

# HAVING TROUBLE LOGGING IN?

01

Verify you are attempting to log in to the **Board Portal**, not the Resident/Owner Portal or one of the other portals by mistake.

02

Verify you are using a **browser the supports CiraNet**. If you do not want to use one of these, or they are not available for you, consider downloading the CiraMobile app instead. Unfortunately, CiraNet does not support Internet Explorer, as the browser will be discontinued.

Browsers supported: Google Chrome, Mozilla FireFox, Microsoft Edge.



03

Try **clearing your browsing data**. Clearing your browsing data, or “cache,” is a common troubleshooting technique that users may run into when trying to log into CiraNet.

04

All board members must first log into the Board / Management Portal using the system-generated password emailed to them **during the initial set up**. Be sure to check your spam and promotions folders. If you have never logged into the Board / Management Portal before, do not attempt to reset your password.

05

If you are logged in and believe you cannot see certain pieces of information, make sure you are not zoomed in on your screen (ctrl + scroll wheel or ctrl +/-) or have not scrolled the information off the screen. Also, check that you have your desired columns pulled into your grid when viewing data on CiraNet.

If none of these steps work and you are still unable to log in to the CiraNet Board / Management Portal, don't hesitate to get in touch with your Community Association Manager for further assistance.