

# SimplrACCESS

## support



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## What is SimplrACCESS?

SimplrACCESS is our new tech security program created to simplify your access to our systems and tools.

Note: Users who registered through Connect or CamAcct in August and September 2023 received an email notification with steps to register for SimplrACCESS. If you did not receive the email, please follow these steps to register your account. <https://fsresidential.com/corporate/simplraccessusers>

## SIMPLR ACCESS

### 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.**

This process has not changed - use the same links to access Connect, CamAcct, and other apps, now supported by SimplrACCESS.

- 2 Enter your email address for single sign-on.**

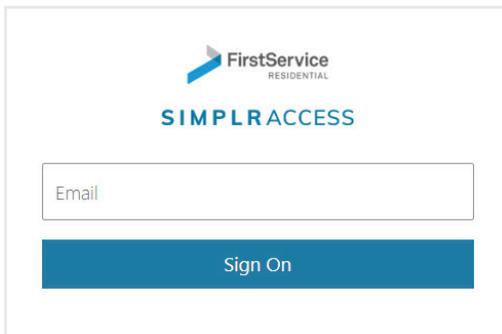
Access the website link or mobile app as you normally would.

At the login screen, enter the email address associated with your SimplrACCESS account. If you were issued a FirstService Residential email address as an employee, contractor, or vendor, use that email address. Otherwise, use the email address you provided when your account was set up.

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## If you have a company-issued email address:

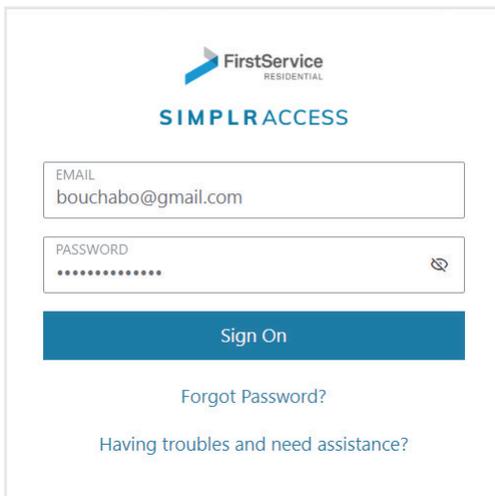
You will follow the same Microsoft login process that you normally do when accessing email, SharePoint, or other online services.



The screenshot shows the SimplrACCESS login interface. At the top, there is the FirstService RESIDENTIAL logo and the text 'SIMPLRACCESS'. Below this is a text input field labeled 'Email'. Underneath the input field is a blue button labeled 'Sign On'.

## If you do not have a company-issued email address:

You will be guided through the SimplrACCESS login process.



The screenshot shows the SimplrACCESS login interface for non-company-issued email addresses. At the top, there is the FirstService RESIDENTIAL logo and the text 'SIMPLRACCESS'. Below this are two text input fields: the first is labeled 'EMAIL' and contains the text 'bouchabo@gmail.com'; the second is labeled 'PASSWORD' and contains a series of dots, with a small icon to its right. Below the input fields is a blue button labeled 'Sign On'. Underneath the button are two links: 'Forgot Password?' and 'Having troubles and need assistance?'.

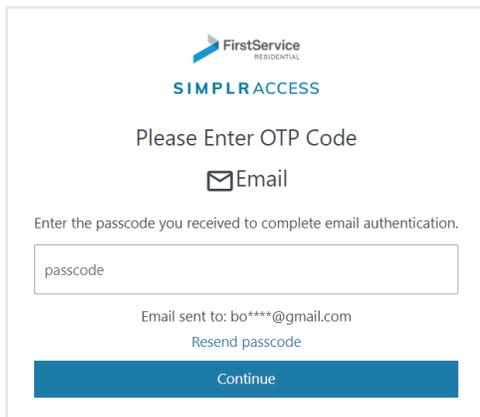
All users will be prompted to enter their email address.

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## 3 Complete the multifactor authentication process.

After successfully entering your password, you may be prompted for multifactor authentication, which confirms your identity.

In this example, email has been selected as the notification method, and a passcode will be sent via email. The user will be directed to their application after successfully entering the passcode.



FirstService  
RESIDENTIAL

**SIMPLRACCESS**

Please Enter OTP Code

✉ Email

Enter the passcode you received to complete email authentication.

Email sent to: bo\*\*\*\*@gmail.com  
Resend passcode

Continue

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.

