

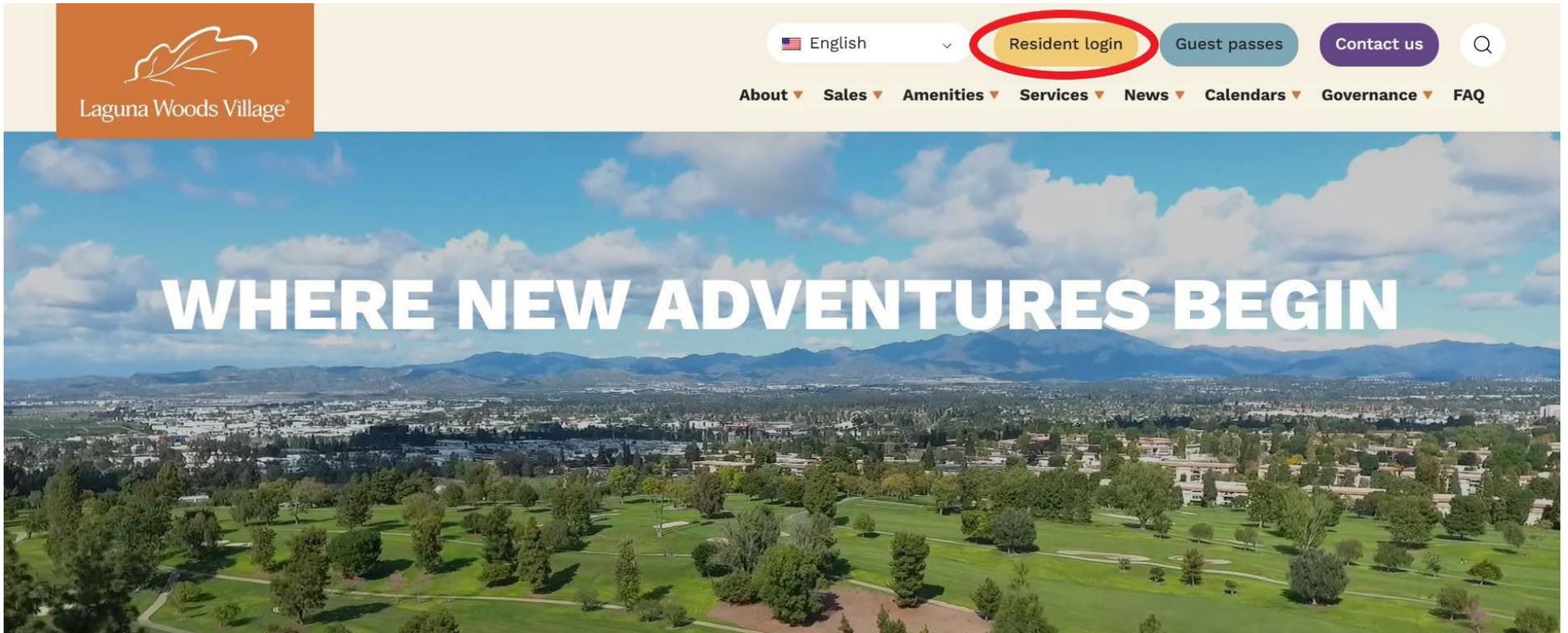


Laguna Woods Village®

## Accessing the Resident Portal

### *Set Up and Access the Portal*

1. From the Laguna Woods Village website main page, click “Resident Login” in the upper right-hand corner.



2. For a first-time login, register your account.



Enter e-mail address  Password

[Register Account](#) [Forgot Password?](#)

By clicking Login, you agree to the [Terms of Use](#) and [Privacy Policy](#).

3. Enter the email you have on file with Resident Services. Click “Verify Email.” If you don’t know the email address you have on file, contact Resident Services at 949-597-4600.



Enter e-mail address

Your username is the e-mail address you have on file with Resident Services. For first time users or if you forgot your password, please enter your email address and click "verify email". You will receive a secured, confidential link in your email to verify your account and set your password. If you have any questions or problems with logging into the Resident Portal, please contact Resident Services at 949-597-4600 or residentservices@vmsinc.org.

