

Property Manager Registration Instructions

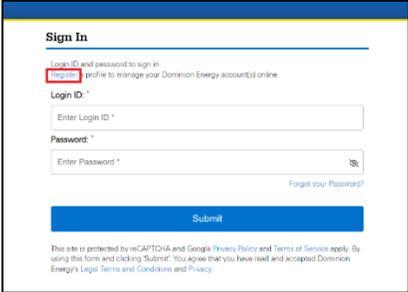
Follow the instructions below to register in the new Property Manager portal.

*Please note: these screens may vary in size depending on the device you are using.

1. Click [here](#) to access the new Property Manager portal.

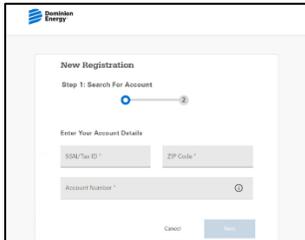
2. Click 'Register' in the top left corner. **You must create a new username and password. Your old credentials will not work.**

Please note: the new system will recognize the first person to login as the new primary user for your organization. This user will be responsible for delegating additional users to have access to the portal. Please take the necessary steps to ensure the first person to login is the intended primary user.



The screenshot shows a 'Sign In' page with a blue header. Below the header, there is a text prompt: 'Login ID and password to sign in. Register profile to manage your Dominion Energy account(s) online.' There are two input fields: 'Login ID' and 'Password', both with asterisks indicating they are required. A 'Submit' button is located below the password field. To the right of the password field is a link that says 'Forgot your Password?'. At the bottom of the page, there is a small disclaimer: 'This site is protected by reCAPTCHA and Google Privacy Policy and Terms of Service apply. By using this form and clicking Submit, you agree that you have read and accepted Dominion Energy's Legal Terms and Conditions and Privacy.'

3. Enter your Tax ID, Social Security Number or PIN, zip code and account number and click NEXT.



The screenshot shows a 'New Registration' page with the Dominion Energy logo in the top left. The page title is 'New Registration' and it indicates 'Step 1: Search For Account'. Below this, there is a section titled 'Enter Your Account Details' with three input fields: 'SSN/Tax ID', 'ZIP Code', and 'Account Number'. At the bottom of the form, there are 'Cancel' and 'Next' buttons.

4. Continue filling out your contact information and create a new password. Complete this step by agreeing to the Dominion Energy Privacy Policy, Terms and Conditions and Payment Policy and click NEXT.

The screenshot shows a 'New Registration' form with the following sections:

- Step 2: Add Sign-in Credentials** (indicated by a progress bar)
- Register Your Property Address**: Landlord/Property Management Company (dropdown menu showing 'VOI CARPENTER HOUSE LLC')
- Register Your Online Account**: First Name * and Last Name * (text input fields)
- Contact Info**: Your email address will be your new username for this account. Fields for Email Address * and Mobile Phone (optional).
- Create a New Password**: Password * and Confirm Password * (password input fields with eye icons).
- Agreement checkboxes: I agree to the Privacy Policy, I agree to the Terms & Conditions, and I agree to the Dominion Payment Policy.
- Buttons: Back and Register (disabled).

5. An email containing an activation code will be sent to your selected email address.

6. Enter the activation code from the email on the Activation pop-up screen and hit CONTINUE. If you do not receive an activation code, use the link 'Resend Activation code' to resend the code.

The screenshot shows an 'Activation' screen with the following elements:

- Header: Activation
- Message: An activation email has been sent to [redacted] Please enter the code to activate your account.
- Input field: Activation Code
- Link: [Resend activation code](#)
- Text: Activation is available for 10 minutes
- Button: Continue

7. A success message confirms that the account is successfully re-registered!

The screenshot shows a 'Success' confirmation screen with the following elements:

- Green checkmark icon in a circle.
- Section: **Success!**
- Message: Thank you! You have successfully completed your User registration. An email confirmation has been sent to [redacted].
- Fields for user details: Username (redacted), User ID/Primary Email Address (redacted), and Primary Phone Number (N/A).
- Button: Done