

Denali Property Management

Navigating the Resident Portal: A Comprehensive Guide

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Navigating the Resident Portal: A Comprehensive Guide



01 How to Use the Resident Portal

Today, we'll guide you through the essential features of the Resident Portal. We'll cover how to log in, make payments, access important documents, submit maintenance requests, and manage your personal settings, ensuring you can efficiently interact with your community.

HOW TO USE THE RESIDENT PORTAL

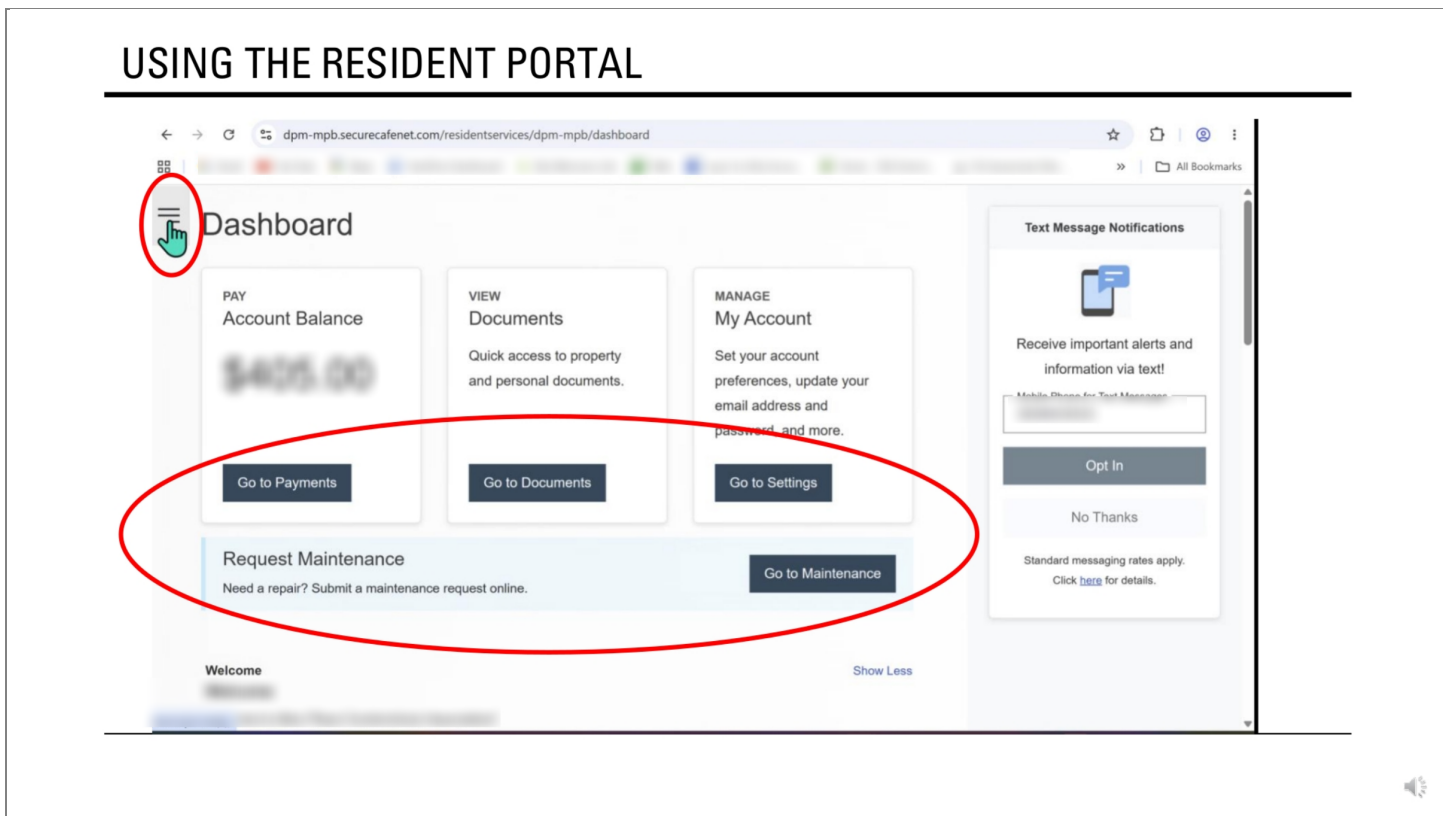


02 Using the Resident Portal: Owner Services

To begin, access the Resident Portal by visiting Denalipm.com. You'll be prompted to enter the email address associated with your account. From there, you can choose to receive a verification code or a

04 Navigating the Resident Portal Dashboard

From the dashboard, you have immediate access to key functionalities. You can easily make payments, view important documents, and adjust your personal settings. These options are available through dedicated buttons on the main screen or via the navigation menu located on the left side of the portal.

