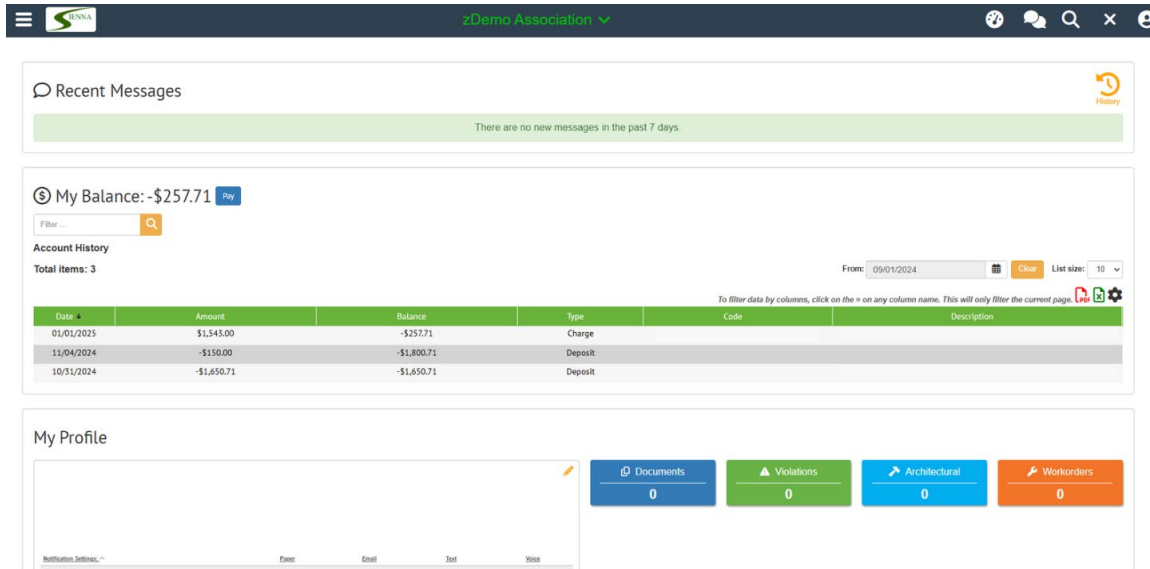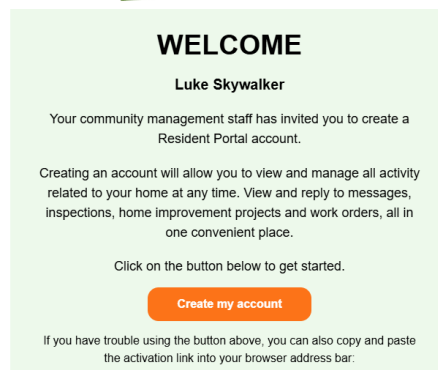# Resident Portal – Owner Setup Guide

We would like to welcome you to our brand-new Resident Portal! We hope this exciting new tool can be an easy and efficient way to connect you not only to your HOA but your personal owner information!
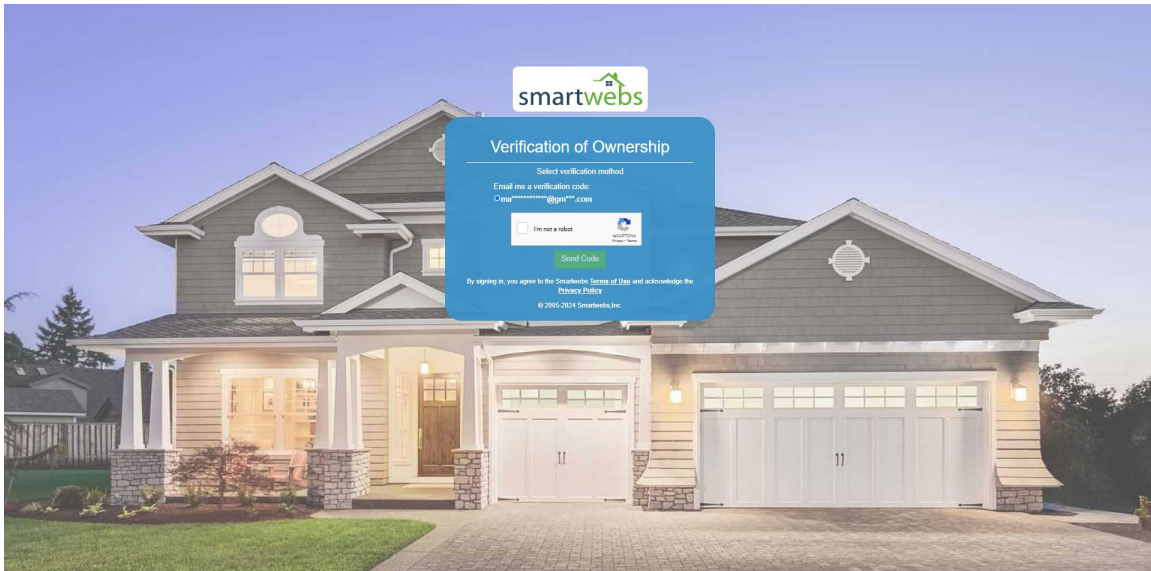

