FRONTSTEPS

Built for Connected Communities

Linking Multiple Accounts in dwellingLIVE

Resident and Community Staff Guide

How to link multiple dwellingLIVE accounts with a single set of login credentials, and how to switch between them.

AUDIENCE

Residents (Owners, Residents, Tenants) and Community Staff

TOPICS

My Account, Login Credentials, Select Login Account

DOCUMENT TYPE

Support Guide

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Both processes on one list

1 About This Guide

All users in dwellingLIVE can link multiple accounts by applying a **single set of login credentials** to each account. Once your accounts are linked, logging in shows a **Select Login Account** page where you choose which account to open.

Who This Guide Is For

Resident	Owners, Residents, and Tenants who have an account at more than one property.
Community Staff	Community staff members who have an account in more than one community.

Before You Start

- [ ] You can log into **community.dwellinglive.com** for each account you want to link
- [ ] You have chosen one email address and one password to use on every account
- [ ] Your new password is at least **12 characters** long with at least one capital letter, one number, and one special character

> **> Use the Same Email and Password Every Time**
>
> Enter the **same email and password** on each account you want to link. Repeat the steps for every property or community.

2 Linking Accounts as a Resident

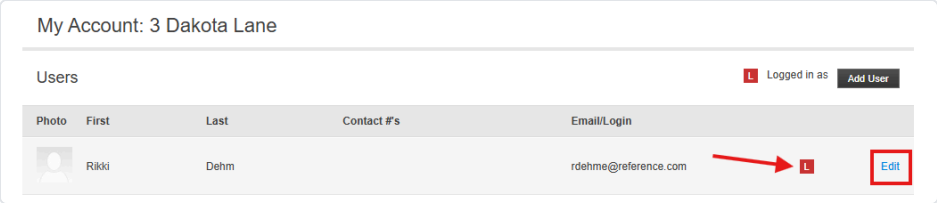
1 Log into dwellingLIVE
Go to **community.dwellinglive.com** and log in as a resident.

2 Open My Account
Select **My Account** in the upper right corner.



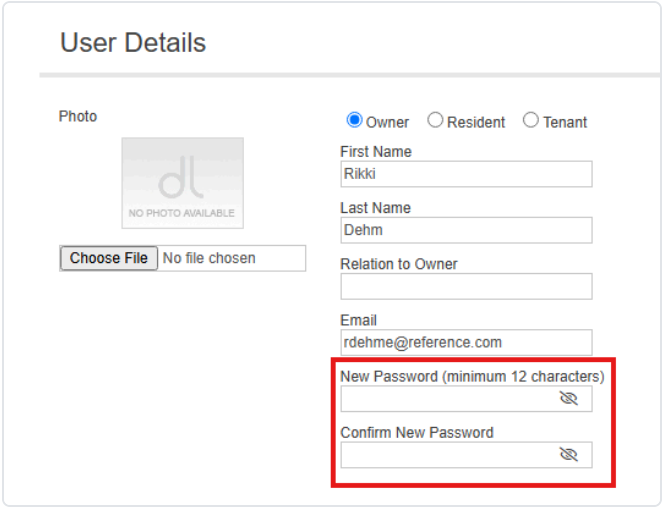
My Account link in the upper right corner

3 Edit the user marked with the red L
Select **Edit** to the right of the user marked with the red **L**.



My Account page with the red L marker and Edit link

4 Enter your login credentials
Under **User Details**, fill out the **Email**, **New Password**, and **Confirm New Password** fields. The password must be at least **12 characters** long with at least one capital letter, one number, and one special character.



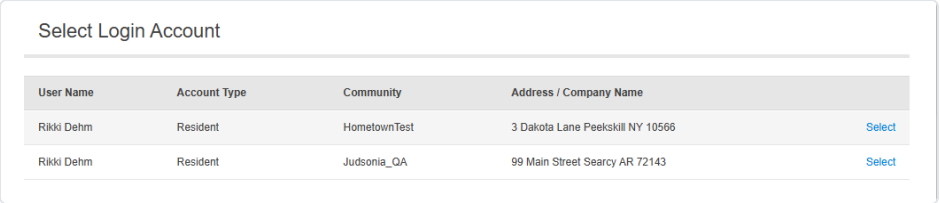
User Details page with the password fields highlighted

5 **Save**
Select **Save** at the bottom of the screen when complete.

6 **Log out**
Log out of dwellingLIVE.

7 **Repeat for each property**
Repeat steps 1 through 6 for each property. On step 4, enter the **same email and password** for each account.

8 **Log back in**
Once complete, log back into **community.dwellinglive.com**. The **Select Login Account** page appears.