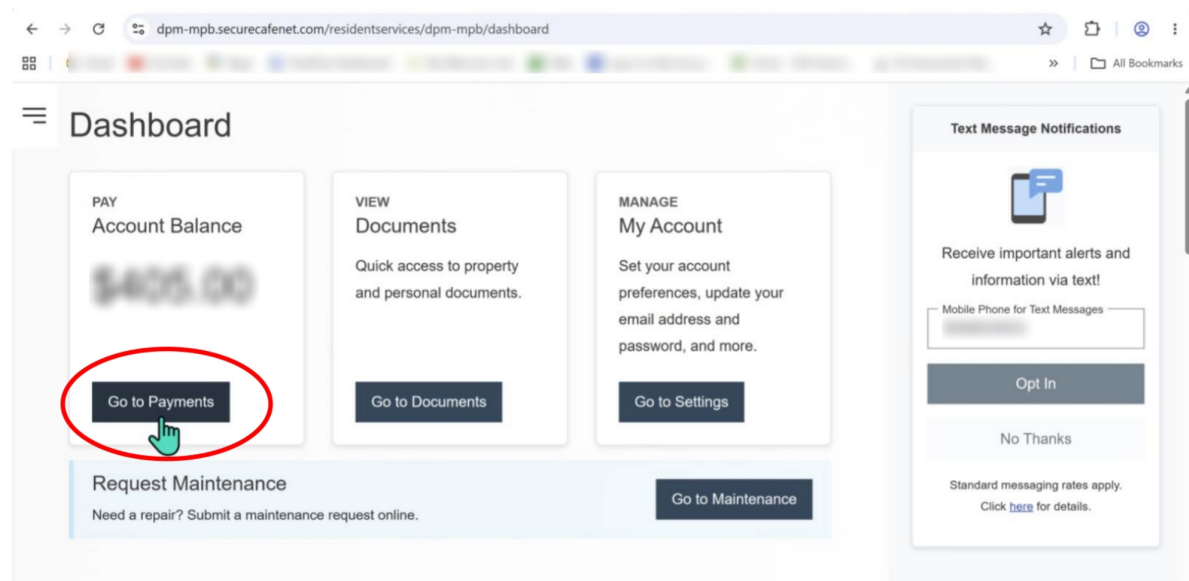


05 Accessing Payment Options

Let's explore the payment section as an example of the portal's functionality. To access your payment options, simply click on the 'Go to Payments' button. This action will direct you to a dedicated page

where you can manage all aspects of your financial transactions, including making a payment, viewing your current balance and setting up payment methods.

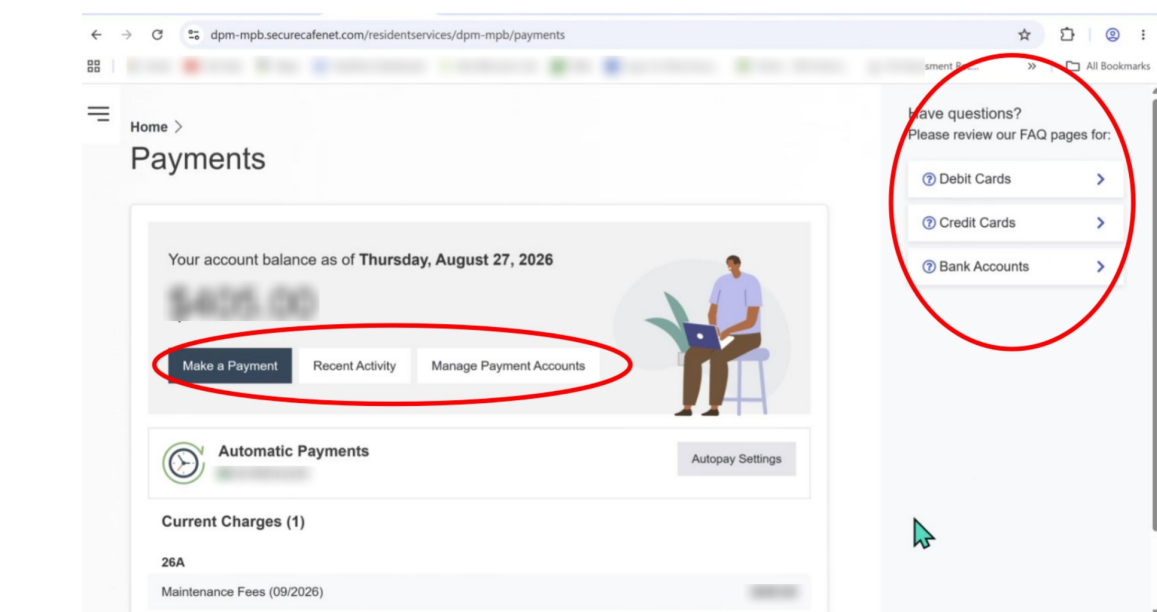
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06 Managing Payments and Account Balance

On the payments screen, you'll see your current account balance and have several options. You can initiate a new payment, adjust your automatic payment settings, review your recent payment activity, or manage your saved payment accounts. If you have any questions, dedicated FAQ pages are available for debit cards, credit cards, and bank accounts to provide further assistance.

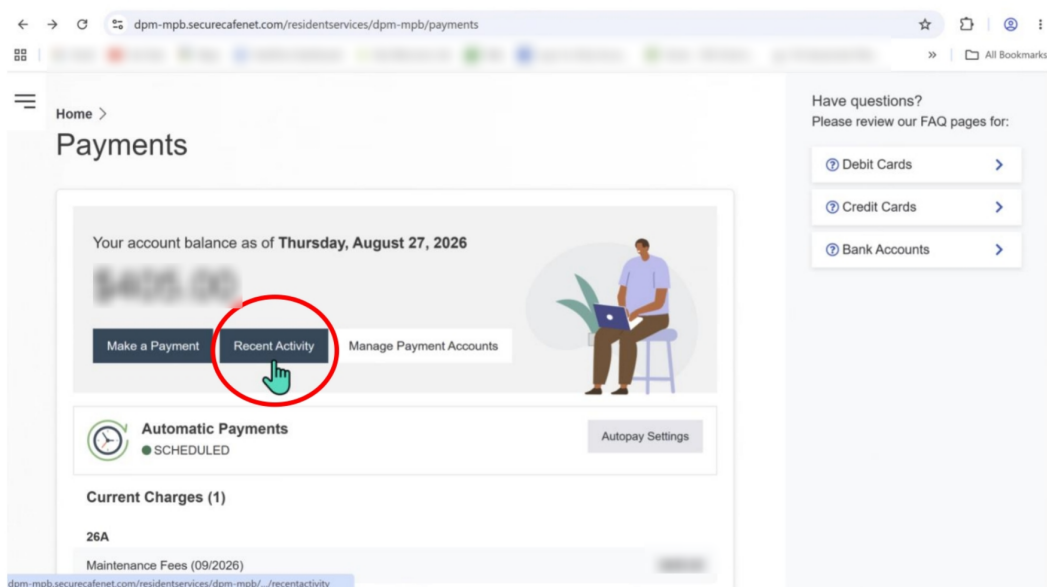
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07 Viewing Recent Payment Activity