Invitation Email

You have received an email from a no-reply titled "Resident Portal Invitation" this will include a quick link to set up your account!
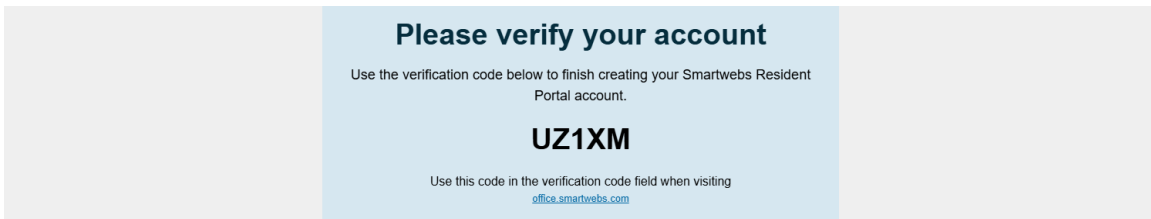

Verification

When you click to "Create my account" you will be directed to office.smartwebs.com (pro tip: bookmark this site for future reference), here you will need to verify that you are not a robot and initiate a code that will be sent to your email.
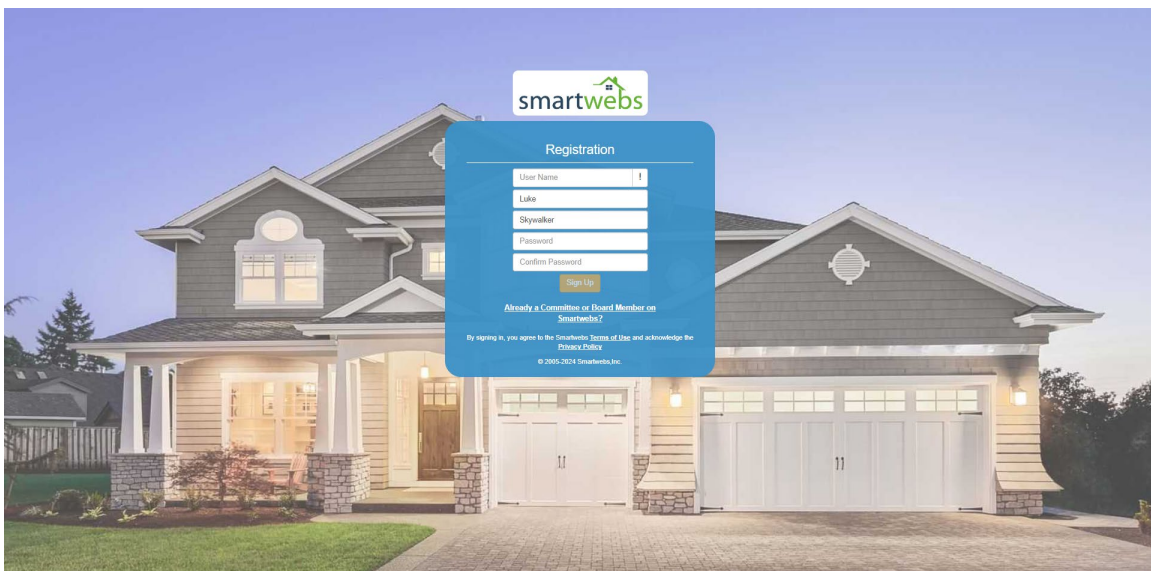
Once you have received your code from your email, navigate back to your verification page and paste it in! Complete this step by clicking on "Link Unit."

Please verify your account

Use the verification code below to finish creating your Smartwebs Resident Portal account.

