NEW ENGLAND
PROPERTY AND REAL ESTATE
MANAGEMENT LLC

PORTAL USER MANUAL

Board Member Guide
Bookkeeping-Only Edition

For board members of associations where NEPREM provides bookkeeping only

New England Property and Real Estate Management LLC

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Applies to: Residential and Commercial Association Board Members (Bookkeeping Only)

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This guide describes the NEPREM Portal as of November 2026 (version 2.12.727). If a screen looks slightly different, the steps are usually the same. Questions: team@neprem.com or (617) 683-1148.

1. Welcome

Your association has a **bookkeeping and dues** arrangement with NEPREM. NEPREM keeps the association's books, collects dues from owners, pays approved bills and prepares financial reports. The **board** arranges repairs, vendors and day-to-day building operations.

The Board Member Portal is your governance dashboard. From it you can:

- approve or deny bills (by email or in the portal),
- see which owners are behind on dues,
- read your association's financials,
- post announcements and schedule meetings,
- publish documents to owners and residents,
- issue violation notices and post fines,
- see common-area and building-wide maintenance requests,
- message NEPREM, your fellow board members or all owners.

You probably also own a unit. Your own dues, statement and Auto-Pay are on the board portal too, and in full on the Owner Portal (see the Association Owner Guide).

Posting, uploading and messaging owners need NEPREM to have confirmed your board seat (see section 2).

> **Important**
> Several board actions email every owner and resident at once. This guide marks each one with "Who gets emailed". Read that line before you press the button.

2. Signing in and your board seat

1. Go to `neprem.com` and sign in with your email and password in the **Client Sign In** box (on a phone, tap the green **Sign In** button at the top).
2. If you also own or rent a unit, you may see the portal selector or open the last portal you used. Choose **Board Member Portal** (`neprem.com/board-member-portal`). The **Switch portal** button next to your name moves between your portals.

First time, or forgot your password:

1. Go to `neprem.com/forgot-password`.

2. Enter your email and tap **Email me a link** once.
3. Open the email and follow the link. It works for 24 hours and only once.
4. Choose your new password.

The **Set your password** button in a welcome email from NEPREM ("Your NEPREM resident portal is ready") opens the same page with your email filled in. That email does not expire; the link the page then sends you works for 24 hours, once. After 5 wrong passwords in 15 minutes, sign-in to your account from that phone or computer pauses for 15 minutes. Setting a new password ends the pause.

If a link takes you to a page that needs you to be signed in (for example your statement, notification settings, repair requests, change password or Report a problem), the page shows a **Sign in** button. After you sign in, you come straight back to that page.

Two-step sign-in is optional but worth it for a board account:

1. Open `neprem.com/account` (or tap **Account** at the top of any portal).
2. In the **Two-step sign-in** card, follow the steps to add NEPREM to an authenticator app on your phone.
3. Save the 10 backup codes the card shows you. You see them only once.

Each code works only once.

Your seat

NEPREM records which association's board you sit on. This is your board seat. NEPREM sets and confirms seats, so you cannot change your own. The portal header reads "Board dashboard for" and your association's name.

- If a page says "Welcome to your Board Member portal" and shows no association, your account is not linked to an association yet.
- If a page says "NEPREM is confirming your board seat" and shows no association, your account is linked to more than one association and NEPREM is checking which board you sit on.
- In both cases tap **Email team@neprem.com** or **Call 617-683-1148** on that page.
- If you sit on two boards, a **Switch association** bar appears. These sections follow the association you pick: bills, delinquency, financials, documents, announcements, violations, maintenance, walkthroughs and your own unit. The portal remembers your last choice. **Messages**, the **Unread Messages** tile, **What's new** and **Notifications** cover your whole account, whichever association you pick. So does the **Financials:** card for another building, if NEPREM has also given you access to that building's live QuickBooks reports.
- If the portal shows an association you do not govern, tell NEPREM right away.

