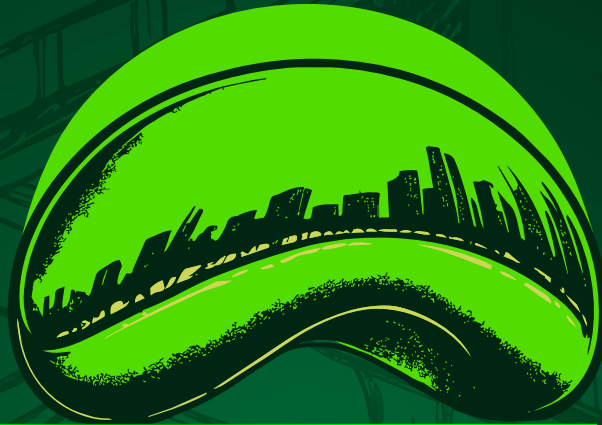




CINCUP

2026

BUILT TO BREAK THROUGH



WHAT IS CINC UP?

CINC Up is where the people shaping community association management come together to learn what is working, put new capabilities into practice, and return home ready to break through what has been holding their teams and communities back.

At CINC Up 2026: Built to Break Through, you will join peers, clients, CINC leaders, product experts, attorneys, and industry partners for three days of practical learning, honest conversations, new ideas, and unforgettable Chicago experiences.

Choose from 46 public sessions across six learning tracks. Explore the latest ways to activate CINC, CINC Connect, and Cephai; solve common operational, legal, and support challenges; strengthen resident and board experiences; and learn from leaders who are building stronger, more scalable management companies.

You will leave with more than notes. You will leave with action plans, process maps, risk-prevention checklists, new connections, clearer priorities, and practical ways to make work less tedious and more meaningful.

WHY IT IS WORTH IT

-  Turn learning into measurable value through stronger adoption, better processes, reduced manual work, and clearer operating decisions.
-  Build a personalized agenda around the challenges that matter most to your role and your company.
-  Hear directly from CINC product leaders, experienced clients, HOA attorneys, and respected industry voices.
-  Bring practical frameworks, checklists, and next steps back to the people who could not attend.
-  Connect with peers who understand the work, then celebrate together at Soldier Field and CINCapalooza.



6 WAYS TO **BREAK THROUGH**

Leadership Breakthroughs | **GRAND HORIZON BALLROOM**

Executive strategy, growth, technology adoption, board confidence, and business performance.

Operational Breakthroughs | **GREAT LAKES BALLROOM A**

Finance, payments, scalable processes, platform readiness, and company-wide adoption.

Everyday Breakthroughs | **GREAT LAKES BALLROOM B**

Practical workflows, legal guidance, and proven ways to make the community association manager's day less tedious.

Community Breakthroughs | **GREAT LAKES BALLROOM C**

CINC Connect, resident and board experiences, communications, participation, and self-service.

Clarity Breakthroughs | **WATER TOWER**

Setup, troubleshooting, support prevention, and practical guidance for common CINC questions.

Industry Breakthroughs | **SHEDD**

AI, platform architecture, security, payments, partnerships, and the ideas shaping what comes next.

CINC UP 2026 **AT A GLANCE**

Use this agenda to plan travel, build your business case, and see how learning, connection, and celebration come together across the full CINC Up experience.

Date	Time	Experience	Location
02 SEP	3:00pm - 6:30pm	Registration + Exhibit Hall Open	Great Lakes Foyer
	7:00pm - 10:00pm	CINC Field of Legends Party at Soldier Field	Soldier Field
03 SEP	8:00am - 8:55am	Breakfast + Registration + Exhibit Hall Open	Great Lakes + Foyer
	9:00am - 11:45am	General Session	Grand Horizon Ballroom
	11:45am - 1:00pm	Lunch + Exhibit Hall Open	Great Lakes + Foyer
	1:00pm - 3:00pm	Change Enthusiasm® Activation Experience for Executives	Grand Horizon Ballroom
	1:15pm - 5:00pm	Breakout Classes	Track Rooms
	5:00pm - 6:00pm	Sip & Snack Break + Exhibit Hall Open	Great Lakes + Foyer
	7:00pm - 10:00pm	CINCapalooza	Grand Horizon Ballroom
04 SEP	8:00am - 9:00am	Breakfast + Exhibit Hall Open	Great Lakes + Foyer
	9:00am - 11:45am	Classes	Track Rooms
	11:55am - 12:10pm	Closing Remarks	Grand Horizon Ballroom
	12:10pm - 1:00pm	Lunch + Exhibit Hall Open	Great Lakes + Foyer
	1:15pm - 3:00pm	Classes	Track Rooms