UZ1XM

Use this code in the verification code field when visiting
office.smartwebs.com

Registration

Your final step in set up will now be to create your username and password. These will be used moving forward to login to office.smartwebs.com and access your unit information.
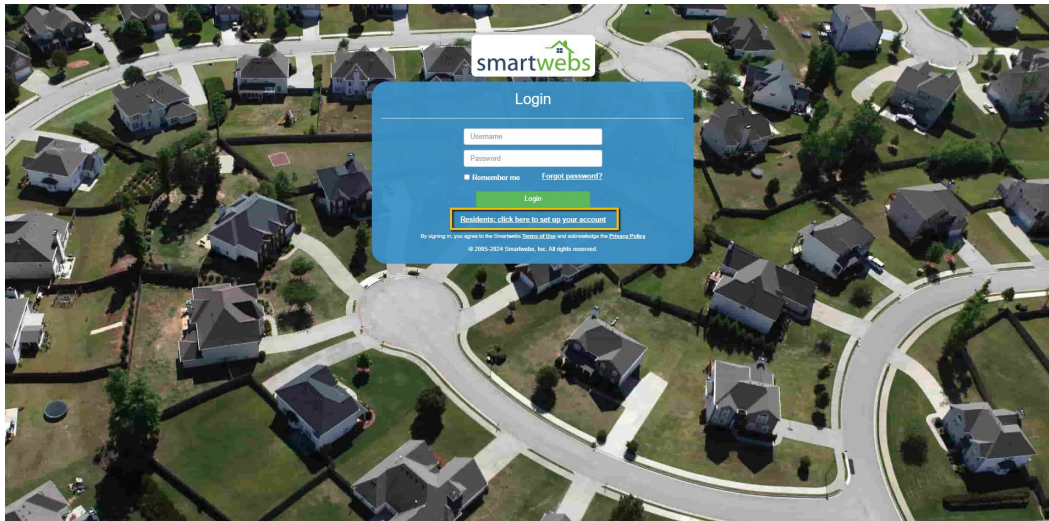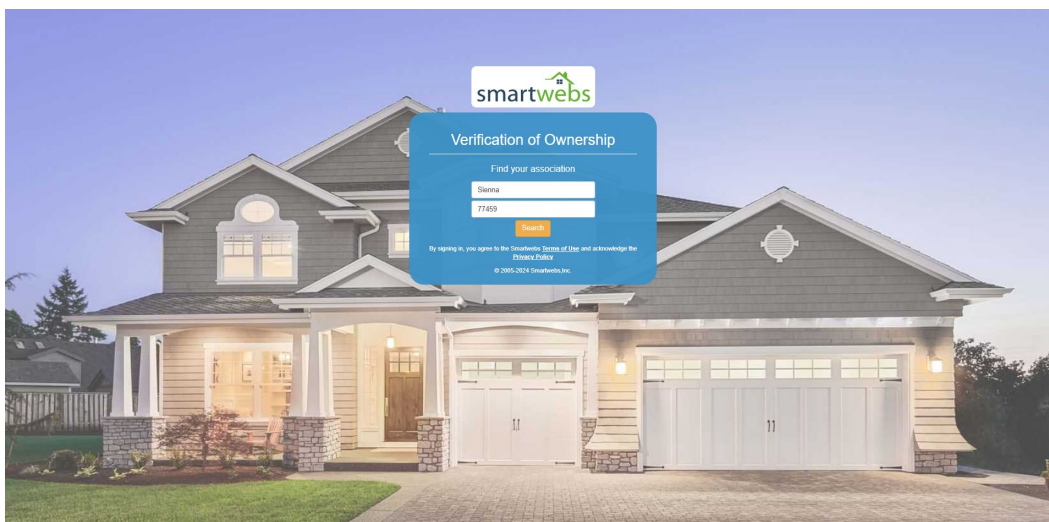

Finalize this step by clicking "Sign Up."