Until your seat is confirmed

While NEPREM confirms a seat, a blue note at the top says so. Until then you can see the association's announcements and shared documents. Its repair requests wait too, so the **Open Requests** tile reads 0 for now. These stay hidden: documents and messages for the board only, the financial reports, the bills sent to the board, the violation notices, renters' vehicles, residents' phone numbers, emails and emergency contacts in **All Units** (it lists names only), and the delinquency list. Notices and meetings marked for owners and the board only reach you before then only if you own a unit at that association. The Units Directory on the Association Page still shows residents' names and emails, as it does for every owner. You also cannot post announcements, message owners or fellow board members, upload documents, edit shared-area requests, or issue or change violation notices. If you open the Pets and Vehicles page before then, it says NEPREM is confirming your board seat. If you are still waiting after a few days, email team@neprem.com.

3. Your dashboard at a glance

At the top, **Association Page (Governance)** opens the shared association page (section 10). Some associations also show a blue Stripe notice titled "Online payments: Stripe setup in progress". It means NEPREM is still setting up your association's Stripe account. Owners can pay online meanwhile: their payments go to NEPREM first and are forwarded to the association. There is nothing for you to do, and the notice's **Email NEPREM** button opens an email to NEPREM.

The six tiles

Tile	What it tells you
Total Units	Units in the association.
Portal Accounts	How many units have at least one portal account linked ("18 of 23"). It is not a vacancy rate: owned units whose owner has no portal account count as not linked.
Bills Pending	Bills waiting for approval that NEPREM has emailed an approval link for. The line under it says whether to review them below or approve from your email, and how many approval links have expired. A bill whose approval email has not gone out yet is not counted, so the tile can read 0 while the **Bills for** card lists a bill. Check the card.
Delinquent Accounts	Units a month or more behind. Charges from the current month are not counted.
Open Requests	Common-area and building-wide maintenance requests that are open or in progress, plus any you filed yourself or that are on your own unit.
Unread Messages	New messages from NEPREM and owners.

Under the tiles is a row of jump links to each section. Once NEPREM has confirmed your seat, the row ends with **Vehicles**, which opens the vehicles renters have registered (section 11).

When you have notices, the first jump link shows how many, for example **3 notifications** (or **1 notification**). It jumps to your **Notifications** list at the bottom of the page. It counts the notices from the last 90 days that you have not dismissed, and it is hidden when there are none. Each notice has a **Dismiss** button, and **Dismiss all** clears the list.

The cards below

Governance first, then your own unit:

- **What's new** (your latest notices; it shows only when the newest one is 30 days old or less, and the full list stays in **Notifications**),
- **Bills for** your association (section 4), and **Delinquent Accounts** (section 5, confirmed seats only),
- **Financials**, **Monthly financial reports** or **Financial statements**, depending on how your association's books are kept,
- **Documents & Bylaws**, **General Announcements**, **Meeting Announcements**, **HOA Violations**, **Maintenance Requests**, **Messages**,
- **All Units** (section 11) and **Walkthrough Reports**,
- **Your unit** (**Your units here** if you own two or more units there) with your own dues, **Auto-Pay** and, when one is on file, **Lease Information**,
- **Profile & Settings** and your **Notifications**.

The bottom of every page has **Report a problem** (it files a support ticket with the page you were on), **Need help?** (it opens an email to NEPREM), the office email and phone, **Sign out** and a **Dark** / **Light** switch.

4. Approving bills

Bills that need board approval reach you two ways: by email, and in the **Bills for** card on your board portal. Either way works. The first board member to decide decides for the whole board, and that person's name is recorded with the decision.

From the email

1. When NEPREM enters a bill that needs board approval, every board member with a seat on your association and a real email address gets their own email. Its subject starts with the association's name and reads "Bill approval needed" with the vendor and amount. It shows the vendor, amount, dates, memo and account lines, a link to the attached invoice (when there is one), and three buttons: **Approve**, **Deny** and **Review and decide**.