THURSDAY **SEPTEMBER 3****1:00pm - 3:00pm****Change Enthusiasm® Activation Experience**

LEADERSHIP BREAKTHROUGHS | GRAND HORIZON BALLROOM

Following Cassandra Worthy's keynote, executive attendees will apply Change Enthusiasm® concepts to the real challenges they are navigating today. Through facilitated discussion and practical exercises, leaders will practice a repeatable mindset shift, identify opportunities within change, and build the shared language and confidence needed to champion change across their organizations.

**1:15pm - 2:00pm****What's New in CINC: 2026 Updates That Change How You Work**

OPERATIONAL BREAKTHROUGHS | GREAT LAKES BALLROOM A

CINC continues to evolve, but not every update deserves equal attention. This session curates the changes most likely to improve daily work across accounting, operations, and community management, explaining what is new, who benefits, and what clients should do next. This is a practical activation session, not a release-note readout.

Cephai Communications: Bring Email Work Back Into CINC

EVERYDAY BREAKTHROUGHS | GREAT LAKES BALLROOM B

A large share of a manager's day still happens in email, outside the platform and away from the community context needed to respond well. This session demonstrates how the Cephai Communication Skill brings that work closer to CINC by surfacing context, preparing responses, and helping managers act while remaining in control. It also covers the documentation practices that make results stronger.

Start Strong with CINC Connect: The Workflows to Master First

COMMUNITY BREAKTHROUGHS | GREAT LAKES BALLROOM C

The fastest path to CINC Connect value is not activating everything at once. It is mastering the workflows that matter most at launch. This session walks through the highest-value resident, board, and manager experiences, the early missteps to avoid, and the operating habits that help teams build confidence as their scheduled rollout begins.

THURSDAY **SEPTEMBER 3****1:15pm - 2:00pm****Get Faster Answers:** How to Use Support Assist Effectively

CLARITY BREAKTHROUGHS | WATER TOWER

The fastest resolution starts with a clear path and the right information. This interactive session shows clients how to use Support Assist, submit stronger cases, understand what happens after submission, and escalate effectively when needed. The goal is a better partnership between clients and Support, with less back-and-forth and more confidence in the resolution process.

Native vs. Bolt-On: Why Platform Architecture Determines Your AI Ceiling

INDUSTRY BREAKTHROUGHS | SHEDD

Not every product labeled AI can understand the same context or help move the same work. This architecture-first session gives leaders a practical way to distinguish intelligence built into a platform from tools layered onto one workflow or interface. Attendees will learn which questions to ask in a demonstration and why data, identity, permissions, and governed action determine how useful AI can become.

**2:15pm - 3:00pm****CINC Vendor Pay:** Increase Adoption, Reduce Manual Work and Maximize Revenue Share

OPERATIONAL BREAKTHROUGHS | GREAT LAKES BALLROOM A

Manual checks cost more than time. They cost revenue you could be capturing. This workshop shows how high-performing management companies configure CINC Vendor Pay, drive adoption, and route payments to reduce manual work and maximize available revenue share. Already using Vendor Pay? Leave with specific fixes to close the gaps. Evaluating it? See what the payoff looks like and what it takes to get there. Bring your current process and leave with a plan to improve it.

From Churn to Champions: Build Stronger Board Relationships

EVERYDAY BREAKTHROUGHS | GREAT LAKES BALLROOM B

Strong board relationships are built through clear expectations, proactive communication, visible value, and consistent follow-through. This session translates proven customer-success practices into practical habits CAMs can use with boards, including structured check-ins, early warning signs, adoption conversations, and value reviews that strengthen trust and retention.