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### Registering your SimplrACCESS account: Users without a FirstService Residential email address

#### 1 Find the email notification.

You will receive an email from [simplraccess@fsresidential.com](mailto:simplraccess@fsresidential.com) after your SimplrACCESS account is created. The link expires after one hour.

#### It's time for you to register for your SimplrAccess account!

Hello Beau Boucha,

We're excited to share our new sign-on account known as SimplrAccess. A SimplrAccess account is a single sign-on experience that enables you to securely access any FirstService Residential tools and resources you need.

- Associates will gain access to a suite of applications designed to simplify their daily processes. Further information and direct links to these resources will be provided during onboarding.
- Board members and association staff can access operational applications like Connect to manage communities.
- Vendors will have access to tools to manage accounting and legal activities.

To get started, we kindly request that you click the button below to register your SimplrAccess and configure your password. This link is valid for one hour.

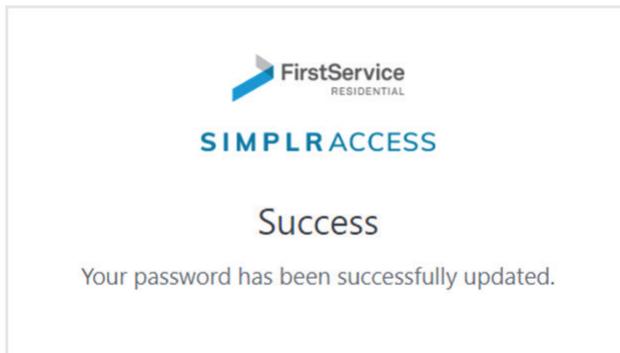
If you cannot find the email or if the link has expired, use this process to register your account.

<https://fsresidential.com/corporate/simplraccessusers>

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## 2 Register your account by creating a password.

Click the “Register your account” button within the email. You will be prompted to enter a password for your SimplrACCESS account. When done, you will receive the message shown. You can now close your browser.



## 3 Set up your options for multifactor authentication.

For all new user accounts created after October 11, 2023, email will be your default method to confirm your identity. If you wish to update the default options, please visit the My Account Portal. <https://simplraccess.fsresidential.com/myaccount>

## 4 Launch the application you wish to access.

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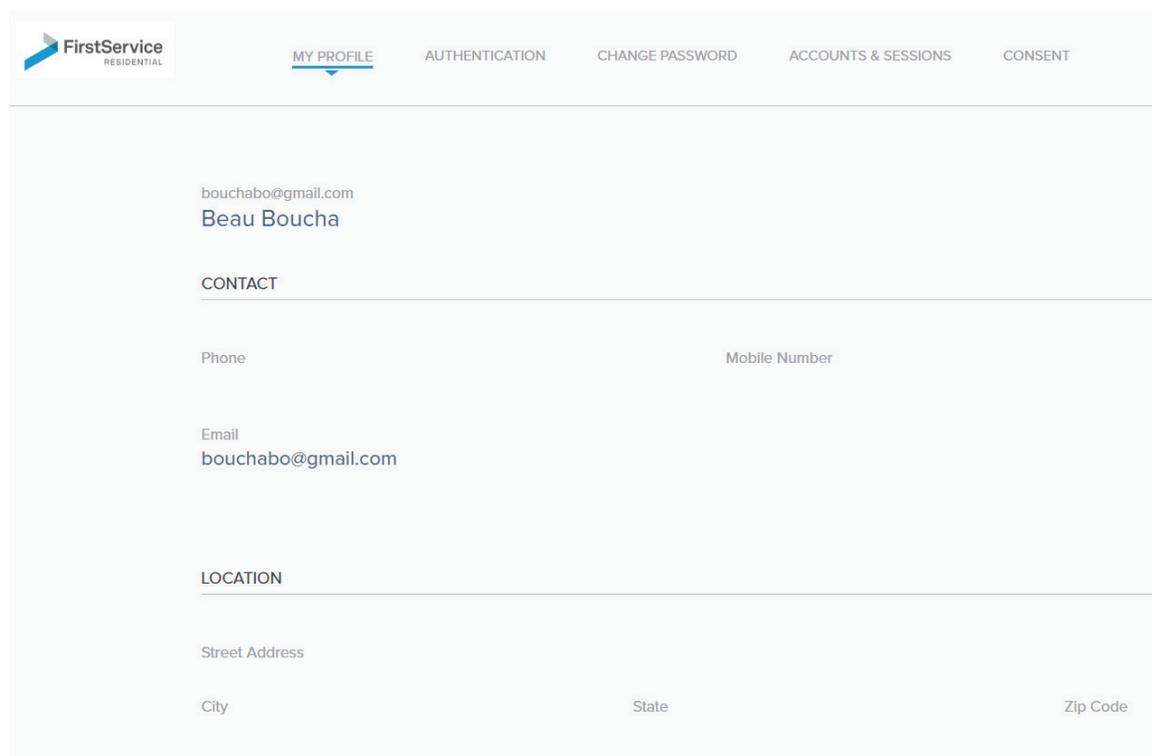
## Changing your authentication options

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.

