

Owner Portal Guide - Using AutoPay or Processing One Time Payment

Congrats! Your community has enabled the ability to submit payments from your owner portal!

Homeowners will have the option to set up Direct Debit/ACH recurring payments for their Assessment and Special assessment codes, and the option to use the One-Time payment feature to pay the entire balance, or a portion of a balance.

AutoPay is used to pay Assessment or Special Assessment charges that are posted to an account. Fines and CCR violations can only be paid using the One-Time payment feature.

This guide will give instructions on how homeowners can select charge codes and use the make payment feature to either enroll in AutoPay or to make one-time payments using a credit card or bank account.

Enroll in AutoPay

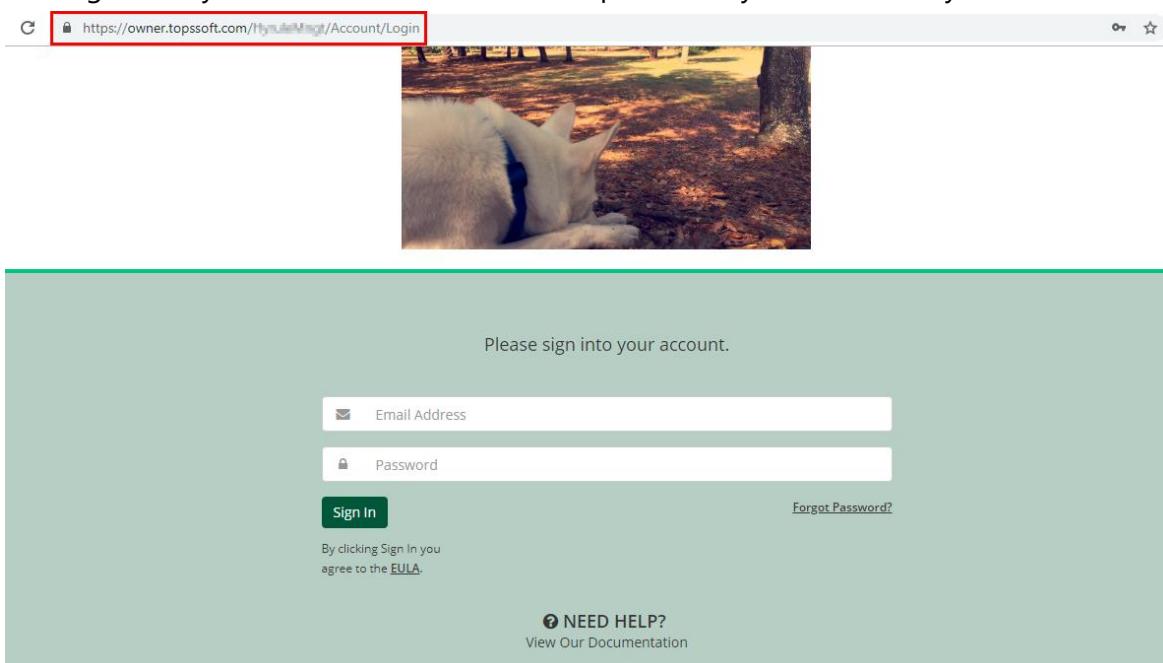
AutoPay takes the hassle of having to remember to pay dues on time and sets up recurring payments.

Once a charge is posted, the funds from the primary account will automatically be deducted after three (3) business days. The homeowner can cancel the payment within the **three (3) business days**.

Once charges are posted, a series of emails will be sent to update the owner on the status of their payment.

There is no additional fee when using AutoPay.