Verify Email Sign In

**4. Check your email account for an email from the Village that contains a prompt to reset your password. Then return to the Login/Sign In page of the Village website. Enter your email and password.**

**From:** Laguna Woods [\[mailto:info@lagunawoodsvillage.com\]](mailto:info@lagunawoodsvillage.com)  
**Sent:** Thursday, January 03, 2019 4:11 PM  
**To:** Holland, Chuck  
**Subject:** Resident Portal- Verification and Password Reset

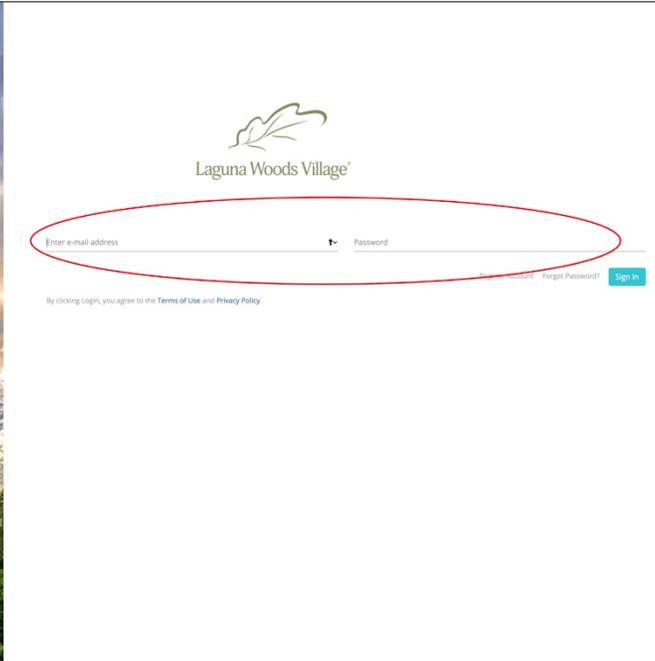
Dear Mr./ Mrs. Chuck Holland,

We appreciate the opportunity to serve you. We have received a request to reset your Resident Portal password. To confirm your password reset, please click the link below. If you have any questions or concerns or need assistance, please contact Resident Services at 949-597-4600 or [residentservices@vmsinc.org](mailto:residentservices@vmsinc.org).

[https://portal.lagunawoodsvillage.com/change\\_password.php?token=366907d8ac97f12550a72419c0681d67](https://portal.lagunawoodsvillage.com/change_password.php?token=366907d8ac97f12550a72419c0681d67)

Sincerely,

Laguna Woods Village  
Resident Services



5. After entering your email and password and clicking “Sign In,” you will be taken to the Dashboard Page for account details. A dropdown menu is available for Residents who own more than one property. Your personal information will appear in each field. Navigate the Dashboard Page using the left-hand full menu or the icon menu.

The screenshot displays the Laguna Woods Village Dashboard Page. At the top left is the logo and a navigation menu with options: Dashboard (highlighted with a red circle), Payments, Statements, and Work Order. The main content area is titled 'DASHBOARD PAGE' and includes a 'Logout' button in the top right. Below the title bar, there is a dropdown menu for selecting a property. The account details are organized into two columns:

- Left Column:** First Name, Last Name, Account, Email Address, Phone Number, Mailing Address, Resident ID, Other Number, Resident Type, Manor ID.
- Right Column:** Chargeable Services (\$0.00), Chargeable Services Late Fees (\$0.00), Assessment Charges (\$637.22), Assessment Charges Late Fees (\$0.00), Total Balance (\$637.22).

Below the account details is a table with a search bar and a 'Show 10 entries' dropdown. The table has the following columns: Occupant Type, First Name, Last Name, Resident ID, Email Address, Phone Number, Resident Address, Account, Lease Start Date, and Lease Expiration Date. The table contains three rows of data:

Occupant Type	First Name	Last Name	Resident ID	Email Address	Phone Number	Resident Address	Account	Lease Start Date	Lease Expiration Date
Lessee								NaN/NaN/NaN	NaN/NaN/NaN
Non occupant owner								-	-
Non occupant owner								-	-

At the bottom of the table, it says 'Showing 1 to 3 of 3 entries' and includes 'Previous', '1', and 'Next' navigation buttons.

This block contains two smaller screenshots of the dashboard page. The left screenshot shows the mobile navigation menu with 'Dashboard', 'Payments', 'Statements', and 'Work Order' options, with 'Dashboard' circled in red. The right screenshot shows the account details section with 'First Name', 'Account', 'Phone Number', 'Resident ID', and 'Resident Type' fields, with the 'Dashboard' icon in the mobile menu also circled in red.

