

GETTING STARTED

Before you begin, you need your community-provided Resident Portal username and password. If you do not have this information, please contact your Community Administrator.

To sign into your account, follow these **5** steps:

1. Open your internet browser (e.g. Google Chrome, Mozilla Firefox, etc.) on the desktop of your computer.

2. Go to: **www.connectedliving.net** to bring you to the Connected Living Sign-in Welcome Page.

3. On the Sign-in page, move your cursor to the **Your Username** box. Click once (to make the cursor blink inside the box) and type your username.

4. Move your cursor to the **Your Password** box. Click once (to make the cursor blink inside the box) and type your password.

NOTE: Passwords are case sensitive.

5. Press Enter/Return on your keyboard or click once on the grey **Sign In** button to enter your account.

Welcome!
Please enter your username and password to sign in.

Your Username:

Your Password:

Hide My Password

CLC support is available Monday-Friday, 9am-6pm ET at 1-800-223-5080 or clcsupport@connectedliving.com

IMPORTANT NOTE: Upon signing in to your account for *the first time*, you are prompted to reset your password. Your new password must be at least 9 characters long, contain at least 1 upper-case letter and at least 1 numeral. Next, enter your birth date. Then select and answer two security questions. Answers to these questions must be at least 5 characters.

FORGOTTEN PASSWORDS & SUPPORT

If you need help accessing your account, ask your community administrator or contact Connected Living.

Connected Living Support Center (CLC)

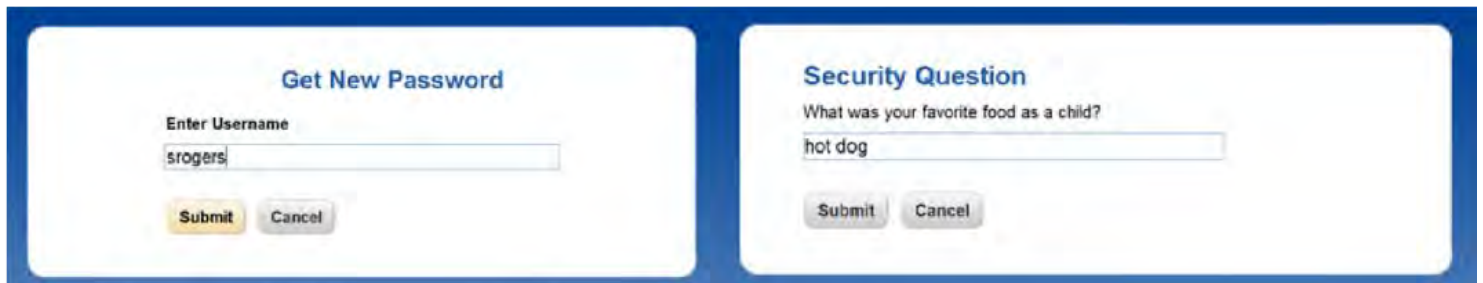
Phone: **800-223-5080**

Email: clcsupport@connectedliving.com

If you've forgotten your password, click the grey **Forgot Password?** button on the Welcome Screen.

Enter your username and click the **Submit** button.

Enter the answer to your Security Question and click **Submit**.



The image displays two side-by-side screenshots of a web interface. The left screenshot is titled "Get New Password" and features a text input field labeled "Enter Username" containing the text "srogers". Below the input field are two buttons: a yellow "Submit" button and a grey "Cancel" button. The right screenshot is titled "Security Question" and features a text input field with the question "What was your favorite food as a child?" above it, containing the text "hot dog". Below the input field are two buttons: a grey "Submit" button and a grey "Cancel" button.

You are then prompted to create a new password that allows you to sign into your account right away.

IMPORTANT NOTE: As a security measure, if you enter an incorrect username five (5) times, you are blocked from signing into your account for one hour.



Family & Friends Password Reset

(External to Community Users)

Family members or friends who forget their password may also enter their username in the **Get New Password** screen. They are then prompted to go to the email account they have registered with Connected Living to create a new password.