



## SEPARATING DUAL-NAME ACCOUNTS ON OUR NEW NABR WEBSITE

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The Fairways' new Nabr website, also known as TaylorNow, automatically obtains its resident data from our accounting system called Tops. Contact information and HOA fee payment records of primary homeowners are synchronized nightly from Tops to Nabr.

Each person must have a separate account on the Nabr website, and their email address is used to login to their account. Each home may have a maximum of 9 separate accounts:

- 1 account for the primary owner
- 5 accounts for household members
- 3 accounts for renters

The primary owner account is the only account that is synchronized from Tops to Nabr. The household and renter accounts are created on the Nabr website by the primary owner, or with the primary owner's approval. The primary owner and household accounts can view the payment record for that home. The renter accounts cannot view the payment record for that home.

The primary owner account in Tops contains all names that appear on the deed for that home. For homes with common owners, e.g. husband and wife, the primary owner account synchronized from Tops to Nabr may initially also contain dual names. Since Nabr requires each person to have a separate account on the website, those dual names must be separated using the procedure outlined below.

Here's an example of what Tops has initially supplied to Nabr ...

*PRIMARY OWNER ACCOUNT:* James and Sally Smith

*HOUSEHOLD ACCOUNT:* <does not exist>

Here's what it needs to be changed to ...

*PRIMARY OWNER ACCOUNT:* James Smith

*HOUSEHOLD ACCOUNT:* Sally Smith

This change only needs to be made for primary owner accounts that have dual names. The format of the dual name may vary. It may be James and Sally, or James & Sally, or M/M James.

This change only needs to be made once, as soon as possible after the primary owner activates their Nabr account and logs in for the first time. The change will only affect Nabr accounts, will not be synchronized from Nabr back to Tops, and will not be overwritten by any future synchronization from Tops to Nabr.

Here's the procedure for making this change ...

1. Login as primary owner and go to My Account > Profile > Contact Info. First Name will appear as it was initially supplied by Tops, with dual names.

The screenshot shows a web interface for a Nabr Network Partner. At the top, it says "Nabr Network Partner" and "Welcome, James and Sally Smith!". Below this is the Taylor Management Company logo and a navigation menu with items: Home, News, Community Pages, Resources, Contact, and For Residents. The main content area shows a profile for "James and Sally Smith" with the address "20 Fairways Boulevard, Lakewood NJ 08701". There are four menu items: Profile, Settings, My Activity, and Support. The "Profile" menu is selected, leading to a "Contact Information" form. The form has the following fields: First Name (James and Sally), Last Name\* (Smith), Home Phone (732-555-0155), Mobile Phone (empty), and Email Address\* (test5678@example.com). A blue "SUBMIT" button is at the bottom of the form. On the left side, there is a sidebar with "Fairways at Lake Ridge" and a "MY ACCOUNT" section containing links for Profile, Contact Info, Account Number, Profile Photo, Profile Visibility, Settings, My Activity, Support, and Logout. At the bottom left, there is a small image of a smartphone displaying the Nabr app interface.

2. Change First Name to single name of first person and click the [SUBMIT] button.

The screenshot shows the user profile page for James and Sally Smith. The page header includes the Taylor Management Company logo, navigation links (Home, News, Community Pages, Resources, Contact, For Residents), and a 'MY ACCOUNT' dropdown menu. The user's name and address are displayed. Below the profile information, there is a 'Contact Information' section with a form. The 'First Name' field contains 'James' and is highlighted with a red border. The 'Last Name\*' field contains 'Smith'. The 'Home Phone' field contains '732-555-0155'. The 'Mobile Phone' field is empty. The 'Email Address\*' field contains 'test5678@example.com'. A blue 'SUBMIT' button is located below the form, with a red arrow pointing to it. To the left of the form, there is a 'MY ACCOUNT' menu with options: Profile, Contact Info, Account Number, Profile Photo, Profile Visibility, Settings, My Activity, Support, and Logout. Below the menu is a small image of a smartphone.

3. Go to My Account > Settings > Household Accounts and click the [Add Household Account] button.

The screenshot shows the user profile page for James Smith. The page header includes the Taylor Management Company logo, navigation links (Home, News, Community Pages, Resources, Contact, For Residents), and a 'MY ACCOUNT' dropdown menu. The user's name and address are displayed. Below the profile information, there is a 'Household Accounts' section. The section title is 'Household Accounts'. Below the title, there is a paragraph of text: 'You can create up to five household accounts for adult household members (18 years or older) residing in this address. Upon creating an account we will automatically send a welcome email with login credentials.' Below this text, there is a blue button labeled 'Add Household Account' with a red border. To the left of the main content, there is a 'MY ACCOUNT' menu with options: Profile, Settings, Notification Preferences, Feed Visibility, Change Password, Household Accounts, Renter Accounts, My Activity, Support, and Logout. Below the menu is a small image of a smartphone.

4. Enter information for second person and click the [SUBMIT] button.

The screenshot shows the Taylor Management Company website interface. At the top, there is a header with 'Nabr Network Partner', 'Welcome, James Smith!', and 'MY ACCOUNT'. Below the header is a navigation bar with links for Home, News, Community Pages, Resources, Contact, and For Residents. The main content area features a user profile for James Smith, including a placeholder for a profile picture and a list of settings: Profile, Settings, My Activity, and Support. The 'Settings' menu is expanded, showing options like Notification Preferences, Feed Visibility, Change Password, Household Accounts, and Renter Accounts. The 'Household Accounts' section is highlighted, and the 'Add Household Account' form is displayed. The form includes fields for First Name (Sally), Last Name (Smith), Home Phone (732-555-0166), Mobile Phone, and Email Address (test4321@example.com). A red box highlights the form fields, and a red arrow points to the 'SUBMIT' button. A 'Get the App' button is visible at the bottom left.

5. Household account is then created for second person, and they will be sent a welcome email with login credentials.

The screenshot shows the Taylor Management Company website interface after a household account has been created. The header and navigation bar are the same as in the previous screenshot. The user profile for James Smith is still visible. The 'Settings' menu is expanded, and the 'Household Accounts' section is highlighted. The 'Add Household Account' button is now a blue button with the text 'Add Household Account'. Below this button, a list of household accounts is displayed. The first account is for Sally Smith, with the email address test4321@example.com and the phone number 732-555-0166. The account status is 'No Logins' and '1 welcome email'. There are 'EDIT' and 'DELETE' buttons next to the account information. A 'Get the App' button is visible at the bottom left.

After you're done creating this household account, you can create additional household accounts for the other members of your household. If you rent your home, you can create an account for each current renter by going to My Account > Settings > Renter Accounts and clicking the [Add Renter Account] button.

The above procedures are also illustrated in two Nabr tutorial videos that can be viewed on our website, by going to ...

[Community Pages > Videos > Resident's My Account Features in Nabr](#)

[Community Pages > Videos > Household and Renter Accounts in Nabr](#)

AFTER THE NEW NABR WEBSITE HAS BEEN OFFICIALLY LAUNCHED, residents who have a question or need help can contact Nabr Resident Support by calling them at 855-373-5722 8:00 am to 6:00 pm CST or submitting a support ticket on the website under My Account > Support > Support & Feedback.

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