THURSDAY **SEPTEMBER 3****2:15pm - 3:00pm****Architectural Requests with Cephai:** Help Residents Get It Right the First Time

COMMUNITY BREAKTHROUGHS | GREAT LAKES BALLROOM C

Architectural requests often slow down because residents do not know what information or documents are required. This session demonstrates how the Cephai Architectural Request Skill can bring relevant requirements into the submission experience, help residents complete stronger requests, and reduce avoidable back-and-forth for managers and boards. People remain responsible for review and decisions.

Preventing Common Support Issues Before They Become Tickets

CLARITY BREAKTHROUGHS | WATER TOWER

Many support issues begin as small gaps in setup, process, or understanding. Using current ticket data, this session reveals the most common patterns, explains why they occur, and shows how to prevent them. Attendees will leave with a targeted checklist of changes that can reduce repeat issues across their teams.

**3:15pm - 4:00pm****Cephai for Finance:** From First Skill to Measurable Payoff

OPERATIONAL BREAKTHROUGHS | GREAT LAKES BALLROOM A

Turning on a Cephai Skill is only the beginning. This finance-focused session brings together practical product guidance and client experience to show how teams choose the right first workflow, prepare for adoption, measure early value, and build confidence from one visible win. Attendees will leave with a realistic path for applying Cephai to budget and invoice work.

From Envelopes to AutoPay: Build a Digital-First Payment Experience

EVERYDAY BREAKTHROUGHS | GREAT LAKES BALLROOM B

Every paper check adds cost and work for both homeowners and management teams. This session shows how to increase online payment and AutoPay adoption using proven benchmarks, including branded mobile apps achieving 60%+ homeowner adoption. Attendees will leave with a practical rollout plan and learn how CINC's Payment Adoption team supports the transition at no additional cost.

THURSDAY **SEPTEMBER 3****3:15pm - 4:00pm****Violations from Setup to Solution:** Build, Diagnose and Fix the Workflow

CLARITY BREAKTHROUGHS | WATER TOWER

A reliable violations process requires the right setup and the ability to recognize when the workflow has broken down. Using a guided checklist and anonymized cases, this clinic covers configuration, templates, documentation, timing, follow-up, and escalation so attendees can prevent common problems and repair inconsistent processes.

AI for the Skeptics: Build Confidence and Start Responsibly

INDUSTRY BREAKTHROUGHS | SHEDD

Skepticism about AI often comes from valid concerns about jobs, accuracy, control, and change. This candid client panel explores how former skeptics tested those assumptions, built confidence, and found responsible ways to begin. Together, the panel will help attendees assess their own readiness and create a practical plan that meets different employee groups where they are.

**4:15pm - 5:00pm****From Chaos to Control:** Map and Standardize Your Violations Process

OPERATIONAL BREAKTHROUGHS | GREAT LAKES BALLROOM A

Violations can become inconsistent when roles, handoffs, documentation, and follow-up vary by manager or community. In this guided process-mapping session, attendees will trace the workflow from observation through resolution, identify bottlenecks and ownership gaps, and build a repeatable process their teams can teach, measure, and improve.

AI Has Entered Your HOA: How Managers Can Use It Without Increasing Legal Risk

EVERYDAY BREAKTHROUGHS | GREAT LAKES BALLROOM B

AI is already shaping homeowner correspondence, meeting minutes, violations, and board communications. This practical legal session shows managers where AI can save time, where it creates risk, and how to protect privileged and confidential information. Attendees will leave with clear guardrails for responsible AI use and an AI policy checklist they can put to work immediately.

THURSDAY **SEPTEMBER 3**

4:15pm - 5:00pm

Beyond Announcements: eVoting, Consents, Surveys and Feedback in CINC Connect

COMMUNITY BREAKTHROUGHS | GREAT LAKES BALLROOM C

Resident participation is more than sending an announcement. This session explores how CINC Connect can support eVoting, electronic consents, surveys, ratings, and feedback so communities can gather input, complete required actions, and create more meaningful two-way engagement. The focus is on selecting the right use case and designing participation residents can actually complete.

