

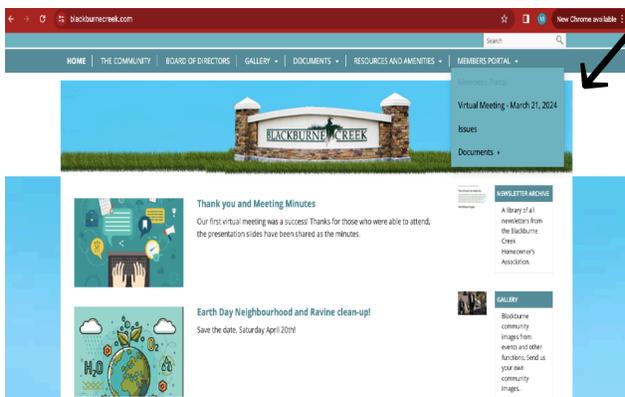
How can I access the Members Portal?!?

Visit the Blackburne Creek HOA website at: <https://blackburnecreek.com/>

NEW MEMBER SIGN-UP

If you are new to the website and do not already have an account, complete the following:

Step 1) open the 'member's portal' tab and then open the 'members portal' from the drop down menu.



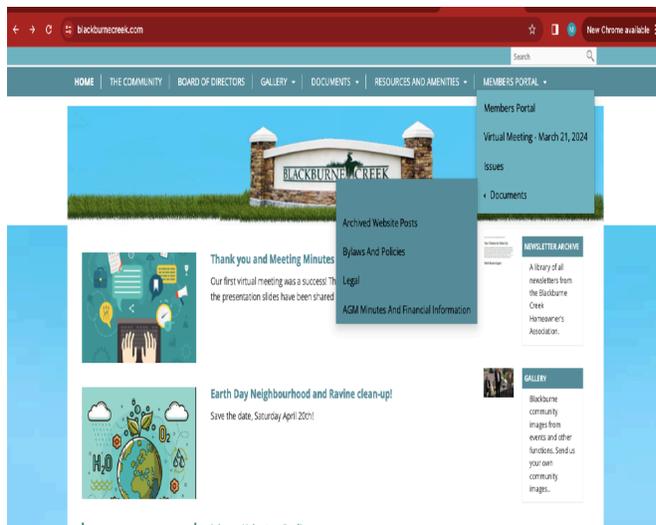
Step 2) Complete the form including your house number, the name as it appears on your land title and your email address. Please consider sharing your phone number as well to allow us to update our contact records

Step 3) Wait for 3-5 days. Our volunteers will review your request and confirm your eligibility. Once we have approved your account you will be able to log in by following the steps below.

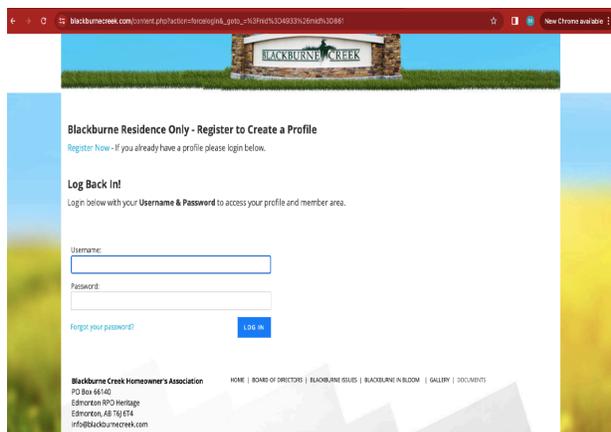
[ACCESSING THE MEMBERS' PORTAL](#)

Once you have been granted access, you will receive a welcome email. After that time, follow the steps below to access the content of the members portal at <https://blackburnecreek.com/>

Step 1) open the 'member's portal' tab and then open the tab you wish to expand from the drop down menu (e.g., AGM minutes....).



Step 2) log in using the username and password you have created



Step 3) You should now be able to access the content within the member's portal

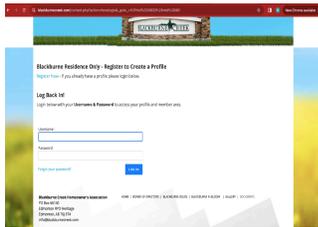
[EXISTING USER - adding access to include member's portal](#)

If you already have an account on the website but do not have access members portal,

1. Email our volunteers at info@blackburnecreek.com and we will be able to update your current account to access the portal
2. OR Use a different email address to create a new account using the steps above for new user sign up.

[TROUBLESHOOTING - common errors and difficulties](#)

A. Have an account already but can't remember your password?



You can re-set your password. You will receive an email inviting you to choose a new password.

B. Error message - email or username already in use

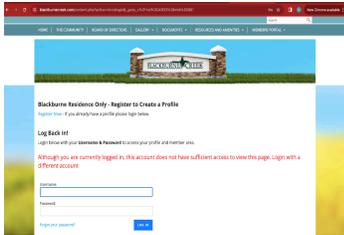
- Errors:

- The email example@telus.net is already in use. Login or Retrieve Your Password to continue.
- The Username example@telus.net exists. Login or Retrieve Your Password. or Choose a different Username.

You have 2 options to address this problem:

- 1) Email our volunteers at info@blackburnecreek.com and we will be able to update your current account to access the portal OR
- 2) Create a new account using a different email/username by following steps listed on page 1.

C. Error message - insufficient access



You have 2 options to address this problem:

- 1) Email our volunteers at info@blackburnecreek.com and we will be able to update your current account to access the portal
- 2) Create a new account using a different email/username by following steps listed on page 1.

If you have any other questions or difficulties, please email us at info@blackburnecreek.com for support. Our volunteers will do our best to support you.