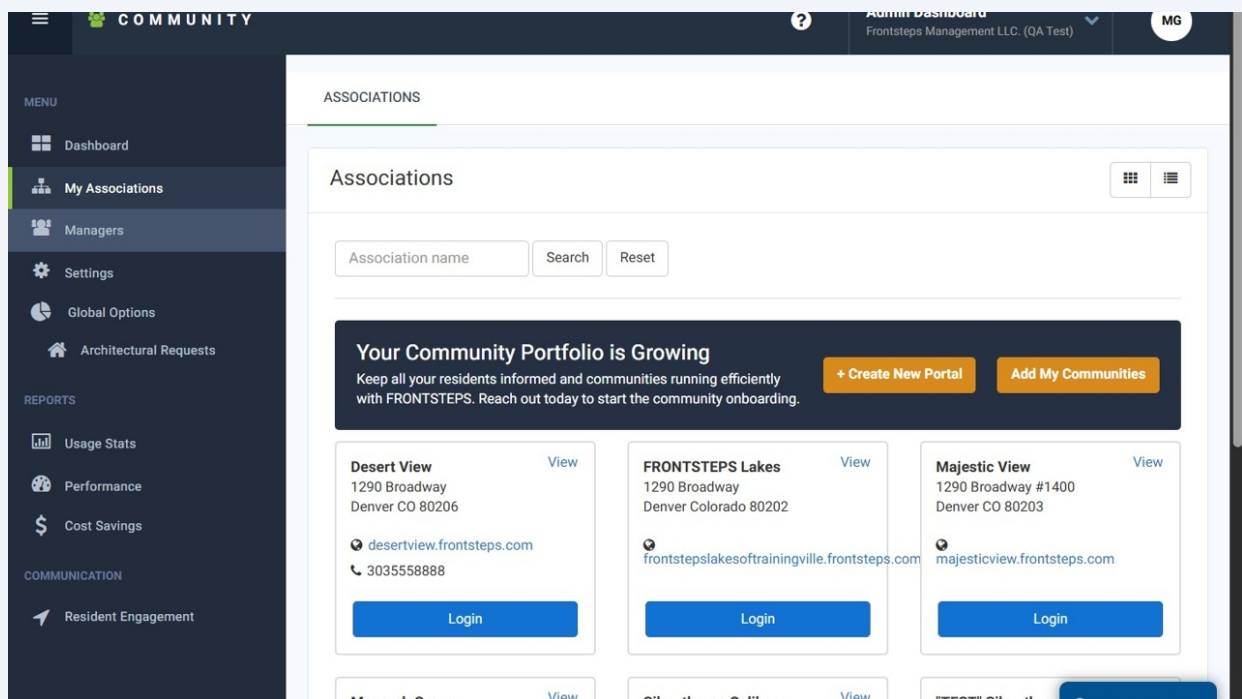


Resident Engagement How-To: Make a Manager a Marketing Admin

This guide provides step-by-step instructions on how to create a new Manager and enable Resident Engagement Marketing Admin access in FRONTSTEPS Community.

1 Login to FRONTSTEPS Community as an Admin.



2 Click on the **"Managers"** menu option.

The screenshot shows the Frontsteps Community Admin Dashboard. The left sidebar contains a 'MENU' section with options: Dashboard, My Associations, Managers (highlighted with a green circle), Settings, Global Options, and Architectural Requests. Below this are 'REPORTS' (Usage Stats, Performance, Cost Savings) and 'COMMUNICATION' (Resident Engagement). The main content area is titled 'ASSOCIATIONS' and features a search bar, a promotional banner for 'Your Community Portfolio is Growing', and three association cards: Desert View, FRONTSTEPS Lakes, and Majestic View. Each card includes address, contact info, and a 'Login' button.

3 Click the **"+Manager"** button to add a new manager.

The screenshot shows the Frontsteps Community Admin Dashboard with the 'MANAGERS' section selected. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Managers' and includes a search bar and a table of managers. A green circle highlights the '+Manager' button in the top right corner of the Managers section.

