

AGENDA



AUSTIN, TEXAS



WHAT IS **CINC UP?**

CINC Up is more than just a user conference, **it's where innovation meets inspiration, and the future of community association management takes shape.**

At **CINC Up: Thrive '25**, you'll join top-performing peers, real clients, and CINC product leaders to explore new strategies, discover breakthrough solutions, and level up your impact across every area of your business.

This year, you'll have access to **50+ expert-led sessions** across five powerful learning tracks:

- ◆ Financial & Operational Excellence
- ◆ Community Association Manager Enablement
- ◆ Resident & Board Engagement
- ◆ Cephai+ Automation & AI Strategy
- ◆ Thought Leadership & Inner Circle

Beyond learning, CINC Up offers exclusive product previews, direct access to the teams behind the tech, and countless moments to connect, celebrate, and grow together. Whether you're a seasoned user or just getting started, this event is designed to elevate your journey and empower what's next.

Because thriving communities start with empowered people, and it starts here.



CINC UP SCHEDULE

WEDNESDAY, SEPTEMBER 3RD

- ◆ Registration Open + Exhibitor Hall Open
- ◆ Cocktail Connection and Scavenger Hunt

3:00 p.m to 8:00 p.m

7:00 p.m to 10:00 p.m

THURSDAY, SEPTEMBER 4TH

- ◆ Breakfast + Exhibitor Hall Open
- ◆ General Session
- ◆ Lunch + Exhibitor Hall Open
- ◆ Classes
- ◆ Sip and Snack Break + Exhibitor Hall Open
- ◆ CINC City Limits Party

8:00 a.m to 8:55 a.m

9:00 a.m to 11:45 a.m

12:00 p.m to 1:00 p.m

1:15 p.m to 5:00 p.m

5:00 p.m to 6:00 p.m

7:00 p.m to 10:00 p.m

FRIDAY , SEPTEMBER 5TH

- ◆ Breakfast + Exhibitor Hall Open
- ◆ Classes
- ◆ Closing Remarks / Announcements
- ◆ Lunch + Exhibitor Hall Open
- ◆ Classes
- ◆ Sip and Snack Break

8:00 a.m to 9:00 a.m

9:00 a.m to 11:45 a.m

11:55 a.m to 12:15 p.m

12:00 p.m to 1:00 p.m

1:15 p.m to 3:00 p.m

3:00 p.m to 4:00 p.m



THURSDAY
SEP 4TH

CINC UP 2025 / AUSTIN- TX
DAY ONE

1:15pm - 2:00pm 

Collections, Automated: Grow Revenue Without Growing Headcount

Tap into the power of automation to recover revenue faster—without adding to your team’s workload. This session dives into CINC’s collection tools, including payment reminders, automation triggers, and Cephai+ capabilities to make collections less tedious and more meaningful.

1:15pm - 2:00pm 

Modern Payments, Happier Residents: Driving Engagement Through Digital Adoption

Electronic payments aren’t just convenient, they’re a catalyst for engagement. In this session, explore how to shift more homeowners to digital payments through targeted strategies, in-app experiences, and proven adoption tactics. You’ll also hear real success stories from management companies that boosted on-time payments, reduced manual follow-up, and turned collections into a seamless, resident-friendly experience.

1:15pm - 2:00pm 

Support That Never Sleeps: Cephai for Residents and Boards

When residents and board members have questions, Cephai has answers—24/7. This session explores how CINC’s AI-powered support agents can deliver immediate, intelligent responses to common requests, reducing call volumes and boosting satisfaction across your communities.

THURSDAY
SEP 4TH

CINC UP 2025 / AUSTIN- TX
DAY ONE

1:15pm - 2:00pm



Intro to Cephai: How to Build a Future-Ready AI Strategy

AI isn't a trend—it's a competitive advantage. In this kickoff session, we'll introduce Cephai and the philosophy behind agentic AI at CINC. Learn how to develop an internal AI strategy that boosts efficiency, reduces burnout, and positions your team to thrive in the next evolution of community association management.

1:15pm - 2:00pm



An Unfair Advantage: Hire Right the First Time with Assessments That Work

Hiring a seasoned manager doesn't always guarantee success. In this session, learn how to use personality assessments and behavioral tools to identify the right fit the first time. Reduce turnover, build stronger teams, and set your people—and your company—up to thrive.

2:15pm - 3:00pm




From Fees to Forecasts: Unlocking Cash Flow with Smart Financial Insights

Discover how to turn financial data into forward-looking strategy. This session will walk through actionable ways to drive stronger cash flow by leveraging fee structures, forecasting tools, and CINC's accounting insights. Ideal for executives, operation, and finance teams looking to future-proof their portfolio performance.