To view a detailed history of your transactions, simply click on the 'Recent Activity' button within the payments section. This will display a comprehensive list of all your past payments and any pending transactions, allowing you to keep track of your financial records effortlessly.

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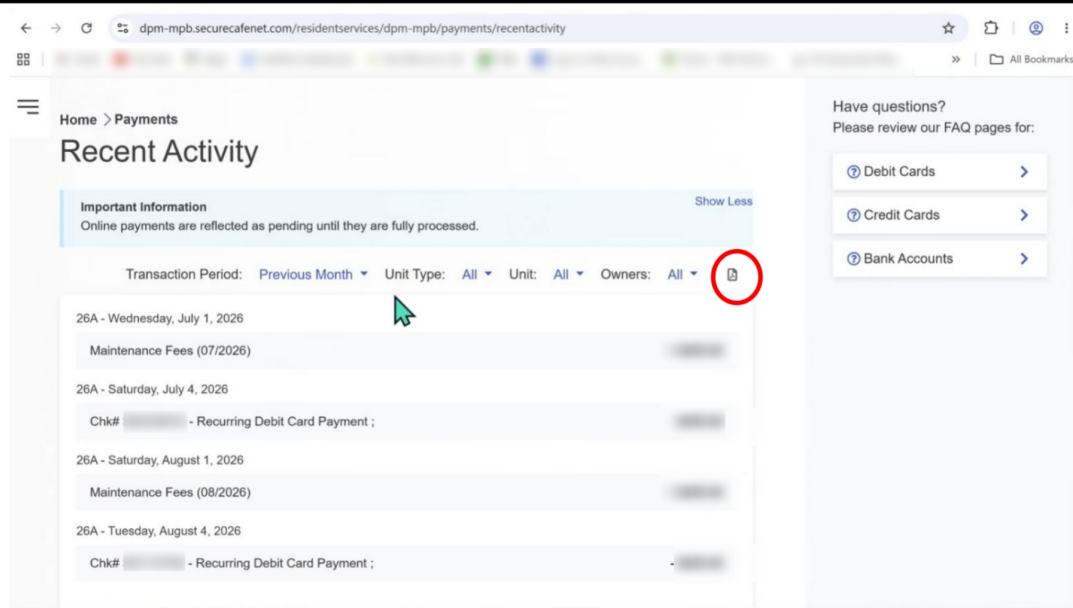


08 Downloading Transaction History

The Recent Activity page provides a clear overview of your transactions, categorized by period, unit type, and owners. For your convenience, you can easily download a PDF of your transaction history by

clicking the download icon. This feature allows you to maintain personal records or share them as needed.

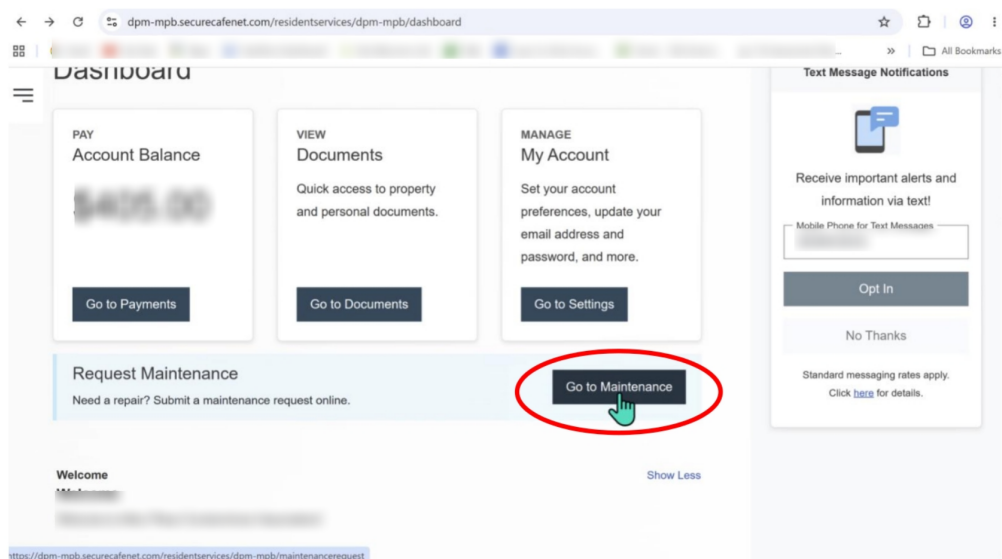
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09 Submitting Maintenance Requests

Beyond payments, the portal also allows you to submit and manage maintenance requests. From your dashboard, simply click on the 'Go to Maintenance' button under the 'Request Maintenance' section. This streamlined process ensures that any issues requiring attention can be reported quickly and efficiently.

