

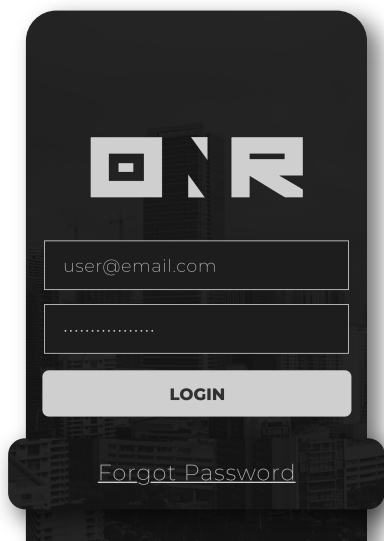


HOW TO REQUEST A PASSWORD RESET

In this article, we'll guide you through the process to reset your password using the ONR App or via Web Browser.



HOW TO RESET YOUR PASSWORD USING THE ONR APP

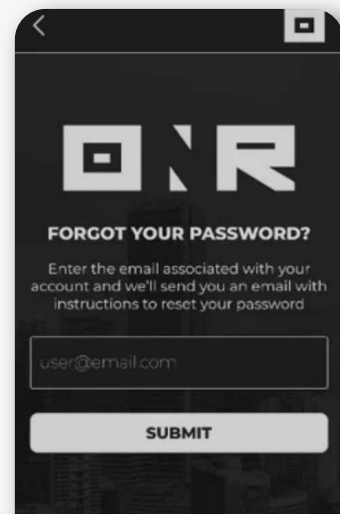


1 Open the ONR App

Launch the **ONR App** on your mobile device and select the **"Forgot Password"** option below the log in credentials.

2 Enter Your Email Address

Input the **email address associated with your Unit**. This is the email address you used during registration.

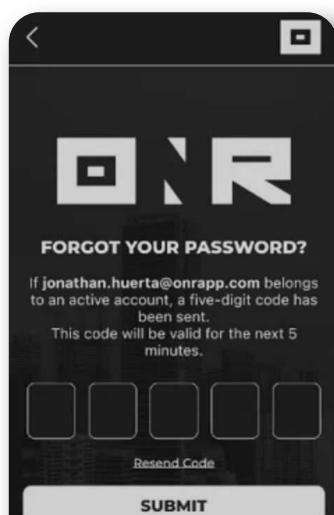


3 Enter the Verification Code

You will receive a **verification code** via email. **Enter this code** in the provided field within the app.

4 Choose a New Password

After entering the verification code, you will be prompted to **choose a new password**. Make sure your new password is **strong and secure**.

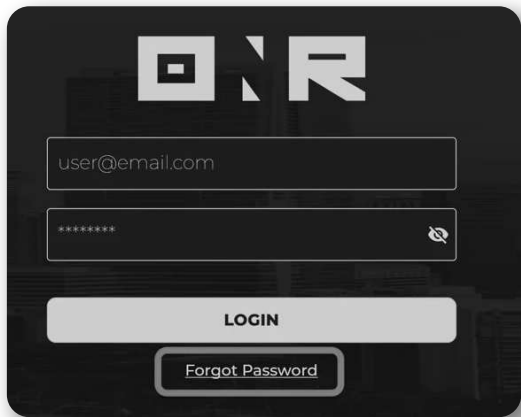


HOW TO RESET YOUR PASSWORD VIA WEB BROWSER

1 Visit your association's Landing Page and click on **"RESIDENT LOGIN"** located in the top right corner of the screen.

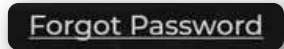


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Look for the **"Forgot Password"** option (usually found below the **LOGIN** button) and select it.



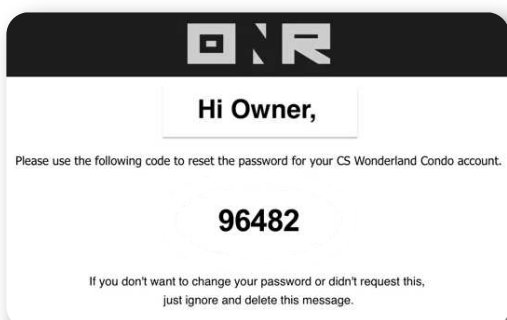
3 Provide the **email address** associated with your account and click on **'SUBMIT.'**

3

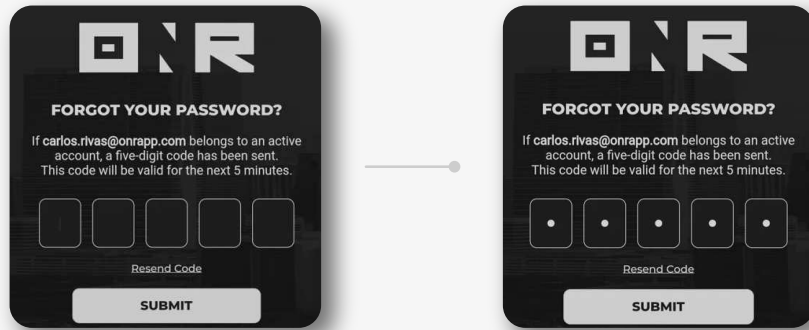


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A **5-digit numerical code** will be sent to your email address. Please check your inbox, find the email from **no-reply@onrapp.com**, and locate the 5-digit code.



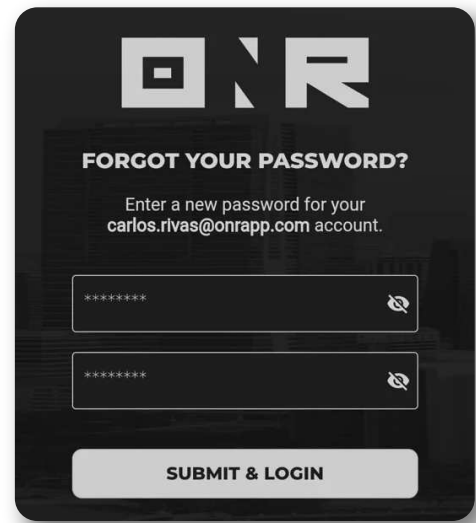
ENTER CODE



Enter your new password for your account twice (ensure they match) and select **'SUBMIT & LOGIN'**

5

SUBMIT & LOGIN



Congratulations!

You should **now be able to log in** to the platform using your new password.

Additionally, you **will receive an email** in your inbox titled **"Your password has been successfully reset!"** to confirm that your password has been changed. This added security feature is built into the system.

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