



e*star

visit estar.lmsnet.com

25 Northwest Point Boulevard | Suite 330 | Elk Grove Village IL 60007 | 847.459.0000
230 West Monroe Street | Suite 1550 | Chicago IL 60606 | 312.202.9300



lms lieberman management services



Welcome to eStar!

The eStar system is our custom-built proprietary website for residents. This portal, accessible online using any computer or mobile device helps residents communicate with Lieberman and the Association.

Information is accessible 24/7 in eStar, which is compatible with all mobile devices, including tablets.

As a homeowner at a Lieberman-managed property, eStar allows you to:

- Access your assessment account to review payments and current balance
- Pay your assessments and set up recurring payments (fees may apply)
- Easily place requests for service and track those requests
- Review your declaration, rules and regulations and Association minutes
- Read important property announcements

As a member of the Board of Directors, you have exclusive access to:

- The property calendar maintained by your Property Manager
- Online Board action list, which is a direct result of your Board meetings
- Internal LMS reviews and ratings of vendors
- Effective tracking of long-term projects or proposals
- Online financial reports include your Association's balance sheet, statement of operations, and budget comparison report and delinquency report
- The status on all work orders, pending and completed
- All present and past management reports



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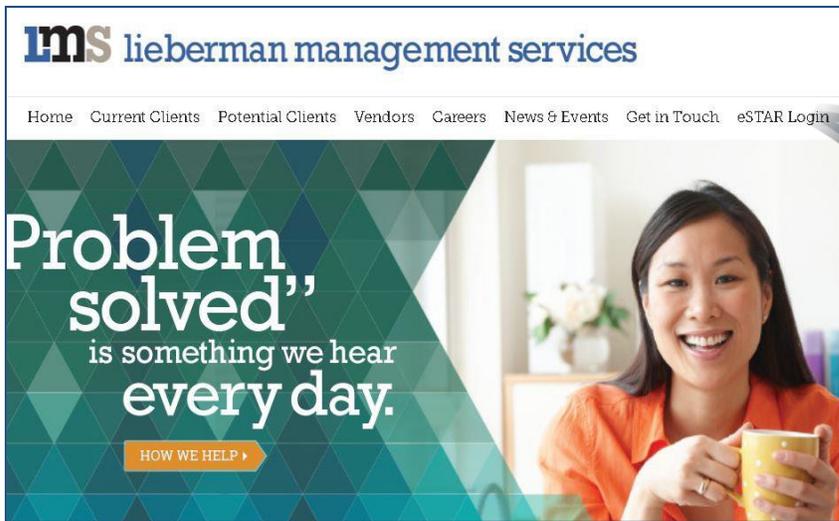
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NAVIGATING THE HOME PAGE

Getting online is quick and easy, and eStar offers a wealth of information.

Unit owners can register or sign in by going to the LMS website and clicking on the **eStar Login** link, or by going to <http://eStar.lmsnet.com>. Enter the information required.

- If you are already an eStar user, sign in with your username/e-mail address and password.
- If you are a new user, click **New Registration** at the bottom of the screen. **Your Registration ID and first/last name used for registration can be found in your welcome letter or the front of your coupon book.** Your username will be your e-mail address. Select a password and security questions, then click **Register** when done.



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eStar

LMS lieberman management services

Please login below to your access your information

User Name / eMail Address

Password:

Login

[New Registration](#) [Forgot Password](#)

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ACCOUNT INFORMATION - LEFT MENU

The screenshot displays the LMS website interface. At the top, there is a navigation bar with links: Home, Search Address, My Settings, Contact LMS, eSTAR Help, eStatements Help, Lieberman Privacy Policy, and Global Bookmarks. Below this is the LMS logo and the text "lieberman management services". A secondary navigation bar contains tabs: My Account Information (selected), My Building Information, My Reference Library, My Community, and My Bookmarks. On the left side, there is a vertical menu with the following items: **Current Balance: 0.00, Last Payment Date: 06/16/2017, Last Payment Amount: \$1,500.00, Account History, Register for e-Statements, View e-Statements, Pay My Bill/Auto Pay Revo, Edit Contact Information, New Request, Architectural Change Form, and Budget. The main content area shows "My Account Information: 123 N. Lake Shore Dr. – Common Area Activity" with a table of details:

Name:	123 LAKE SHORE DRIVE CONDOMINIUM ASSOCIATION
Account Number:	00-0517-999M-01
Unit#:	999M
Billing Address:	Common Area Activity
City, State, Zip:	Chicago, IL 60611

Below the table are two expandable sections: "My Billing Summary" and "My Billing Address".

