

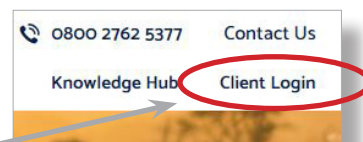
# MyCommunity Access Guide

**Kia ora and welcome to Crockers!**

To help you find your way to useful information, this is a step by step guide to assist you with access to the MyCommunity portal. This portal is a handy way to obtain information, documents and data on your community living entity.

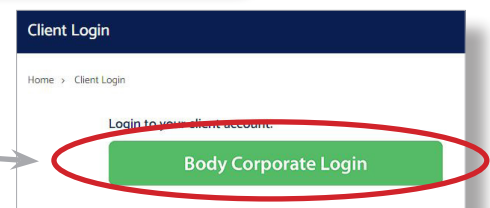
**If you have never used MyCommunity before**, you will need to contact Crockers to get an activation link sent to you. Call your account manager direct, if you have their details, or call 630 8890 and have your BC complex number, Resident's Society or cross lease name on hand.

**If you have been in the MyCommunity portal previously** and can't find your way back, the easiest option is to go directly to the Crockers website - [www.crockers.co.nz](http://www.crockers.co.nz)



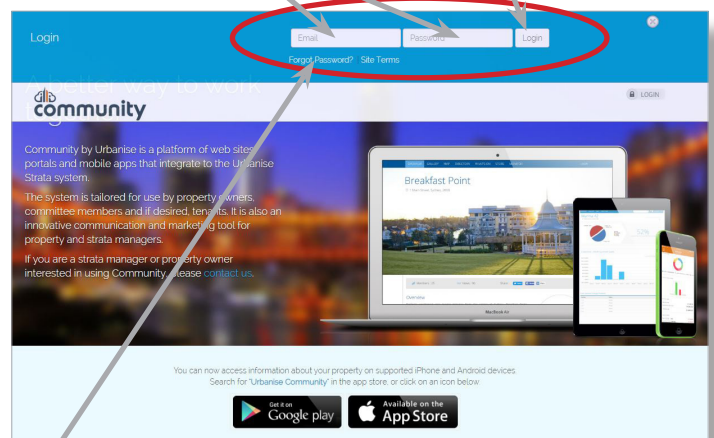
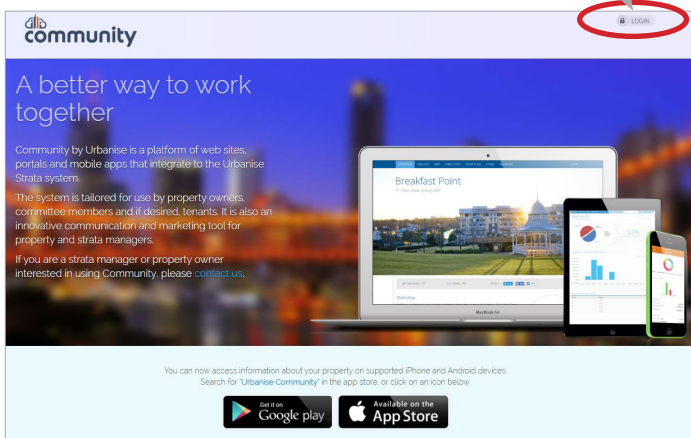
Select **Client Login** - situated in the top, right hand corner of the Crockers website screen

On next screen choose **Body Corporate Login**



The main MyCommunity page will appear. Click the **Login** button on the top right hand side. The login fields will appear.

If you're all good-to-go with your password, **enter your details** and click the **Login** button.



**If you have forgotten your password**, click the **'Forgot Password?'** link, situated under the log in details and enter your email address. A re-set link will be sent to you.

And you're in! As the name suggests, MyCommunity lets you access a lot of information about your community living entity – that is, body corporate, Resident's or Laneway society, cross lease or other structure - anywhere, anytime.

## MYCOMMUNITY ACCESS GUIDE

All of our community living clients will have a dashboard view that looks similar to the one shown below, which gives you key information at a glance.

For more details, click on the buttons and links on the dashboard itself.