2. Tap a button. A confirmation page opens in your browser (no sign-in needed). If you are not signed in, "Opening your secure NEPREM page..." shows for a moment first; if it takes longer than about 15 seconds, an **Open the page** button appears: tap it. The page also shows "Trouble opening it? Call NEPREM at 617-683-1148." Check the details and confirm. Nothing is recorded until you confirm.
3. Deny asks for a reason. Give one so NEPREM knows what to fix.
4. The first board member to decide wins. Others who open their link later are told who decided and when. They also get an email saying who decided, and you get a copy of your own decision for your records.
5. NEPREM is emailed your decision. An approved bill is cleared for payment. A denied bill is not paid.

From the portal

The **Bills for** card lists each bill waiting for approval: vendor, amount, bill and due dates, reference and memo. It shows **View invoice** when a file is attached, and **Review and decide**. **Review and decide** opens the same confirmation page with **Approve** and **Deny**, and records the decision under your name. Below the list, **Decisions in the last 12 months** (tap it to open) shows each bill, the decision, who made it and when, and the reason given for a denial. A bill that NEPREM approved itself shows as "approved by NEPREM (manager decision)".

Good to know:

- Your emailed link is personal. Do not forward it.
- Links expire after **14 days**. An expired link says so and offers **Email me a new approval link**. That sends a new approval email to the whole board, not only to you, and NEPREM is told. It works once an hour for each bill, for the whole board: if another board member already asked in the last hour, check your email (and the spam folder). You can also decide from the Bills card in the portal, or email team@neprem.com.
- If NEPREM changes a bill's amount or vendor, the bill goes back to the board for a new approval, you get a new email, and the old link stops working. If a bill is voided, the old link says so.

5. Delinquency and the association's money

Delinquent Accounts

The card lists each unit a month or more behind: **Unit**, **Owner(s)**, **Past due**, **Oldest unpaid** (the month the unit fell behind) and **Last charge**, with a **Total past due** at the bottom. Only owners are named; residents who rent are not. It only counts charges from before this month, so a new assessment

is not "late" yet. A bank payment that is still clearing counts as paid. When everyone is current it says "No account is a month or more behind". **Print list** prints just this card.

The list is shown only to board members whose seat NEPREM has confirmed, for the association on screen.

Delinquency information is confidential. Do not share it outside the board.

Financials

Where your association's books are connected, the **Financials** card shows reports live from QuickBooks. Choose **Period** (a month, or **Year to date**) to load the Profit and Loss and Balance Sheet. For the current month, the Balance Sheet is dated today, not the last day of the month. You can **Print** them or **Download CSV**. Figures are as kept in QuickBooks and are not audited.

Other associations see a **Monthly financial reports** card with the latest package NEPREM prepared, or a **Financial statements** card that points to it. NEPREM prepares the statements in QuickBooks.

Monthly financial reports

When NEPREM finishes a month, it can email board members the report package. The PDFs are attached when they are small enough. If they are not, the email says so and you use its **View financial reports** button. A corrected package has "Corrected:" in the subject. The **Monthly financial reports** card shows the latest month, and **Open monthly financial reports** (`neprem.com/financial-reports`) also lists earlier months. These emails still reach you if you unsubscribed from NEPREM email.

Monthly board summary email

NEPREM can also send each confirmed board member their own copy of a monthly summary email, "Your [month] board summary for [association]". For that month it covers:

- dues charged, paid, owed now and still clearing, as totals for the whole association, not unit by unit (a bank payment still clearing is taken off Owed now),
- owners a month or more behind, with their unit and the amount past due (the same as your **Delinquent Accounts** card),
- bills waiting for approval, decided and paid,
- violation notices opened, fined, resolved or waived,
- common-area and building-wide repair requests only (never private requests inside a unit),
- any dues NEPREM is holding before your association's Stripe account is connected,
- meetings in the next 60 days, and whether the month's financial report package is posted.

In the **Paid in [month]** list, a check NEPREM has written but not yet mailed shows "written, not mailed yet" after its check number. The bill counts as paid, but the vendor has not been sent the check yet.