When you log in to eStar, your account information displays. You can expand the **My Billing Information** and **Billing Address** boxes underneath **My Account Information**.

Most of the functions on this menu are self-explanatory, but here are descriptions of a few features:

Account History

On the left-hand side of the home page you see your last payment date and the amount. Click on **Account History** and a complete personal account ledger will open in the main window for your viewing.

Edit Contact Information

Click this link to edit your personal and automobile information.

Architectural Change Form

If you want to make a structural change to your home, such as remodeling a kitchen or adding a deck, click this link and fill out the PDF file. This must be submitted to your Board before work is done.

Budget

Click this link to access your Association's/Corporation's current operating budget.

COMMUNITY INFORMATION - TOP MENU

My Building Information Tab

In the **My Building Information** tab, you can find information about your property, assessment coverage, move in/move out information, utilities or rental percentage. There are expandable sections further down the page where you can see:

- **Important Numbers** (fire department, public works, utilities),
- **Amenity** information for your property (pool hours),
- **Dates and Fees** (late fee information, payment due dates),
- **Parking Information** (parking stickers, guest parking and keycard information),
- **Garbage** (information regarding vendor, pickup day and recycling),
- **Scheduled Projects** (overview of scheduled projects),
- **Landscaping** (scheduled days for landscaping at your property and specific tasks completed), and
- **Meeting Information** (time and location) for your specific property.

My Reference Library Tab

The third tab from the top is **My Reference Library**, split into the **Document Library** and **Work Orders** section.

In the **Document Library**, view various property documents, such as Rules and Regulations, Budget, and Declarations and Bylaws. Clicking Expand All will expand each category below so you can view every single document all at once. Clicking Collapse All will collapse each category, the default setting. Clicking on the left arrow next to each category will expand only that category.

Under **Work Orders**, see a list of work orders or information requests you have placed and the status of each one. Hover over a specific row and click and a separate tab will open where you can view more detailed information.

My Community Tab

The **Amenity Calendar** is currently under construction.

The second tab in My Community is the **Wiki** tab. A wiki is a forum for just your property, where all owners and Board Members in a community can collaborate to create and edit content (similar to a Wikipedia entry).

For example, a user may create a wiki for an article about the history of the property, a list of good restaurants in the area in the community, or an ongoing list of items for sale in your community (your property's own Craigslist!).

How is a wiki different than a blog? A blog's content typically belongs only to the original content creator/author, but a wiki consists of content that anyone can write or edit. It is a collaborative effort and has many authors and editors.

Create a New Wiki

1. Click **Create a New Page** in the right-hand column. Enter the Subject, and create your content in the main text box. Feel free to choose a specific font, size, or color. You can also add a picture by clicking the **Insert Image** icon, **Attach a File** with the paperclip icon, or insert an **Emoticon** with the smiley face icon. When done, **click Save**.
2. **Add a tag** if you wish – a tag is a keyword describing your content. Each wiki in your property's forum will be organized by tag words in the right-hand column. It's a convenient way to find and organize wikis by subject matter. You can also **add an attachment**.
3. To **see a list of wikis** for your property, see the right-hand column. Here you can sort the list of wikis by alphabetical order, recently added, recently edited, or pages you created.
4. To **add information** to a wiki, click on the headline and the article will appear in the main window pane. Click Edit. A text box will appear where you can make edits. When finished, click Save.

By expanding the **Page Information tab** (under the main text box), you can see the wiki's tag words, when it was last updated, when it was originally created, and how many revisions it has undergone.

By expanding the **Revisions tab**, you can see every revision made to the wiki and by whom, along with a timestamp.

The third tab under **My Community** is the **Picture Gallery** where you can see photos of your property. Picture galleries, if used by your property, are managed by the Property Manager.

