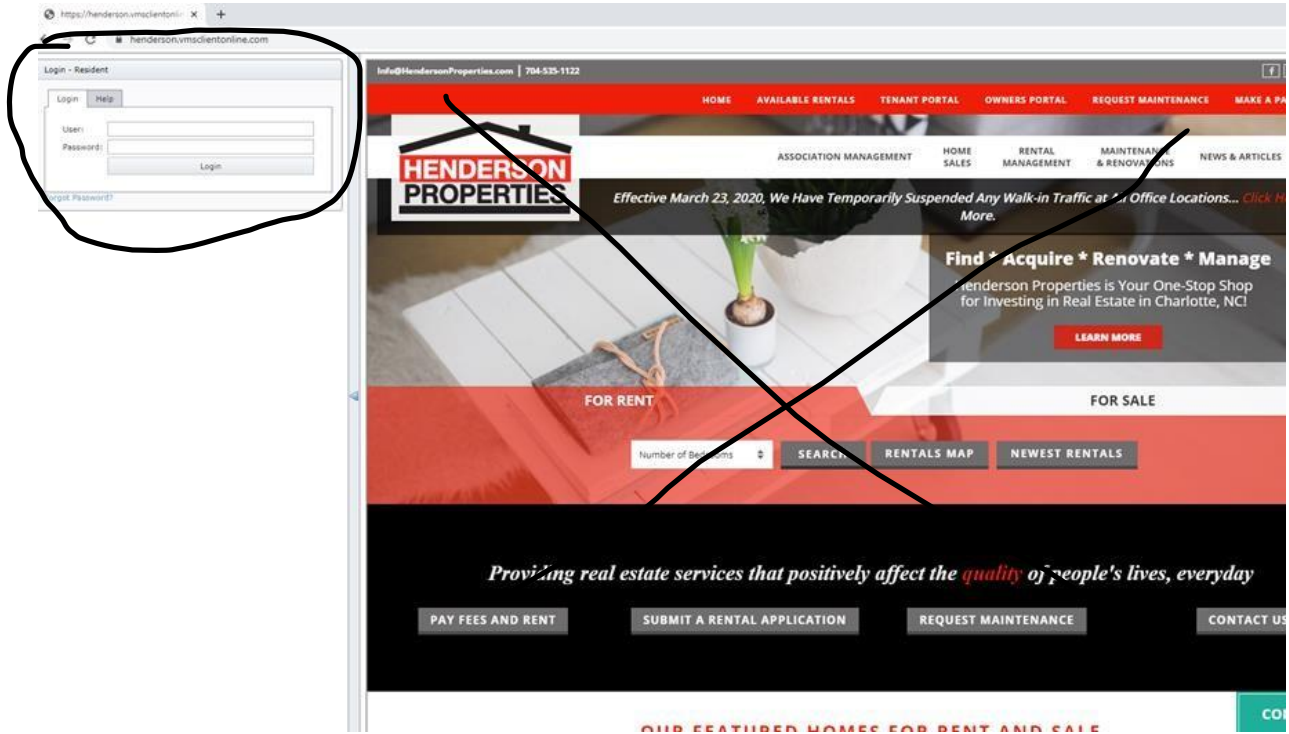


How to Log-in to the Owners Portal

To access your portal for your community, please go to <https://henderson.vmscientonline.com/>. A tutorial video on using the portal will also be sent out shortly to help navigate and use the portal effectively.

Below are instructions on log in:



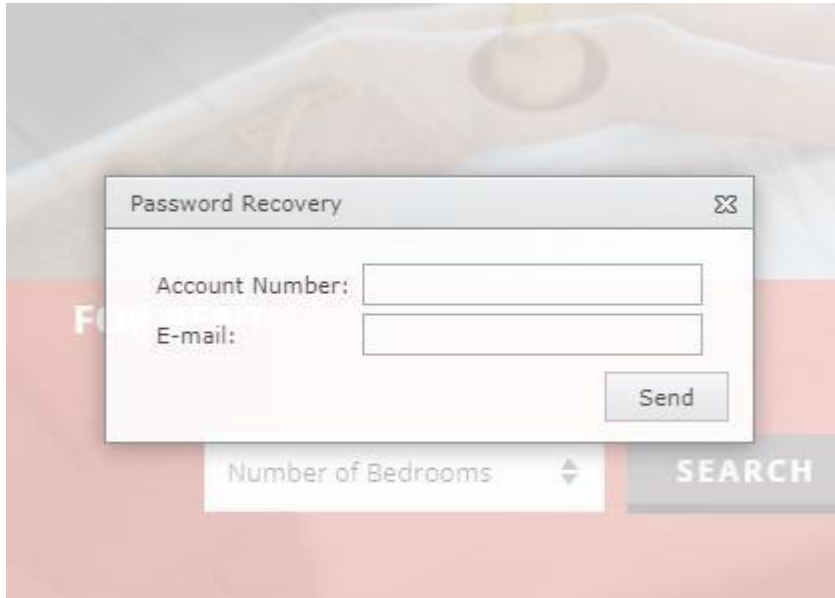
Now, you will need to utilize **the left side of the screen** where it says **Login – Resident**. The right side is a connection to the Henderson Association Management website. This is separate from your owner’s portal.

On this screen, you will need to hit the blue Forgot Password link (pictured

here)

A close-up view of the "Login - Resident" form. The form has a title "Login - Resident" and two buttons: "Login" and "Help". Below these are input fields for "User:" and "Password:", followed by a "Login" button. At the bottom of the form, there is a blue link "Forgot Password?". A yellow circle highlights the "Forgot Password?" link in this image.

This will generate a Password Recovery Pop-Up, requesting your Account Number and Email address (pictured below). Note: If you do not know your account number or email address on file, please contact HOA@hendersonassociationmanagement.com or call 704-535-1122.



A password reset to be emailed to you, **please check your spam folder if you do not see it.** Once you receive it, click on User Profile, then the "Password" tab

A screenshot of the Henderson Association Management web application. The top navigation bar includes "Logout" and "Help". The main header features the "HENDERSON ASSOCIATION MANAGEMENT" logo. Below the logo are "Applications" and "Options" tabs. The "Residents" section is active, showing a grid of application icons: Account Detail, Account View, Architectural, Calendar, Compliance, Documents, Property Summary, Reports, Surveys, and User Profile. The "User Profile" icon is circled in black. On the right, the "Resident: User Profile X" tab is selected, displaying a table of user profiles. The "Password" tab in the table is circled in black. Below the table is the "User Information" section for Frodo Baggins, including address, city, state, and zip code. The "Notification Preference" section shows an "Email:" field with a "Printed Mail Option" link.

am
is 1
is 2
Charlotte
Ph
ase
2h5
ica

102 Elephant Avenue
Change your password

Password: Retype:

Hint: Password must have a minimum of 8 characters, contain 1 upper, 1 lower, 1 numeric, and at least one of the following symbols (!^*()) Ex: A.1234ht

Change Cancel

Be sure to use the specific password hints and use ONLY 8 characters (it states a minimum of 8-it must be only 8)

Once you have a SUCCESS message, log out, then log back in.