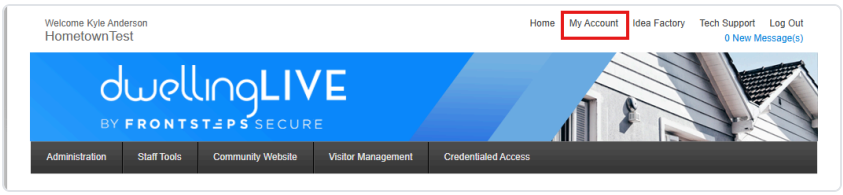
Select Login Account page showing each linked property

9 **Select an account**
Use the **Select** button to log into a specific account.

3 Linking Accounts as a Community Staff Member

1 **Log into dwellingLIVE**
Go to **community.dwellinglive.com** and log in as a community staff member.

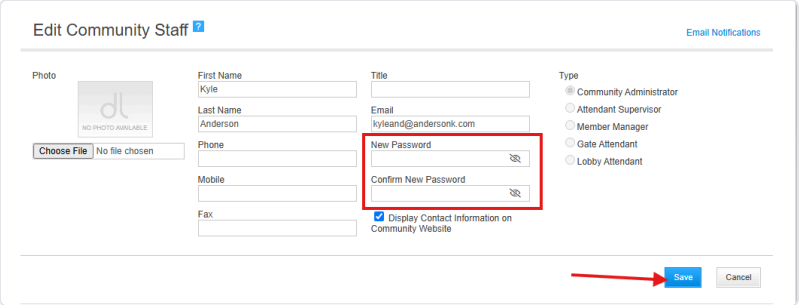
2 **Open My Account**
At the top of the page, select **My Account**.



My Account link at the top of the page

3 Enter your login credentials

Under **Edit Community Staff**, fill out the **Email**, **New Password**, and **Confirm New Password** fields. The password must be at least **12 characters** long with at least one capital letter, one number, and one special character.



Edit Community Staff page with the password fields highlighted and the Save button

4 Save

Select **Save** when complete.

5 Log out

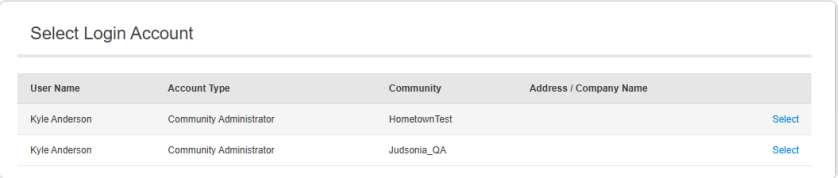
Log out of the site.

6 Repeat for each account

Repeat steps 1 through 5 for each account. On step 3, enter the **same email and password** for each account.

7 Log back in

Once complete, log back in to **community.dwellinglive.com**. The **Select Login Account** page appears.



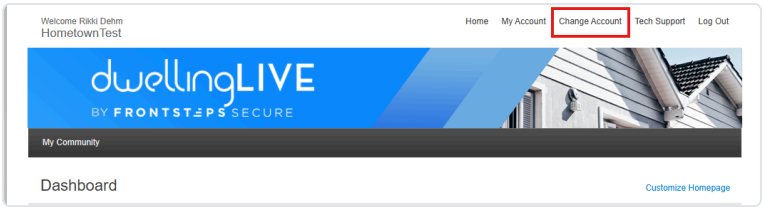
Select Login Account page showing each linked community

8 Select an account

Use the **Select** button to log into a specific account.

4 Switching Between Accounts

All users can switch between accounts by selecting **Change Account** at the top of any page in dwellingLIVE.



Change Account link in the top navigation

> **i Linked Accounts**
> Complete the linking steps on every account first, using the same email and password, so each one is ready to select.

5 Quick Reference Checklist

Residents

- [ ] Log into community.dwellinglive.com and select **My Account**
- [ ] Select **Edit** beside the user marked with the red **L**
- [ ] Enter the **Email**, **New Password** (12+ characters, with a capital letter, number, and special character), and **Confirm New Password**
- [ ] Select **Save**, then log out
- [ ] Repeat for each property with the **same email and password**
- [ ] Log back in and use **Select** to choose an account

Community Staff

- [ ] Log into community.dwellinglive.com and select **My Account**
- [ ] Enter the **Email**, **New Password** (12+ characters, with a capital letter, number, and special character), and **Confirm New Password**
- [ ] Select **Save**, then log out
- [ ] Repeat for each account with the **same email and password**
- [ ] Log back in and use **Select** to choose an account

This guide is intended for dwellingLIVE residents and community staff.
For additional assistance, contact FRONTSTEPS Support or visit **frontsteps.com**.