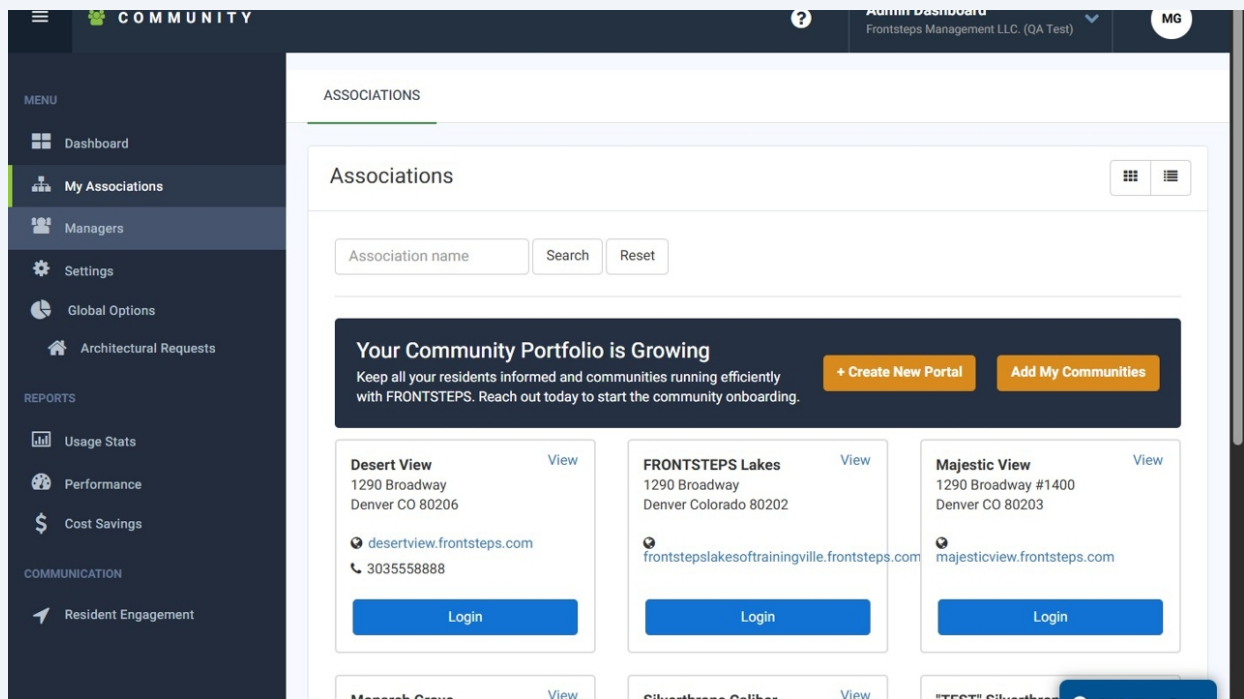


Resident Engagement How-To: Update an Existing Manager to Marketing Admin

This guide provides step-by-step instructions for granting Resident Engagement Marketing Admin access to an existing Manager 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 displays a list of community portals. A banner at the top of the main area reads 'Your Community Portfolio is Growing' with buttons for '+ Create New Portal' and '+ Add My Communities'. Below the banner are three portal cards: 'Desert View', 'FRONTSTEPS Lakes', and 'Majestic View', each with a 'View' link and a 'Login' button.

