

## How to Register to the Building Stack App

### How to register to the Building Stack app

This article will provide the steps needed so you can register to the Building Stack application.

Updated over 6 months ago

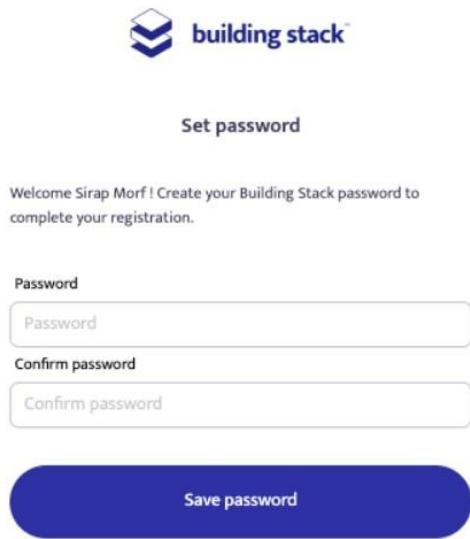
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First and foremost, welcome to Building Stack! We're happy to see that you're trying to register to the app.

If your Property Manager has not yet sent you a welcome e-mail but you want to log in for the first time so you can get started, you'll need to start by making sure that the following is already configured in your profile:

- Your email
- Your phone number

Building Stack offers two ways to register: using your phone number (detailed below) or using the 'Forgot Password' feature with your email.



Welcome Sirap Morf ! Create your Building Stack password to complete your registration.

Set password

Password

Confirm password

Save password

9. On the next page, you'll be asked to check the Terms of Service.

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## Welcome

BY CLICKING ON 'Continue', I AGREE TO AND UNDERSTAND THE  
BUILDING STACK [TERMS OF SERVICE & PRIVACY POLICY](#)

I ACCEPT TO RECEIVE COMMUNICATIONS VIA E-MAIL AND SMS.

[Continue](#)

Once done, you'll be in! Moving forward your login will be your email/chosen password.

[Continue](#)

Once done, you'll be in! Moving forward your login will be your email/chosen password.

## Registering using the 'Forgot Password' feature

- 1. Open the Website:** Visit the Building Stack mobile application webpage ([URL]).
- 2. Access the Forgot Password Section:** Locate and click on the 'Forgot Password' link on the page.
- 3. Enter Your Email:** On the next page that appears, input your email address and select 'Next.'
- 4. Check Your Inbox:** After completing step 3, an email will be sent to your inbox:
  - Welcome Email:** If you have not yet registered, a welcome email will be generated allowing you to register and set up your new account.
  - Password Reset Email:** If your profile is already associated with the provided email, you will receive a reset password email to set or update your login credentials.

## What do I do if I run into this error?

This error will either happen if the following things come up:

- The phone number you've entered during step 2 does not match what's in your profile with your Property Management team
- The email in your profile is not added (or added with typos)
- You're not associated to an active or upcoming lease yet.

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### Account activation



We can't find an account associated with this number.

You can try a different number or contact your building management to resolve your problem.

[Try another number](#)

- OR -

[Request a new tenant login](#)

The next step would be to reach out to your Property Management team so they can correct the information associated to your account or provide you further insight on as of when you'll be able to register.

Ensure you check your spam or junk folder if the email doesn't appear in your inbox.

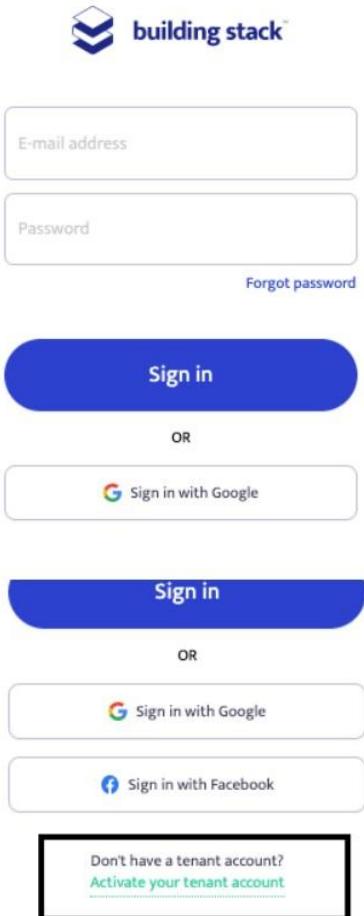
### Related Articles

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[Tenants - Update Your Contact Information](#) >

## Registering using your phone number

1. Open the login page for [app.buildingstack.com](https://app.buildingstack.com) and click the **Activate your tenant account** button.



2. Enter your phone number in the field & click **Next**

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Enter your mobile or phone number in order to proceed with activation.

I'm not a robot



reCAPTCHA

[Privacy](#) · [Terms](#)

Next

3. If your number can be located **and** is associated to an active/upcoming lease, you'll be asked how you want to receive your activation code. Select the one you prefer.



#### Account activation

How would you like to receive your activation code?

##### **Text message (SMS)**



Our system will send you a text message

##### **Automated phone call**



You will receive an automated call with your activation code

4. The registration screen will change so you can input the code sent. Enter it and click **next**.

### Account activation

Enter the activation code you've received in order to proceed:

[Next](#)

[Didn't receive your code after 5 minutes?](#)

[Retry text message \(SMS\)](#)

or

[Retry call](#)

5. Select your preferred language and make sure the email associated to your profile that appears in the below box matches an email address you have access to. Click **Verify my e-mail**.

*Note: If the email in the 2nd box **doesn't match your email address**, you'll need to reach out to your Property Management team so they can input the correct email.*

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### Account activation

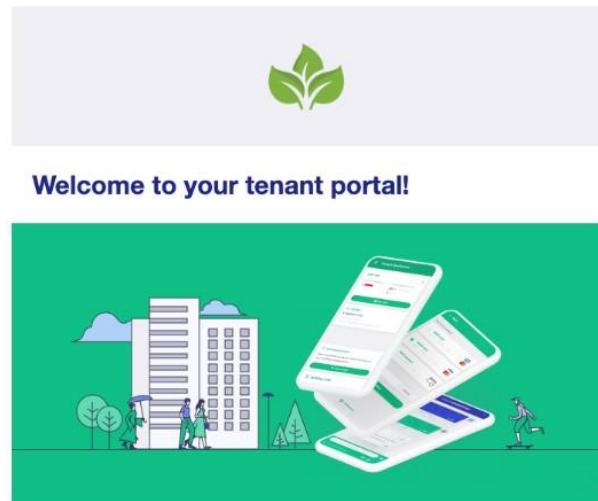
To complete your activation, enter the following information:

[Verify my e-mail](#)

6. You'll then be sent a welcome e-mail so you can finalize your registration process.



7. Click the **Activate your account** button



Dear Sirap Morf ,



Dear Sirap Morf ,

Welcome to Building Stack! We look forward to having you as our newest user.  
You are about to join a service aimed at improving the rental experience.

<input type="text"/> Username	
<input type="text"/> Building Name Enterprise Suites   King Ouest	<input type="text"/> Address QC, Canada

[Activate Your Account](#)

8. You'll be redirected back to the login page where it asks you to enter your password twice.

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