

PLEASE NOTE OUR NEW ADDRESS AS OF 11/1/2022

7 Davis Keats Drive, Greenville, SC 29607

Email: info@hoapartner.com Phone: 864-568-5800

If you have not done so already, please register your homeowner account on the online portal (Cinc WebAxis).

Registration Instructions for the Online Portal

Please go to the following website for registration, this can be done on your computer or your phone.
(Please use Microsoft Edge or Apple Safari browsers, there may be compatibility issues with Chrome).

<https://cmp.cincwebaxis.com>

You can also download the Cinc Homeowner and Board App from the Apple App Store.

- Click Sign In.
- Click Create Account. If you have more than one owner of the lot, each person can set up their own Cinc account with their email address.
- Input your property information into the form. You should just enter the house number and the street name. You do not need to input St, Ln, Ct, etc. You also do not need to enter your account number.
- Your registration request will be reviewed by the management office.
- Once your registration is confirmed, you will receive an email (from donotreply@cincsystems.net) with a link to set your password for your new login ID.
(check your junk/spam mail folder if you have filters that may prevent this email from reaching your inbox).
- Access the email and password link to reset your password as soon as possible, as it will expire within 5 days of the date of the email.
If you miss the 5-day deadline, or you do not receive the password email, return to the <https://cmp.cincwebaxis.com> homepage and click "Forgot Password". A new password link will be emailed to you, which will also expire within 5 days. Please note that anytime you request a new password, the one in previous emails will be voided.
- Once you reset your password, you may log in using your email address and your new password.

Once your account is set up you will be able to view and make payments on your account (there are fees charged by the merchant service of 3.25% for debit/credit card, and \$1.99 for echecks).

You will also be able to see any violation records including letters and photos, submit ARC requests, view important neighborhood information such as your governing documents, newsletters, meeting minutes, financial reports (depending on how your board of directors has set up their Cinc Web Axis portal).