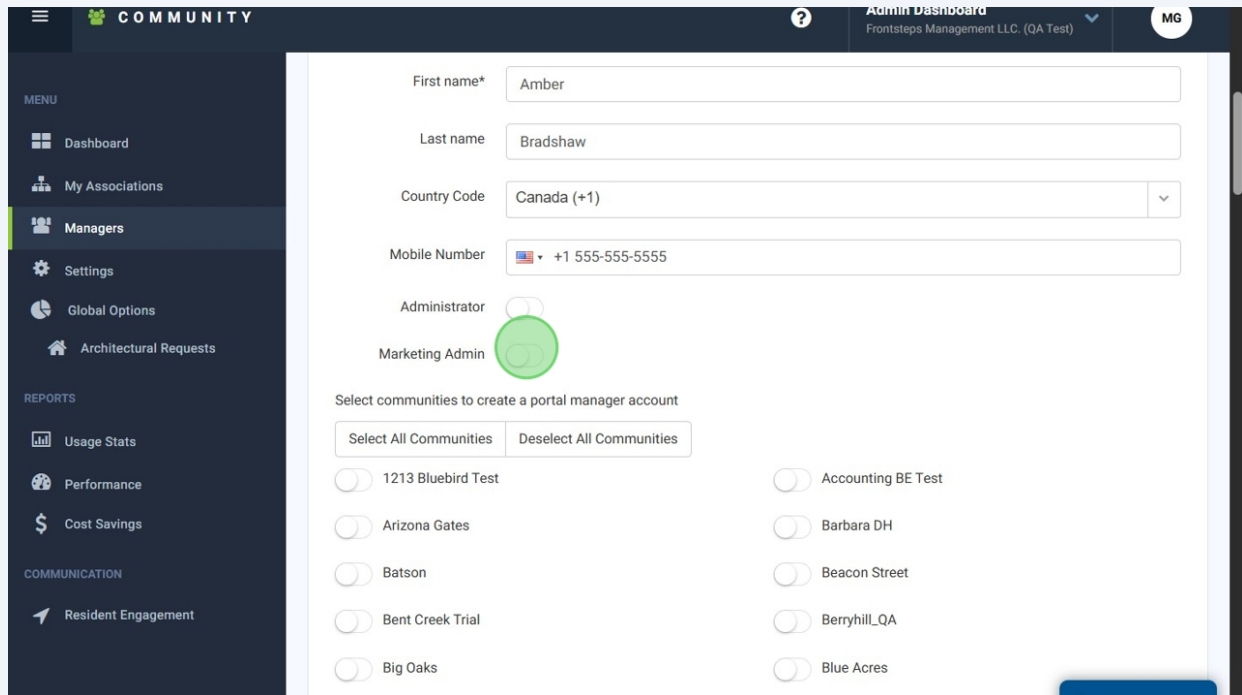
3 Find the Manager you want to make a Marketing Admin from your list, and click **"View"**.

The screenshot shows the Frontsteps Community Admin Dashboard with the 'Managers' menu option selected in the left sidebar. The main content area is titled 'MANAGERS' and displays a table of managers. A search bar is at the top of the table. The table has columns: Full Name, Email, Contact Number, Role, Invitation, and Actions. The 'View' button for Amber Bradshaw is highlighted with a green circle. A 'Chat with an Expert' button is visible at the bottom right.

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
Barbara Durbin	bdurbin+manager@frontsteps.com	+15555555555	ADMIN	ACCEPTED	View

4 Enable the "Marketing Admin" option.

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



The screenshot shows the 'Admin Dashboard' for 'Frontsteps Management LLC. (QA Test)'. The user profile form is displayed with the following details:

- First name*: Amber
- Last name: Bradshaw
- Country Code: Canada (+1)
- Mobile Number: +1 555-555-5555
- Administrator: ☐
- Marketing Admin: ☒

Below the form, there is a section titled 'Select communities to create a portal manager account' with two buttons: 'Select All Communities' and 'Deselect All Communities'. A list of communities is shown with toggle switches:

Community Name	Status
1213 Bluebird Test	☐
Arizona Gates	☐
Batson	☐
Bent Creek Trial	☐
Big Oaks	☐
Accounting BE Test	☐
Barbara DH	☐
Beacon Street	☐
Berryhill_QA	☐
Blue Acres	☐

5 Temporary Login Note (Now through 11/15)

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.

6 Click "Save Changes".