It names owners and unit numbers (as your board portal does) but no phone numbers or emails. Nothing is sent automatically: a NEPREM manager previews each association's email and sends it. If you unsubscribed or turned off NEPREM emails, you will not get it. Treat it as confidential board information.

Your own dues

The **Your unit** card (**Your units here** with two or more units, below the governance cards) shows only your own unit(s) in the association on screen, with the same pay area as the Owner Portal: **Pay by bank (free)**, **Pay by card (+5.49%)** and **Pay a different amount**, your transaction history, and a **Print statement** button for the unit. **All my units: Owner Portal** opens your full owner view. If your own Auto-Pay will pay what is due, the pay area says so ("Auto-Pay will pay this on Nov 5 ..."). Card payments add a 5.49% card fee. Bank payments are free and take 1 to 4 business days to clear.

From January 1, 2027 (the 2027 management agreement), for you and for every owner: the card fee becomes Stripe's processing cost, passed through at cost: 2.9% of the total charged plus 30 cents, about 3%, and NEPREM keeps none of it. Debit cards are not accepted from that day, and money orders are accepted with no fee (payable to the same name as a check, mailed to 1 Beacon Street, Floor 15, Boston, MA 02108). Bank transfers stay free. Until then, the 5.49% card fee applies.

6. Announcements and meetings

The **General Announcements** and **Meeting Announcements** cards let the board post to the whole association. Posts appear on the Association Page and in residents' portals. Posting needs a confirmed seat.

Post an announcement

1. In **General Announcements**, type a **Headline** and the **Details**.
2. Tick **Pin to top** to keep it at the top until you unpin it.
3. Under **Send to**, choose **Everyone at** your association, or **Owners and board only**.
4. Decide on **Email and notify N people** (N is how many of the people you chose have a usable email address). It is ticked for new posts.
5. Tap **Post General Announcement**. If the email box is ticked, the portal asks you to confirm how many people will be emailed.

Who gets emailed

With the email box ticked, **Everyone** means owners, board members, residents who rent, landlords and NEPREM; **Owners and board only** means owners, board members and NEPREM. NEPREM staff are emailed too but are not counted in N. The choice also decides who can read it: an **Owners and board only** post is shown only to owners, the board and NEPREM, and residents who rent and landlords do not see it on their portals. People with no usable email address, or who unsubscribed, see it in the portal only. Emails go out in batches, so it can take a few minutes for everyone to get theirs. Untick the box to post quietly.

Schedule a meeting

1. In **Meeting Announcements**, type a **Headline** (for example "Annual Owners Meeting").
2. Fill in the **Date** and the start **Time**: both are required. Add the **Location** (a room or a Zoom link).
3. Add **Details** such as the agenda, choose **Send to**, pin it if you like, and decide on the email box.
4. Tap **Post Meeting Announcement**.

Who gets emailed

The same people as an announcement (**Everyone**, or **Owners and board only**), with a calendar invitation attached and Yes, No and Maybe buttons. Untick the email box to post quietly.

For an **Owners and board only** meeting, the calendar link in each email and the **Add to Calendar** button are personal: they work without signing in only for the owner or board member they were made for. A forwarded link, or an older link from before this change, asks you to sign in first, and then opens only for owners, the board and NEPREM.

Residents RSVP from the email, the Association Page or their portal. An RSVP link opened from the email while signed out shows "Opening your secure NEPREM page..." for a moment first. The page that opens asks them to confirm (for example **Confirm: No, can't attend**), and nothing is recorded until they do. The day before, people who said Yes or Maybe, and invited owners and board members who have not answered, get a reminder. Once a meeting has started it no longer takes answers.

Under each meeting the board sees **RSVP responses**: how many owners and how many invited people answered, the Yes, Maybe, No and **No answer yet** counts, and a table of names with unit, owner or resident, answer and time (including who has not answered). People who have since sold or moved out are left out. **Print** and **Download CSV** are there too.

Edit, cancel or delete

A board member with a confirmed seat can edit, cancel or delete any post at the association, including posts NEPREM or another board member wrote. Check whose post it is before you change or delete it.

