

Connecting to the OWNER PORTAL

- Every owner has been assigned login credentials to use to connect to the Owner Portal for the first time.
- Connect to the OWNER PORTAL at the website www.mallorykeywest.com
- Once you reach the homepage, click on OWNER LOGIN that appears in the upper right corner.
- That will take you to a new page where you will find an area to log into the Portal.



Login to Your Account

Owner ID or Email
your email

Password
psw

Submit

[Forgot Password](#)

- Your login credentials will consist of:
 - Owner ID: Use the primary email address you have provided to us. If you have not yet provided us with an email address, and you would like to connect to the Owner Portal call Goodmanagement's Owner Services at (866) 875-1383. or send an email to mallory@goodmanagement.com with the Subject line "PORTAL".
 - Initial Password: Your initial password is **psw**.
- Once you have logged into the Portal using the above credentials you will be prompted to create your own unique Password.



Change Password

Owner ID or Email
your email

Current Password
psw

New Password

New Password (repeat)

Submit

Once you are connected to the OWNER PORTAL

After you log into the Owner Portal, you will see the different options available:

The screenshot displays the 'Account Overview' page of the Owner Portal. On the left is a blue sidebar with a user profile for Jordan Sutton (Owner ID: 1234569328) and a menu with options: Account Overview, Update Account, Active Contracts, Dues Transactions, My Reservations, Make a Reservation, and Documents. The main content area has a dark header with three summary cards: 'Active Contracts' showing 1 contract, 'Balance Due' showing \$650.00, and 'Upcoming Vacation' for Caribbean Queen Resort on 8/25/2019. Below this is the 'Owner Details' section, which identifies the owner as Jordan Sutton and notes that no co-owner is registered. At the bottom, there are three expandable sections: 'Future Reservations', 'Reservation History', and 'Dues Transaction', each with a plus icon.

Each module of the software system has its own function.

- Account Overview – Provides an overview of upcoming reservations and any balance due.
- Update Account Option – Allows you to update your contact information - your address, email and phone number.
- Unit Weeks Owned – Shows all Unit Weeks you own
- Financial Transactions – Shows current assessments billed, paid and unpaid. Statements can also be printed.
- My Reservations – Lists future and past reservations
- Make a Reservation – Allows you to make a Usage or Non-Usage reservation.

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