Full Name	Email	Contact Number	Role	Invitation	Actions
Abigail Ramsey	abigailramseyfs@aol.com	+13035555555	MANAGER	ACCEPTED	View
Amber Bradshaw	abradshaw+manager@frontsteps.com	+15555555555	MANAGER	ACCEPTED	View
AMA TEST	ama@aol.com	+14809942060	MANAGER	ACCEPTED	View
Mich Aguilar	amaguilar@frontsteps.com	+15555555555	ADMIN	ACCEPTED	View
Andrea Joy	andreajoyco@gmail.com	+15019406411	ADMIN	ACCEPTED	View

4 Enter in the Managers information: Email, Name, Phone Number.

Temporary Login Note (Now through 11/15/25)

Until **November 15**, you'll need to log in using a **qualifier within the email address**, due to account separation.

*All emails communications will still be funneled to your original email inbox, this is simply for logging into to edit campaigns and templates.

Format:

<existing email> + <qualifier>@[domain.com](#)

For example: [jane.doe+manager@yourcompany.com](#)

This is a temporary setup—after 11/15, regular email logins will be supported again.

The screenshot displays the 'New Manager' form within the 'MANAGERS >' section of the 'Admin Dashboard'. The dashboard header includes a 'COMMUNITY' logo, a help icon, and the text 'Admin Dashboard Frontsteps Management LLC. (QA Test)'. A sidebar menu on the left lists various options: Dashboard, My Associations, Managers (highlighted), Settings, Global Options, Architectural Requests, Usage Stats, Performance, Cost Savings, and Resident Engagement. The 'New Manager' form contains the following fields and options:

- Notification Email: A text input field with a green circular highlight.
- First name*: A text input field.
- Last name: A text input field.
- Country Code: A dropdown menu currently showing 'Canada (+1)'.
- Mobile Number: A text input field with a country code dropdown showing '+1' and the number '201-555-5555'.
- Administrator: A toggle switch.
- Marketing Admin: A toggle switch.
- Below the form are two buttons: 'Select All Communities' and 'Deselect All Communities'.

A informational box on the right side of the form states: 'The invited manager will receive an email with a link to activate his/her account. The manager will then be required to set his/her password to complete the registration.'

5

Enable the Marketing Admin option.

Note: Users can currently only be one role at once, either Administrator or Marketing Admin.

The screenshot shows a user profile form with the following fields: First name* (Mary), Last name (Guck), Country Code (Canada (+1)), and Mobile Number (+1 555-555-5555). Below these fields are two radio buttons for roles: 'Administrator' and 'Marketing Admin'. The 'Marketing Admin' radio button is selected and highlighted with a green circle. Below the roles, there is a section titled 'Select communities to create a portal manager account' with two buttons: 'Select All Communities' and 'Deselect All Communities'. Below these buttons is a list of communities with toggle switches: 1213 Bluebird Test, Arizona Gates, Batson, Bent Creek Trial, Big Oaks, Accounting BE Test, Barbara DH, Beacon Street, Berryhill_QA, and Blue Acres. A 'Chat with an Expert' button is visible in the bottom right corner.

6

Assign the Manager to their Communities.

The screenshot shows the same community selection form as in the previous step. The 'Marketing Admin' role is still selected. In the 'Select communities to create a portal manager account' section, the 'Big Oaks' and 'Coldwater' toggle switches are now turned on (highlighted with green circles). The other communities remain unselected. The 'Chat with an Expert' button is still visible in the bottom right corner.

7 Click the **"Send Invite"** button to save and invite the manager to register.

MENU

- Dashboard
- My Associations
- Managers**
- Settings
- Global Options
- Architectural Requests

REPORTS

- Usage Stats
- Performance
- Cost Savings

COMMUNICATION

- Resident Engagement

Managers Settings

Share Contact Information ☒

Applies only to manager first being assigned to community.

Send Invite Cancel

Powered by FRONTSTEPS

Chat with an Expert

8 You will see a blue **"Notice"** message after the invite has been sent.

ADMIN DASHBOARD

COMMUNITY

Managers

Search by name, email or contact number

Full Name	Email	Contact Number	Role	Invitation	Actions
Abigail Ramsey	abigailramseyfs@aol.com	+13035555555	MANAGER	ACCEPTED	View
Amber Bradshaw	abradshaw+manager@frontsteps.com	+15555555555	MANAGER	ACCEPTED	View
AMA TEST	ama@aol.com	+14809942060	MANAGER	ACCEPTED	View
Mich Aguilar	amaguilar@frontsteps.com	+15555555555	ADMIN	ACCEPTED	View
Andrea Joy	andreajoyco@gmail.com	+15019406411	ADMIN	ACCEPTED	View