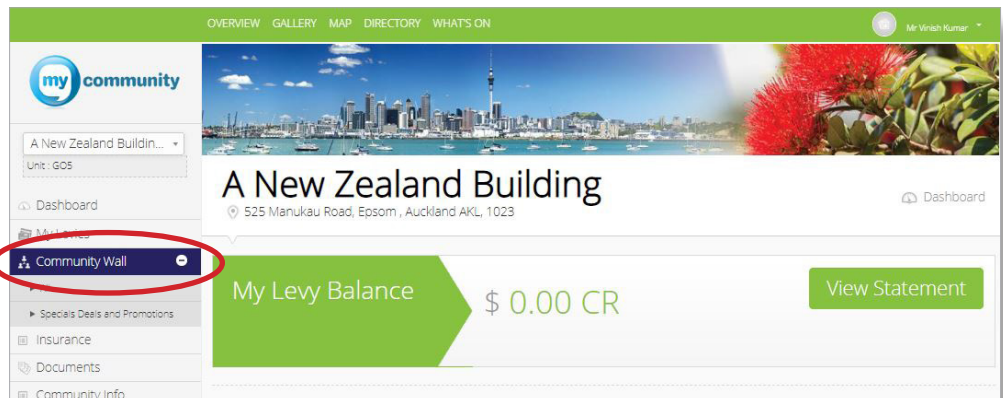
or switch the tabs along the top of the screen or down the left hand side.



For details of levies raised, paid and due, see the **Levies** tab.



If the **Community Wall** feature is switched on, check this tab for posts for and about your community, made by your neighbours.



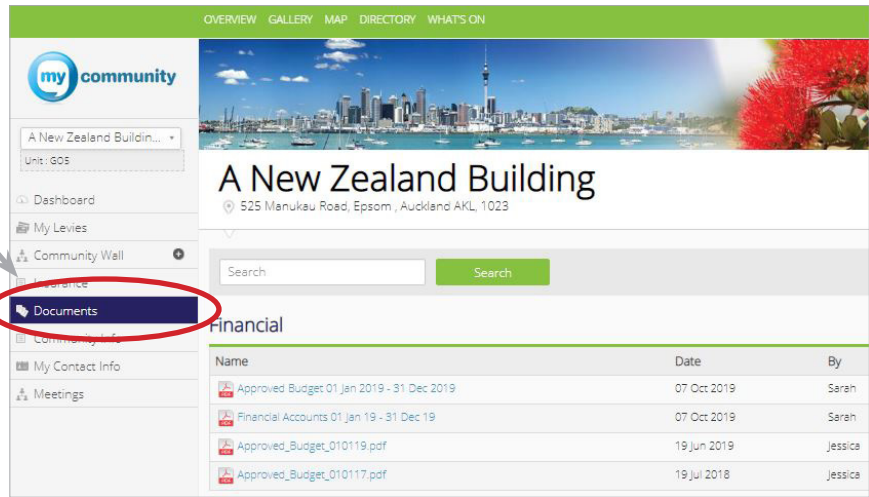
If the **My Requests** tab is activated for your community, you can use this to send an email directly to us.

For a summary of your current insurance policy, click on the **Insurance** tab and then on the **drop down** button on the right.

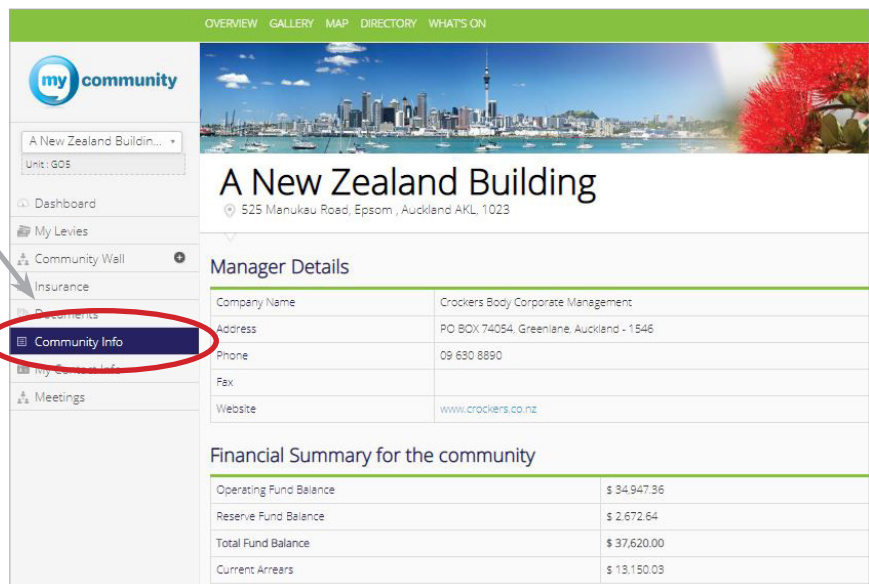


For more details on your insurance policy, including a copy of the policy schedule, click on the **Documents** tab.