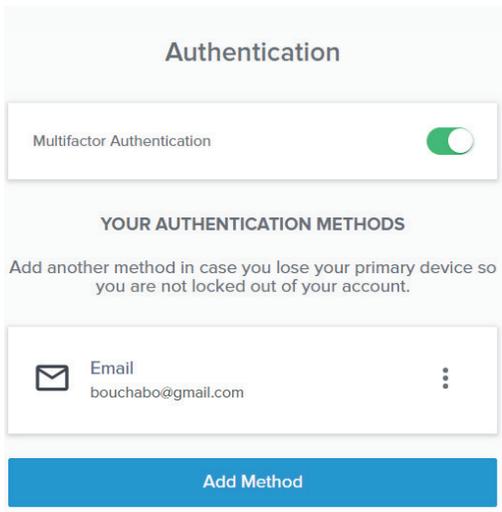


The screenshot shows the 'My Profile' page of the SimplrACCESS portal. At the top left is the FirstService RESIDENTIAL logo. The navigation menu includes 'MY PROFILE' (selected), 'AUTHENTICATION', 'CHANGE PASSWORD', 'ACCOUNTS & SESSIONS', and 'CONSENT'. The profile information for 'Beau Boucha' (email: bouchabo@gmail.com) is displayed. The 'CONTACT' section contains fields for 'Phone', 'Mobile Number', and 'Email' (bouchabo@gmail.com). The 'LOCATION' section contains fields for 'Street Address', 'City', 'State', and 'Zip Code'.

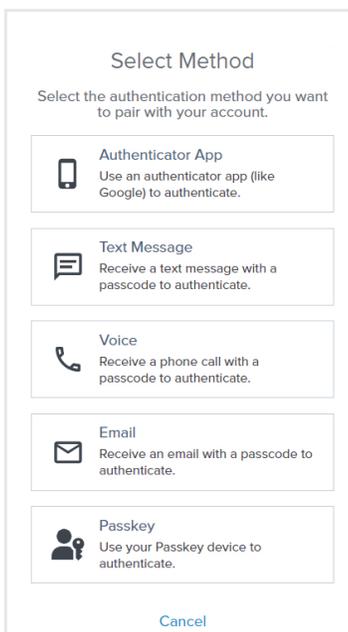
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## 2 Add a method.

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



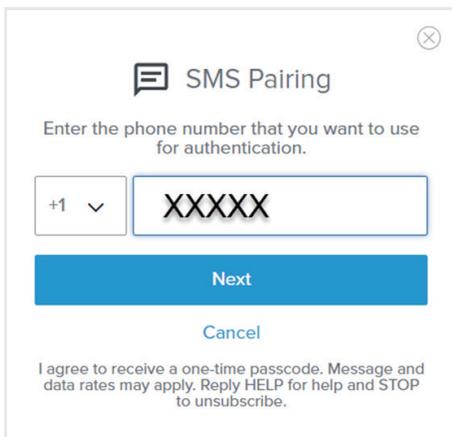
Select one of the methods to associate to your account.



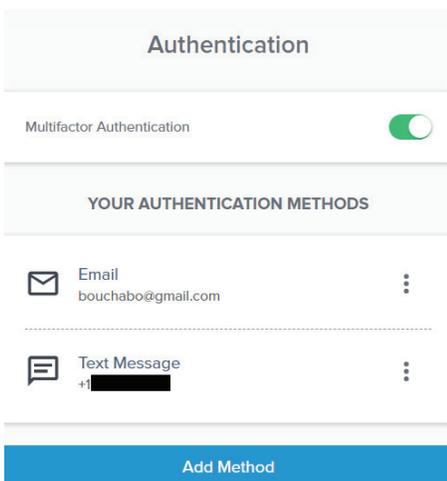
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### 3 Confirm the new method.

After you make a selection, 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.



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



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### 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.

#### Supported applications:

The following applications will be controlled by SSO starting October 11, 2023:

- Connect
- CamAcct
- Budget Tool
- Contract Management (Florida only)
- FirstService Financial
- Connect Associate Mobile
- Connect Front Desk Mobile