Resident Portal - Sign Up Without an Invitation Email

NOTE: You must have an email address on file. If you don't, please reach out to customerservice@clubsienna.com to have one added to your profile.
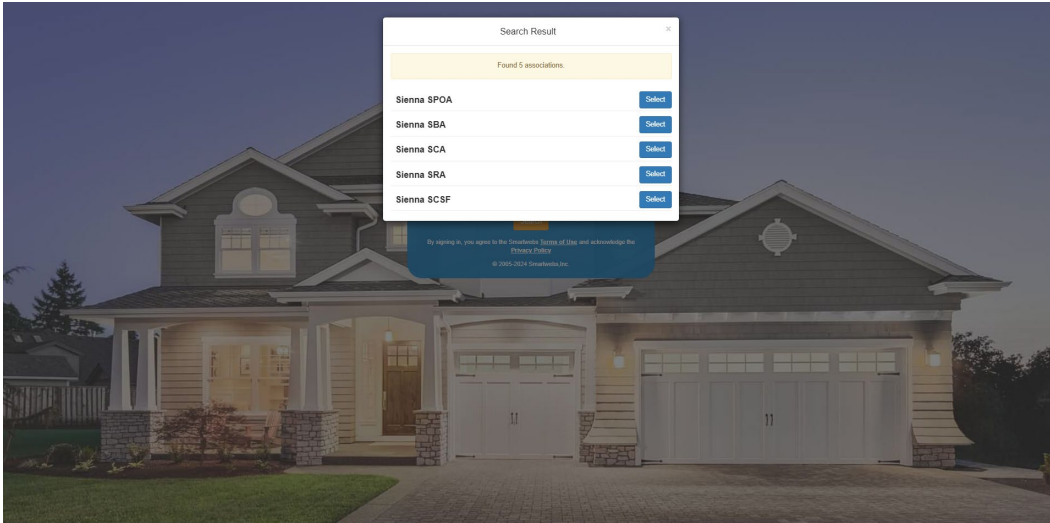
Go to https://office.smartwebs.com (pro tip: bookmark this site for future reference) and click "Residents: click here to setup your account"
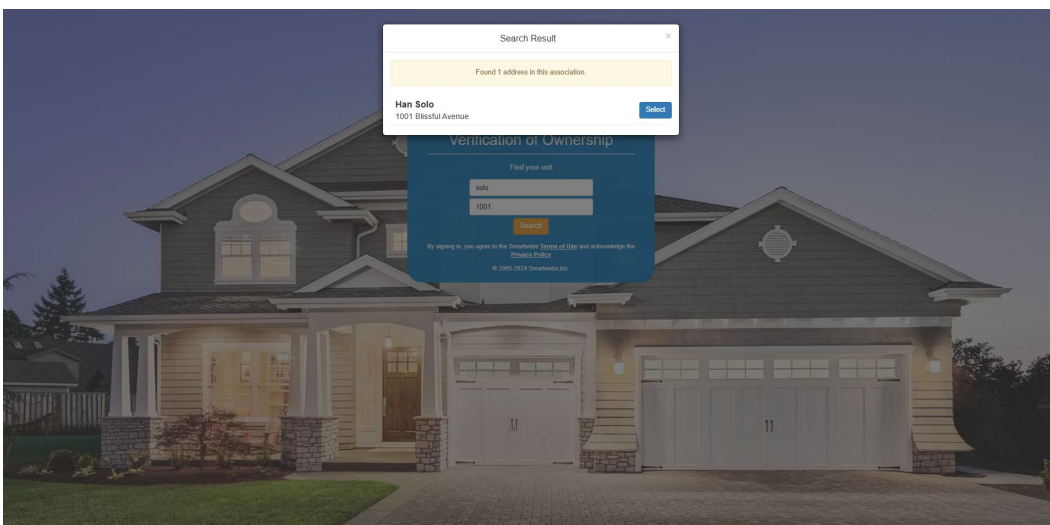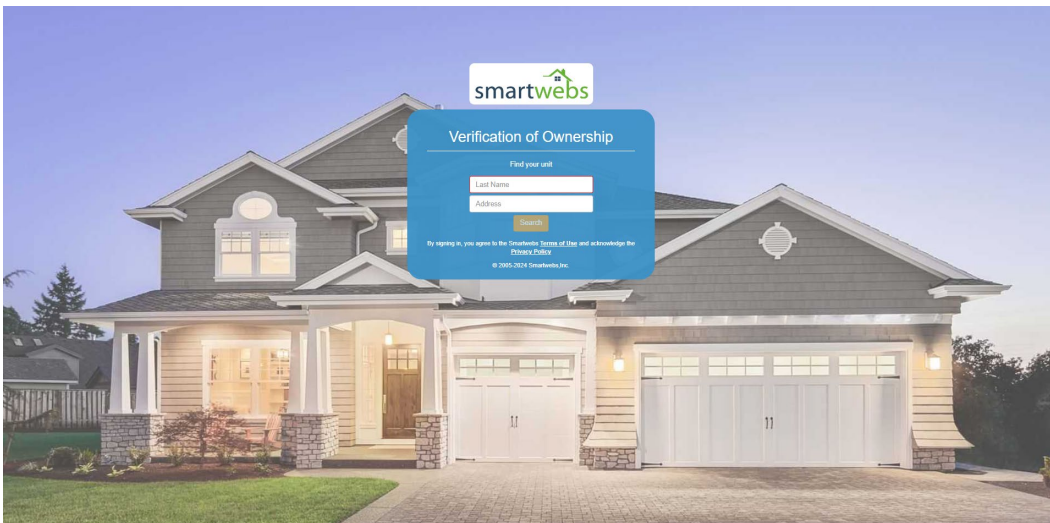