Getting Homeowner Credits Right

CLARITY BREAKTHROUGHS | WATER TOWER

Credit-posting mistakes can stay hidden until they surface in owner balances, board questions, or accounting cleanup. This clinic breaks down the correct sequence for applying and moving homeowner credits, then uses practical examples to show how one decision can affect multiple workflows. Attendees will learn when additional review is needed.

Breaking Down the Wall with APIs and MCP: A Live CINC Ecosystem Demo

INDUSTRY BREAKTHROUGHS | SHEDD

What happens when an idea can move from question to working solution in minutes? In this live technical demonstration, CINC APIs and the Model Context Protocol, or MCP, will connect an external workflow to the CINC ecosystem, followed by an explanation of the architecture in plain language. The session will show how extensibility can simplify work for both growing and established management companies.

FRIDAY **SEPTEMBER 4**

**9:00am - 9:45am**

Approve Invoices, Pay Vendors and Move On

OPERATIONAL BREAKTHROUGHS | GREAT LAKES BALLROOM A

Invoice approval and vendor payment should not feel like two separate jobs stitched together with handoffs and check runs. When they are disconnected, finance teams spend more time chasing status than closing the books, and may leave both savings and revenue on the table. This session shows how CINC's invoice and Vendor Pay capabilities bring intake, coding, approval, and payment into one connected workflow, improving AP efficiency while capturing the revenue share available through electronic vendor payments. Attendees will see where cycles shorten, visibility improves, and the process pays for itself, then leave with a clear picture of where their current process breaks down and the changes needed to close the gap.

What Makes Residents Engage: Self-Service, Habit and Value

COMMUNITY BREAKTHROUGHS | GREAT LAKES BALLROOM C

Residents engage when a digital experience helps them accomplish something useful, becomes part of a familiar routine, and makes community value easier to see. This research- and client-led session combines the psychology of attention with practical lessons from real communities to show what drives adoption, what causes residents to tune out, and how to build lasting engagement.

Under the Hood: Cash vs. Accrual

CLARITY BREAKTHROUGHS | WATER TOWER

Cash and accrual accounting affect far more than one setup choice. In plain language and with concrete CINC examples, this session shows how each basis changes the timing of income and expenses, the way reports read, and the decisions teams make. Attendees will gain the understanding needed to interpret results and involve the right people before changing configuration.

Beyond Collections: Rethinking Delinquency Resolution with Intelligence and Empathy

INDUSTRY BREAKTHROUGHS | SHEDD

Delinquency management sits at the intersection of financial stewardship, operational burden, and the resident relationship. This TechCollect thought-leadership session explores how modern technology can help teams communicate earlier, manage work more consistently, and pursue resolution without losing accountability or empathy.

FRIDAY **SEPTEMBER 4**

10:00am - 10:45am

Homeowner Payments: From ACH to eCheck: A Smarter Path to Payment Management

OPERATIONAL BREAKTHROUGHS | GREAT LAKES BALLROOM A

Switching payment models is not just a configuration decision. It is a change your homeowners and your team both have to live with. This session goes beyond comparing in-house ACH and recurring eCheck across administration, self-service, flexibility, and risk. It provides a practical path for making the switch: how to build the case internally, communicate the change to homeowners without a flood of calls, and sequence the rollout so adoption sticks. Attendees will leave with a clear framework for choosing the right model for their communities and a concrete action plan for driving the change from decision to adoption.

One CINC, One Way to Work: Navigation and Search Best Practices

EVERYDAY BREAKTHROUGHS | GREAT LAKES BALLROOM B

One login, a consistent way to move through CINC, and the ability to search across the platform can reduce time spent hunting for the right place to work. This practical session shows teams how to use the unified CINC experience effectively, establish navigation best practices, and help employees transition with less confusion.

