

HOW TO OBTAIN YOUR LOGIN CREDENTIALS FOR THE NEW SOLERA WEBSITE

Everyone can access the Solera Oak Valley Greens website (www.soleraovg.com); however, only those who login to the site will be able to access certain “protected” features on the site such as Neighbor to Neighbor, Message to Management, Business Referrals, Classified Ads, etc. The following instructions will help you to obtain your Login Credentials (Login ID and password) that you will need.

Your LogIn ID and password that you use to access the Keystone Pacific Website or Portal at <https://www.kppmconnection.com/login.aspx> are the same Login ID and password that you will use to login to the Solera Website. There are (at least) three challenges that you may face if you don't know (or don't have) your Keystone Pacific Login ID and/or password:

I. YOU ARE A HOMEOWNER AND HAVE NOT YET REGISTERED WITH KEYSTONE PACIFIC

If you are the homeowner and have not registered with Keystone Pacific, you will need to do so by going to <https://www.kppmconnection.com/login.aspx> and completing the section titled; “First Time Registration” (see below). You will need your Association Account # to do so. If you don't know your account number, which begins with a “P”, it can be found on your billing statement or can be obtained at the administrative office. Once you have registered, you will have a Login ID and password that can be used to login to the Keystone website (portal) and the Solera website.



Welcome to KPPM Connecti

THE KPPM CONNECTION

WELCOME TO
KEYSTONE PACIFIC'S PORTAL,
THE KPPM CONNECTION

Login to make online payments, view current and previous statements and billing inserts, print account history reports, and update enhanced email notification features. Please log in using your email address and password. If you have not registered, please have your billing statement available to enter in the required information under First Time Registration.

If you need login assistance or if you experience any technical difficulties when using this online tool, please contact customercare@keystonepacific.com.

Login

E-mail Address:

Password:

[Forgot e-mail and/or password?](#)

First Time Registration

Account #:

(Exactly how it appears on the billing statement: PXXX-XXXXX-X)

Property Zip Code:

(As shown on the billing statement)

II. YOU HAVE REGISTERED WITH KEYSTONE PACIFIC BUT FORGOT YOUR PASSWORD

If you are a homeowner, have registered to access your account information via the Keystone Pacific “portal; but, have forgotten your Login ID or password, you can “click on” the “Forgot e-mail and/or password?” link at the bottom of the Login box. At that point, you will be taken through a few steps and be able to find your Login ID and/or password information.



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Login

E-mail Address:

Password:

[Forgot e-mail and/or password?](#)

Login

First Time Registration

Account #:

(Exactly how it appears on the billing statement: PXXX-XXXXX-X)

Property Zip Code:

(As shown on the billing statement)

Register

III. YOU ARE A TENANT AND CAN'T GAIN ACCESS TO THIS PORTAL

If you are a tenant (not the homeowner), you will not be able to access the **Keystone Pacific** portal (website). You will have to contact the homeowner and provide them with instructions on how they can register with Keystone Pacific and/or how to add your information to their account. Once this is done, you will receive an email with your Login Credentials. **(Detailed instructions to be sent to the homeowner are included below. They will explain what the homeowner needs to do to add your information to their Keystone Pacific account.)**

IV. **YOU ARE AN OWNER AND WOULD LIKE TO ADD YOUR TENANT TO YOUR ACCOUNT SO THAT HE/SHE CAN GAIN ACCESS TO THE WEBSITE.**

If you are an owner, you will be able to provide your tenant(s) with access to the Solera website through the **Keystone Pacific** portal (website). If you have not already done so, please go to <https://www.kppmconnection.com/login.aspx> and complete the section titled; “First Time Registration” (see below). You will need your Association Account # to do so. If you don’t know your account number, which begins with a “P”, it can be found on your billing statement, by calling Customer Care at (949) 833-2600 or it can be obtained at the administrative office.

If you have already registered, please enter your email address and unique password. **PLEASE NOTE: By adding your tenant(s) to the Keystone Pacific portal, it will only give them access to the Solera website. They will not have access to your billing information or any other information on the Keystone Pacific website.**



Welcome to KPPM Connecti

The screenshot displays the KPPM Connect website interface. On the left, a teal banner reads "THE KPPM CONNECTION WELCOME TO KEYSTONE PACIFIC'S PORTAL, THE KPPM CONNECTION". Below the banner, text explains login and registration options and provides contact information for technical assistance. On the right, there are two form sections: "Login" with fields for E-mail Address, Password, and a "Forgot e-mail and/or password?" link, and "First Time Registration" with fields for Account # and Property Zip Code, both with explanatory text and "Login" and "Register" buttons.

Once you have registered or logged in, please go to “My Profile” and click on “Resident/Tenant Information”.

Resident/Tenant Information

Property Address: 504 Evening Star Ln, Newport Beach ▼

Add

First Name	Last Name	Email
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Click "Add" to add your tenant's Email Address. This will be the email address we will send their temporary password to. Please make sure it is their valid email address. The system will ask you to confirm that you would like to "Add" a new user. Please enter in their first name and last name as they would like to be included. Once you have clicked "Save" an email will be sent to your tenant with a temporary password to login to the Solera website at www.soleraovg.com. You may enter multiple tenants in order to establish a login for each email address. Once logged in, tenants will be able to manage their information such as email address, contact information and password at www.soleraovg.com.

User Maintenance

[Return To Resident List](#)

"By adding and enabling the following information, I am authorizing the following resident and/or tenant will be allowed access to the community website, if available. In order to opt-in of the membership list, please add your information and enable your listing. If you choose to opt-in to share your name, property address, email address and/or mailing address under the membership list, the opt-in designation shall remain in effect until changed by you."

Email Address:

First Name:

Last Name:

User Type:

Options

Enabled