



Hello Covington Pointe Owner. Welcome to online account access!

Attached you will find detailed instructions for registering and logging into your owner account. This will allow you to update your contact information, view your account statement, make payments on your account and more!

The email address you intend to use to register your account must be on file in our office prior to registering with Caliber. This is a safety feature to ensure that the correct person is registering your account.

You must first go to our website: [www.superiormanagementsc.com](http://www.superiormanagementsc.com) and select "Manage Your Account." This will bring you to the Caliber login screen. From there, just follow the instructions and you will be on your way to keeping in touch with your Association account.

Please contact our office for your account number. You will need this to register.

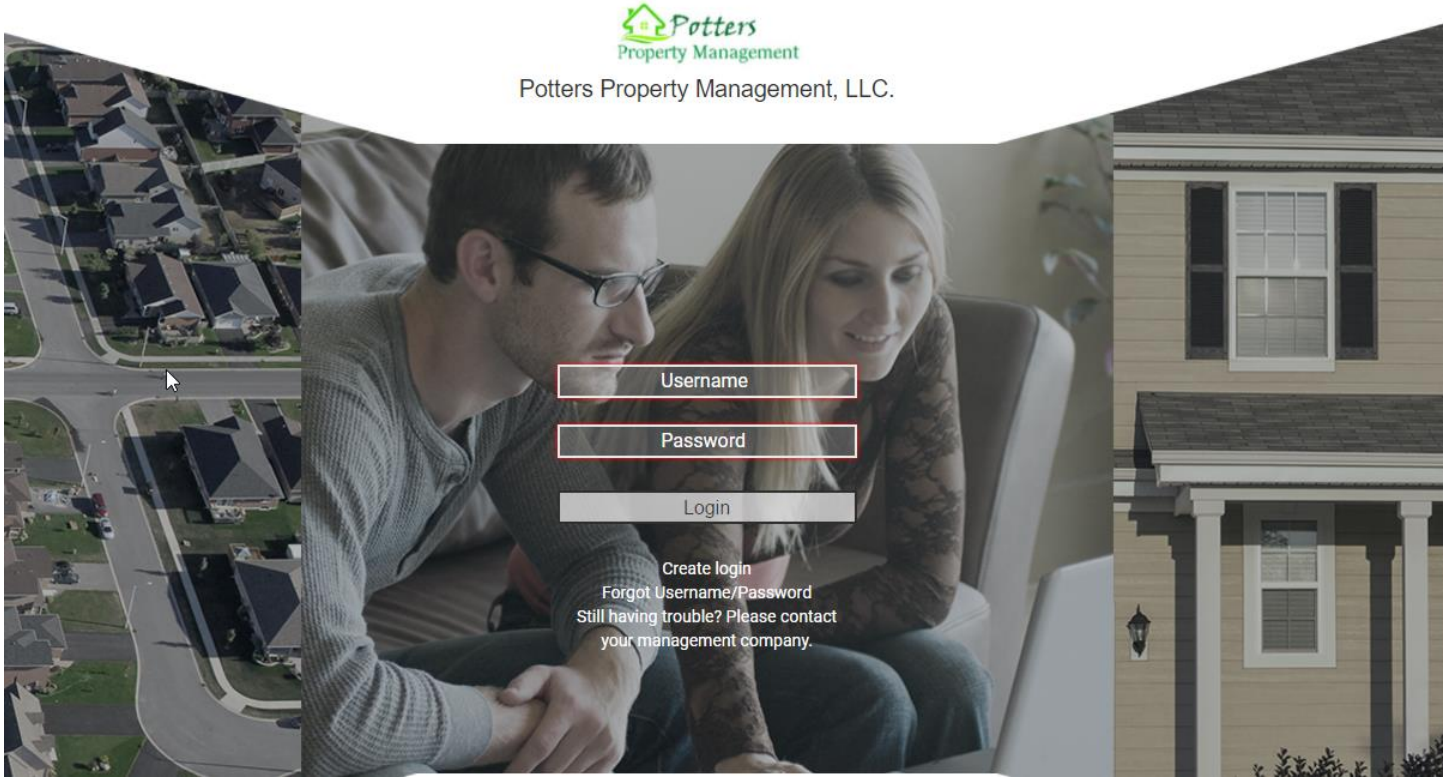
Please contact me if you have any questions or concerns.