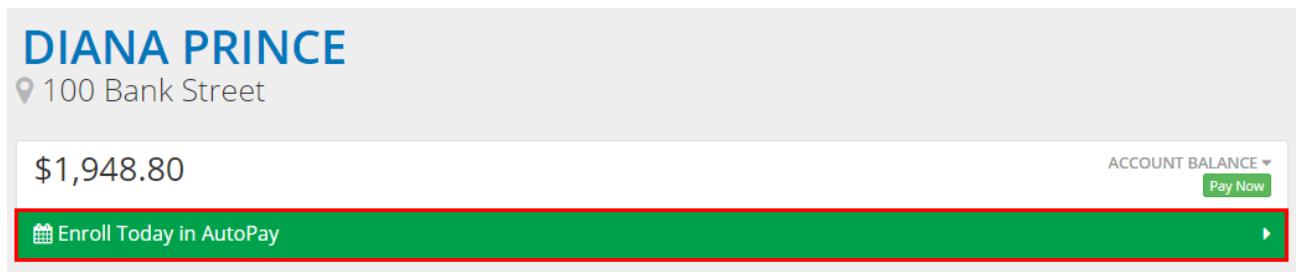
1. Log in into your Owner Access Portal Link provided by the community.



The screenshot shows a web browser window with the following details:

- Address Bar:** https://owner.topsoft.com/HyperMgt/Account/Login
- Content Area:** A placeholder image of a white dog sitting on a forest floor.
- Login Form:**
 - Email Address input field with placeholder "Email Address".
 - Password input field with placeholder "Password".
 - Sign In button.
 - Forgot Password? link.
- Footer:**
 - By clicking Sign In you agree to the [EULA](#).
 - NEED HELP? View Our Documentation

2. Click **Enroll Today in Auto Pay**



Enter Payment Methods

3. Under **AutoPay Settings**, click + to add a primary payment method.



4. Select whether to add a **Bank Account** or **Credit Card** information

Bank Account

The Bank Name will auto-fill once the Bank Routing number is verified.

ADD AUTOPAY PAYMENT METHOD

Bank Account Credit Card

Account Type

First Name Last Name

Name on Account

Routing Number Account Number

Bank Name

I agree to the [Terms & Conditions](#).

Credit Card

ADD AUTOPAY PAYMENT METHOD

Bank Account Credit Card

Name on Card
First Name Last Name

Credit Card Number    

Expiration Date MM YYYY

Card Type Credit Debit

Billing Address Same Address As

Number Street or PO Box Apt/Unit #

City -- Select a State -- Zip

--Select A Country--

I agree to the Terms & Conditions.

- Fill in all information requested, click +Add

+ Add

Once a payment method has been added, a confirmation message will appear at the top of the page.

 You've successfully Added an AutoPay Payment Method!

- Toggle the **Enable Auto Pay** toggle.

AUTOPAY SETTINGS Save Payment Methods  

Enable AutoPay

Payment Method	Primary
 Account ending in 5309 BANK OF AMERICA, N.A.	<input checked="" type="checkbox"/> <input type="button" value="Remove"/>

Select Codes to Enable for AutoPay

7. Once the Enable Auto Pay toggle is selected, select the codes to pay using direct debit by enabling the toggle.

Only Assessment and Special Assessment codes can be paid using this feature.

SELECT YOUR PAYMENT METHOD

BANK OF AMERICA, N.A. - ending in 5309

Please enable the Charges you would like paid for with AutoPay:

A1 - Assessmnets: \$1.00



A2 - Quarterly Assessment: \$0.00



Cancel

✓ Save

8. Click **Save**

✓ Save

Refresh the page, and you will see the following banner

DIANA PRINCE
📍 100 Bank Street

\$1,948.80

ACCOUNT BALANCE ▾
Pay Now

You're Enrolled in AutoPay

Making a One Time Payments

One-time payments using Bank Account information, or a Credit Card can be used for convenient and quick payments.

