

Owner Portal Access Log in Issues

If you are having trouble logging into your portal, confirm the following information.

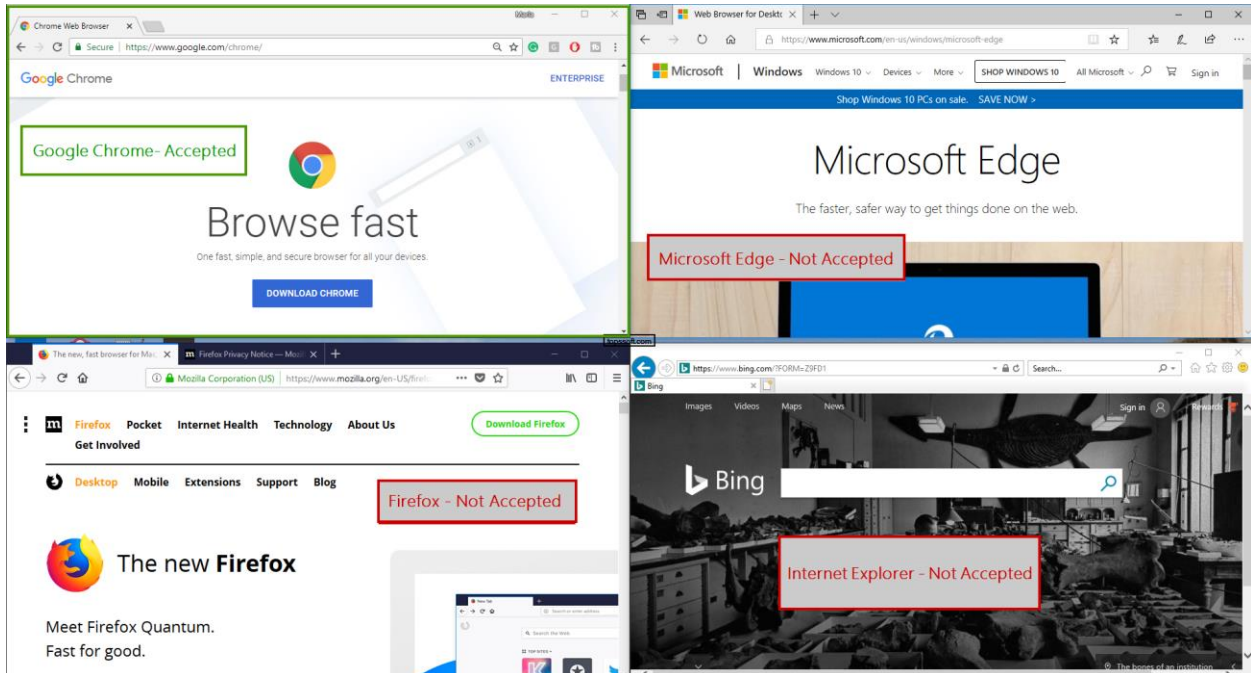
- 1) Verify the email your management company has on file.
- 2) Make sure you are using Google Chrome!

Google Chrome browser is the optimum web browser for TOPS. Other browsers, like Safari, Microsoft Edge, Internet Explorer and Firefox have been known to cause issues for most homeowners.

[Download & install Google Chrome](#)