My Bookmarks Tab

The **Bookmarks** feature allows a user to save pages in eStar to a personal "favorites" list as a way to access them quickly. It works in the same way as a bookmark list on a Web browser for frequently visited Web sites.

For example, if you know you'll be frequently viewing the Amenity Calendar, or the Rules & Regulations, bookmark these pages. The next time you log into eStar, simply visit your Bookmarks for quick access to these pages, and save navigation time.

To **add a Bookmark**, click New Bookmark. Enter a Title for the page and the full URL. Click Save. You will see it appear in your Bookmarks page.

PAY MY BILL / MANAGE AUTOPAY

LMS offers several ways to pay your assessments and fees online. You can pay via credit, debit card or eCheck from your personal bank account. Our payment processing system, RevoPay, accepts MasterCard, Discover, and Visa.

To access RevoPay:

1. Ensure Pop Ups are allowed for eSTAR.Imsnet.com
2. Log in to eStar.
3. Click on **Pay My Bill/Auto Pay Revo.**

The screenshot displays the LMS (Lieberman Management Services) website interface. At the top, there is a navigation bar with links: Home, Search Address, My Settings, Contact LMS, eSTAR Help, eStatements Help, Lieberman Privacy Policy, and Global Bookmarks. Below this is the LMS logo and the text "lieberman management services". A secondary navigation bar includes: My Account Information, My Building Information, My Reference Library, My Community, and My Bookmarks.

The main content area is divided into two columns. The left column contains account information: ****Current Balance: 0.00** and **Last Payment Date: 06/16/2017**. Below this is a list of menu items: Account History, Register for e-Statements, View e-Statements, **Pay My Bill/Auto Pay Revo** (highlighted with a blue arrow), Edit Contact Information, New Request, Architectural Change Form, and Budget.

The right column displays account details for "530 LAKE SHORE DRIVE CONDOMINIUM ASSOCIATION":
Name: 530 LAKE SHORE DRIVE CONDOMINIUM ASSOCIATION
Account Number: 00-0517-999M-01
Unit#: 999M
Billing Address: Common Area Activity
City, State, Zip: Chicago, IL 60611

Below the details are sections for "My Billing Summary" and "My Billing Address".

A blue arrow points from the "Pay My Bill/Auto Pay Revo" menu item to a detailed view of the payment process. This view shows a three-step process: 1. Payment Details, 2. Payment Method, and 3. Review & Approve. The "My Balance" is \$0.00. The user is currently in the "Payment Details" step, where they can choose between "One time Payment" and "Schedule AutoPay". The "Select Payment Date" is set to August 7, 2017. The "My Payment Details" section shows a payment amount of \$0.00 and a "Total Payment Amount" of \$0.00. There is a field for "Memo (optional)" and a "Select your payment method" button at the bottom.

Note that your balance in RevoPay is one business day behind your balance in eStar, because account information is updated from eStar nightly with that day's ending balance. You have three options for payment:

One-Time Payment (Fee Based) – Use this option to make a **one-time** credit card or electronic check payment for **any** dollar amount.

Schedule an AutoPay – two options are available:

Automatic Debit for Full Balance (No Fee) – Use this option to set up an electronic check payment from your checking account to pay your full balance due on the fifth of every month.

Scheduled Fixed Payment (Fee Based) - Use this option to schedule a fixed amount monthly, using an electronic check or Credit Card, on any day you choose.

If you have established an AutoPay account, when you click **Manage AutoPay**, the active AutoPay account will display with the green checkmark. You can have only ONE active AutoPay which you may edit or cancel.

Payment Fees

If you schedule a recurring Autopay for your Full Statement Balance Due, there is no fee. If you pay fees by personal bank account or credit card, the following fees apply:*

- Electronic Check or Savings ACH- 1-business-day payment = \$1.95 fee per transaction*
- Credit Card – 1 business day payment, up to 3% fee per transaction*

**Fees are subject to change.*

You can log out once you've completed your transaction, or click on the "Dashboard" link on left menu to return to the main page.

IMPORTANT NOTE: You are responsible for any payment account cancellation or account maintenance if you change or close any payment accounts, or sell your residence. Payments returned as unpayable to the Association for any reason are subject to a returned check fee from the Association.