Can You Delete That Batch? Safe Self-Service and When to Call Support

CLARITY BREAKTHROUGHS | WATER TOWER

Deleting a batch can solve the right problem or create a much larger one. This decision-tree clinic walks through when self-service deletion is appropriate, what happens elsewhere in CINC when a batch is removed, and which situations require Support or finance expertise. Attendees will leave with clear guardrails instead of guesswork.

What AI-Native Actually Means for Community Management

INDUSTRY BREAKTHROUGHS | SHEDD

AI-native is becoming one of the industry's most overused terms. This session defines it precisely and connects it to the real work of community management. Using Community Intelligence as the bridge, it explains how trusted context, shared identity, deterministic systems, AI orchestration, and governed action create a platform that can do more without adding more places for people to work.

FRIDAY **SEPTEMBER 4****11:00am - 11:45am****Drive CINC Connect Adoption: Plan, Launch and Course-Correct**

OPERATIONAL BREAKTHROUGHS | GREAT LAKES BALLROOM A

A successful CINC Connect rollout depends on more than access. It requires an operating plan for employees, boards, and residents, plus the ability to recognize when adoption is stalling. In this guided workshop, attendees will build a launch plan, work through common resistance scenarios, and create a recovery checklist they can use before and after their scheduled rollout.

Resident Journey Makeover: Design an Experience People Will Use

COMMUNITY BREAKTHROUGHS | GREAT LAKES BALLROOM C

One community. One resident journey. Forty-five minutes to make it better. In this guided makeover, the team will map a resident experience across key moments such as move-in, payments, requests, documents, communications, and move-out, then redesign the highest-friction points using CINC and CINC Connect. Attendees will see how individual capabilities become a connected experience when the journey leads the decisions.

Add a New Association Right the First Time

CLARITY BREAKTHROUGHS | WATER TOWER

A new association can inherit years of avoidable problems from decisions made during setup. This session walks through the complete process of adding an association in CINC, including the choices that affect accounting, operations, roles, and reporting later. Attendees will use a working checklist to prevent mistakes that are difficult to unwind.

Beyond the Inbox: Why Physical Mail Still Matters in a Digital Resident Journey

INDUSTRY BREAKTHROUGHS | SHEDD

Digital communication is essential, but some messages still need the reach, trust, and tangible record of physical mail. This Letterstream thought-leadership session examines where print remains most effective, how physical and digital touchpoints can reinforce one another, and how management companies can reduce manual effort while improving communication consistency.

FRIDAY **SEPTEMBER 4**

1:15pm - 2:00pm

Keep Your CINC Engine Humming: Best Practices for a Healthy Platform

OPERATIONAL BREAKTHROUGHS | GREAT LAKES BALLROOM A

A healthy CINC environment depends on consistent data practices, clear ownership, sound configuration, and ongoing adoption. Rather than attempting an individualized audit in the room, this session teaches attendees how to perform their own platform health check, recognize common warning signs, and prioritize practical improvements across people, process, data, and setup.

Preventing the Next Million-Dollar Claim: Everyday Decisions That Create HOA Liability

EVERYDAY BREAKTHROUGHS | GREAT LAKES BALLROOM B

Routine decisions about maintenance, vendors, contracts, reserves, accessibility, and documentation can create significant liability. Through real-world case studies, two HOA attorneys will show managers where risk hides and how to respond before a problem becomes a claim. Attendees will leave with a practical risk-prevention checklist for their communities and teams.

Help Cephai Help You: Documentation That Improves AI Results

CLARITY BREAKTHROUGHS | WATER TOWER

Cephai can only use the context that is available, accurate, and organized. In this document clinic, attendees will see how governing documents, policies, templates, and internal knowledge influence AI-assisted results. They will assess their current documentation and leave with a prioritized plan to strengthen the foundation Cephai works from.

Homeowner and Vendor Payments: Help Shape What's Next

INDUSTRY BREAKTHROUGHS | SHEDD

Payments technology is evolving across homeowner convenience, vendor experience, risk, reconciliation, and financial services. In this client advisory roundtable, CINC product leaders will share the problems and trends informing future work, then invite attendees to pressure-test priorities against their own operations. The session is designed to gather insight, not announce uncommitted roadmap promises.