- **Edit** reopens the post. The buttons become **Save Changes** and **Cancel Edit**. The email box starts unticked, so saving emails nobody. If you change a meeting's date, time or place, the box ticks itself so people learn about the change. A re-sent email says **Updated:** in its subject and at the top.
- **Cancel meeting** keeps the meeting on the page, marked **Cancelled**. After that its date, time and place cannot be changed: to set a new date, post a new meeting, so residents get a new invite they can answer. You can still edit its wording: it stays cancelled, and nobody is emailed even with the email box ticked.
- **Delete** moves the post to the Trash and withdraws its notices. NEPREM can restore it. Deleting (or cancelling) an upcoming meeting emails a "Cancelled" notice, with a calendar cancellation, to the people who were invited or answered. People with no usable email address, or who unsubscribed, are not emailed.

7. Documents

The **Documents & Bylaws** card starts with **Quick access** tiles for Bylaws, Handbook, Master Insurance and Flood Insurance. Tap a tile, or **Download** in the list, to open a document. A tile can still say "Not on file" when the document is filed under another category or name, so check the list; its **Request from manager** link emails NEPREM. Below the tiles is the full list: association-wide documents plus files for your own unit. Documents shared with **Board members only** appear once NEPREM has confirmed your seat.

Upload a document

Uploading needs a confirmed seat.

1. In the card, open **Upload a document**.
2. Enter the **Document Name**.
3. Under "Where should this document show up?", pick the **Building**, then **Whole building** or **One unit**. For **One unit** you can pick only your own unit(s).
4. For **One unit**, answer **Who is this for?**: tick the people linked to that unit the file is for, or tick **Nobody listed yet** to keep it private until NEPREM assigns it. A one-unit file is always private: only you, the people you tick, the unit's landlord and NEPREM staff can open it, whatever you choose in the next steps.
5. Choose a **Category** (Bylaws, Rules & Regulations, Meeting Minutes, Financial / Budget, Notice / Announcement, and others).
6. Choose **Who can see it**. Nothing is picked until you choose:
   - **Everyone at the association**: owners, residents who rent, landlords and NEPREM.
   - **Owners and residents**: owners, residents who rent and landlords.

- **Owners and the board**: owners, the board, the landlord and NEPREM, not renters. Use this for minutes, budgets and financial papers.
- **Board members only**: the board and NEPREM.

7. Read the **This will be visible to:** line near the bottom of the form. It says in plain words who will be able to open the document, and how many people.
8. Choose the **File** (PDF, Word, Excel, CSV, text or a photo, up to 20 MB).
9. Optional: **Auto-archive on** a date (from the start of that date it is hidden from the portals, and NEPREM can restore it), or open **This document replaces an existing one?** and pick the older document it **Replaces** (the older one is archived and kept as an earlier version).
10. Decide on **Notify residents by email** (off by default).
11. Tap **Upload Document**.

> **Who gets emailed**
> With **Notify residents by email** ticked, the people who can open the document and have a usable email address get an email and a portal notice. People who unsubscribed or switched off new document emails see it in the portal only. The line under the form says how many people can open it and how many would be emailed.

You can **Archive** a document you uploaded yourself. Archiving hides it from the portals and keeps the file. The board cannot delete documents or archive other people's uploads. Anyone who saved a link to a document can still open it after it is archived. If something was published by mistake (for example minutes to everyone instead of the board), archive it and email team@neprem.com right away so NEPREM can change who can see it or remove it.

8. HOA violations and fines

The **HOA Violations** card is where the board issues notices and records outcomes. Issuing and changing notices needs a confirmed seat. Until NEPREM confirms it, the card says so and the association's notices stay hidden.

Issue a notice

1. Open **Issue a new violation notice**.
2. Pick the **Unit**.
3. Pick the **Rule broken** from your association's own rule list, or **Other (type it below)**. If NEPREM has not loaded your association's rules yet, type the rule or bylaw section as your documents word it.