6. Select "Payments" from the left-hand menu to visit the Payments Page, where you can view assessments and other charges. Click "Pay Now" to pay any charges. You will be taken to "Payment Details."

**Laguna Woods Village** Logout

**PAYMENTS PAGE** SUPPORT: (949) 597-4600

Property :  
First Name :  
Last Name :  
Account :  
Email Address :  
Phone Number :  
Mailing Address :  
Resident ID :  
Other Number :  
Resident Type :  
Manor ID :

Chargeable Services :	\$0.00
Chargeable Services Late Fees :	\$0.00
Assessment Charges :	\$637.22
Assessment Charges Late Fees :	\$0.00
<b>Total Balance :</b>	<b>\$637.22</b>

Chargeable Services	0.00	<input checked="" type="checkbox"/> Pay All Chargeable Services
Chargeable Services Late Fees	0.00	
Assessment Charges	637.22	<input checked="" type="checkbox"/> Pay All Assessment Charges
Assessment Charges Late Fees	0.00	
Convenience Fee	18.80	
<b>Total Amount</b>	<b>656.02</b>	<input type="button" value="Pay Now"/>

Date	Invoice	Billing Group	Billing Type	Description	Due Date	Amount	Pay
04/01/2019		Assessment Charges	CA01	Assessment	04/01/2019	\$637.22	<input checked="" type="checkbox"/>

Showing 1 to 1 of 1 entries

7. Under "Payment Details," enter your credit card information and click "Submit Payment."

The screenshot displays the Laguna Woods Village website's payment interface. The top left features the logo and a navigation menu with 'Payments' highlighted. The top right includes a 'Logout' button and support information. The main content area is divided into a header section with user and account details, and a central 'Payment Details' form. The form is highlighted with a red circle and includes fields for credit card number, expiration date, CVV, and name, along with a 'Submit Payment' button. To the right of the form is a summary table of charges.

**Laguna Woods Village** Logout

**PAYMENTS PAGE** Support: (949) 597-4600

Property : \_\_\_\_\_

First Name :	Last Name :	Chargeable Services :	\$0.00
Account :	Email Address :	Chargeable Services Late Fees :	\$0.00
Phone Number :	Mailing Address :	Assessment Charges :	\$637.22
Resident ID :	Other Number :	Assessment Charges Late Fees :	\$0.00
Resident Type :	Manor ID :	Total Balance :	\$637.22

**Payment Details** VISA   MASTERCARD   DISCOVER   AMERICAN EXPRESS

Payable Amount : 656.02

**Credit Card**

Expiration Date CVV Code

MM/YY

Name of Credit Card

[Submit Payment](#)

8. Select the Statements Page to download and view current and past statements (pdf format) for your property/properties.

**Laguna Woods Village** Logout

**STATEMENTS PAGE** SUPPORT: (949) 597-4600

Property :

Chargeable Services : \$0.00

Chargeable Services Late Fees : \$0.00

Assessment Charges : \$637.22

Assessment Charges Late Fees : \$0.00

Total Balance : \$637.22

First Name :  Last Name :

Account :  Email Address :

Phone Number :  Mailing Address :

Resident ID :  Other Number :

Resident Type :  Manor ID :

Search:

Address	First Name	Last Name	Resident ID	Month	Year	Action
				April	2019	
				March	2019	
				February	2019	
				January	2019	
				December	2018	
				November	2018	
				October	2018	
				September	2018	
				August	2018	
				July	2018	
				June	2018	
				May	2018	

Showing 1 to 12 of 12 entries

9. Select Work Order to view Scheduled Work Order, Open Work Order or Completed Work Order, or Create New Work Order for your property/properties.

**Laguna Woods Village**

Logout

SUPPORT: (949) 597-4600

**WORK ORDER PAGE**

Property :

Chargeable Services : \$2.68

Chargeable Services Late Fees : \$0.00

Assessment Charges : \$637.22

Assessment Charges Late Fees : \$0.00

Total Balance : \$634.54

Scheduled Work Order Open Work Order Completed Work Order

CREATE NEW WORK ORDER

Show 10 entries

Work Order Number	Status	Request Information	Requested Date	Scheduled Date	Completed Date	Work Performed
No data available in table						

Showing 0 to 0 of 0 entries

Previous Next