

eStatement Quick Reference Guide

We have made registering for eStatements quick and easy.
Just follow four simple steps!

1 Create Your eStatement Account

Go to <http://estatements.welcomelink.com/fscalifornia> and click "Register Here." Enter the basic account information from your most recent statement.

The screenshot shows the FirstService Residential e-Statement website. On the left is an "e-Statement Login" form with fields for Email and Password, and a "Log In" button. On the right, a "Welcome to the FirstService Residential e-Statement website." message includes three bullet points: "Convenient, 24/7 Access", "Reduced Risk", and "Go Green". Below the login form is a "New to e-Statements? Register Here" button.

2 Set Up Password and Security Question

You will be required to set up a password as well as answer a security question. The security question will be used to reset your password should you forget it in the future.

The screenshot shows two forms. The "Security Information" form has fields for Password (with a "Strength: Too Short" warning), Confirm Password, Security Question (with a dropdown menu), and Security Answer. Below it is the "Statement Account Information" form with fields for Account Number, Name, Street 1, Street 2, City, State/Province, and Zip/Postal Code. A "Submit" button is at the bottom.

3 Verify Your Email Address

After finishing the account setup, a verification email will be sent to the email address provided. **You must click the link in the email to finish the verification process and receive electronic statements.**

The screenshot shows an email from FirstService Residential. It addresses "John" and thanks him for signing up. It instructs him to "verify" his email address to complete registration. It provides his login as "john.doe@gmail.com" and technical support contact information: Phone: (855) 325-2016, Email: team@welcomelink.com. A footer note says to add estatements@welcomelink.com to the Safe Senders List.

4 View Your Statements

To view your statements, simply click the month and year that correlates to the statement you'd like to view. You may then download the statement to a PDF format. **You will be notified via email when future statements become available.**

The screenshot shows the user's dashboard. On the left, an "e-Statements" section shows a list of statements for April, March, and February 2018. On the right, the "HOMEOWNERS ASSOCIATION" details for John Doe at 12345 MAIN STREET, Anytown US 12345 are shown, along with an "Account Number:" field and a "Mail My Statements" button. Below are "Instructions" with dropdown menus for "View your statements", "View a different account", "Add another account", and "Update your settings".