



Pelican Owners Portal Registration & Login Process

1. Please go to the Pelican website (<https://thepelican.com>) in your favorite browser. The updated website is available via desktop computers, smartphones, and tablets.
2. From the Home page, click on the navigation item below the ocean graphic that is labeled "**Owners Portal**" (see image below)



3. After clicking on "Owners Portal" you will then see a screen like that shown below.

CURRENT OWNER LOGIN

PELICAN OWNER: If you are a **CURRENT Pelican Owner** and need access to this restricted site, please register with the Pelican Office via email (rentals@thepelican.com) at any time or by telephone (386-427-7688) during normal business hours.

ALREADY REGISTERED? Login below.

Username

Password

☐ Remember Me

Log In

(See number 4 below for instructions about Username and Password)

4. **VERY IMPORTANT!!** Since this is your **FIRST TIME** to login to the new Owners Portal, **USE THE FOLLOWING CREDENTIALS: (THIS IS FOR YOUR INITIAL LOGIN ONLY).**

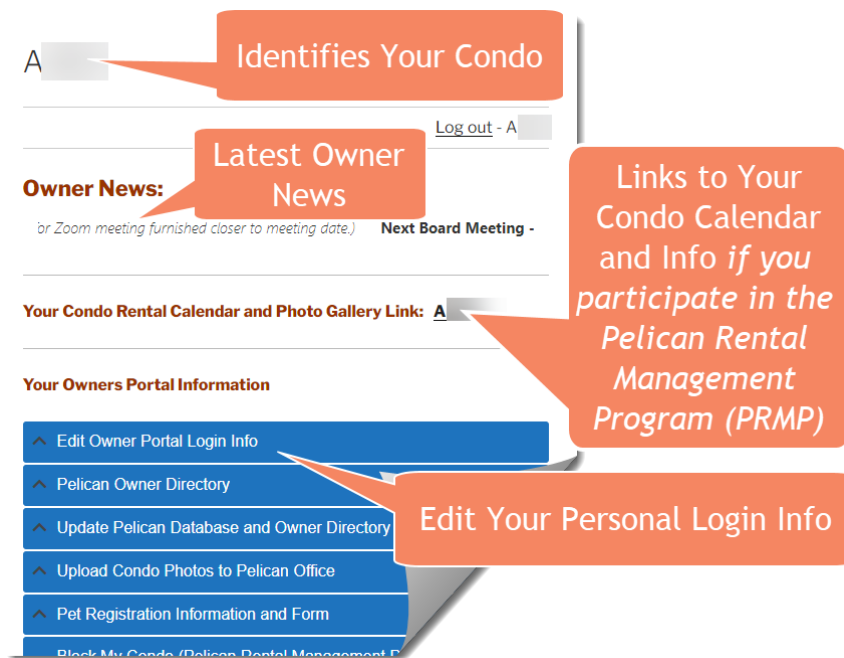
For **Username** use **only** your building and unit number together **(no spaces)** like this example: Axxx or axxx (you can type either upper or lower case letter). **Do NOT use any other Username!!!**

In the **Password** field use for this **first-time login** "**PelicanTest**" (*all one word exactly as shown without quotation marks*). **NOTE: YOU WILL BE CHANGING THE TEMPORARY PASSWORD WHEN YOU REACH ITEM 6 BELOW.)**

Next, click on the "Log In" black button on that page. (*Don't check the "Remember Me" box during this first-time login*)



5. When you have successfully logged-in, you should see a screen like that shown below which indicates YOUR condo's specific information



Before going further, you should select the "**Edit Owner Portal Login Info**" tab in the blue box of navigation tabs shown above.

(*For instructions on the "Edit Owners Portal Login Info" tab, please reference the screenshot and Item Number 6 on Page 3*)

Your Owners Portal Information

> Edit Owner Portal Login Info

Profile Information

Username
(cannot be
changed) *

A303

Item 6.a. Filled in for you
and cannot be changed

First Name

If a couple, please enter both first names (exam
Judy)

Item 6.b.

