



CINC WebAxis Info Sheet and Frequently Asked Questions



Cinc Systems – Homeowner ledgers, financial reports, vendor information, work orders management:
<https://barkan.cincsys.com/> - internal employee usage and specified Board access

Cinc WebAxis - Owner portal: Owner payment setup, work order submission, document library, community calendar, amenities reservations, etc:

- For internal use to upload documents and manage owner registrations:
<https://barkan.cincwebaxis.com/Admin>
- Owner access is located at <https://www.barkanco.com> , owner log in or <https://barkan.cincwebaxis.com/>

Be sure to check your Contact Us requests and Pending Registrations daily

Registration: “I never got the registration email”

- If an owner’s name and address match what’s in the system, their registration approval should be automatic, and the email should follow momentarily.
- If they did not receive the email, go to “Administration, Manage Homeowners” on the left menu, and then choose the association in the drop down. You can then search through registered owners.

User Name	Account	Address	Email	Contact
GAIL SCHAEFFER	43947COTT	47 Cottage Cove	gail_s@comcast.net	H: W: M: 9412662959
Mark Snyder	4397MILL	7 Millers Joist	pmpco@aol.com	H: 7819751492 W: 7813418332 M: 7819751492
Jean Navarro	4397SKY	7 Sky Reach	jeankn1234@gmail.com	H: W: M: 2405501282
Kenneth Kummer	43923FOX	23 Fox Hollow	kkummer1947@yahoo.com	H: 8609227042 W: M:
Jack McGrath	43921MINT	21 Mint Sprig	Jackm1711@gmail.com	H: 5082092432 W:

- If they don’t show up as registered, they did not register correctly. You can register for them on by clicking on “Register” at <https://barkan.cincwebaxis.com/cinc/register/>. They should get an email to set their password but remind them to check their spam folder. Allow them to choose their own directory preferences after log in.
- If they do show as a registered owner, you can just send them a reset password link.
 - Highlight the owner/unit and click “Re-set Password” at the bottom of the screen. Also reset passwords if an owner indicates their password is not recognized.
 - You can also check for pending registrations on your homepage dashboard for owners whose registration need manual approval.

If you have any questions or would like to add customized content, send your requests to support@barkanco.com.



Pending Registration		Unread Messages	Pending Reservations
Sender Name	Date	Sender Name	Date
Name: Rashida Brown Address: 3900 14th Street NW Email: rbrown76@outlook.com	2/3/2025	Contact US Name: Amanda Burrelli Address: Waters House Condominium Email: amandaburrelli@gmail.com	No data to display
Name: O'Kelly McWilliams Address: 1200 N Nash St Email: omcwilliamsiii@gmail.com	2/2/2025	Contact US Name: Judy L Bisman Address: The Promenade Towers Email: judy.l.bisman@gmail.com	

Click on the pencil and choose the correct owner/unit to approve registration. If no unit or owner options appear initially, clear the search fields and input the unit number or account number.

- Once the pending registration is approved, the owner should get the registration email. Reminder to check their spam folder.
- If a registrant's name does not match our unit file, we should reach out to the owner on file and confirm correct owner information and that access to WebAxis is appropriate.
- If an owner registers for the wrong unit or states their unit number is incorrect you should "re assign" the account to the correct unit number.

Recurring Payments: "how do I set up payments?"

- Direct owners to the "Pay Assessments" tab at the top of their homepage.
- They can choose to make a one-time payment or set up recurring payments in the lower section of the page.
- If they want to set up a recurring payment to include the current month's payment, they need to choose a future processing day. To start recurring payments the following month, they should choose a processing day prior to today's date. (ex. If they log in on December 30th and want to start recurring payments for January, they need to select a day prior to the 30th. If they want to include a payment for December, they need to choose the 31st so that it will pull in the same month.)
- To verify if an owner is set up for recurring payments or to view all recurring payment details, go to "Administration" and "Recurring Payments" then select the Association to view a list. Owners can also verify on their account under the "Recurring Payments section pictured above.
- Owners can choose a flat fee to be pulled, or check the "assessment balance" box during set up to pull the balance due each month. The assessment balance option allows owners to "set it and forget it". If they choose a flat fee, this will require annual maintenance when the fees change.

Managing Owner Accounts:

- See what an owner sees by clicking on their name under the manage homeowners page. You will be directed to log in with your admin credentials to "emulate" that owner.
- Owners can edit their own names and contact info under "Account Info" then "My Profile".
- To view or revisit "Contact Us" messages that are no longer on your dashboard, go to "Administration" and "Review Contact Us Emails". Choose the Association and change the status to "All" to view all messages received.

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Contact Us Request

Association : Management Company

Status : All

#	Assoc. Code	From	Sent Date	Read Date	Answer Date
View	None		02/03/2025		
Delete					

- You can also view all emails sent through WebAxis including registration confirmation, reset password, and work order notifications under “Administration”, “Review Sent Emails”.

If an owner owns more than one unit/account: they can switch between accounts by going to the drop down menu under their name in the top righthand corner and selecting “switch account”. They will need to register another unit the first time. See “Registering for Multiple Units in WebAxis” document on ADP. You can share this with owners who need it.

