

Highland Community Management
4110 S. Florida Avenue, Suite 200
Lakeland, FL 33813

Dear Homeowner,

We recently sent letters to homeowners in notification of our upcoming system software change to CINC Systems, LLC and partnership with One Florida Bank to simplify and improve our services to our communities. We are happy to announce the new portal is open for owners to begin creating their accounts.

Please note, there will be no payment option available on the new portal until April 1, 2022.

The new homeowner portal: <https://highland.cincwebaxis.com/>

****The new portal will be accessible by a direct link from the HCM website <https://hcmanagement.org/>.**

As April 1st is quickly approaching and our office transitions to our new software system, we wanted to send you some helpful information from CINC. The below links are training modules developed for homeowners as step-by-step guide on how to create an account and how to make online payments on the YouTube platform.

The full link can be typed into a browser, or the videos may be searched for in the YouTube app or on the YouTube website under the following video titles. All videos are posted by the “CINC Training” channel.

CINC Tutorials for Owner Access

Videos for Homeowners	
<u>WebAxis Experience - Homeowners</u>	<u>(4:25) https://www.youtube.com/watch?v=F5zuWaTgzQI</u>
<u>WebAxis Experience - Homeowners New Theme</u>	<u>(4:26) https://www.youtube.com/watch?v=k2RvFwQuA4k</u>
<u>WebAxis Experience - How to Register for WebAxis</u>	<u>(1:48) https://www.youtube.com/watch?v=gyveFNCiGNA</u>
<u>WebAxis Experience - Making a Payment</u>	<u>(2:30) https://www.youtube.com/watch?v=gI89irJU6Wk</u>
<u>WebAxis Experience - Quick Payments</u>	<u>(1:14) https://www.youtube.com/watch?v=tK6YIHhXOjs</u>

Sincerely,

Highland Community Management, LLC