4. Set **Fine if not fixed ($)**. Leave it blank or enter 0 for a warning with no fine.
5. Set **Days to fix it** (starts at 14; you can enter 1 to 365). The fix-by date is counted from today. The portal also calls it the cure-by date.
6. Write **What happened and what the owner needs to do (the owner reads this)**.
7. Tap **Issue violation notice**.

> **Who gets emailed**
> The unit's owner (and landlord, if it has one) gets a violation notice email with the rule, the fix-by date and any fine, even if they unsubscribed from other NEPREM email. A resident who rents the unit also gets this first notice, unless they unsubscribed from NEPREM email or turned off **Email alerts**. The board and NEPREM get a portal notice and an email saying who was and was not reached. If your governing documents require notice by mail, send it by mail too: the portal email does not replace that.

The list and the counts

The card shows the **Open** and **Closed** counts (Closed covers the past 12 months) and the **Fines owed** amount (posted and not yet paid). Closed counts resolved, waived and fined notices. Below that is one row per notice, newest first. Use **Show** (All notices, Open or Closed) and **Unit** to narrow the list. A **Show ... older notices** button reveals the rest. Tap a row to see the notice text, the dates, the emails sent to the owner (and who could not be reached), the owner's replies, and your actions.

Owner replies and hearings

Owners can reply to a notice, or request a hearing while it is open, from their Owner Portal. You get their message by email and see it under the notice. Reply to that email to answer the owner directly. While a hearing request is open, no fine can be posted. Record the decision first (**Appeal denied**, **Mark resolved** or **Waive this notice**).

Close, waive or fine a notice

- **Mark resolved** closes the notice. The owner is emailed that it is closed.
- **Owner asked for a hearing** records a hearing request the owner made some other way. **Appeal denied** (with an optional decision note) records the outcome of a hearing.
- **Waive this notice** needs a reason, which the owner sees. It is not possible after a fine is posted.
- **Post $... fine** appears only after the fix-by date has passed. Enter the **Date the owner was given a chance to be heard** (a real date, not in the future and not before the notice was issued), then post. The fine is charged to the owner's account as "HOA fine" with the reference.

Who gets emailed

Each of these changes emails the unit's owner (and landlord, if it has one). A resident who rents the unit is not emailed about these changes.

Important

Post a fine only after the owner has had the notice and any hearing your governing documents require. A posted fine cannot be undone by the board: ask NEPREM to reverse one posted by mistake.

Owners see their own notices on the Owner Portal.

9. Maintenance and walkthroughs

Maintenance Requests

Your board arranges repairs for your association, not NEPREM. Owners can still submit requests from their portal, and NEPREM sees them.

The card starts with a form to **Report a common-area issue** at your association (hallways, roof, grounds, elevator, building systems). Add a subject, priority and description, and up to 3 photos if you like, then tap **Send to NEPREM**. Below it, the list shows the **common-area and building-wide** requests at the association on screen, each with its request number. The list opens on **Open + In Progress**. Use the **Show** buttons to see Resolved or Closed requests, and the other filters for priority and category.

Requests inside owners' or renters' units are private to that household. The board does not see them, on the portal or by email. You can still see requests you filed yourself and requests on your own unit, the same as any owner.

The board can update any request filed as **Common Area** (status, notes and details), including the ones you file with the form above. A status only moves forward: Open, In Progress, Resolved, Closed. Shared-area reports that residents file themselves ("Common area (resident report)") are view only until NEPREM files them as Common Area.

Board members are emailed when a new common-area or building-wide request is filed at the association. You are not emailed about a request you filed yourself, or if you turned off maintenance request emails.

> **Emergency**
> At your association the board handles building emergencies, not NEPREM. For a flood, fire, gas smell or no heat, call 911 if anyone is in danger, then your board's emergency contact or vendor. Do not wait for a portal form. Some portal screens show NEPREM's office number, 617-683-1148, for emergencies: you can call it for help, but your board arranges the repair.