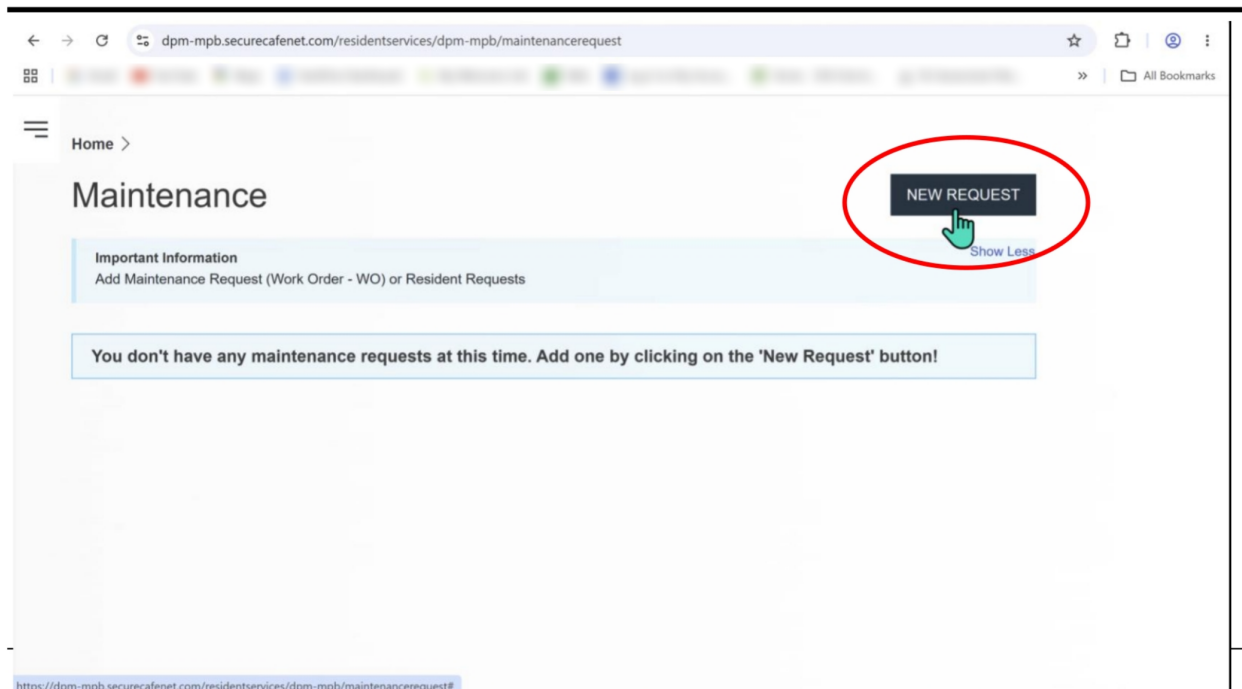
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10 Initiating a New Maintenance Request

On the Maintenance page, you'll see a record of any previous work orders or maintenance requests you've submitted. To initiate a new request, simply click the 'New Request' button. This action will open a form where you can provide all the necessary details for your service request.

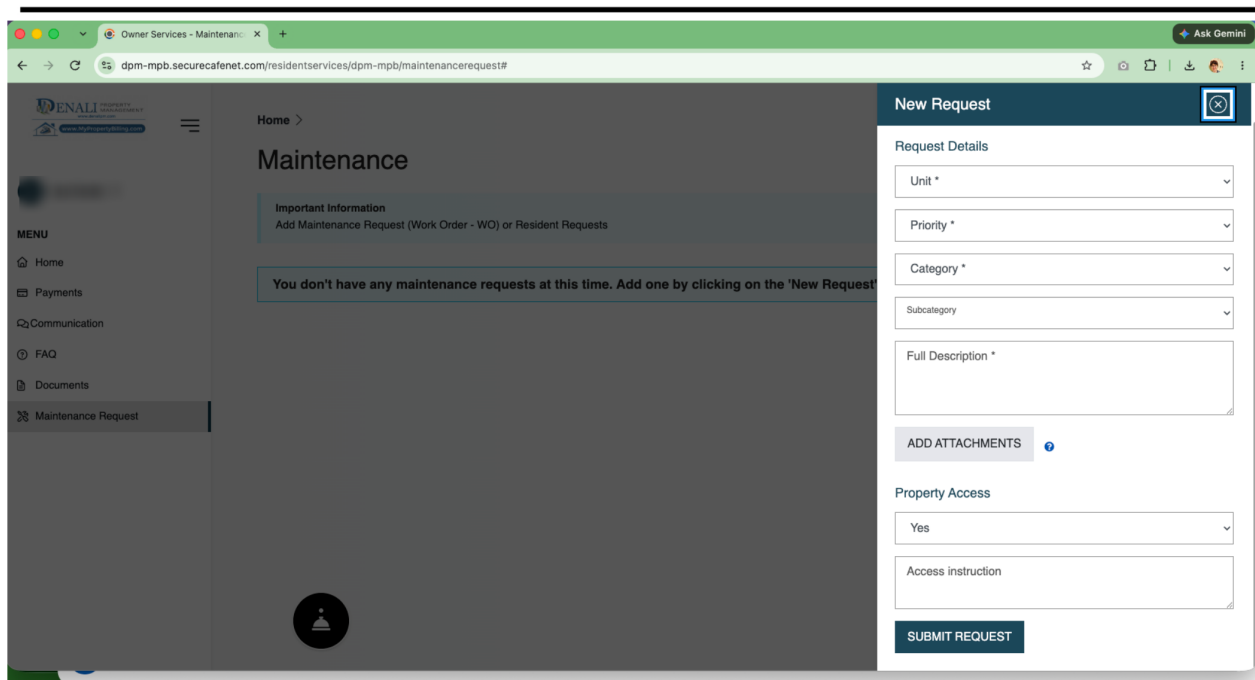
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11 Completing a New Maintenance Request

When submitting a new request, a detailed form will appear. You'll need to fill in required fields such as the unit number, priority level, category, and a full description of the issue. You can also add attachments like photos, specify property access instructions.

