

## The ManageCASA Invitation

This PIPOA communication is directed at all those Association members who have been invited to join ManageCASA but have not done so.

Last year the PIPOA adopted ManageCASA (MC) as our board-approved property management system. MC includes, among other things, a secure, electronic voting system that we use for board member elections. To vote in this year's election your vote must be processed by MC. We have already sent out the 2026 Election notification that outlines the schedule of events and how to vote with MC. The "invitation to join" message MC previously sent you should look like the following:

"Welcome to the ManageCasa community! We are excited to announce that ManageCasa has been selected by the board of directors as our new property management and accounting software, bringing you all the essential tools to help our association operate efficiently.

As the latest innovation in property management, ManageCasa offers a wide range of features designed to streamline operations, including secure electronic voting, and ensure the success of our community. From easy access to important documents and payment tracking to seamless communication with board members and residents, we're confident that this platform will enhance your experience."

To join the ManageCasa platform simply follow the steps provided in the invitation to set up your account and get started.

1. Open (or search for) the email you were initially sent from ManageCasa:
2. Click on Sign up with ManageCasa
3. Enter the required information

(Note: If you can't locate the invitation:

Go to: <https://managecasa.com>

On the upper right corner find and click "Sign Up" for "HOA"

Under "Homeowner" - Click on "Get Started" This takes you to "Invitation Only Accounts"

Click on "Tenant & Owner"

Enter the Association Name: "Padre Isles Property Owners, Inc")

4. Click on Next
5. You'll receive an activation email
6. Click on Activate Account
7. You're all set!

**Note on troubleshooting your connection issues:**

The primary reason some members have had trouble getting connected to MC is that the system doesn't have your correct email address. **To correct this please contact:** [padreisles@pioba.net](mailto:padreisles@pioba.net) or [acc@pioba.net](mailto:acc@pioba.net). This is not a fault in MC; it was either because we didn't have your email or it was incorrect in the legacy TOPS database that we uploaded to MC.

Also, once the polls are open you may not see your eVoting ballot on MC if you are not listed as a "Property Owner" or you may be a new owner. This is an eVoting security feature that we can fix on a case-by-case basis, but we need time to do that because it requires an account update. Once the polls are open, please login to MC soonest to verify your ballot is visible.