

SimplrACCESS support – imported users

Registering for SimplrACCESS as an existing Connect or CamAcct user

SIMPLRACCESS

Users who registered an email address in Connect and CamAcct will automatically be imported into SimplrACCESS. Starting October 11, please follow the steps below to register your account.

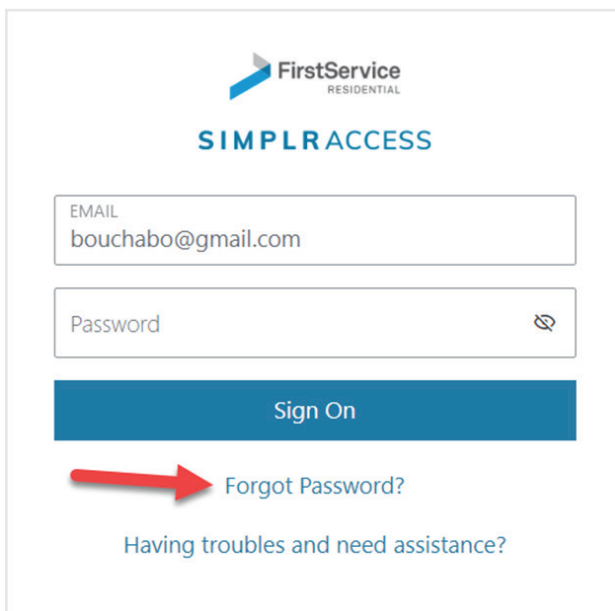
1 Launch the My Account Portal. <https://simplraccess.fsresidential.com/myaccount>

2 Enter your email address for single sign-on.

Log in using the email address you entered to link your Connect or CamAcct user account during the registration process in August and September 2023. When done, click the Sign On button.

3 Initiate a Forgot Password process.

All imported users must set a permanent password using the Forgot Password process since a password has not yet been created for your account. Click on the Forgot Password option to start the process.




The screenshot shows the SimplrACCESS login interface. At the top is the FirstService Residential logo and the word 'SIMPLRACCESS'. Below this are two input fields: 'EMAIL' with the text 'bouchabo@gmail.com' and 'Password' with a toggle icon. A blue 'Sign On' button is positioned below the password field. A red arrow points to the 'Forgot Password?' link, which is located below the 'Sign On' button. At the bottom of the form is the text 'Having troubles and need assistance?'.

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On the Password Reset screen, enter your email address and then click Submit. You will see the Success confirmation screen, and an email will be sent with instructions.


SIMPLRACCESS


Password Reset

Enter your email address, and we'll send password reset instructions to you.

EMAIL
bouchabo@gmail.com

Submit

Cancel


SIMPLRACCESS

Success

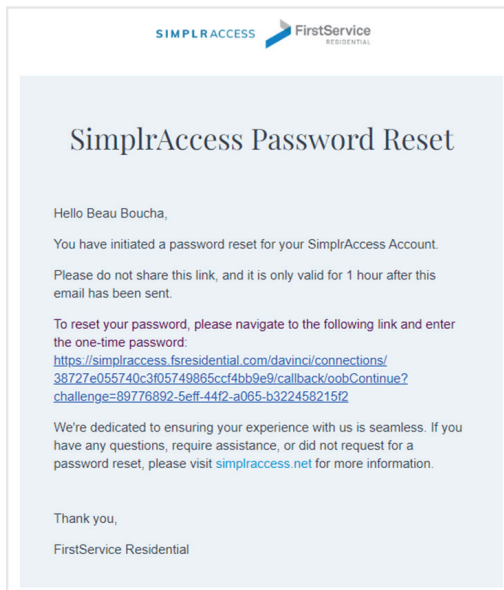
New Account invite sent.