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12 Completing a New Maintenance Request

When you are done, don't forget to click "Submit"!

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The screenshot shows the 'New Request' form in the Resident Portal. The form is titled 'New Request' and includes a 'Request Details' section with fields for 'Unit *', 'Priority *', 'Category *', 'Subcategory', and 'Full Description *'. There is an 'ADD ATTACHMENTS' button with a plus icon. Below this is the 'Property Access' section with a 'Yes' dropdown and an 'Access instruction' text area. A 'SUBMIT REQUEST' button is at the bottom right. The left sidebar shows a 'MENU' with options: Home, Payments, Communication, FAQ, Documents, and Maintenance Request (which is highlighted). The main content area shows 'Maintenance' with 'Important Information' and a message: 'You don't have any maintenance requests at this time. Add one by clicking on the 'New Request' button.'

13 Accessing Community Documents

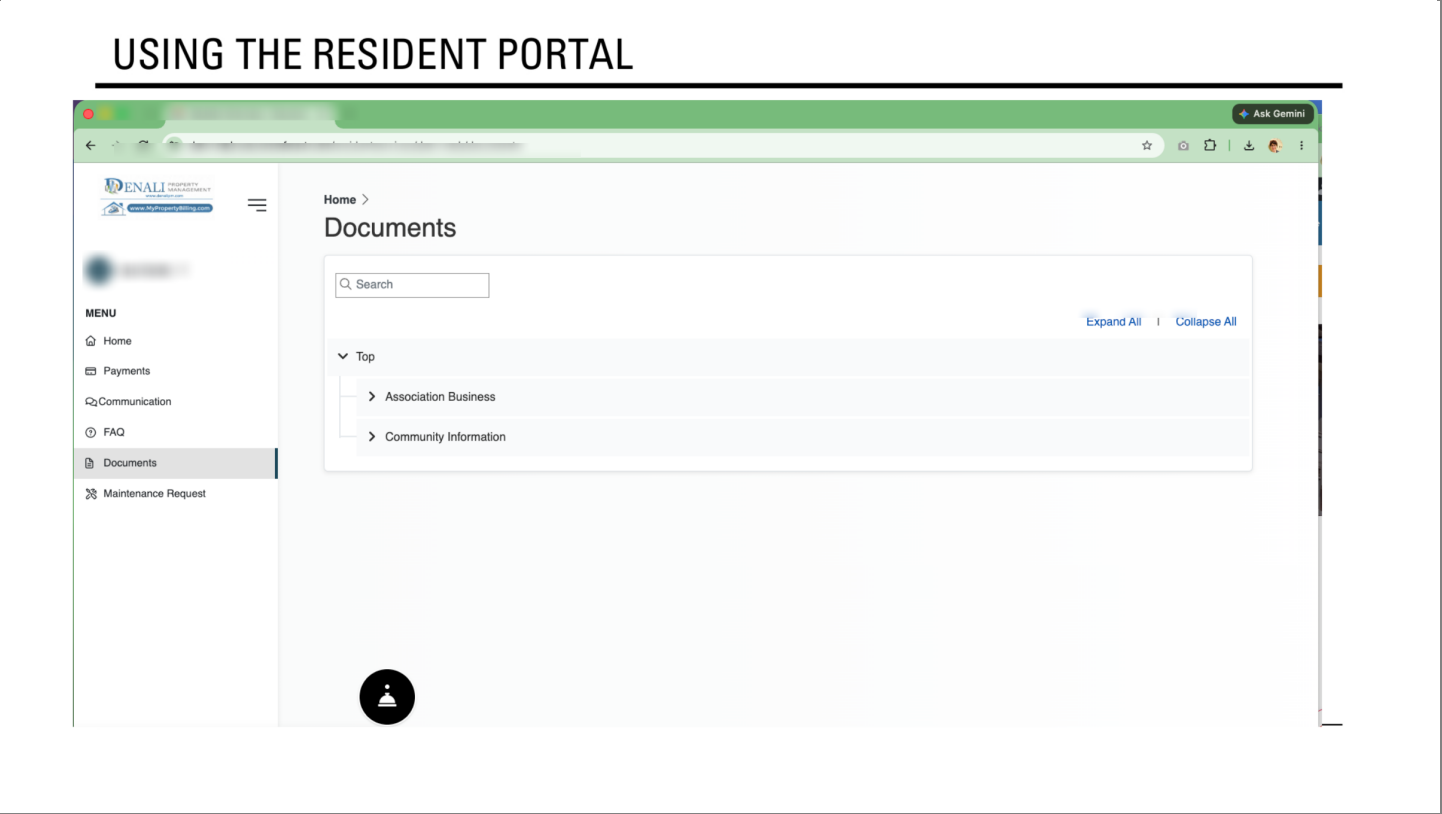
The Resident Portal also serves as a convenient hub for important documents. To access these, navigate back to your dashboard and click on the 'Go to Documents' button. This will take you to a dedicated section where you can find various community-related information and records.

