

CINC SETUP GUIDE

Give Superkey access to CINC

About 10 minutes for a CINC administrator

Superkey reads your associations' records in CINC so we can keep their insurance accurate: who the board is, how many units there are, who the owners are, and which documents are on file. We only read. We never add, change or delete anything in CINC.

USER EMAIL <code>insurance@superkey.com</code>	ACCESS LEVEL View only
ASSOCIATIONS All associations you manage with Superkey	SIGN-IN CODES By email to <code>insurance@superkey.com</code>

Before you start

- You need a CINC user who can create staff users and security groups. This is usually your CINC administrator.
- Use `insurance@superkey.com` exactly. Our team monitors that inbox, and sign-in codes must reach it.
- Don't attach a mobile number to this user. Codes sent by text message can't reach us.

Steps

1 Create a security group for Superkey

Create a new security group named **Superkey Insurance (view only)**. Give it **View** permission only (no Add, Update or Delete) on these areas:

AREA IN CINC	WHAT WE USE IT FOR
Association Information and Summary	Legal name, address, unit counts, your community manager
Directory (board members and service providers)	Board contacts for renewals and certificates
Homeowner Listing, including the Excel export	Owner and unit roster for the schedule of values and master policy certificates
Homeowner and property detail pages	Community and unit addresses
Association insurance information	Current policies on file
System users list	Which community manager handles each association
Association documents	Governing documents, budgets and reserve studies

2

Create the staff user

Add a new staff user with these details:

FIRST NAME	Superkey
LAST NAME	Insurance
EMAIL	<code>insurance@superkey.com</code>
USERNAME	<code>insurance@superkey.com</code> , or your usual format
SECURITY GROUP	Superkey Insurance (view only)
MOBILE PHONE	Leave blank

3

Give the user access to all associations

Assign the user to every association Superkey insures for you. If CINC lets you grant access to all associations, including ones you add later, choose that. It saves you a step each time you onboard a new community.

4

Set sign-in verification to email

If your company requires two-step verification, set this user's method to **email**. Codes will go to insurance@superkey.com, where our team picks them up. If CINC also offers an authenticator app, let us know and we'll set it up with you instead.

5

If you restrict sign-ins by IP address

Tell us before you finish. We'll send you the addresses our team signs in from so you can allow them.

6

Send us the sign-in details

Email insurance@superkey.com with your CINC sign-in link (for example yourcompany.cincsys.com) and the username. Don't put the password in the same email. If CINC sends a welcome or password-reset email to insurance@superkey.com, we'll set our own password from it. Otherwise, call us at (207) 770-5673 with the temporary password.

Documents in CINC WebAxis

If you keep association documents in CINC WebAxis, give the same user view access there too. Superkey looks for current insurance policies, the articles of incorporation, bylaws, declaration and CC&Rs, rules and regulations, budgets, reserve studies and the management agreement.

Prefer an API connection?

CINC also offers API access, which it issues through its partnerships team. If you'd rather connect Superkey that way, tell us and we'll coordinate with CINC.

Removing access

You stay in control. To end Superkey's access at any time, deactivate the user or remove it from the security group. Nothing else in CINC depends on it.

Questions? Email insurance@superkey.com or call (207) 770-5673.