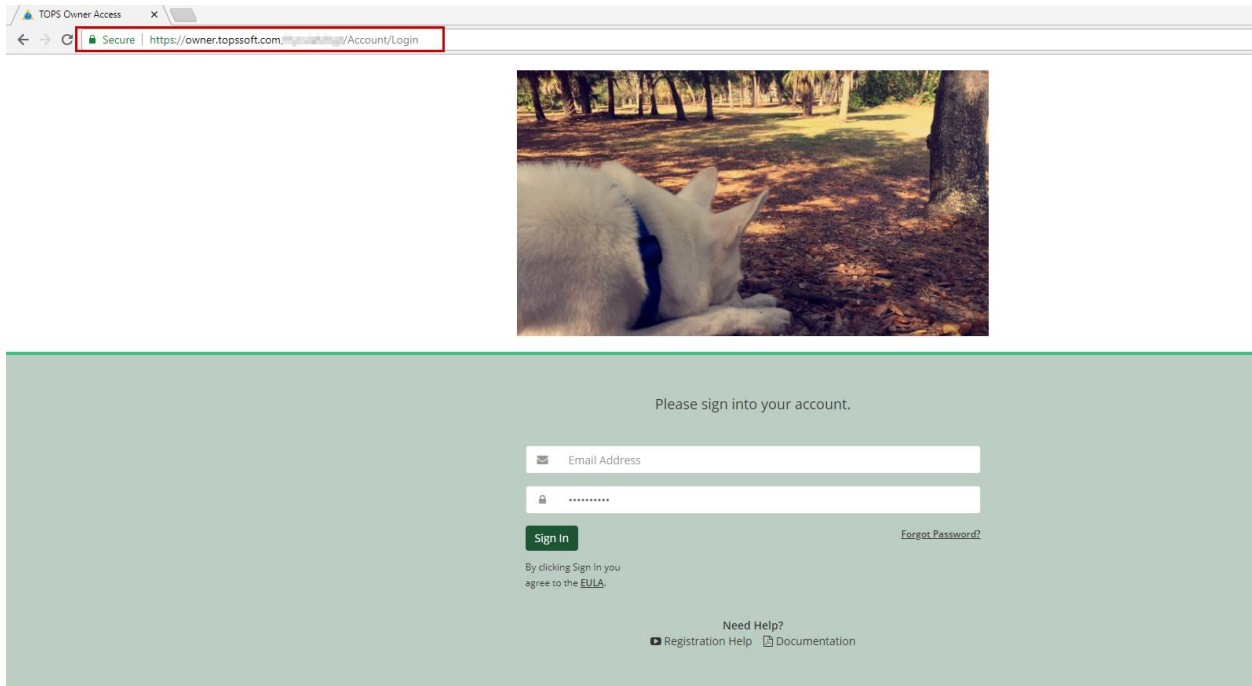


This is what the Google Chrome icon looks like

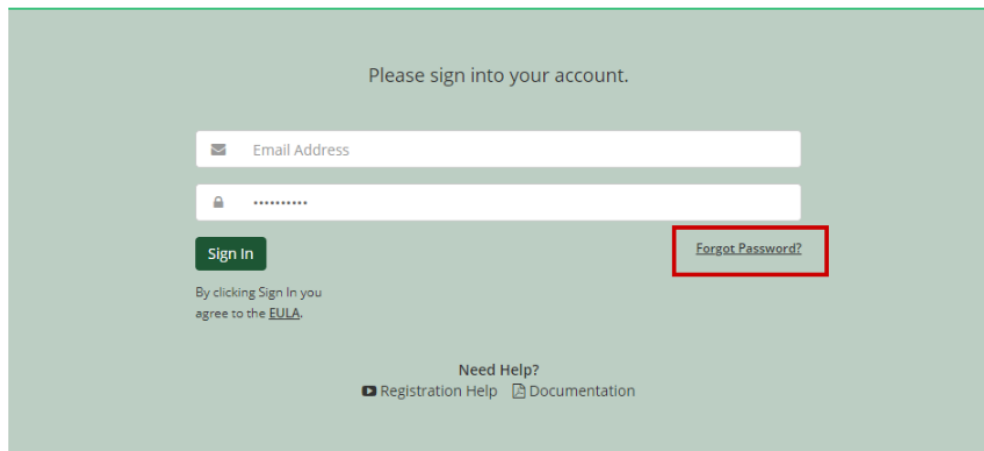


- 3) Verify the portal link you are logging into
Your owner link should look similar to:

[https://owner.topssoft.com/\[redacted\]/Account/Login](https://owner.topssoft.com/[redacted]/Account/Login)



- 4) Click the "Forgot Password?" link.



Make sure to check your junk/spam folder if you do not see the email right away.

- 5) (optional) If you are a bit more tech savvy, you can also try this other final troubleshooting step.

You can also perform a **“Empty Cache and Hard Reload”** task.

When you do this, the cache for the page is cleared completely and everything must be re-downloaded as required.

While on Google Chrome, click **F12** on your keyboard.

Then **right-click** on the **Refresh Button** and click **Empty Cache and Hard Reload**

