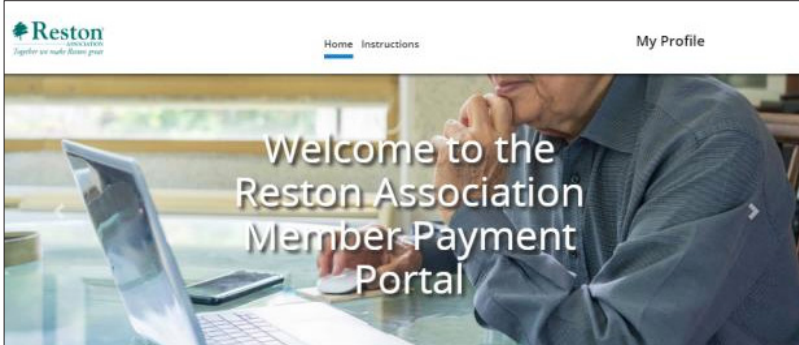


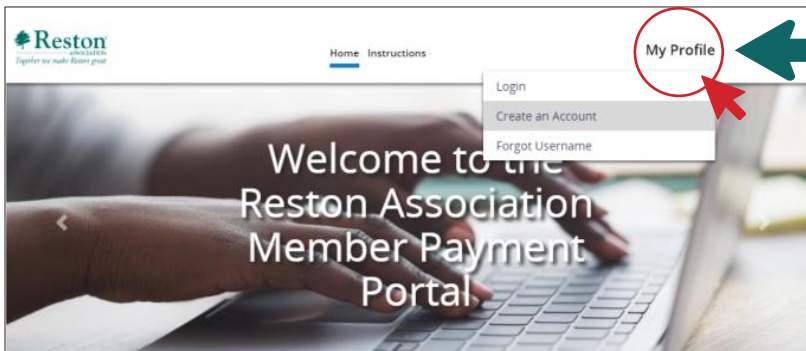
How to Create a MemberSuite Account

Create an Account Summary:

In this section, you will learn how to create an account to pay your annual assessment within the online member portal.



1. Access the member portal by entering <https://reston.users.membersuite.com/home> in your web browser.



Profile Icon

2. Click on the **"Profile Icon"** in the top right corner of the member portal home screen and select **"Create an Account."**

Reston ASSOCIATION
Together we make Reston great

Sign up with a new account

Email address*

Email
dho ston.org

Password

- ✓ Password must contain a lower case letter
- ✓ Password must contain an upper case letter
- ✓ Password must contain a special character
- ✓ Password must contain a number
- ✓ Password must contain at least 8 characters

Create an Account

Already have an account? Sign in

3. Fill in the email address fields and create a password to begin the sign up process. The account password must be at least eight characters in length and meet the security requirements outlined. Click on **"Create an Account"** to continue.

Reston ASSOCIATION
Together we make Reston great

We have sent a code by email to d***@g***.com
Enter it below to confirm your account.

Verification Code
715801

Confirm Account

Didn't receive a code? Resend it

4. You will receive an automated verification code sent to the sign up email address provided. Retrieve the code and enter the Verification Code field and select **"Confirm Account."**

Create Account Communication Preferences

Create Account
Select the type of account you wish to create.

Personal Information

@mail.com

Upload

Username @mail.com

First Name *

Last Name *

Email Address @mail.com

Phone Numbers

Main *

Cellular

Home

Work

Addresses

Billing *

Address 1

Address 2

City State/Prov. Zip Code

Country * Preferred?

Validate and Save Address

5. Continue to create the account by filling in the required fields marked with an asterisk (*) on the online portal.

Create Account Communication Preferences

Work

Addresses

Billing *

Address 1

Address 2

City State/Prov. Zip Code

Country * Preferred?

Validate and Save Address

My Property Information

I am a *

My Property Address or PID (Account #) *

5b. Select under **My Property Information** an “I am a” option from the drop-down menu and add your account number or property address.

Create Account Communication Preferences

General Communication Options

If you opt-out of emails, you will still receive confirmation emails.

Email?

Select the categories for which you would like to receive messages below.

Parks & Recreation Bulletin - monthly activities & events

RA Board Election - election communications

RA News - weekly news about the association

Urgent Notices

Mail?

5c. Review and update your communication and voting preferences.

Communications

Is your Correspondence Address the same as billing?

Please select YES to receive SMS text notifications from Reston Association. See Privacy Policy for details.

Yes

My Main Phone Number a Cell Phone

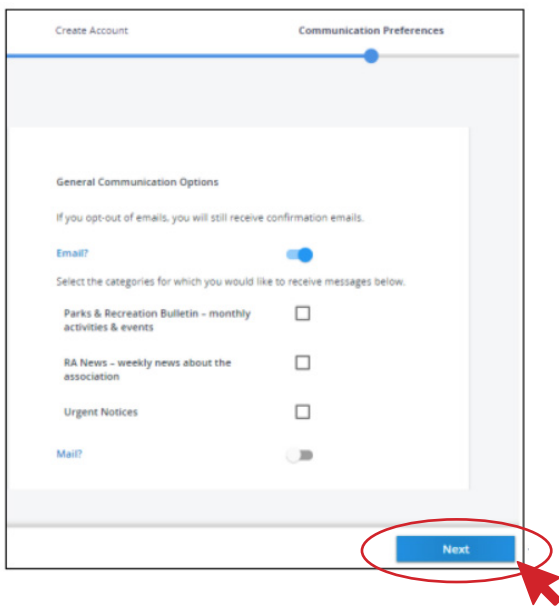
Voting

Board of Directors Elections

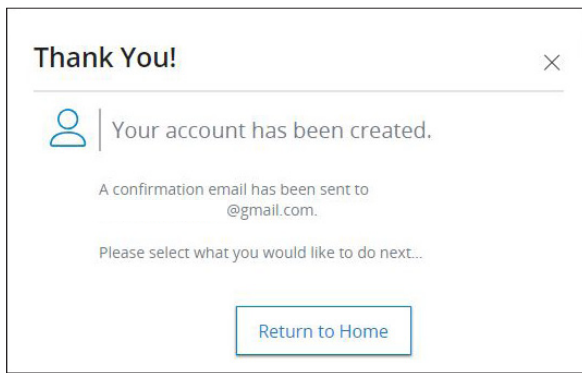
Electronic Ballots

Next

5d. When the required fields have been completed, the “**Next**” button in the lower right-hand corner of the screen will turn blue, indicating you can advance to the next screen.



6. Finalize your opt-in/opt-out preference and complete the signup process by selecting **“Next”** in the lower right-hand corner.

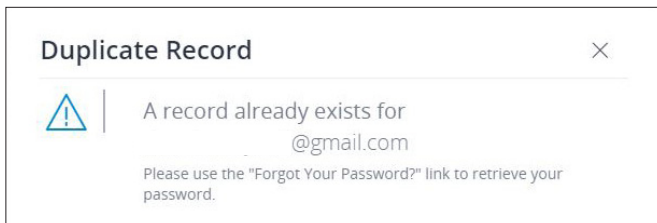


7. A confirmation window will appear indicating you completed the signup process, and an automated email will be sent to your inbox verifying signup.

Please Note: In order to make your assessment payment, your new account will need to be verified with your property address. Our Member Services team reviews and approves accounts within 2 business days.

If you would like this expedited, please contact Member Services at (703)-435-6530 extension 2.

FAQ / Troubleshooting



· When creating a new account, the system will review all records within the portal matching the email address used during signup.

· If a duplicate match is detected, please return to the login screen and use **“Forgot Your Password”** to retrieve an automated link tied to your e-mail address to reset your password.