Uploading Documents:

Go to “Manage Content” and then Documents. It will take you to the documents page where you can upload or maintain current documents.

DASHBOARD

MANAGE CONTENT

- Manage HOAst
- Cephai
- Broadcast Messages
- Calendars and Events
- Amenities
- Misc. Items
- Custom Content
- Custom Content For Mobile App
- Global Document Category
- Documents
- Maintain Directories
- Maintain Interest Groups

You can then hit “Create Folder” and give it a name, choose the security permissions you want to assign to that folder and restrict access if you have any tenants registered for an account.

Create Folder

Folder Name:* New Folder

Private?: ☐

Allow Category access:

- ☐ Select all
- ☐ ACC/ARC/DRC Committee
- ☐ Board
- ☐ Social Committee

Restrict Category Access:

- ☐ Tenant
- ☐ Previous Tenant

Enable AI in HO App: ☐ Enable AI to read all files within this folder

Enable AI in Cinc Manager: ☐ Enable AI to read all files within this folder

Create

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Selecting the “Private” box allows you to restrict the folders to owners with a registered account only. Enabling AI allows the Barkan App to search specific documents to answer owner questions. This is an up-and-coming feature. More details coming soon.

Setting up a Directory: You can create directories for certain groups of owners such as committee members, owners of a particular building, board members, etc.

- Go to “Manage Content” and then “Maintain Directories”, choose your property and then select “new custom directory”.
- Give it a name (make sure it makes sense to owners if you are creating a visible directory), and select any restrictions if necessary.
 - If you are creating a private or non-visible directory to owners (for Management use only), do not select any visibility.
 - If you don’t want the owners to be able to see/use the directory on the portal, check off which parameters you want to make visible such as name and contact information.
 - Hit “Create Custom Directory” at the bottom.

A screenshot of the Barkan web application interface. At the top, there's a header with the BARKAN logo. Below it, a navigation bar contains several buttons: "Additional Address Directory", "New Board/Committee Directory", "New Homeowner Directory", and "New Custom Directory". The "New Custom Directory" button is highlighted. Below the navigation bar, there's a table with multiple rows, each containing an "Edit" button. A modal window titled "New Custom Directory" is open in the center. The modal has two sections: "Directory Settings" and "Visibility". In the "Directory Settings" section, there's a "Name:" field with a yellow highlight, a "Private?" checkbox which is checked, and a "Restrict Category Access:" section with four checkboxes: "Select all", "ACC/ARC/DRC", "Committee", and "Social Committee". The "Visibility" section has four checkboxes: "Show Name:", "Show Phone:", "Show Email:", and "Show Address:". A red circle is drawn around the "Visibility" section. At the bottom of the modal is a "Create Custom Directory" button. The background shows a table with 11 items, and the page number "Page 1 of 2" is visible at the bottom left.

- You’ll then see the directory listed. Click on “List” and then “add from homeowner”.

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Maintain Directories

Association List: *Test Training Association TEST

Additional Address Directory New Board/Committee Directory New Homeowner Directory New Custom Directory

Name
Building 1
Owner List

Page 2 of 2 (12 items) 1 2

Directory List

New	First Name	Last Name	Street No.	Address	City	State	Zip	Home Phone	Mobile Phone	Work Phone	Email
No data to display											

Add From Homeowner

Homeowners

Account	First Name	Last Name	Address	Home Phone	Mobile Phone	Work Phone	Adm
TEST12345	Stuart	Pool	2180 Potomac Club Parkway				☐
TEST1123	Mark	MacIvill	123 Test Street				☐
test001	Jane	Doe	1 main st				☐
*TEST1100SF L	James	Smith	1100 Sunny Field Lane	(111) 111-1111	(121) 212-1212		☐

Save Cancel

- Then check off the owners you want to include and hit save to add them to the directory.

Sending Email Blasts:

To send a blast email, go to Administration, Broadcast Emails.

MANAGE CONTENT

TEMPLATE

ADMINISTRATION

Approve Pending Registrations

Broadcast Emails

Manage Reservations

Manage Misc. Item Payments

Manage Homeowners

Manage Payment Providers

Recurring Payments

Review Contact Us Request

Review Sent Emails

Payment History

Migration Email Clean Up

SECURITY

SYSTEM SETTINGS

ENHANCED TEXTS

Associations: *Test Training Association

☐ Board/Committee:

☐ Web Users:

☒ Directory:

☐ Sections:

☐ Interest Group(s):

Other Emails (comma delimited email addresses)

Subject *

Attachments Choose Files No file chosen

Body *

Design HTML Preview

Note: "Paste from Word" Button helps "clean" HTML onto your site, and to help you strip unnecessary styling and HTML tags from Word. Extra styling and tags can cause errors in the page layout and can lead to inconsistent information. If this button does not format properly, you can paste directly in the Text-box below using CTRL+V on your keyboard.

Email

In the email template menu you can choose the directory and CC yourself or any other employees or vendors to get a copy. Note that blast emails will come from a donotreply@barkanco.com address. We recommend that you copy your signature in the body of the email or insert the Barkan logo before sending so that owners know who the message is from.

Broadcast Messages can be posted on the owner's homepage under Manage Content, Broadcast Messages. You can put in dates and parameters for the messaging which will show when they first log in.

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