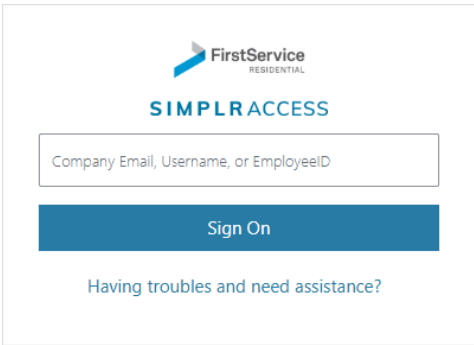
SimplrACCESS es nuestro programa de seguridad de inicio de sesión único (SSO) creado para simplificar tu acceso a nuestros sistemas y herramientas.

SIMPLRACCESS

Primer login en SimplrACCESS

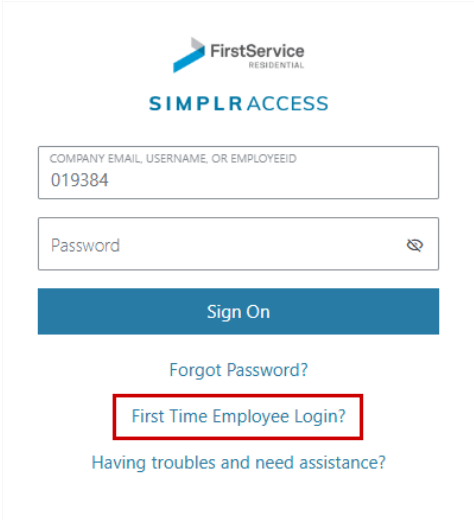
Todos los empleados de FirstService Residential reciben una cuenta de SimplrACCESS por defecto. A continuación se indican las instrucciones para tu primer inicio de sesión.

- 1 **Entra al sitio web o la aplicación móvil que deseas acceder.**
- 2 **Ingresa tu dirección de correo electrónico proporcionada por la empresa (si tienes una) o tu employee ID.**



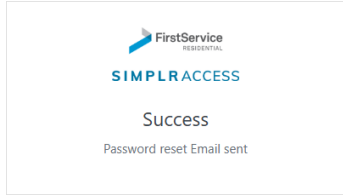
Si tienes una dirección de correo electrónico proporcionada por la empresa:

Puedes usar tu correo electrónico de la empresa para iniciar sesión y, al hacerlo, serás redirigido a Microsoft para la autenticación.



Si NO tienes una dirección de correo electrónico proporcionada por la empresa:

Utilizarás tu EmployeeID proporcionado por la empresa para iniciar sesión. Una vez ingresado, aparecerá la opción “¿Primer inicio de sesión como empleado?” como se muestra abajo. Selecciona esta opción y envía. Se enviará un correo electrónico desde simplraccess@fsresidential.com a la dirección registrada en ADP con un enlace para establecer la contraseña.



3 Completa el proceso de autenticación multifactor.

Después de iniciar sesión exitosamente por primera vez, se te pedirá configurar la autenticación multifactor, que confirma tu identidad.

Todos los usuarios deberán confirmar su identidad mediante autenticación multifactor.

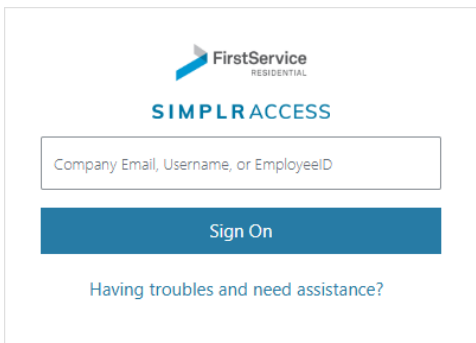
4 Continúa hacia tu aplicación.

Cuando uses SimplrACCESS para iniciar sesión

El inicio de sesión único (SSO) es una parte central del programa de seguridad de FirstService Residential. Con SimplrACCESS, usas una sola credencial para todas tus aplicaciones.

1 Lanza el sitio web o la aplicación móvil que deseas acceder.

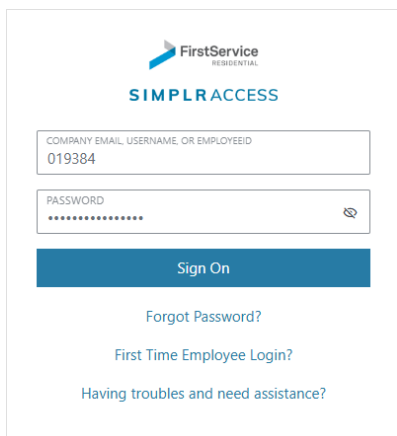
2 Ingresa tu dirección de correo electrónico proporcionada por la empresa (si tienes una) o tu employee ID.