Thelma Vacha  
Superior Management Services, LLC  
843-800-8945  
[thelma@superiormanagementsc.com](mailto:thelma@superiormanagementsc.com)

# Portal Usernames & Passwords

## Create a New Login

At the Portal login screen and/or the smaller login screen, select **Create login**



Or

**Username:**

**Password:**

Login

[Create login](#)  
[Forgot Username](#)  
[Forgot Password](#)

**Registration screen:**

1. Enter your **Account Number** (Account Numbers can be provided to you by your management company).
2. Enter the **Email Address** that is associated with your account and enter your **Unit Address** that is associated with your account (unit address must match what your management company has on file).
3. Select **Submit Registration**.
4. If there is more than one Owner, a drop down will appear allowing you to select the appropriate person.
5. Select **Submit Registration**.

**Registration**

Please enter your account number and email address in the fields below. Once submitted, you will receive an email with a link to create your login and password.

|                       |   |
|-----------------------|---|
| <b>Account Number</b> | <input type="text" value="105400010"/>  |
| <b>Email</b>          | <input type="text" value="mary.guck@calibersoftware.com"/>  |
| <b>Address</b>        | <input type="text" value="49659 Canyon View Drive"/>  |
| <b>Unit</b>           | <input type="text" value="1"/>  |
| <b>Select Owner</b>   | <div style="border: 1px solid black; padding: 2px;"><div style="background-color: #e0e0e0; padding: 2px;">-Select name option- ▼</div><div style="background-color: #e0e0e0; padding: 2px;">-Select name option-</div><div style="padding: 2px;">Edward Jones</div><div style="padding: 2px;">Felicia Jones</div></div> |

**Submit Registration**

Once you have selected Submit Registration:

1. Verify that you received the message **“You will receive an email containing a link to create your login and password shortly.”**
2. Go to your email inbox for the email address you provided and locate the email sent to you with the subject, **“New Account Registration.”**
3. Click on the link provided.

Thank you for registering with Caliber Portal. In order to complete the process, you must click the following link:

[http://caliberportal.com/Registration/Registration.aspx?AccountNumber=105400010&Email=mary.guck@calibersoftware.com&Address=49659+Canyon+View+Drive&Unit=1&Owner=Edward+Jones](#)

If you did not register a new Caliber Portal account, you can simply disregard this message. If you have any questions, please contact your management company or property manager.

**Create Login Credentials:**

1. Enter a **Username** of your choice. (*Usernames must be at least six (6) characters*).
2. Enter a **Password** of your choice. (*Passwords must be at least eight (8) characters and contain at least one (1) uppercase letter, one (1) lowercase letter, and one (1) number*).
3. **Confirm** Password.
4. Select **Submit**
5. If your username is already in use, you will be required to enter a different username.

**Create login credentials**

Please enter your new username and password for your account.

**Username**

Username

(Username must have at least six(6) characters)

**Password**

Password

(Password must have at least eight(8) characters, including one(1) uppercase, one(1) lowercase and one(1) number. These special characters [!@#\$\$%^&+=- may also be used.)

