



New Homeowner – Online Portal Setup

Homeowners can set up their online portal through Appfolio either on a PC/Mac, or by downloading the Appfolio App. Instructions for both are below.

PC / MAC

- Watch for the activation email from us and tap **Activate Now**.
- **Confirm** your email address.
- **Request the activation email.** **If you don't see it, check spam/junk and add donotreply@appfolio.com to your contacts.*
- Open the activation email and **use the link to confirm** your email.
- You'll land on the **sign in page** and **create your password** to activate your account.
- Choose **Create an account**, then **set up 2-factor authentication** to finish and get in.
- If you ever forget your password, use **Forgot Password** on the login page to reset it. ** See instructions on resetting password below.*

APPFOLIO APP

- **Download the Appfolio App** through the App Store or Google Play for easier access.
- Open the activation email and tap **Activate Now**.
- **Confirm** your email address
- **Request the activation email** **Check spam/junk if needed.*
- **Use the link in that email to confirm** the email address.
- **Create a password**, then **set up 2-factor authentication** to finish.
- Once you're in, you can stay logged in for easier access.



Reset Online Portal Password

You can reset your Online Portal password from your login page.

- Navigate to your login page for the Online Portal
- Click **Forgot Your Password?**
- Enter the email address you use to log into your Online Portal
- Click **Send Email**.

Property Management
Company

Online Portal

Email address

Password

Forgot Your Password?

Log in



Property Management
Company

Forgot Your Password?

Complete the form and we will send you an email with further instructions.

Email address

Not receiving reset email?

Send Email Cancel



- Within a few minutes, an email will be delivered from donotreply@appfolio.com that will include a link to reset your Online Portal password.
- If you did not receive this email, please refer to the [Troubleshooting](#) section on Appfolio.