

Registering a VIVO Homeowner Portal Account

Description:

In this Tech Note, we will provide the steps for signing up for a VIVO Homeowner Portal account on www.VivoPortal.com.

Steps

****Note:** Before you start, you need to have your 12-digit Action account number and the last name of the owner on the account.

1. Go to www.VivoPortal.com.
2. There are two locations on the home page that you can click to register for an account. They are circled below.



The screenshot shows the VIVO Homeowner Portal home page. At the top right, there is a link that says "Register a new Vivo account!" with a person icon, which is circled in orange. Below this is the VIVO logo. The main content area is divided into two sections. On the left is a "Login" form with fields for "Username or Email Address" and "Password", each with a "forgot" link below it. There is a "Remember me?" checkbox and a "Log On" button. The "Don't have an account?" link is circled in orange. On the right is a section with four icons: a person, a credit card, a wrench and screwdriver, and a recycling symbol. Below these icons is text describing the portal's features. At the bottom right of this section is the "ACTION Property Management" logo. A vertical "CONTACT US" button is on the far right. At the bottom right of the page, it says "powered by: ActionTechnology".

Signing up for AutoPayment



3. On the Register page, there are 3 Steps. Step 1 requires you to enter in your name, last name (of the owner), and your 12 digit account number, as shown below. Once you've filled in that information, click **Next**.

****Note: If the account number you have is 13 digits, that is not your most up to date account number. To receive your new account number, please contact our Community Care Department at 949-450-0202.**

Step 1

First Name

Last Name (as it appears on your Statement or Coupon Book)

Enter the 12 digit Account Number as shown on your Statement or Coupon Book, without any spaces.

Step 2

Step 3

Step 1

Step 2

User Name

Email Address

Step 3

4. Step 2 requires you choose a username and enter your email address. Then click **Next**.

5. Step 3 is where you enter the password that you'd like to use and choose a Security Question and Answer (for password retrieval if you forget your password). Once you've entered that information, click **Finish**.

Step 1

Step 2

Step 3

Password

Passwords are required to be a minimum of 6 characters in length.

Confirm Password

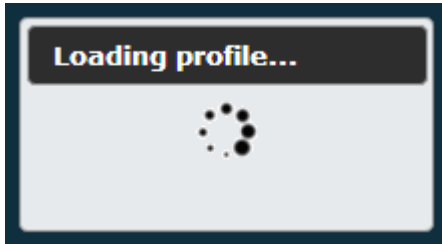
Secret Question

Answer to Question

Signing up for AutoPayment



6. VivoPortal will then start loading your profile and when it finishes, you will be in your account.



ACTION Resident Portal 700 Main Street, 17A My Account

Home Financial Vehicles Calendars & Amenities Work Orders Non-Compliance Documents

Residents

- Jabba The Hutt
- John Smith
 - Type: Tenant
 - Email:
 - Home: (999) 999-9999
 - Work:
 - Mobile:
- Joe Smith

Property

Control

Nickname: 700 Main Street, 17A [Update]

[Remove Property] [Add New Property]

Account #: 000000003857

Unit in System: 017a

Billing Address: 700 Main Street, 17A

City, State, Zip: X City XX X Zip [Update Billing Address]

Account Summary

Paperless Options

[Click here to receive your statements via email.](#) [Click here to setup monthly automatic payment.](#)

eStatements **AutoPayment**

Balance: \$86886170.45

Work Orders: 0 Open, 3 Closed

Reservations: 0 Approved, 0 Pending, 0 Rejected