FRIDAY **SEPTEMBER 4**

2:15pm - 3:00pm

Contacts & Consent: Prepare Your Operation for Day One

OPERATIONAL BREAKTHROUGHS | GREAT LAKES BALLROOM A

Contacts & Consent introduces a clearer model for managing owners, additional contacts, mailing preferences, and consent. This operational walkthrough shows how the changes affect teams across the company, what data and processes should be prepared before rollout, and which setup mistakes can create downstream confusion.

Less Tedious Days: How CAMs Are Getting Time Back with Cephai

EVERYDAY BREAKTHROUGHS | GREAT LAKES BALLROOM B

Cephai is most meaningful when it changes the shape of a manager's day. In this client-led outcomes panel, CAMs will share the specific work they are completing faster, what changed after adoption, what still requires human judgment, and how they are using the time returned. The session focuses on real outcomes rather than repeating product demonstrations.

One Message, Every Channel: Resident Communications in CINC Connect

COMMUNITY BREAKTHROUGHS | GREAT LAKES BALLROOM C

The same message should not require a different plan for every channel. This product and planning session shows how Community Feed posts, notifications, mass campaigns, direct chat, and Cephai Chat can work together inside CINC Connect. Attendees will learn when to use each channel, how to segment audiences, and how to create a communication plan that feels coordinated rather than repetitive.

Trust by Design: Security and Privacy in the AI Era

INDUSTRY BREAKTHROUGHS | SHEDD

AI makes security and privacy more important, not less. This expert panel demystifies how identity, permissions, data access, auditability, and human approval should work when intelligence operates across financial, operational, and resident information. Attendees will learn how to ask better questions, strengthen stewardship, and turn a mature trust posture into a competitive advantage.



WHO SHOULD ATTEND?

CINC Up is built for executives and firm owners, finance and operations leaders, community association managers, client-facing teams, and anyone responsible for getting more value from CINC, CINC Connect, and Cephai. Sessions range from executive strategy and industry thought leadership to practical product guidance, legal education, and troubleshooting clinics.

HOW DO I CHOOSE MY SESSIONS?

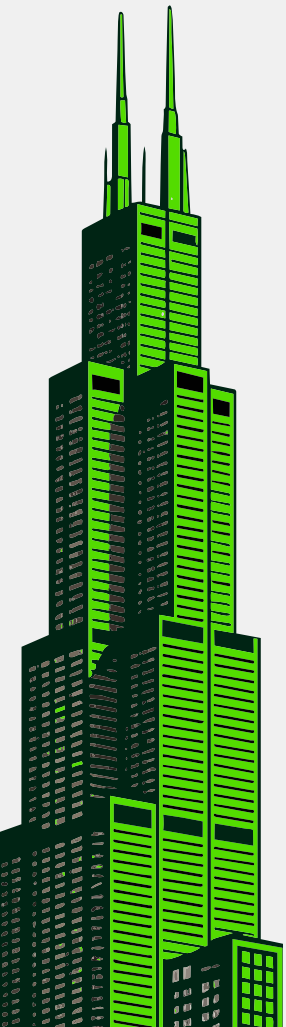
You do not need to choose sessions when you register. Use this brochure to identify the tracks and topics that matter most, then build your personalized schedule in the CINC Up event app. Session capacity may vary, so add your highest-priority sessions early once agenda selection opens.

WHAT SHOULD I WEAR?

Business casual attire and comfortable shoes are encouraged during the day. For the CINC Field of Legends Party at Soldier Field and CINCapalooza, come ready to celebrate. Additional event details and dress guidance will be shared with registered attendees.

WHAT WILL I BRING HOME?

Expect practical takeaways you can share immediately: adoption plans, process maps, decision frameworks, legal and operational checklists, peer examples, and new connections across the CINC community.





READY TO BREAK THROUGH?

REGISTER FOR



BUILT TO BREAK THROUGH

CINC Systems reserves the right to adjust session titles, descriptions, presenters, timing, room assignments, and delivery formats. 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.