Dear Heritage Cove Homeowner,

Our new Caliber software for management and accounting has provided a portal feature allowing homeowners the ability to:

- View Outstanding Balances
- Pay HOA Fees
- Sign up for Automatic Withdrawal
- Update or change Contact Information
- See Information posted by Tropical Isles

Provided on Page 2 of this letter is the portal link as well as instructions for portal access. If you have not already done so, there are also instructions for creating log-ins for each of your two accounts.

A current email address is required to allow access to the portal. If you are experiencing difficulties signing in or need to update your email information, kindly contact:

__Spires & Associates__
Julia Roedding
Julia@spiresassociates.com
(239) 936-4336, ext. 600

OR

__Tropical Isles Management__
(239) 415-9500

TROPICAL ISLES MANAGEMENT SERVICES, INC.
Online – Owner Access to Association Accounts

INSTRUCTIONS FOR PORTAL ACCESS (and Creating Log-In):

✓ **GO** to the TROPICAL ISLES MANAGEMENT SERVICES website:

> *" https://tropicalislesmanagement.net "*

✓ **CLICK** on "RESIDENT SERVICES"

✓ **CLICK** on "PAY MY BILL"

✓ **TYPE** in the Name of Your Association

Now you can:

➢ Make payments and control "BILL PAY" information
➢ Make instant changes to mailing address and other contact information
  (i.e, toggle between northern address and Heritage Cove address)
➢ View and print account(s) history

Create a Log-In for each account

- ○ NEIGHBORHOOD Association
- ○ HERITAGE COVE MASTER Association

✓ **TO CREATE both of your Log-Ins, follow the prompts for each of your accounts:**

➢ **CLICK** "Create Log-In"

➢ **ENTER** your account number - **Account Number(s) are located on your coupon book**
  OR provided by Spires OR Tropical Isles Management
  ** Each account number is required to create each Log-In **

➢ **ENTER** your email address - You will receive a message directing you to your email inbox. The email will provide further instructions and link the portal.

➢ **CLICK** on the link in the email.

➢ **EXIT** out of the Caliber portal.