



HOW TO ADD A USER

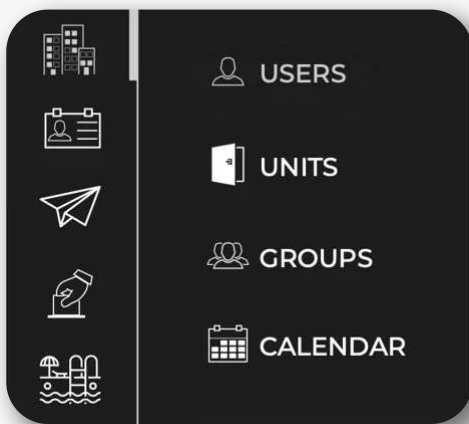
In this article, we will cover how to add a user to the system. To add a user to the database, you must assign them a unit when creating their profile.



NOTE ON OPT-IN STATUS: If the user you're adding is an 'Owner' user type and need to be opted-in for online voting for their unit(s), please contact ONR's Support team to add their opt-in status.

ADDITIONAL NOTE:

If a user **owns multiple units**, please assign them one unit when entering their information for the first time, then locate the **"Reassign unit to a new user"** article in the database. Likewise, if a Resident or Tenant belongs to more units, please use the **"Reassign unit to a new user"** article.



1

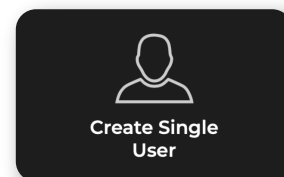
MENU - Select **"USERS"** on the left side menu bar, within the **"COMMUNITY"** dropdown list.

2

ADD NEW (+)

ADD - Select the **"ADD NEW"** button in the top right corner of your screen.

3



CREATE - Select **"Create Single User"**.

FILL - Enter all fields and select **“CREATE USER”** in the lower right corner.

4

Locate the unit you wish to assign the user to from the drop-down list (if you cannot locate the unit, please reach out to ONR support via email to support@onrapp.com)

OWNER

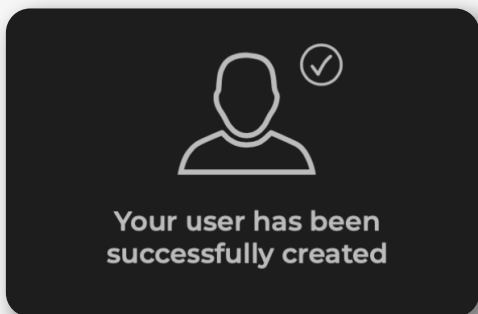
- Full access + able to view and vote on electoral and non-electoral items. Only one owner user type per unit.

RESIDENT

- Full access with the exception of viewing and voting on electoral items. There may be multiple “Resident” user types assigned to a unit.

TENANT

- Full access with the exception of viewing and voting on electoral items. Only one tenant user type per unit.



5

SUCCESS!

You’ve now added a new user to the system, they should immediately receive their **“Welcome”** email allowing them to set their password and log into the community portal.

NOTE: Please ensure they **check your spam/junk folders**, as these automated emails sometimes land there.

If you have any problems or need additional assistance, don't hesitate to reach out to our dedicated support team at support@onrapp.com