

REGISTER TO VIEW YOUR ACCOUNT ONLINE 24/7

Did you know that you can view your Desert Ridge Community Association (Master Association) account balance, association documents, meeting minutes, calendar, etc. online 24/7 via the FirstService Residential (FSR) Connect Desert Ridge Portal?

To register and set up your account access today, please follow the 8 steps below:

1. Please obtain access to <https://desertridge.connectresident.com/> in a browser window.
2. Scroll to the bottom of the page to the Resident Access section and select “Create Account.”
3. Fill in your First Name, Last Name and Email Address. Click REGISTER (a captcha verification process is presented you will need to click the relevant pictures until there are no more and click the VERIFY button).
4. Sign onto your email account. A VERIFICATION CODE will be sent to your email from residentportal@rp.connectresident.com (***the verification code will expire in 10 minutes***). Enter the verification code into the registration screen presented. Click REGISTER.
5. Once the email address is verified, a screen will be prompting for creation of a PASSWORD.
6. After the password is created successfully, the Login Page to the portal will be presented. From here enter in your email and password. Click LOGIN.
7. Accept the “Terms & Conditions” by clicking the box “I AGREE” and click the pink box “CONTINUE.”
8. Final step is to link your unit to your login profile by either the PROPERTY ADDRESS or your 12-digit ACCOUNT NUMBER.

Should you experience any issues with registration, please contact our FirstService Residential 24/7 Customer Care Center at (480) 551-4300 to assist with any issue you may have with the online account registration and/or access process. Below are some of the most frequently asked questions concerning homeowner’s accounts with the Desert Ridge Community Association.

Frequently Asked Questions (FAQ’s):

1. **What information do I have access to online?**
 - From the “Main Dashboard,” you can access communities governing documents, meeting minutes, financials, community specific documents, the association calendar, current/past architectural requests and violations if applicable.
 - By clicking on "My Balance" you can view the various account options you have for viewing your account balance, address, etc.
2. **Can a Desert Ridge homeowner with more than one property in Desert Ridge view multiple Desert Ridge properties in FSR Connect Desert Ridge?**
 - Yes, owners of multiple homes can see all units through the same website/login.
3. **Are you aware it’s the responsibility of the homeowner to ensure your billing address is kept current with the association?**

- Please make sure your billing address is correct in Connect. Should you need to request a billing address change, please email your request to addresschanges.az@fsresidential.com.
4. **How do I request a fee waiver?**
 - If your HOA assessments are current, please submit your request online by visiting: <https://www.fsresidential.com/arizona/homeowners/fee-waiver-request>
 5. **How do I request an account name change or change of ownership?**
 - FirstService Residential will need a copy of a legal document such as a Deed or marriage license, death certificate, etc., these items may be emailed to RnDresearch.az@fsresidential.com.
 6. **I received notification my account is currently in the Pre-Legal process. What action must I take on my part?**
 - You will need to follow the directions in the letters that have been sent to you. Please reach out to the Pre-Legal Team **IMMEDIATELY** to discuss your account by emailing them at, PreLegal.az@fsresidential.com
 7. **I received notification my account is currently being handled at the association's attorney's office. What do I do?**
 - Please contact the law firm **IMMEDIATELY**, to discuss your account and request account information.
 8. **I'm a property manager/accountant and I need access to my client's FSR Connect Desert Ridge portal. How do I obtain access?**
 - Please send your signed authorization to RnDresearch.az@fsresidential.com.