Welcome to BrightView HOA Connect!
https://hoa.brightview.com/

New User Registration

1. Your HOA will provide you with a unique community code. This unique code will be used during the registration process for HOA Connect.

2. Once you have entered your unique community code, you will be prompted to enter other information to complete the registration process.

3. Complete the fields and click the save button on the bottom of the screen.

4. There will be a list of streets in your community on the Street drop-down menu. If your street is not listed, click the "My street is not listed" box and type your street name in the text box.

Logging In

1. After registering, you will use the secure Log In to access your home page through the hoa.brightview.com website.

2. To log in, simply enter your email address and password created during registration. When entered click the "Log In" button.

Once logged in, you will be taken your BrightView HOA Connect home page.

To learn to navigate your home page, please see reverse.

Creating a Service Request

To create a service request, click the green Service Request button found in the menu column.

1. Next, select the service category pertaining to your request. Then click "Next".

2. Now, enter details about the request.

If service is needed at your home, select "My Home" for Location.

If service is needed at a commons area, select Commons Area, and enter a brief description of the issue location.

3. Last, review your service request details. If acceptable, click the "Submit Your Request" button. If changes are necessary, click the "Edit Your Request" button.

Home Page Navigation

Announcements, if available, are found in the left column in the drop-down. Announcements represent items that we want you as a resident to be aware of. These include things like scheduled services or events.

Notifications, if available, are found at the top of the home page. These items represent high-priority issues and are designed to let you know we are aware of the issue.

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Service Request

Chateau Ridge HOA

NOTIFICATIONS

- A tree has fallen near the clubhouse! We have reported the issue to maintenance for resolution.
- Water main break near community entrance. Repairs are underway!

🔔 Dashboard

🔄 HOA Updates

📢 Announcements ·

Welcome John Doe
123 Chateau Drive, Marion, OH

Showers
59°F

Fri	Community ponds will be
16	treated during the month
Sep	of September

Fri	Tree trimming will begin
16	withing the next week!
Sep	

ACTIVE TICKETS   MAINTENANCE SCHEDULE

ⓘ Resolved	Services	
CREATED:	I would like for someone to water the hydrangeas at the rear of my property.	View Ticket
Friday September 23, 2016 - 11:50 am	Ticket Number: 361 Reporter: john doe	

Your active Service Requests will be displayed under the Active Tickets tab under your name and address. To review request details, click the "View Ticket" button to the right.

ACTIVE TICKETS   MAINTENANCE SCHEDULE

SERVICE AREA MAPS
Weekly Maintenance Schedule

Service	Area A	Area B	Area C	Area D
Mowing	Monday	Tuesday	Wednesday	Thursday
Pruning	Tuesday	Wednesday	Thursday	Monday
Debris Removal	Wednesday	Thursday	Monday	Tuesday
Edging	Thursday	Monday	Tuesday	Wednesday

Under the Maintenance Schedule tab, you will see the updated maintenance schedule for recurring services. To know when to expect these services, click the link and review the details.
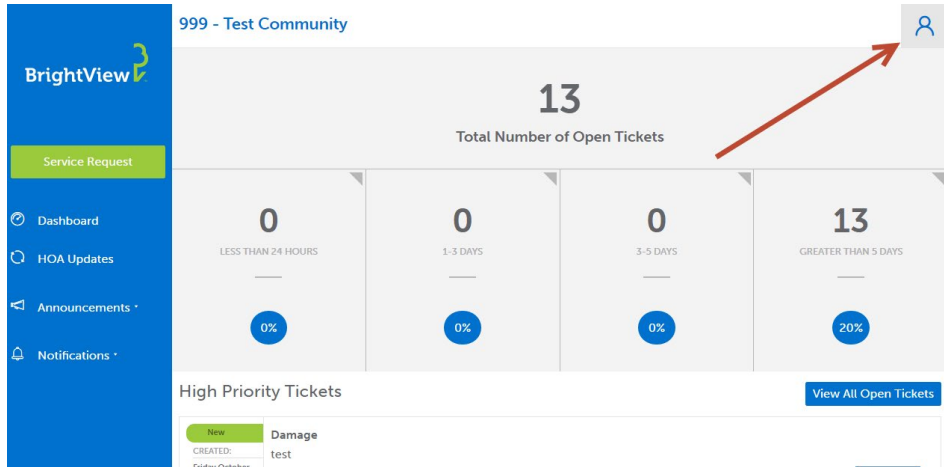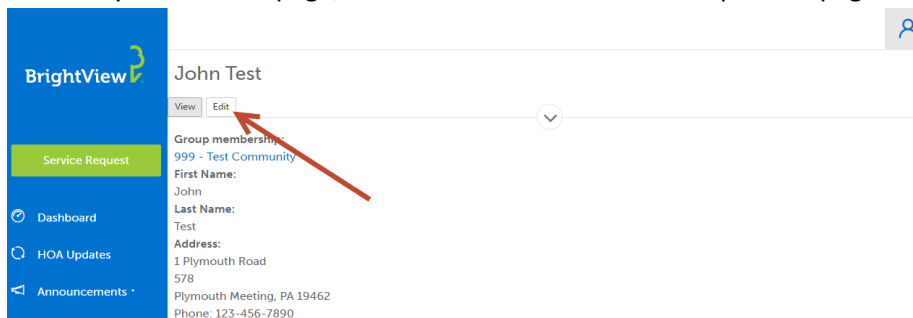
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HOA Portal – Resetting Password

1) From any page in the portal, locate and click the "Profile" button in the top right corner.

2) Under the list of options, locate and click "My Account"
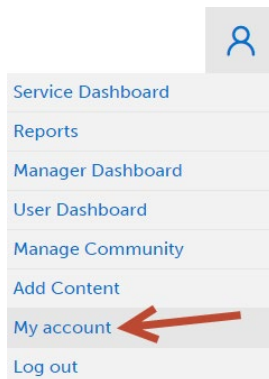
3) Once on your account page, click the "Edit" button at the top of the page.

4) On the Edit page, click the link for "Email & Password Settings"

John Test

View | Edit

First Name *

John

Last Name *

Test

› Email & Password Settings

Address

Enter your house number, then select your street from the list. If your street is not available in the list, select "My street is not listed" to enter your street.

No.	Street
1	Plymouth Road ▼
	☐ My street is not listed

Address 2

5) To change the password, you must first enter your current password in the "Current Password" field, and then enter the new password in the "Password" and "Confirm Password" fields.

▾ Email & Password Settings

Current password

You must enter your current password to change your password or email address. You can reset your password if you do not know the current password.

E-mail address *

Provide a valid email address for your account.

JMDTestUser1@gmail.com

New Password

To change the current user password, enter the new password in both fields.

Password

Confirm password

6) Once all three fields are populated, scroll to the bottom of the page and click the "Save" button.