Walkthrough Reports

Walkthrough (inspection) reports appear only if NEPREM inspects your property under your agreement, newest inspection first. Tap **View / Print** to open one; use your browser to print or save it as a PDF. Only submitted reports are listed. You are emailed when a new one is submitted.

10. The Association Page

Association Page (Governance) opens `neprem.com/association-page`, the page owners see, with:

- the **Units Directory**: unit numbers and the names and emails of people with portal accounts. "No portal account" means nobody in that unit has one (owners, and board members whose seat is not confirmed yet, see a blank cell),
- **General Announcements** and **Meeting Announcements** (with RSVP and Add to Calendar),
- **Shared Documents**,
- for confirmed board members and NEPREM only, the delinquency list.

Back to my portal returns you to the board portal.

11. The owner directory (All Units)

All Units lists every unit in natural order with the people linked to it (each marked **Owner**, **Renter** or **Resident**), their emails, phone numbers and emergency contacts, so the board can reach residents in an emergency. Type in **Find a unit or person** to filter the list. Once NEPREM has confirmed your seat, **Print roster** prints it. "No portal account" means nobody linked to that unit has a portal account, not that the unit is empty. "No email on file" means NEPREM has no real email for that person.

In **All Units**, emails, phone numbers and emergency contacts appear only once NEPREM has confirmed your seat; before that it lists names only. They are private: use them for association business only. The directory on the Association Page (section 10) shows names and emails to every owner and board member, confirmed or not. **All Units** adds phone numbers and emergency contacts.

Renters' vehicles

Renters list their vehicles (and pets) in their own portal. Once NEPREM has confirmed your seat, the **Vehicles** jump link opens **Pets and Vehicles**, a read-only page of the vehicles renters in your association have listed, for parking: unit, renter, each vehicle (make, model, color, plate and state) and when it was last updated. The board sees vehicles only: renters' pets are not shared with the board. **Back to my portal** returns you. Use it for parking and association business only.

12. Messages

1. Go to the **Messages** card.
2. Choose **Send To**: **Property Management (NEPREM)** (the default), **Fellow board members**, **All Owners in My Association**, or **All Owners & Condo Renters**. The last three need a confirmed seat. If you sit on two boards, also pick the **Association**.
3. Type a **Subject** and **Message**, then tap **Send Message**.

> **Who gets emailed**
> Sending to owners or board members shows who it will reach ("23 owners: 20 by email, 3 in the portal only") and asks you to confirm first. Each person who can be emailed gets an email with your message (up to 2,000 characters) and a **Read and reply** button. People who have no real email address, who unsubscribed, or who turned off new message emails see it in the portal only. A message to Property Management goes to NEPREM only.

Owners who reply to your message reply to you, in the portal. Open a message and tap **Reply** to answer anyone who wrote to you. You can attach up to 3 files (JPG or PNG photos, or PDFs, up to 10 MB each). Only the people you send it to and NEPREM can open them; files are never attached to the email. You can send up to 10 messages an hour and 30 in 24 hours.

> **Tip**
> A message to all owners can take a minute to send. Tap **Send Message** once and wait, so nobody gets it twice.

13. Your profile and email

The **Profile & Settings** card is the one place to update your name, company, phone, email, emergency contact and mailing address.

1. In **Profile & Settings**, tap **Edit your name, phone, email, mailing address and emergency contact**.

2. Change what you need.
3. Tap **Save changes**.

The card also holds the one paper mail setting (**Digital only: stop paper mail**). If NEPREM cannot email you, paper still comes. The card also holds phone alerts. Phone alerts are the **Push notifications** control: tap **Turn on** on each phone or computer where you want alerts. On an iPhone, add the portal to your Home Screen first.

- Changing your sign-in email needs your current password and a confirmation from the new inbox. If the confirmation link has expired or was already used, the page says "This link has expired" and nothing is changed: sign in and save the new address again to get a new link.
- When the sign-in email on your account changes from one real address to another, by you or by the NEPREM office, NEPREM sends a short notice to both the old and the new address. If you did not expect it, reply to that email or call the NEPREM office at 617-683-1148.
- The bottom of the card has one set of links: **Change password**, **Notification settings** and **Two-step sign-in** (it shows On or Off and opens `neprem.com/account`). The account page only handles your password and two-step sign-in. It links back to **Profile & Settings** for everything else.