The screenshot shows the SimplrACCESS login interface. At the top is the FirstService Residential logo. Below it is the text 'SIMPLRACCESS'. There is a text input field labeled 'Company Email, Username, or EmployeeID'. Below the field is a blue 'Sign On' button. At the bottom, there is a link that says 'Having troubles and need assistance?'.

Si tienes una dirección de correo electrónico proporcionada por la empresa:

Seguirás el mismo proceso de inicio de sesión de Microsoft que normalmente usas para acceder al correo electrónico, SharePoint u otros servicios en línea.



The screenshot shows the SimplrACCESS login interface for users without a company email. It includes the FirstService Residential logo and 'SIMPLRACCESS' text. There are two input fields: the first is labeled 'COMPANY EMAIL, USERNAME, OR EMPLOYEEID' and contains the value '019384'; the second is labeled 'PASSWORD' and contains masked characters. Below these fields is a blue 'Sign On' button. At the bottom, there are three links: 'Forgot Password?', 'First Time Employee Login?', and 'Having troubles and need assistance?'.

Si NO tienes una dirección de correo electrónico proporcionada por la empresa:

Utilizarás tu employee ID proporcionado por la empresa para iniciar sesión.

3 Completa el proceso de autenticación multifactor.

Después de iniciar sesión exitosamente, se te pedirá la autenticación multifactor, que confirma tu identidad.

Para configurar o cambiar cómo recibes las notificaciones de autenticación multifactor, visita el Portal de Mi Cuenta: <https://simplraccess.fsresidential.com/myaccount>

Todos los usuarios deberán confirmar su identidad mediante autenticación multifactor.

4 Continúa hacia tu aplicación.

Serás redirigido a la aplicación que lanzaste en el Paso 1.

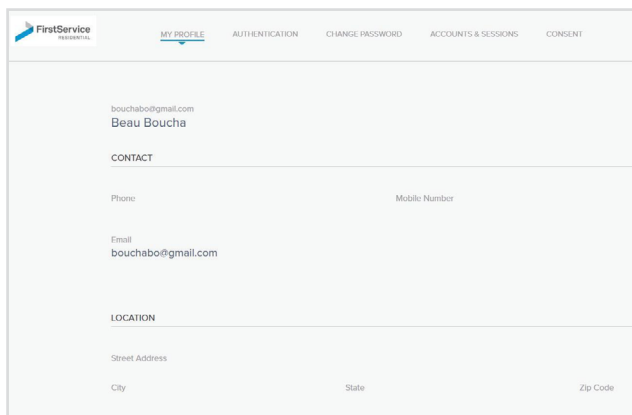
Para cambiar tus opciones de autenticación

Para agregar o editar los métodos utilizados para confirmar tu identidad, sigue los pasos a continuación.

1 Visita My Account Portal.

<https://simplraccess.fsresidential.com/myaccount>

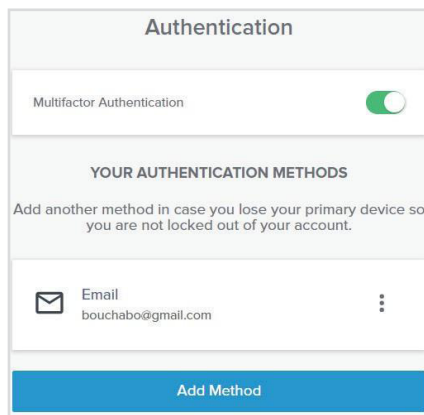
Una vez que inicies sesión con tu dirección de correo electrónico y contraseña (puede que tengas que autenticarte nuevamente si es tu primer inicio de sesión usando el navegador web), verás esta pantalla.



The screenshot shows the 'MY PROFILE' tab selected in the navigation bar. The user's email is 'bouchabo@gmail.com' and their name is 'Beau Boucha'. Under the 'CONTACT' section, there are fields for 'Phone' and 'Mobile Number'. Under the 'LOCATION' section, there are fields for 'Street Address', 'City', 'State', and 'Zip Code'.

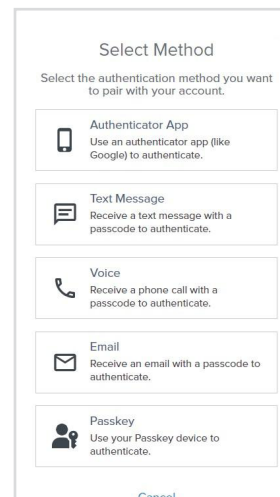
2 Agrega un método.