**Documents** is also where you will find other key information such as your unit plan, operational rules, maintenance matters like your long term plan, financial accounts, meeting minutes, insurance documents and your community's founding documents – such as a unit plan or cross lease.



The **Community Info** tab will give you some key information such as your community's current funds balance, your entity's reference number, key dates, and the names of the great people within your community who give their time and energy to be your entity's managing committee.

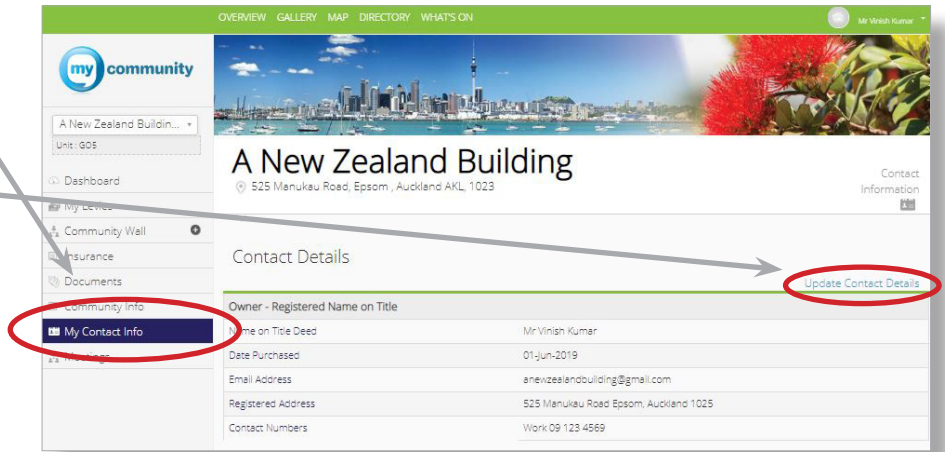


The **My Contact Info** tab shows the details we have in our system for contacting you.

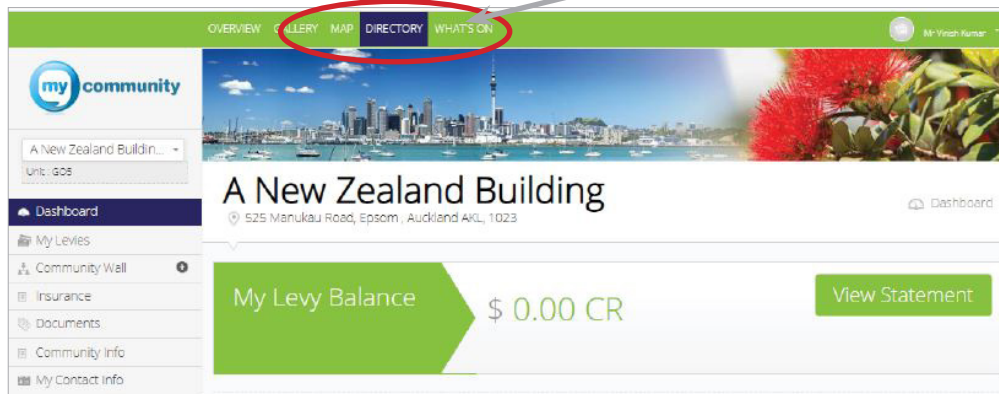
If you'd like to update us on anything shown here, click on this highlighted link, complete the form and click 'Submit'.