Troubleshooting "Pay My Bill"

Once in eStar, if the Pay My Bill/AutoPay Revo link does not load, it is a web browser issue, specifically Pop Up Blockers are not letting the webpage load. To fix, please:

1. Ensure your "pop up blocker" is turned off or allow pop ups from eSTAR.lmsnet.com. Below are some common browsers and shortcuts to access their "pop up" settings.

Browser/Device	Navigate to Pop Up Settings
Internet Explorer	Tools / Pop Up Blockers
Mozilla Firefox	Tools / Options / Content
Google Chrome	Click Menu Button (looks like wrench or three bars- just right of web address bar) Settings / Show Advanced / Privacy / Content settings
Mac or MacBook	Safari / Preference / Security
I-Pad or I-Phone	Settings / Safari / General
Android devices	Settings menu - each version may be different; check your user manual.

2. Clear your browser's history ("cache"). In any browser except Safari, press "ctrl + shift + delete" to access clear memory settings.
3. Close all browser windows and restart the browser (you do not need to reboot the computer). If the problem persists, please call Resident Services at 847-459-0000.

The Board Room

If you are a Board Member, you will be able to access a sixth tab titled **Board Room** that is also accessible to Property Managers and LMS personnel. This tab contains valuable information that will help you fulfill your role as a steward of your community.

Description	Status	Date Created	Date Started	Date Completed	Attachment
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In the Board Room, much of the information can be set to display or sort as you choose. There are search boxes above each category where you can search for a particular term in order to narrow down the list. Search all columns for a particular term in the Search All Columns box at the right-hand top of the grid. You can also click the arrows next to each category header. A list can be printed to PDF or exported to Excel if desired.

Action/Tasks Tab

This allows a Board Member to view a list of ongoing projects or actions and their status for a property. You can change the number of entries shown from 100 (default), to 10, 25, or 50. Hover over a specific row and click and a separate tab will open with information that is more detailed.

Management Report Tab

This provides all the management reports for a Board Member's community.

Delinquencies Tab

This tab allows Board Members or Property Managers to view all homeowners who have past due assessment payments. Users can sort by property address (including tier and floor for high-rises), by name alphabetically, from lowest to highest amount owed, or account status. Each category is searchable, as well as the entire grid (Search All Columns).

Work Orders Tab

This tab allows Board Members and Property Managers to view all work orders or information requests and status for their property. Users can sort each column by call type, property address, by vendor, by status or by reference number. Each column is searchable with the search boxes directly above the column, or users can search all columns with the Search All Columns box in the upper right-hand corner of the grid. A list can be printed to PDF or exported to Excel if desired.

Homeowner Listing Tab

This tab allows Board Members and Property Managers to view all homeowners at a property. Columns can be sorted by name alphabetically, property address (including tier or floor), contact phone number, e-mail address or primary or secondary resident. Each column is searchable with the search boxes directly above the column, or users can search all columns with the Search All Columns box in the upper right-hand corner of the grid. A list can be printed to PDF or exported to Excel if desired.

Vendor Reviews Tab

This tab allows Board Members and Property Managers to view reviews and ratings for vendors that perform work at LMS properties. These are written by LMS Property Managers. This list can be sorted by vendor alphabetically, number of stars, the name of the Property Manager who wrote the review (alphabetically) or date of review. Each column is searchable with the search boxes directly above the column, or users can search all columns with the Search All Columns box in the upper right-hand corner of the grid. A list can be printed to PDF or exported to Excel if desired.

NEED HELP?

Accessing LMS eStar: Your LMS Property Manager or Resident Services can assist.

Resident Services is available from 8:00 am – 6:00 pm Monday through Friday by calling 847-459-0000 or 312-202-9300.

Account Set up or Changes, or Pay By Phone: RevoPay can assist.

- Contact 866-738-6411, option 2, or customerservice@revopay.com
- Customer Service agents available 9:00 am to 7:00 pm Central time
- In RevoPay, click Help Request or select Online Chat box
- RevoPay can set up or cancel AutoPay accounts by telephone
- RevoPay can take a phone payment
- You must provide Your full 12 digit assessment account number when calling