**Confirm Password**

Re-enter Password

Submit

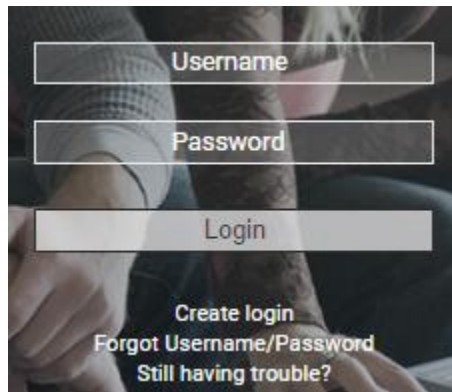
## Portal Usernames & Passwords

Once you have selected Create Account, you will receive, “**Credential Creation Successful!**”:

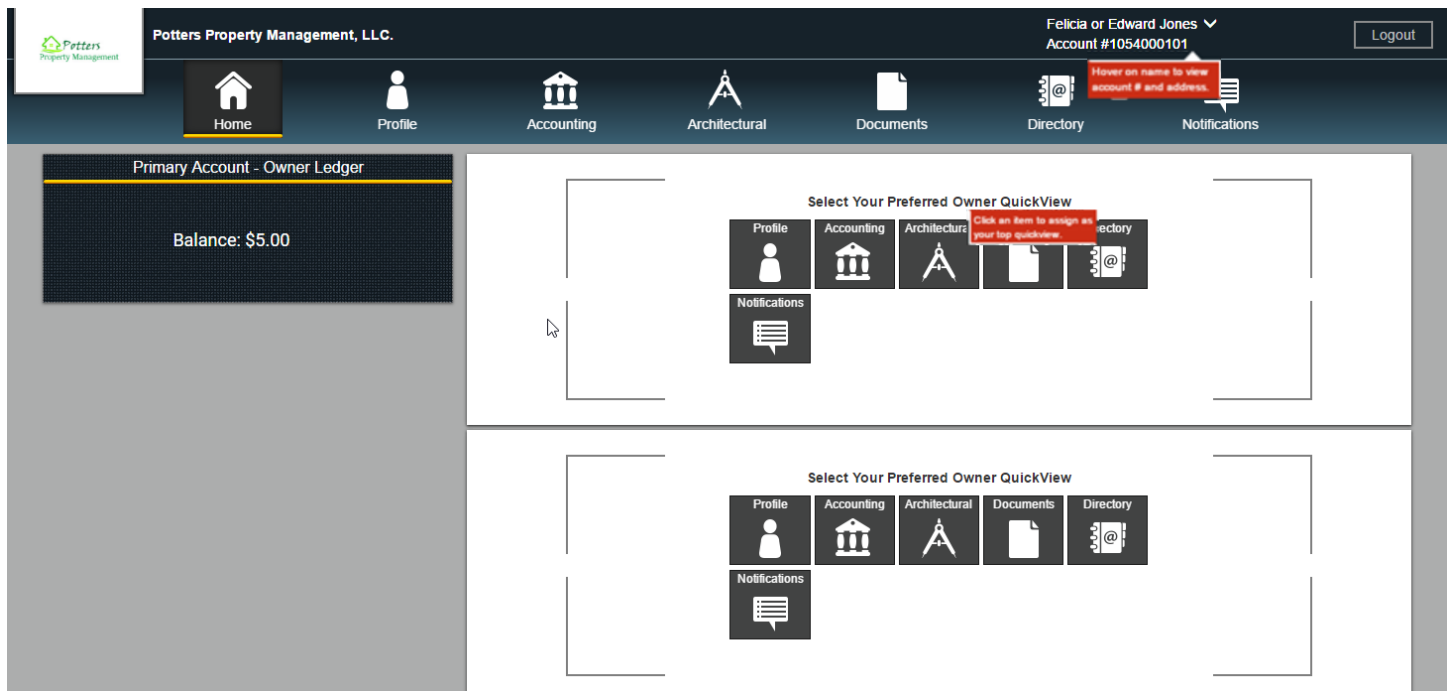
**Credential Creation Successful!**

Registration success! You will be redirected to the login page.

1. Enter your: **Username**
2. Enter your: **Password**
3. Click **Login**



**You have successfully created your new account!**



Potter's Property Management, LLC.