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The screenshot shows the Resident Portal Dashboard. The dashboard has a 'Dashboard' title and a 'Welcome' message. It features three main sections: 'PAY Account Balance' with a 'Go to Payments' button, 'VIEW Documents' with a 'Go to Documents' button (circled in red with a hand icon), and 'MANAGE My Account' with a 'Go to Settings' button. There is also a 'Request Maintenance' section with a 'Go to Maintenance' button. On the right, there is a 'Text Message Notifications' section with a 'Mobile Phone for Text Messages' input field, an 'Opt In' button, and a 'No Thanks' button. The URL bar shows 'dpm-mpb.securecafenet.com/residentservices/dpm-mpb/dashboard'.

14 Browsing Document Categories

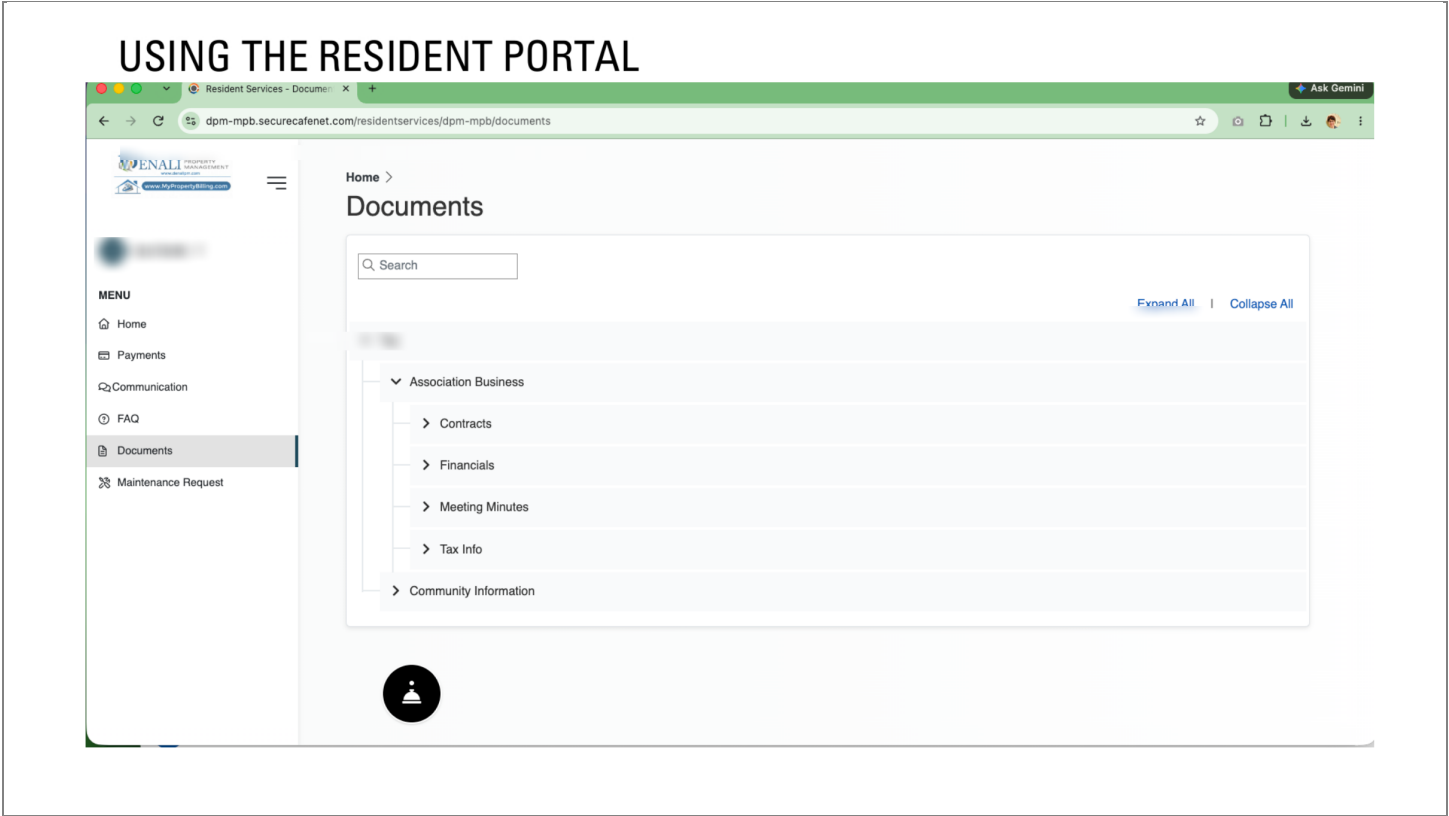
Within the Documents section, you'll find various categories of information, such as Community Information, Budget, Capital Reserve, Forms, and Governing Documents. To expand each category and view the specific documents available, simply click on the small arrow next to its title. This allows for easy navigation and access to the information you need.