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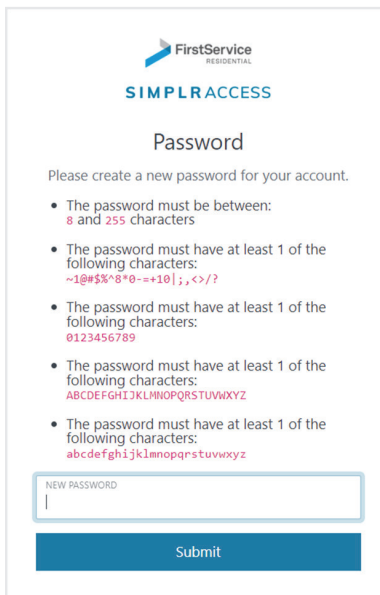
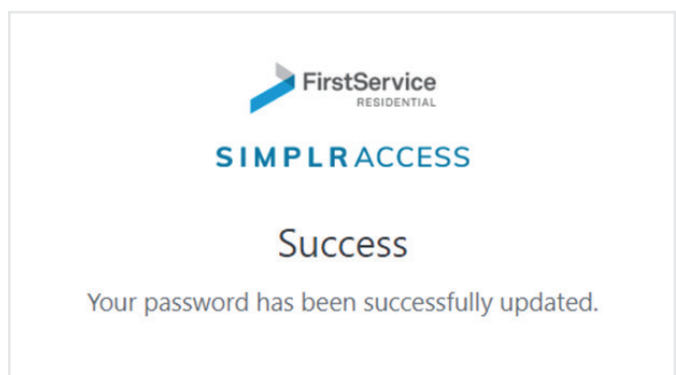
4

Look for the Password Reset email and enter a new password.

Click on the link within the Password Reset email.



Enter a new password and then click Submit. You will receive the Success confirmation message. You may now close your browser.

The image shows a screenshot of a web form titled "Password" with the FirstService Residential SIMPLRACCESS logo at the top. Below the title, it says "Please create a new password for your account." There are five bullet points listing password requirements: 1. Length: 8 to 255 characters. 2. At least one of the following characters: ~!@#%&*^–+10|;.,<>/? 3. At least one of the following characters: 0123456789 4. At least one of the following characters: ABCDEFGHIJKLMNOPQRSTUVWXYZ 5. At least one of the following characters: abcdefghijklmnopqrstuvwxyz Below the requirements is a text input field labeled "NEW PASSWORD" and a blue "Submit" button.


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5 Complete the multifactor authentication process.


Log into one of the applications supported by SSO such as Connect, CamAcct or Budget Tool. After entering your email and password, you will be prompted to select from one of the multifactor authentication methods to associate to your account.

Select Method


Select the authentication method you want to pair with your account.




Authenticator App
Use an authenticator app (like Google) to authenticate.




Text Message
Receive a text message with a passcode to authenticate.



Voice
Receive a phone call with a passcode to authenticate.



Email
Receive an email with a passcode to authenticate.

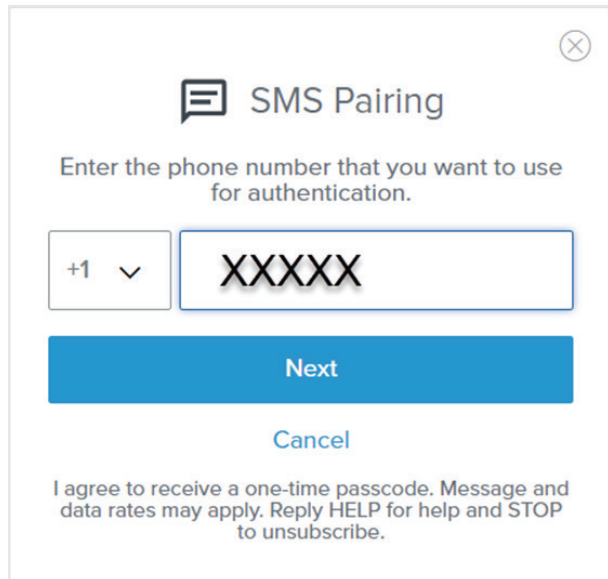



Passkey
Use your Passkey device to authenticate.

[Cancel](#)

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After you make a selection, then proceed with the linking process. The example below is for text messaging (SMS). The user will receive code sent to their new authentication method and they must enter that code in the pop up on the next screen.

A screenshot of a mobile application dialog box titled "SMS Pairing". It contains a text input field for a phone number, a "Next" button, and a "Cancel" link. At the bottom, there is a disclaimer about receiving a one-time passcode.

 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 linked, you will be redirected to the application you initially launched. The SimplrACCESS registration process is complete.