RCSC Web Portal

How do I get access to the web portal?
Web portal access is available for all RCSC Cardholders. Go to
https://login.suncityaz.org/Login.aspx and click the New User Password Retrieval link to
go to the web page to request a system generated password be sent to your email address
on file.

What is my username?
Your username will be your RCSC number that is printed on your annual billing notice or
your RCSC card.

Why can't I change my username?
Usernames in the system must be unique for all web portal users. By using the RCSC
number we assure this uniqueness and create a standard that is easier to support web
portal users.

What if I don't have an email address on file?
The web portal will present an error message to the user when using the New User
Password Retrieval link to request a system generated password if there is not an email
address on file. This message will include a link to
https://login.suncityaz.org/AddEmail.aspx where the RCSC Cardholder can enter the
information required to update their email address with RCSC. It is important to note
that this information is not sent via e-mail but is sent securely to RCSC using SSL
encryption. RCSC will update its records and request the system generated password be
sent to the newly added email address.

**What do I do if the New User Password Retrieval process says I already have a web
portal account created**?
Receiving this message indicates that at one point in time the RCSC Cardholder has
logged into the web portal. When this occurs the New User Password Retrieval process
will fail. If the Cardholder does not know the password then a password reset link must
be requested in order to change the password. Follow the *Forgot your password?* link on
the main Login page to go to the page to request a password reset. Enter your RCSC
number in the Username field and click the Send Reset Link button to have password
reset email sent to your email address. Entering any information in the username field
other than the RCSC number, such as email address, will not generate the password reset
email.

Can I share an email account with another cardholder?
No. The same email address cannot be used by multiple Cardholders should they both
wish to have access to the web portal.

Can I use the same email address for all properties that I own?
Yes. The same email address can be used for multiple properties.

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I have forgotten my password. How do I get a new one?
Follow the *Forgot your password?* link on the main Login page to go to the page to request a password reset. Enter your RCSC number in the Username field and click the Send Reset Link button to have a password reset email sent to your email address. Entering any information in the username field other than the RCSC number, such as email address, will not generate the password reset email.

I have requested a password reset. Why haven't I received the email?
Most commonly not receiving the password reset link email is caused by entering information other than the RCSC number into the Username field. Entering any information in the username field other than the RCSC number, such as email address, will not generate the password reset email. Additionally, if the user's email address has changed the web portal may be sending the password reset link email to an old email address. Use the https://login.suncityaz.org/AddEmail.aspx link to securely send the information necessary to update the email address on file with RCSC.

Why can't I have a single login for all of the properties that I own?
The RCSC number is unique to each property. This uniqueness prevents a single view of multiple properties and is not available through the web portal.

Can I use the same password for the logins for all of my properties?
Yes. Because there is not a single login for owners of multiple properties the passwords can be individually set to be the same. Follow the My Profile – My Account – Manage Password links to reset the web portal password.

How can I find information regarding movie listings?
Movie listings are emailed on the last Wednesday of each month to those signed up for the Movies & Events emails, simply login to the RCSC Web Portal to sign up. The current movie listings are available through the Movies link on the web portal. Flyers are also available in the Lakeview Clubs & Activities Office; please be prepared to show your RCSC Card.

Why do I have to login to the web portal or show my RCSC card to see the movie listings?
Due to licensing restrictions, RCSC cannot publically publish the movie details on the Internet, in the SunViews or at any place where the public may have access. By providing this information only to RCSC Cardholders through a secured web portal login, RCSC does not violate licensing restrictions.

How do I make a payment through the web portal?
Detailed step-by-step instructions for making a payment through the web portal can be found in the web portal guide and through the Payment Help menu link when logged into the web portal.

I received an error making a payment. What do I do?
As an additional security measure, payments through the web portal require Address and CVV verification. If either of these are incorrect the payment will fail with a message to the Cardholder. Depending upon the issuing bank of the credit card used for the payment, it is possible an authorization was provided along with match failure codes for the address or CVV fields. RCSC will not complete transactions where these fields are not matched. Please check your credit card account before making the payment again as multiple authorization holds may occur due to making a second payment attempt.

Use the Contact Us link to report problems in making payments through the web portal.

Why doesn't the web portal allow me to make a payment?
There are several common conditions that prevent the web portal from completing a payment:

1. No balances are currently due on the property. The web portal will not accept payments when there is not a balance due on the property.

2. No balances have been selected for payment. At least one Cardholder balance must be selected, using the selection box next to the balance amount, in order for the Apply Payment button to be active and accept the payment.

3. The online payment process must be able to capture information regarding the session in order to make the payment. Most notably this is the IP Address of the system the payment is coming from. Should the credit card process not be able to identify the IP Address the payment will not be accepted. Using an anonymizer or incognito mode to restrict information during a browser session can cause this. If problems persist try making the payment from a different system.

4. Severely past due property owners who have a lien recorded against their property or have been referred to an outside collections firm are prevented from making a payment through the web portal.

What information can I change through the web portal?
Through the web portal cardholders can make the following changes to their information on file with RCSC: Telephone Number, Cell Phone Number and Email Address.

Use the My Profile (Edit Profile – My Account) links to make changes to these fields.

How can I update my mailing address for RCSC notices?
Changes to your mailing address cannot be made through the web portal at this time. Use the Contact Us link to send any mailing address changes to us.

How can I change my password through the web portal?
You may change your password through the web portal by following the My Profile – My Account link from the main web portal page.

My name on my RCSC card is different than what my friends/family call me. How can I get the name on my RCSC card changed?
RCSC records match the names on recorded deeds of ownership. As a result we cannot change names to reflect nicknames or alternate names that do not match the recorded deed.