Last Name

Contact Info

E-mail *

pelicana303@pbade.net

Change this to your PREFERRED email the first time you
log in!
Only one (1) email address can be used for each owner's
site.

Item 6.c.

Change
Password

Repeat
Password

Item 6.d.

Item 6.e.

Update

6. Things to manage under the "Edit Owner Portal Login Info" Tab

a. Your Username (**which is shown for you and CANNOT be edited or changed**) is your *unique* record identifier. **No other Username can be chosen!**


b. Next are fields for your "First Name" and "Last Name." Complete those fields. (**NOTE:** Couples can put both first names as in "Bob & Judy" in the single First Name field). **NOTE:** Multiple owners of the same unit with different last names can specify those last names in the "Last Name" field like the following: "Jones/Smith" (without quotes)

c. Next, **CHANGE your E-mail address to one that is valid and preferred by you and all owners of your unit.** (The email address shown initially is a "dummy" email used for the purpose of establishing your account in this program and logging into the Owners Portal for the FIRST time). It **MUST** be changed to a valid email address of your choosing. Simply highlight the dummy email address and delete it then complete the field with your valid, preferred email address.

VERY IMPORTANT NOTE: Only one (1) email address may be used. All persons accessing this account will share the same User Name, email address and Password. Two separate email address cannot be used for the same condo record to access the Owners Portal!!!

NOTE regarding multiple email addresses for routine email correspondence from the Pelican: The Owners Portal is the only Pelican element affected by this requirement. The Pelican

database contains all of the individual contact information for each owner, and we will continue to email all owners individual email addresses with routine and special information.

- d. Next, **AND VERY IMPORTANTLY**, change your Password to something private and of your choosing. **This becomes the single most important security element for your Owner Portal. Write your Password down and keep it safe for future reference.** Once established, Pelican staff and other owners do not have access to your password and it can only be reset by you. *(The temporary password that you were given to login to this program for the first time ("PelicanTest") is a universal password available to all owners and should **NOT** continue to be used.)*
- e. Lastly, click on the  button at the bottom of the page and your information will be instantly updated and you will be returned to your **Owners Portal** home page. From there, you can explore the rest of the items found in your **Owners Portal** (check out all of the blue navigation tabs on that page). The last item is a link to the **"Pelican Official Documents Area"** *(see item 7 below)*

7. **Explore All Items on the Owners Portal Home Page:** *(screenshot on page 5)*

Of particular importance is the item above the blue tabs

IF YOU ARE A PARTICIPANT IN THE PELICAN RENTAL MANAGEMENT PROGRAM (PRMP) you will see an element like the following: **"Your Condo Calendar and Photo Gallery Link: Axxx."** Clicking on this link will take you to the "Live" and always up-to-date rental calendar information and photos for your unit as maintained *exclusively* by the Pelican office staff.

IMPORTANT NOTE: Owners who do not participate in the PRMP or who rent their condo on their own (AirBnB, VRBO, etc.) will not see a link to their condo but a message that states **"You do not currently use the PRMP to manage your unit's rentals."**

While you're on the Owners Portal Home page, check out all of the other valuable and informative blue tabs items like:

Pelican Owner Directory *(individual owners must grant permission to be included)*

Update Pelican Database and Owner Directory

Update Condo Photos to Pelican Office (for review and posting by staff)

Pet Registration Information and Form

Block My Condo Form (PRMP participants only)

Pelican Rental Management Program (PRMP) Information and Forms

Other tabs will be added as the site grows and responds to Owner requests. *(See illustration on page 5).* When you have finished exploring the **Owners Portal**, be certain to **"Log Out"** from the Owners Portal Home page.



Remember, the new **Owners Portal** was developed exclusively for owners at the Pelican. If you have any problems with your initial login or your initial editing of your credentials, please contact Sandy Sutherland, at ssutherland@thepelican.com or any of the ladies in the Pelican office at rentals@thepelican.com You may also call our office number at (386) 427-7688.

We sincerely hope that you find this new **Owners Portal** beneficial and easy to navigate for the vital information needed regarding your condo ownership at the Pelican.

Sincerely,

The Pelican Staff