THURSDAY
SEP 4TH

CINC UP 2025 / AUSTIN- TX
DAY ONE

2:15pm - 3:00pm 


A Smarter Start: Reinventing the Application, Registration, and Payment Experience

First impressions set the tone for the entire resident journey. This session explores how to simplify and elevate the move-in experience—from streamlined applications and automated approvals to a seamless digital payment setup. See how the latest updates in CINC make it easier for residents to get started and make their first payment with confidence—boosting satisfaction from day one while reducing manual work for your team.

2:15pm - 3:00pm 

Inside the New CINC Connect: Redefining the Resident Experience

CINC Connect is more than a portal—it's the new standard for modern community living. Take a guided tour of the redesigned platform and discover how it's helping management companies turn daily tasks into moments of connection.


2:15pm - 3:00pm 

Cephai+ in Action: Automating Invoice Ingestion for Faster Payables

Manual invoice entry? That's history. See how the Cephai+ Invoice Agent automates data extraction, approval workflows, and coding—turning a time-consuming process into a one-click task. You'll walk away ready to reclaim hours and boost AP accuracy across your portfolio.


THURSDAY
SEP 4TH

CINC UP 2025 / AUSTIN- TX
DAY ONE

2:15pm - 3:00pm 


Is Your Team in the Right Seat? Personality Mapping for High-Performing Managers

Not every strong employee is in the right role. In this interactive session, learn how to use personality mapping to align strengths, improve team dynamics, and reduce burnout. Perfect for leaders ready to build a resilient, energized management team.

3:15pm - 4:00pm 

Month-End Makeover: Cut Close Time in Half with CINC's Financial Toolkit

Say goodbye to late nights. In this session, we'll show you how CINC's built-in financial tools streamline reconciliations, speed up month-end processes, and ensure accuracy from start to finish. You'll leave with tactics to simplify operations and reclaim your team's time.


3:15pm - 4:00pm 

Mastering Bulk Violations: Streamline with Cephai+ and the CINC Manager App

Take command of community compliance with confidence. This session shows you how to use CINC Manager and Cephai+ to issue, manage, and resolve violations at scale—eliminating bottlenecks and saving hours each week.


THURSDAY
SEP 4TH

CINC UP 2025 / AUSTIN- TX
DAY ONE

3:15pm - 4:00pm 


App Adoption that Sticks: Tools and Tactics for Resident Engagement

Boosting app usage doesn't require big budgets—just the right strategy. Get proven tactics for launching, promoting, and sustaining resident engagement with your mobile app.

3:15pm - 4:00pm 

Board Packets, Built for You: Cephai+ Makes It Automatic

Say goodbye to late nights building board packets. Discover how the Cephai+ Board Packet Agent assembles documents automatically, pulling the right reports, attachments, and summaries with ease. It's everything your board needs—packaged and ready with just a few clicks.


3:15pm - 4:00pm 

Shared Responsibility, Shared Success: How Boards and Managers Can Beat Burnout Together

Burnout is avoidable when roles are clear and communication is strong. This session helps define the boundaries and responsibilities between board members and community managers—and offers strategies for working together to create healthier, more sustainable relationships.


THURSDAY
SEP 4TH

CINC UP 2025 / AUSTIN- TX
DAY ONE

4:15pm - 5:00pm 

Smarter Payment Plans: A Step-by-Step Guide in CINC

Need a better way to manage delinquency and support homeowners? Learn how to set up and manage flexible payment plans using CINC, reducing manual work while improving cash recovery. We'll guide you through setup, best practices, and how to empower your staff to act quickly and confidently.

4:15pm - 5:00pm 

Print & Mail Integrations: Deliver Communications Without the Hassle

Make mass mailings simple. Discover how to leverage CINC's print and mail partners to automate notices, save time, and streamline delivery—while staying compliant and cost-efficient.


4:15pm - 5:00pm 

Rock Your Communications: Reach More Residents, Get Better Results

From mobile push notifications to mailed statements, every message matters. This session explores how to craft a cross-channel communication strategy that reaches the right people, at the right time—with better response rates.


THURSDAY
SEP 4TH

CINC UP 2025 / AUSTIN- TX
DAY ONE

4:15pm - 5:00pm 

Command Center + Productivity Hub: AI-Powered Visibility Across Your Business

Unlock a smarter way to manage your day. This session explores how Cephai+ integrates into CINC's Command Center and Productivity Hub to surface what matters most—priority tasks, open items, deadlines, and performance metrics—all in one intelligent dashboard.


4:15pm - 5:00pm 

The HOA Happiness Formula: Turning Complaints into Connections

When a resident complains, it's not the end of the story—it's the beginning of a connection. Learn how leading CAMs use technology, empathy, and process to turn friction into trust and elevate the homeowner experience from reactive to proactive.