Navega a la pestaña de Autenticación en la parte superior y luego selecciona “Agregar método” para añadir otra opción de autenticación.



The screenshot shows the 'Authentication' settings page. At the top, there is a toggle switch for 'Multifactor Authentication' which is turned on. Below this, the section 'YOUR AUTHENTICATION METHODS' contains the text 'Add another method in case you lose your primary device so you are not locked out of your account.' There is a list of methods with 'Email' selected, showing the address 'bouchabo@gmail.com'. At the bottom, there is a blue button labeled 'Add Method'.

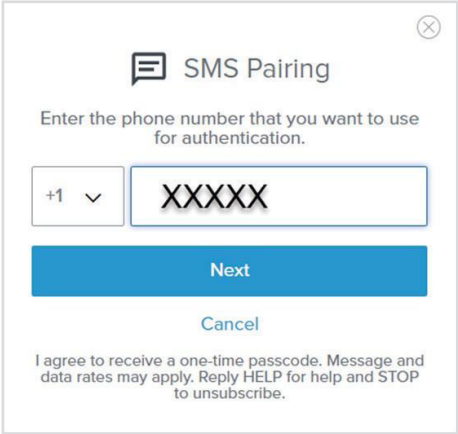
Selecciona uno de los métodos para asociar a tu cuenta.



The screenshot shows the 'Select Method' dialog box. It prompts the user to 'Select the authentication method you want to pair with your account.' There are five options listed: 'Authenticator App' (with a smartphone icon), 'Text Message' (with a speech bubble icon), 'Voice' (with a telephone handset icon), 'Email' (with an envelope icon), and 'Passkey' (with a person icon). Each option has a brief description of how it works. At the bottom, there is a 'Cancel' link.

3 Confirma el nuevo método.

Después de seleccionar, deberás configurar la autenticación. Este ejemplo es para mensajes de texto (SMS). Recibirás un código mediante el nuevo método de autenticación y deberás ingresar ese código en la ventana emergente en la siguiente pantalla.



SMS Pairing

Enter the phone number that you want to use for authentication.

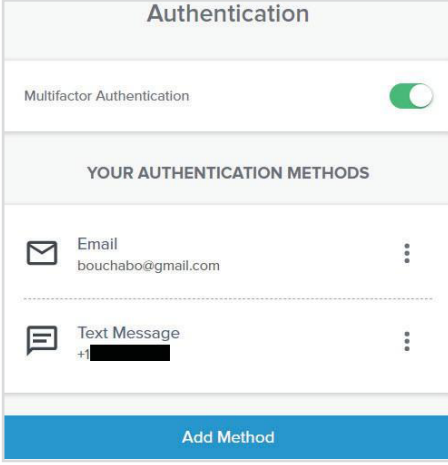
+1

Next

Cancel

I agree to receive a one-time passcode. Message and data rates may apply. Reply HELP for help and STOP to unsubscribe.

Una vez completado exitosamente, el nuevo método aparecerá bajo la pestaña de Autenticación.



Authentication

Multifactor Authentication ☒

YOUR AUTHENTICATION METHODS

Email
bouchabo@gmail.com

Text Message
+1 [REDACTED]

Add Method

Si necesitas más ayuda con tu cuenta de SimplrACCESS:

El soporte para nuevas cuentas de SimplrACCESS se proporciona entre las 9 a.m. y las 5 p.m. de lunes a viernes en tu zona horaria respectiva. El soporte fuera de horario y los fines de semana está disponible las 24 horas del día, los siete días de la semana, solo para problemas de resolución general.

Empleados de FirstService Residential con acceso a Manage Engine:

Por favor, envía un ticket usando la plantilla de SimplrACCESS a través de Manage Engine. Incluye detalles sobre tu problema y la dirección de correo electrónico asociada a tu cuenta. <https://fsrsupport.fsresidential.com>

Para todos los demás usuarios:

- Si no eres empleado de FirstService Residential, por favor contacta a tu punto de contactoprincipal en FirstService Residential, quien enviará un ticket de soporte en tu nombre.
- Si eres empleado y no tienes acceso a Manage Engine, habla con tu gerente para recibir asistencia.

Si necesitas solicitar cambios en tu cuenta de usuario dentro de Connect o CamAcct, sigue los procesos estándar en tu mercado para el soporte de aplicaciones.