

# How to pay your Cranston RA fees online

Please note that at this time invoices can only be viewed or payed on a tablet, laptop or desktop computer and NOT on a cell phone. Our apologies for this inconvenience.

## Acquire a login which is linked to your property

All properties and home owners should already be listed in our online system. If you have not yet received an account access email from us please complete the [Update email & login](#) form on our website. You can also use this form if you need your password reset. We will send you a login for your existing account within 48 hours.

**Please DO NOT create an account in our system. This created account will be a duplicate and will NOT be connected to your property.**

If you are a new homeowner and we have not yet received transfer of ownership information for your property we will contact you for further information before sending your login.

## Login to your account

Visit <http://cranstonra.perfectmind.com> and enter the login information you have previously acquired. Please DO NOT Create an Account!

A screenshot of the login page for the Cranston Residents Association. The page has a light gray background. At the top left, it says "Login to Your Account". To the right of this text is a blue button with a white Facebook 'f' icon and the text "Log In". Below this are two white input fields: the first is labeled "Email" and the second is labeled "Password". Underneath the input fields is a large blue button with the text "Login" in white. At the bottom of the form area, there are two links: "Forgot your password?" and "Not a Member Yet? Create an Account".

## View your profile

Once you've logged in you will see either a list of residents listed at your address or your own profile page. If you see the list of residents, please click on your own name to view your profile.

## Profile Layout

The screenshot shows the Cranston RA profile layout. At the top, there is a navigation bar with 'My Info' and 'Schedule' buttons. Below this is the 'Family Member Detail' section, which includes a 'Back to Client List' button and several action buttons: 'Edit', 'Manage Login', 'Add Family Member', and 'Invoices'. The 'Invoices' button is highlighted with a red arrow and a callout box that says 'Click here to pay invoices.' Below the navigation bar, there are three membership tiles. The first tile is green and labeled 'Standard Membership -... Recreation - Adult' with 'ends: Mar 31, 2019'. The second tile is grey and labeled 'Riverstone Membershi... Day Camps 3-5 Years' with 'Ongoing'. The third tile is grey and labeled 'Riverstone Membershi... Recreation - Adult' with 'Cancelled'. A red arrow points to the 'Cancelled' tile with a callout box that says 'Upcoming programs are here.' Another red arrow points to the 'Cancelled' tile with a callout box that says 'Your memberships are listed along the top. Green is active. Red is overdue. Grey is upcoming, cancelled or expired. You will have memberships for your Annual Fees and various activity memberships you may purchase.' Below the membership tiles, there are two sections: 'General Information' and 'Contact Information'. The 'General Information' section includes fields for First Name (Cranston), Last Name (Resident), Age (49), and Birthday (01/01/1970). The 'Contact Information' section includes fields for Primary Phone Type (Mobile), Primary Phone (403-781-6614), Email (info@cranstonra.ca), Website, Mailing address (11 Cranarch Road SE, Calgary, Alberta, Canada, T3M 0S8), Secondary Phone Type (Work), Secondary Phone, Twitter Address, and Facebook Address. A red arrow points to the 'Contact Information' section with a callout box that says 'These tiles will represent a record of all memberships. You may also see cancelled items as a result of Cranston RA staff learning the system.'

## Paying Invoices

Select the Invoice button from your portal to view current and past invoices and receipts. The invoice page shows past and current invoices. Items in orange are due in the next seven days. Items in red are past due. Check off the invoice you would like to pay and then select "Make payment".

The screenshot shows the Cranston RA Invoices page. At the top, there is a navigation bar with 'My Info' and 'Schedule' buttons. Below this is the 'Invoices' section, which includes a 'Back' button and two buttons: 'Make payment' and 'Receipt'. The 'Make payment' button is highlighted with a red arrow. To the right of the buttons, there are two columns: 'Due soon' and 'Balance due', both showing '\$0.00'. Below the buttons, there is a table with the following columns: Invoice/Item, Customer, Status/Type, Invoice/Purchase Date, Paid, Balance, Total, and Trans/Item ID. The table contains one row: Invoice - 38565, 11 Cranarch Road SE, Scheduled, 01/04/2019, \$0.00, \$468.10, \$468.10, 18774. A red arrow points to the 'Invoice - 38565' row. Below the table, there is a pagination bar with 'items per page 10' and '1 - 1 of 1 items'.

## Complete Payment

Enter the required credit card information and complete your payment. Print or email your receipt if you would like.