FRIDAY
SEP 5TH

CINC UP 2025 / AUSTIN- TX
DAY TWO

9:00am - 9:45am 


The Future of AP and Vendor Management: Powered by CINC + AvidXchange

Vendor management and accounts payable are evolving, and CINC is leading the way. In this session, discover how CINC's VendorPay, powered by AvidXchange, streamlines AP through intelligent automation, seamless integrations, and Cephai+ support. You'll also explore strategies for building stronger vendor relationships, simplifying scheduling, and ensuring homeowners get the service they expect. Whether you're reducing paper trails or rethinking vendor oversight, this session will help you take control and scale with confidence.

9:00am - 9:45am 

Supercharge Your Communications: A CINC Connect Admin Deep Dive

This hands-on session will help Super Admins harness the full potential of CINC Connect—from managing announcements and email campaigns to optimizing in-app notifications and resident engagement across platforms.


9:00am - 9:45am 

Election Excellence: How to Run Condo and HOA Votes That Drive Participation

Election season doesn't have to be stressful. Learn how online voting and resident surveys can increase transparency, boost engagement, and give homeowners a voice—all while simplifying the process for your team.


FRIDAY
SEP 5TH

CINC UP 2025 / AUSTIN- TX
DAY TWO

9:00am - 9:45am 


Cephai+ EFT Reconciliation: Match. Confirm. Done.

Make reconciliation effortless. With the Cephai+ EFT Agent, matching payments to bank activity becomes seamless and automated. Join this session to see how it eliminates manual matching, speeds up month-end close, and increases financial confidence.

9:00am - 9:45am 

Planning Ahead: What You Need to Know About Reserve Studies in 2025

With financial pressures mounting, reserve studies are more critical than ever. Hear from experts on what's changed, what's required, and how to ensure your communities are protected. We'll also explore how CINC's tools help you stay on top of long-term planning and reporting.


10:00am - 10:45am 

What's New in CINC Accounting: Your Guide to 2025's Most Powerful Enhancements

Stay ahead of the curve with a first look at the latest CINC Accounting updates—built to reduce friction, improve clarity, and empower your finance team. From new reporting views to process upgrades, this session helps you unlock the full potential of CINC's financial platform.


FRIDAY
SEP 5TH

CINC UP 2025 / AUSTIN- TX
DAY TWO

10:00am - 10:45am 


What's Coming Next in CINC Manager: Sneak Peek at Upcoming Features

Be the first to explore what's on the horizon for the CINC Manager App. Get a look at new features in development—from inspection upgrades to smarter task management—and how they'll help your team thrive.

10:00am - 10:45am 


Social Media in Community Associations: Risk, Reward, and Real-Life Lessons

Social media can be a powerful tool—or a source of chaos. Join us for a candid look at how community associations are using social platforms today, what to watch out for, and how to develop a safe, effective strategy.

10:00am - 10:45am 

Architectural Requests, Handled Intelligently: Meet the Cephai+ ACC AgentTogether

From submission to approval, architectural requests just got smarter. Learn how the Cephai+ ACC Agent routes, tracks, and summarizes requests automatically—keeping boards informed, homeowners in the loop, and managers out of the weeds.

10:00am - 10:45am 

Legislation in Motion: Stay Proactive in a Rapidly Changing Landscape

HOA laws are evolving—and fast. Join this candid conversation with industry attorneys on how to stay compliant, adapt quickly, and avoid common legal pitfalls. You'll leave with tools and insights to protect your company, your boards, and your communities.

FRIDAY
SEP 5TH

CINC UP 2025 / AUSTIN- TX
DAY TWO

11:00am - 11:45am



Accounting Masterclass: Are You Fully Enabled in CINC?

You may be using CINC, but are you getting everything out of it? In this advanced session, we'll walk through commonly underutilized features and best practices that maximize your accounting workflows and unlock new efficiencies.

11:00am - 11:45am



CINC Manager App: The Power User

Think you know the CINC Manager App? Think again. We'll show you advanced workflows, hidden tools, and power-user shortcuts that help your managers move faster, communicate better, and operate like pros in the field.

11:00am - 11:45am



The Rise of the Digital Concierge: Delivering a Hospitality-Level Resident Experience

Today's residents expect hotel-level service—and this is your chance to deliver. Learn how PMCs are building brand loyalty and unlocking new revenue through concierge-style tools, personalized services, and in-app convenience.

11:00am - 11:45am



Cephai+ Violations Agent: Faster Compliance Without the Hassle

Speed up your violation workflow from inspection to resolution. Discover how the Cephai+ Violations Agent identifies issues, drafts letters, and automates follow-ups—helping your team stay proactive while keeping your communities looking their best.

