



Your NEW Community Software at a glance!

- Your first step? Create your personal account.
 - Click “Request Login – Members Only” on the homepage of the Shelter Bay Website, complete & submit the requested information. A “welcome” email will be sent by the following business day. Read the instructions carefully, then click the orange “Get Started” button at the end of the email.
- Once you’ve created your account, you will have full access to both the Shelter Bay Website AND the Communications Portal. You can access both from www.shelterbay.net. Your ID/Passwords are the same for each.
 - *Q – What is the difference between the website and the portal?*
 - *A – Think of your bank’s website. When you first access the site, there is generic information about the services your bank offers (checking, savings, investing, etc.) To see your personal information/financial accounts, you must log in to a “portal” using an id/password.*
- Each time you log into the Communications Portal, a “Community” dropdown menu will give you a choice between Shelter Bay Community and Shelter Bay Company/Marina. You will use Shelter Bay Community most often. However, to view information about your Marina slip or your annual leasehold fee, you will select Shelter Bay Company/Marina. *(Note: If you log in to website first, and then click the Communications Portal link, it will take you directly to the Shelter Bay Community. If you want to see the Shelter Bay Company/Marina, you’ll need to log out of the portal and then log back in.)*

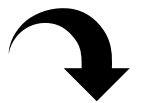
Website

- Always log into the website so you’ll have full member access to information.
- Design of the website: left column is the main menu, the middle column is main content, and the right column provides special items of note.
- Familiarize yourself with the website – it looks very different from our old site, but the site has been simplified and information should be easy to find. Click through all the tabs on the main menu (left column) so you’ll know what’s available.
- In the third column of the home page is one very important item: A direct link to the Piler Communications Portal login. Remember, you must be logged in to the website to see it.

Piler Communications Portal

Logging into the portal will give you access to your Shelter Bay personal contact information, messages/notifications from Shelter Bay, a library of important Shelter Bay documents, and many other great features. *Note: Account balances/transaction history/ bill pay services are coming soon!*

All features are explained on the next page





- Your Information
- Unit Occupants
- Community
- Manage
- Website
- Contact
- Help
- Logout

Your Information >

Select tab/drop down menu: > Edit: Add: Delete:

> Personal

- > **Messages** – all notifications from Shelter Bay. The most current message is always listed first. *Caution: If you “unsubscribe” from one notification, you will be unsubscribed from all notifications. Not a good idea.*
- > **Personal** – add and/or edit your contact information. Select your “Communication Preferences” (email, phone, text). Complete, accurate information will allow Shelter Bay to communicate with you the way you’d like us to. Don’t forget to click the “Update Your Information” button at the bottom to save your changes. You should also notify the Shelter Bay Office of changes via the “Change Your Contact Info” tab on the website.
- > **Contacts** – add additional contacts you’d like us to know about in case of an emergency. It is helpful to add the specific relationship (brother/sister, son/daughter, etc.) in the “Notes” section.
- > **Vehicles** – add the license plate, make & model of vehicles you drive.
- > **Address** – contains your primary address, which is your Shelter Bay address.

> **Financials** – view your account balance, transaction history & bill pay service—not yet available

Unit Occupants

Allows you to add additional occupants in your home (e.g. spouse) for communication purposes—an additional occupant must have different contact info from yours. Select “Occupant-Other” from the first dropdown menu and add contact information.

Community >

- > **Calendar** - You can access the Community’s Outlook Calendar to view scheduled events, meetings and facility reservations.
- > **Events** – See specific details about upcoming events (happy hours, Thanksgiving dinner, etc.)
- > **Documents** – Access board and committee agendas/minutes, all community forms, and more.
- > **Marketplace** – Create and post your own classified ads!

Manage

change your id/password.

Website

return to or log into website (www.shelterbay.net)

Contact

submit a question, concern, complaint or incident to a specific Shelter Bay staff member.

Help

a useful tool if you have questions. Check out the “How Secure Is Pilera?” article! *The system is very secure.*

Logout

Always log out to protect your personal information.