15 Browsing Document Categories

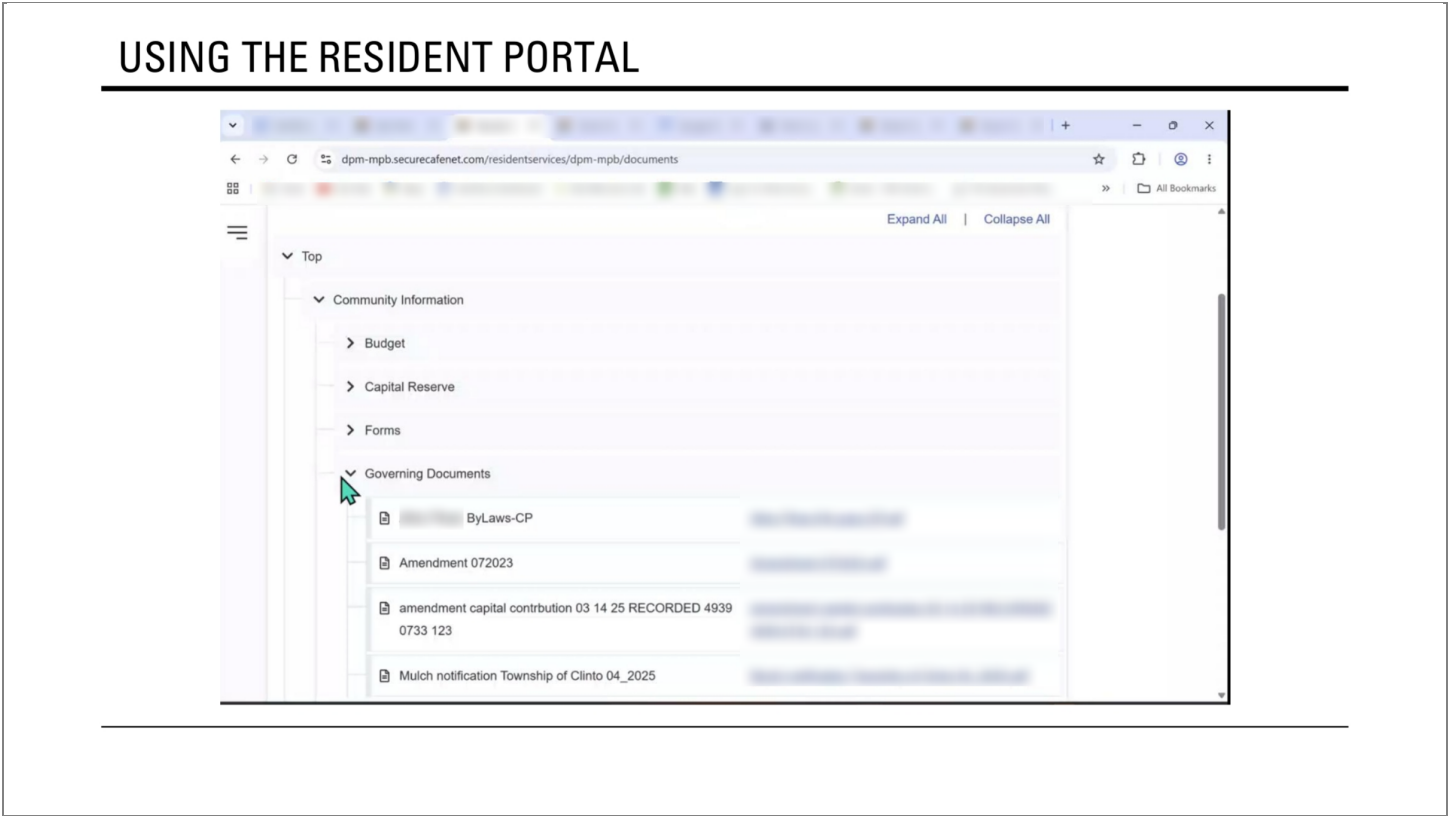
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16 Viewing Specific Documents

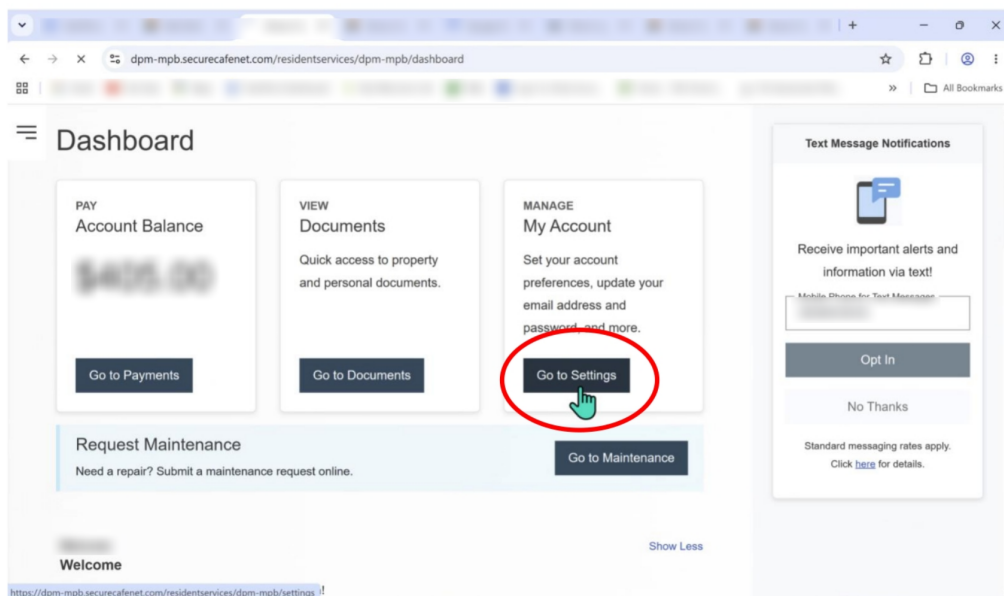
Once a category is expanded, you'll see a list of available documents. Notice that document titles displayed in blue are active links. To view any of these documents, simply click on the blue title, and it will open for your review. This provides direct access to important records like bylaws, amendments, and official notifications.