Felicia or Edward Jones  
Account #1054000101

Logout

Home Profile Accounting Architectural Documents Directory Notifications

Primary Account - Owner Ledger

Balance: \$5.00

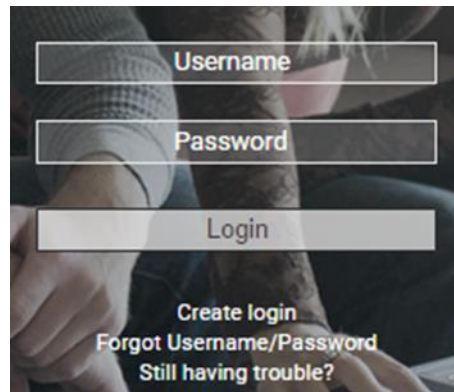
Select Your Preferred Owner QuickView

Profile Accounting Architectural Documents Directory

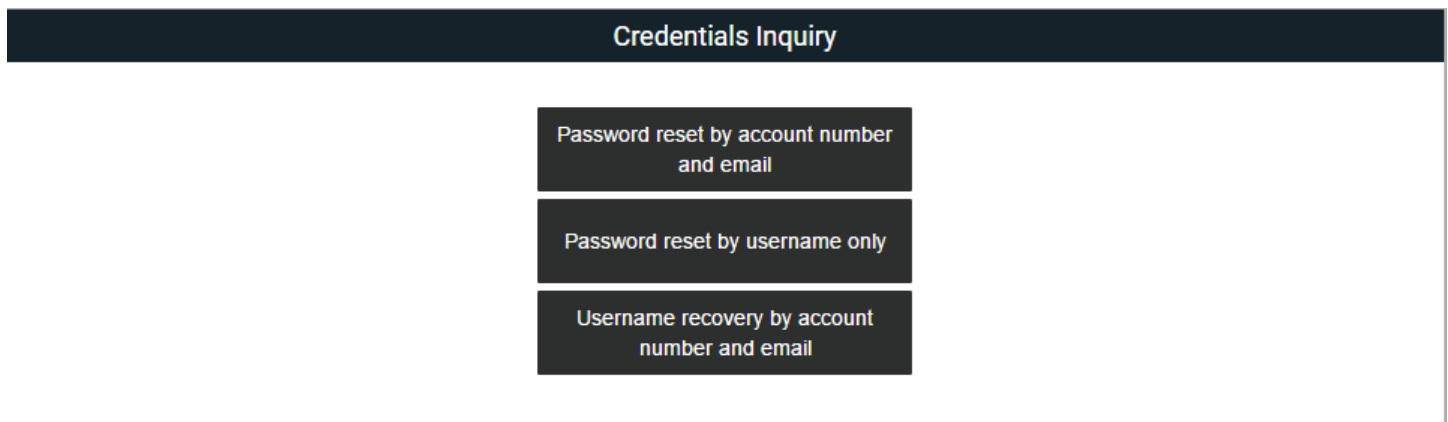
Notifications

## Username Recovery/Password Reset:

At the Portal login screen select **Forgot Username/Password**



You will be prompted with the **Credentials Inquiry** screen displaying **3 Username/Password** recovery and reset choices.



- Each of these will require you to provide specific information to proceed with recovery/reset.
- All three methods will send an email to the email address registered on file. Your **Password Reset** Emails will contain a link. The link will direct you to the **Password Reset** screen where you will create a new password. Once created and submitted you will receive a message that says **New Password Confirmed** and you will be redirected back to Portal Login Screen.

**1. Password reset by Account Number and Email:**

- Provide Account Number and Email

**Password Reset**

Please fill out the field(s) below and submit to reset your password

**Account Number**   
(Account number provided by your management company)

**Email**   
(Email linked to this account)

**2. Password reset by Username only:**

- Provide Username

**Password Reset**

Please fill out the field(s) below and submit to reset your password

**Username**

**3. Username Recovery by account number and email:**

- Provide Account Number and Email
- You will receive an email with your username.

**Username Recovery**

Please fill out the fields below to recover your username

**Account Number**   
(Provided by your management company)

**Email**   
(Linked to this account)