On the **Notification settings** page you can switch off **Email alerts**, **Maintenance request emails**, **New document emails** and **New message emails**, then tap **Save Preferences**. **Email alerts** is the master switch: off stops the other three, and also the walkthrough report emails and the monthly board summary. These switches do not stop bill approval emails, violation emails, announcements, meeting notices or the monthly financial reports.

Unsubscribing from NEPREM email (the **Unsubscribe from NEPREM email** link on that page, or an unsubscribe link in an email) stops announcements and meeting notices, dues reminders and emailed monthly statements for your own unit, new-message notices (except messages NEPREM staff write to you alone), new-document notices, and the monthly board summary. Bill approval emails, violation emails, new common-area and building-wide maintenance requests, walkthrough reports, the monthly financial report packages, payment receipts and past-due notices still reach you. Even so, avoid unsubscribing while you serve on the board. If you did, use **Resume email** in Profile & Settings or on the Notification settings page, or ask NEPREM.

> **Important**
> If you leave the board or sell your unit, tell NEPREM (team@neprem.com). Your board access does not switch off by itself, and NEPREM has to remove it.

14. Frequently asked questions

Why can't I see the delinquency list or residents' phone numbers, or post and upload?

Those need NEPREM to have confirmed your board seat. A blue note at the top of your portal says when your seat is still being confirmed. See section 2, or email team@neprem.com.

An approval link says it has expired. What now?

Tap **Email me a new approval link** on that page, or decide from the **Bills for** card in your portal. If the page says a newer email replaced the link, use the newest email. Section 4 has the details.

I did not get a bill approval email.

Open **Bills for** in your portal: every bill waiting for approval is listed there, and you can decide from it. Then check your spam folder, and check that NEPREM has your real email address in **Profile & Settings**. If a bill is still missing, email team@neprem.com.

Can the board see repair requests inside an owner's unit?

No. The board sees common-area and building-wide requests only. You can still see requests you filed yourself and requests on your own unit. See section 9.

Who arranges repairs and handles building emergencies?

Your board does, not NEPREM. See section 9.

Can we send a notice to owners only?

Yes: in the announcement form choose **Send to: Owners and board only**. It is emailed to owners, the board and NEPREM, and only they see it in the portal and on the Association Page. Still, keep anything confidential out of announcements: anyone who receives one can forward it. For a private conversation with owners, use Messages and choose **All Owners in My Association**.

How do I take a document down?

Archive it if you uploaded it yourself. Otherwise email team@neprem.com. The board cannot delete documents. Archiving hides a document but does not close a link someone already saved, so tell NEPREM if it was shared with the wrong people.

A fine was posted by mistake.

Ask NEPREM to reverse the charge. Tell the owner.

I am not getting NEPREM emails.

Check your spam folder, and check that NEPREM has your real email address. Then look at **Notification settings** and use **Resume email** if you unsubscribed (section 13). Bill approval emails still reach you after an unsubscribe.

How much do owners pay to use a card?

One card fee of 5.49% of the payment. Bank transfers (ACH) are free.

Why does Portal Accounts show less than every unit?

It counts units with a portal account linked, not occupied units.

15. Getting help

Need	Contact
Questions, bills, board setup	team@neprem.com
Fire, smoke, a gas smell or someone hurt	Call 911 first
Phone (office)	617-683-1148
Office hours	Monday to Friday, 8am to 4pm Eastern
Building repairs and emergencies	Your board handles these, not NEPREM (section 9)
Something is broken in the portal	**Report a problem** at the bottom of any portal page
Mail	New England Property and Real Estate Management LLC, 1 Beacon Street, Floor 15, Boston, MA 02108
Website	neprem.com

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