Verification of Ownership: Enter "Sienna" in the association name and your zip code. Then click Search.
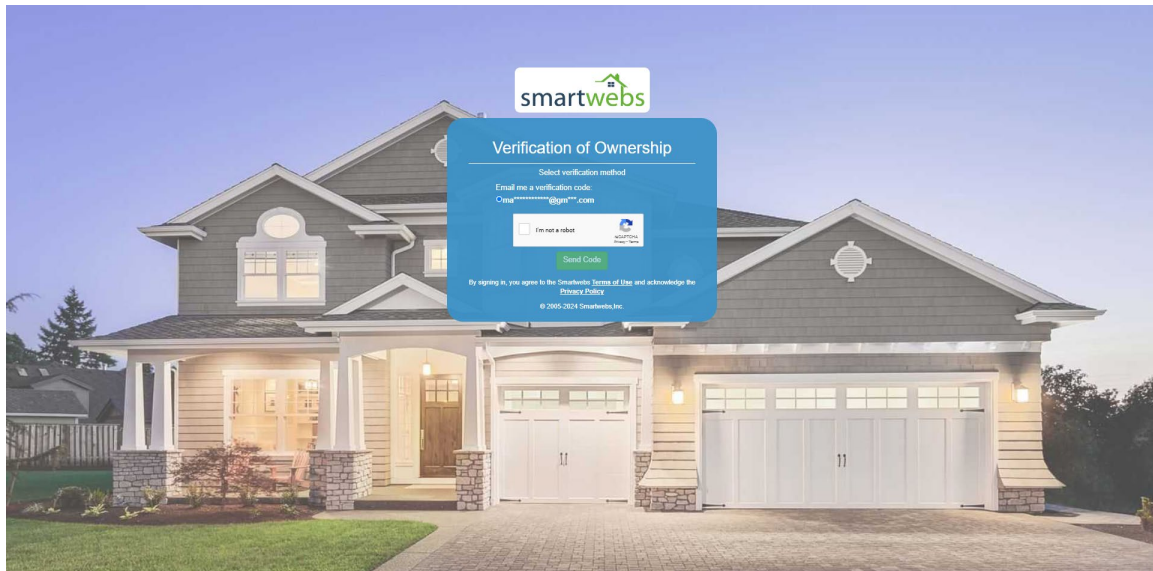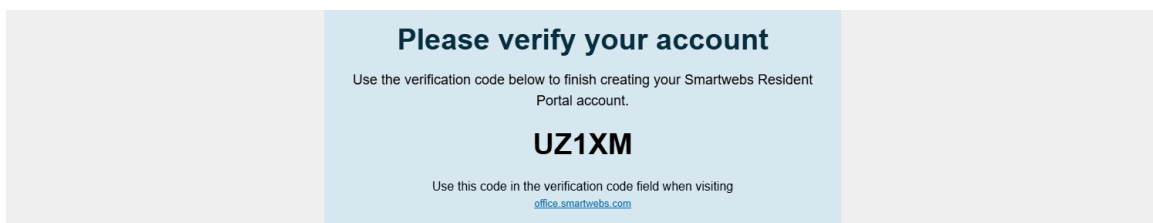
Click on your neighborhood name.

Enter your last name and at least three characters of your address. Then click Select by your name.

You will need to verify that you are not a robot and initiate a code that will be sent to your email.

Once you have received your code from your email, navigate back to your verification page and paste it in! Complete this step by clicking on "Link Unit."

Please verify your account

Use the verification code below to finish creating your Smartwebs Resident Portal account.

UZ1XM

Use this code in the verification code field when visiting
office.smartwebs.com

Your final step in set up will now be to create your username and password. These will be used moving forward to login to office.smartwebs.com and access your unit information.