FRIDAY
SEP 5TH

CINC UP 2025 / AUSTIN- TX
DAY TWO

11:00am - 11:45am



When Disaster Strikes: HOAs, Liability, and the Power of Proactive Communication

Natural disasters can happen anywhere—and how your association responds matters. Join legal experts and CINC product leaders to explore how to notify residents fast, reduce risk, and ensure your communities are prepared when it matters most.

1:15pm - 2:00pm



Advanced Accounting Ops: Managing Multi-Entity Structures with Ease

If you manage multiple entities or complex ownership models, this session is for you. We'll explore how to handle shared services, centralized accounting, and cross-entity reporting using CINC's advanced features—giving you the confidence to scale with precision.

1:15pm - 2:00pm



Mastering Contacts & Consent: A Deep Dive into Compliance and Communication

Dive deep into CINC's contact and consent management tools. Learn how to centralize communication preferences, stay legally compliant, and create more targeted, effective outreach strategies.

FRIDAY
SEP 5TH

CINC UP 2025 / AUSTIN- TX
DAY TWO

1:15pm - 2:00pm



Connect Like a Community: Unlock the Power of In-App Events, Feeds, and Announcements

Bring your community's story to life inside the app. Learn how to use announcements, events, and social feeds to keep residents engaged, informed, and excited about where they live.

1:15pm - 2:00pm



Work Orders, Without the Busywork: The Cephai+ Maintenance Agent

Skip the back-and-forth and get straight to resolution. With the Cephai+ Work Order Agent, requests are received, categorized, and routed automatically—keeping vendors and residents informed while freeing your team from manual tracking.

1:15pm - 2:00pm



Personalize the Experience: Build Your Ideal Tech Stack with CINC APIs

One size doesn't fit all. Discover how CINC's open API architecture allows you to tailor your tech stack to your company's exact needs. Learn how to connect tools, streamline operations, and create a frictionless digital experience for your team and your clients.

FRIDAY
SEP 5TH

CINC UP 2025 / AUSTIN- TX
DAY TWO

2:15pm - 3:00pm



Subledgers, Simplified: How to Streamline Complex Financials

Managing multiple ledgers doesn't have to be messy. Learn how CINC's subledger structure keeps your financials clean, auditable, and scalable—especially across mixed community portfolios. A must-attend for accounting leads and multi-entity operators.

2:15pm - 3:00pm



ACC Fundamentals: Create a Process That's Fair, Fast, and Friction-Free

Architectural reviews don't have to slow your team down. Discover how to build a consistent and efficient ACC/ARC process that balances enforcement with homeowner engagement—and reduces back-and-forth across your communities.

2:15pm - 3:00pm



Reservations Reinvented: Amenity Tools Residents Actually Love

No more manual bookings or calendar headaches. See how CINC's reservation tools help residents book amenities with ease—while giving managers better oversight and flexibility.

FRIDAY
SEP 5TH

CINC UP 2025 / AUSTIN- TX
DAY TWO

2:15pm - 3:00pm



Budget Season, Simplified: How the Cephai+ Budget Agent Saves Time

Forecasting has never been easier. Discover how the Cephai+ Budget Agent pulls historical data, applies inflation rates, and builds draft budgets in minutes—not days. It's the secret to a less stressful, more strategic budget season.

2:15pm - 3:00pm



AI Outside the Office: Smart Ways to Use AI in Your Daily Life

Cephai+ is changing the way you work—but AI can also change the way you live. This session explores how to use AI tools in your personal life to simplify meal planning, budgeting, communication, and more—so you can bring more energy and clarity to your work.

CINC Systems reserves the right to adjust session titles, descriptions, presenters, timing, and delivery formats at any time. Changes may occur in response to registration volume, speaker availability, and ongoing product development priorities. We appreciate your understanding as we work to deliver the most relevant and impactful CINC Up experience.

REGISTER NOW

CINC UP 2025

FAQS

♦ Who Should Attend?

CINC Up is designed for:

- Executives and firm owners
- Finance and operations leaders
- Experienced community association managers

Beginner users are welcome to attend for inspiration and exposure, but CINC Up is not a training event. Attendees looking for foundational product education should coordinate with their Customer Success Manager for the best onboarding support.

♦ How do I sign for sessions at CINC Up ?

You don't need to select sessions during registration. The full conference schedule will be released on July 1, and you'll be able to build your personalized agenda in the CINC Up event app starting August 1. This gives you time to explore all the session options and create an experience that fits your goals.

♦ How do I book my hotel with CINC's group rate?

Once you finish your registration, there will be a link for you to book your stay on the confirmation page.

♦ What's the dress code?

Business casual and comfortable shoes are encouraged for our sessions during the day. But when it comes to our Welcome Reception and CINC City Limits party, it's time to turn up the Texas flair! Break out your boots, fringe, denim, and rhinestones. Costumes aren't required, but dressing to the theme is highly encouraged (and makes the night way more fun)!





AUSTIN, TEXAS