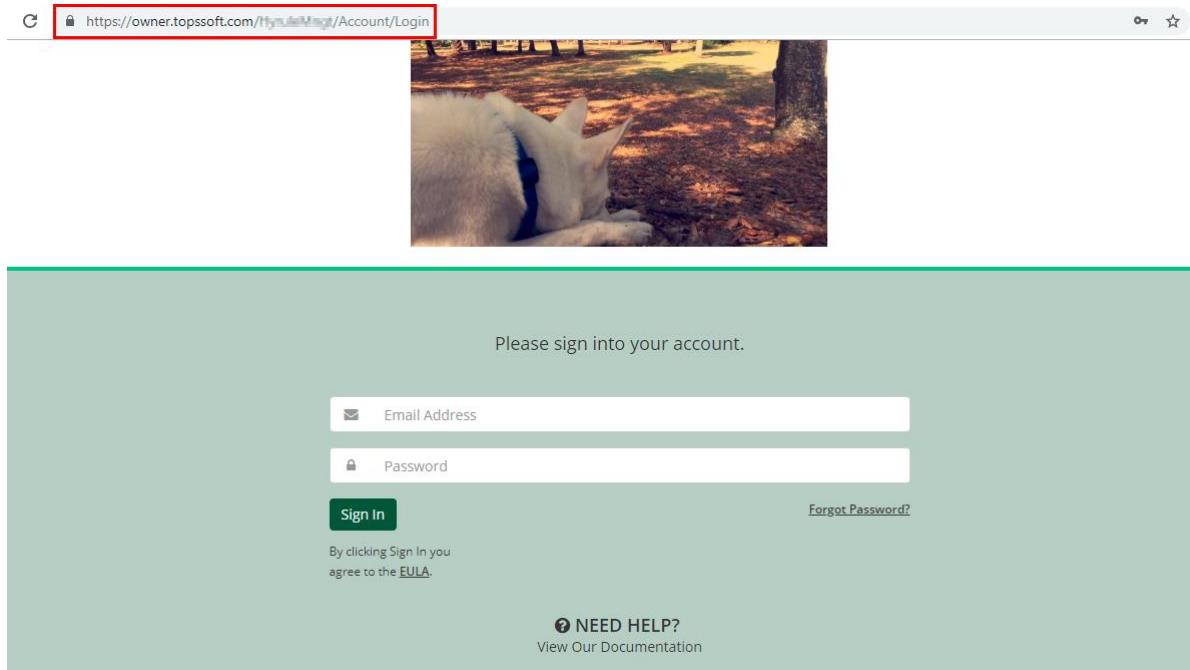
A convenience fee will be charged when a homeowner chooses to use this feature. The exact dollar fee amount will be displayed before completing the payment.

American Express- \$2.95 + 3.5% of balance paid

Other Major Credit Cards (Visa, Master Card, Discover.)- \$2.95 + 3% of the balance paid

One-time Bank Account Transactions- \$2.95

1. Log in into the Owner Access Portal Link provided by the community.



2. Next to the balance, click the **Pay Now** button.

DIANA PRINCE
100 Bank Street

\$1,948.80

ACCOUNT BALANCE ▾
Pay Now

You're Enrolled in AutoPay

3. Select the form of payment, then fill out the required information, including the amount to pay (not including the service fee). The Payment Amount will default to the total balance due.

- Existing Payment Method
- Bank Account
- Credit Card

MAKE A PAYMENT

Existing Payment Method Bank Account Credit Card

Selected Payment Method

 Checking Account ending in 5309
BANK OF AMERICA, N.A. Change

Payment Amount

\$ ✖ Cancel 🔒 Make Payment

Bank Account

MAKE A PAYMENT

Existing Payment Method Bank Account Credit Card

Account Type

Please Select Type ▼

First Name

Last Name

Name on Account

Routing Number

Account Number

Bank Name

Payment Amount

\$ ✖ Cancel 🔒 Make Payment

Credit Card

MAKE A PAYMENT

Existing Payment Method Bank Account **Credit Card**

Name on Card
First Name _____ Last Name _____

Credit Card Number
Card Number (15-16 digits) _____    

Expiration Date
MM YYYY Credit Debit

Billing Address
Number _____ Street or PO Box _____ Apt/Unit# _____
City _____ --Select A State-- Zip _____
--Select A Country--

Payment Amount
 \$ 1,948.80

4. Edit the **Payment Amount**, if needed, then click **Make Payment**
5. Confirm the Payment Amount.

Here, the convenience fee amount will be displayed.

Example:

! CONFIRM PAYMENT

Are you sure you want to make this one-time payment of \$100.00? An ACH processing fee of \$2.95 will be applied. Clicking Yes will process the payment of \$102.95.

Yes, Make Payment

6. Select **Yes, Make Payment**