**You will need to complete all fields in the form**, not just the one you want to update, to submit the form.

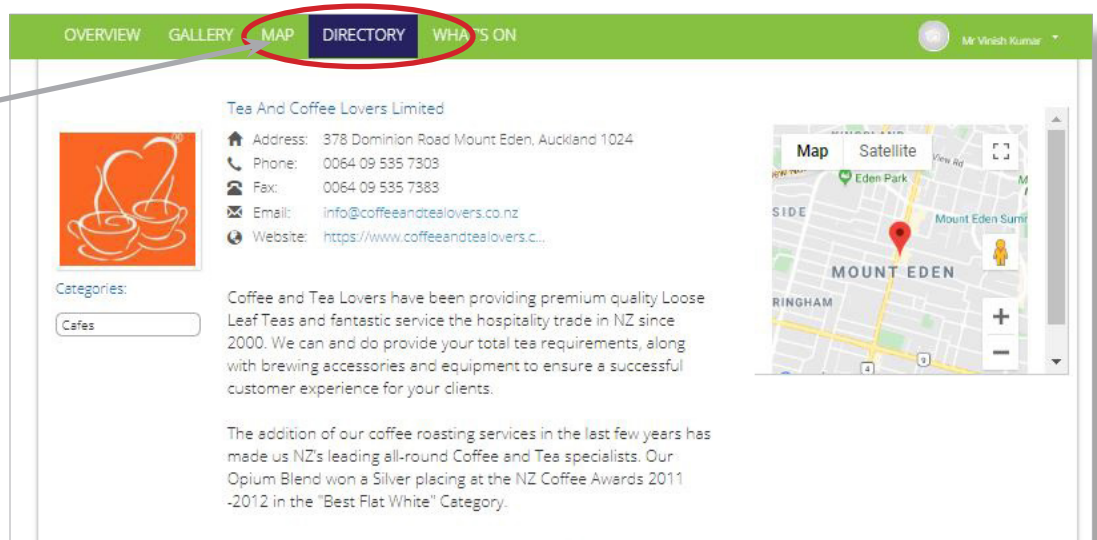
Your details won't update immediately, but will be sent to us to validate and update from our side of the system.



To find the name, phone number and email address of your Crockers Account Manager, click on the **Directory** tab shown along the top of the screen and scroll down to Crockers Body Corporate section. Your assigned Account Manager's details are shown in this area.

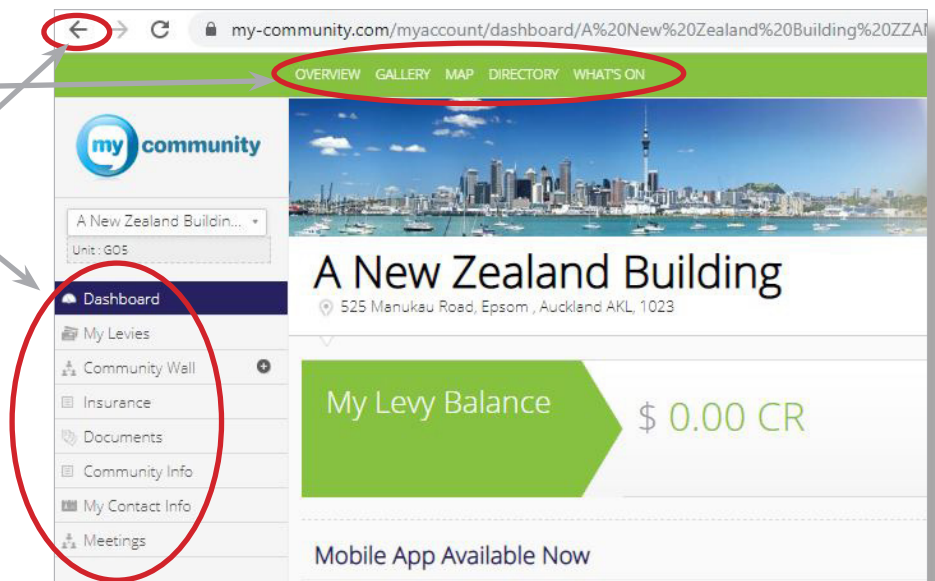


This **Directory** tab also contains some useful information about your community, various services and in some cases, businesses in the area.



**IMPORTANT NOTE**

Once you have clicked on these **top tabs**, these **side panels** disappear. To get these to reappear you will need to push the **back arrow** (sometimes multiple times depending on how many times you clicked on other tabs) to get back to the main home page screen shown.



**Some features are switched on for some communities and not for others**, depending on the directive we have had from your community's management committee.

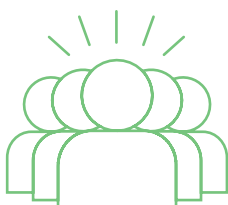
If you'd like to see some of the tabs we have shown you in your community, send your account manager an email and we will take this forward with your committee.

We hope you have successfully navigated through the *MyCommunity* portal, and that you will enjoy the easy access to information that *MyCommunity* provides.

To those of you who like the visual approach, there is also a tutorial demo video situated on our Crockers Body Corporate *MyCommunity* Page of our website.

Thank you again for being with Crockers!

**crockers.co.nz**  
**0800 crockers**



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