

## PYRAMID'S NEW FEATURE – WEB PORTAL & NEW ONLINE PAYMENT INSTRUCTIONS

(see link to “Web Portal” on top of Pyramid’s homepage [www.pyramidREgroup.com](http://www.pyramidREgroup.com))

Pyramid is upgrading property management software to improve functionality for our staff and clients. The new software provides a “Web Portal” (Caliber Web). Your community is getting this upgrade - Caliber Web enables homeowners and board members to log in and perform the following tasks:

### Homeowner Functions:

- Update contact info (i.e.: email, phone #s & mailing address)
- Modify password
- Maintain family member information
- Update mailing and “opt-out” preferences for routine management company correspondence
- View your unit’s accounting information
- **Make online payments – this is a change from our prior online payment process which will NO longer work.**
  - Two benefits of this change 1) ACH payments will happen the same business day if done before 1pm EST or next business day if after (a shorter turn-around from our current option); and 2) accept credit card payments (although a convenience fee will be charged to the unit owner by the provider for this option).
- View compliance issues related to your account
- View maintenance issues related to your account and in common areas
- Submit a maintenance service request
- View select community documents

**Board Members** – Boards have additional tools to assist in conducting their business but first must login as unit owners.

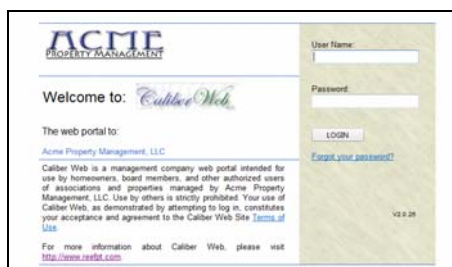
**Homeowners** - By default, each primary homeowner account in Caliber is provided with a single Caliber Web username and password. However, Caliber can be configured to have a separate username/password for husband and spouse/partner. Caliber can also be configured to allow additional owners to have separate Caliber Web logins. Generally, having a single login for each primary homeowner account is sufficient. But if, for example, the husband is on the HOA board of directors, it would be prudent to have a separate login for the spouse since the spouse shouldn’t have access to board business.

### Login Procedures

Caliber Web is designed to support the latest versions of Internet Explorer, Firefox, Chrome and Safari. Depending on browser type, you might have to disable pop-ups to the Caliber Web site in order to enjoy full functionality. Refer to your browser’s help files for assistance with disabling pop-ups.

You will be able to login to Caliber Web thru the “**Web Portal**” link in the top right corner of Pyramid’s home page [www.pyramidREgroup.com](http://www.pyramidREgroup.com). That address will take you to a web page that looks like the following screen:

**Create a login for your account using the account # on your monthly statement – Once complete click on: “Pay Your Account”**



**For additional help logging in - contact Accounts Receivables at (203) 348-8566 ext 123.**