17 Adjusting Profile Settings

The Resident Portal also allows you to personalize and manage your profile settings. To access these options, return to your dashboard and click on the 'Go to Settings' button. This section is where you can update your personal information and preferences to ensure your account details are always current.

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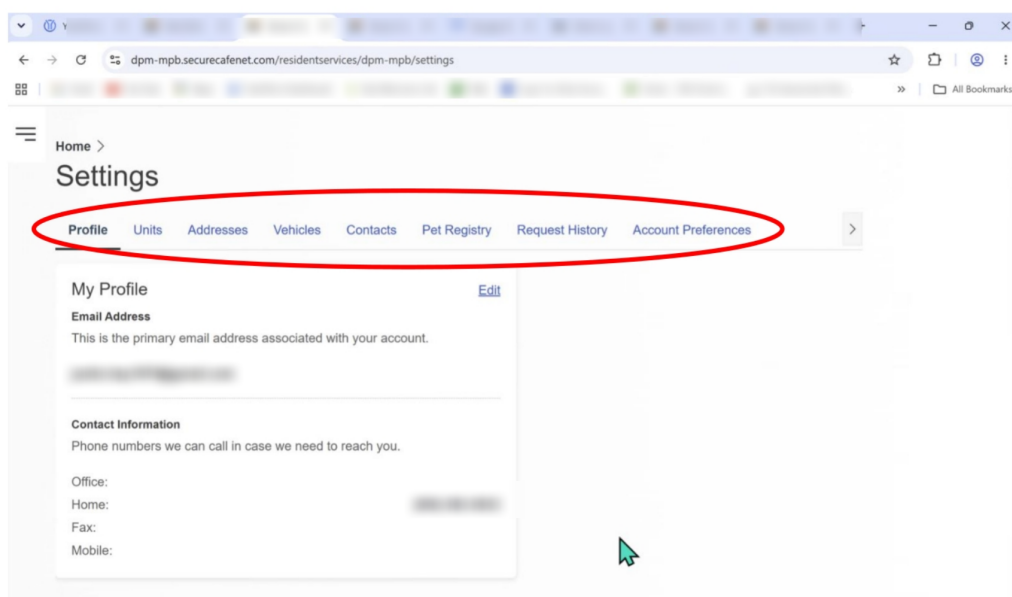


18 Managing Account Details

Within the Settings menu, you'll find various tabs such as Profile, Units, Addresses, Vehicles, Contacts, Pet Registry, Request History, and Account Preferences. By clicking on the appropriate tab, you can

easily set or change many details related to your residency, ensuring all your information is accurate and up-to-date.

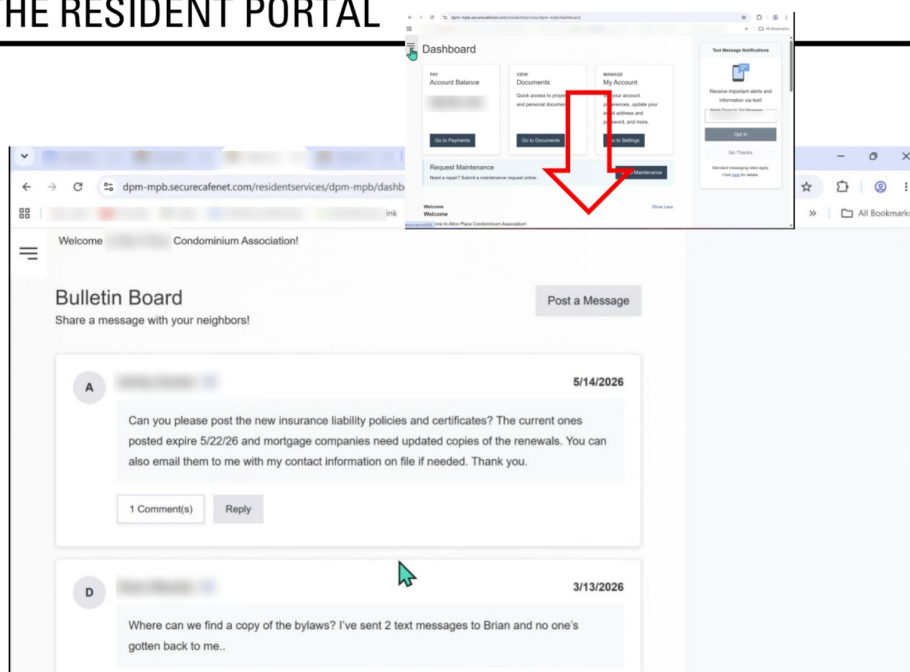
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19 Utilizing the Bulletin Board

As you navigate the portal, remember to scroll down on the main dashboard to discover the Bulletin Board. This feature allows you to share messages with your neighbors and stay informed about community announcements. It's a great way to connect and keep up-to-date with important information from other residents.

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20 Accessing Frequently Asked Questions

For additional assistance or to find answers to common inquiries, utilize the menu to access the Frequently Asked Questions section of the portal. Here, you'll find detailed information categorized by topics such as Account Questions, Billing Statements, Maintenance Requests, and Governing Documents, providing comprehensive support for your needs.

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