

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 if using a bank account. A convenience fee will be charged for any credit or debit cards signed up for AutoPay.

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

Please sign into your account.

Email Address

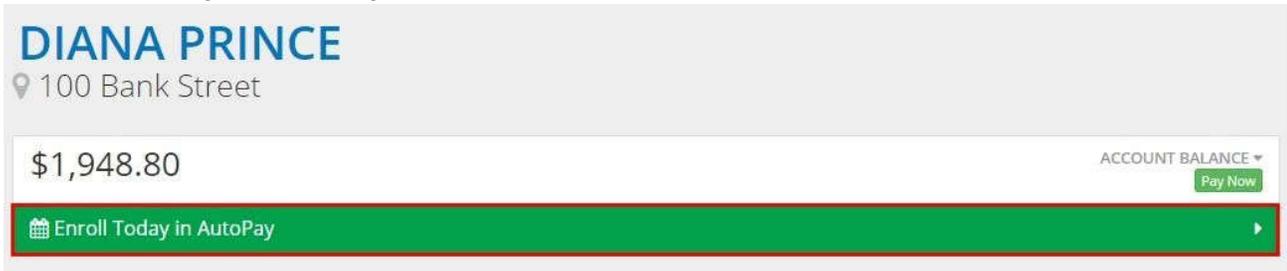
Password

Sign In [Forgot Password?](#)

By clicking Sign In you agree to the [EULA](#).

NEED HELP?
View Our Documentation

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



DIANA PRINCE
100 Bank Street

\$1,948.80 ACCOUNT BALANCE ▾
Pay Now

Enroll Today in AutoPay

Enter Payment Methods

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



AUTOPAY SETTINGS

Save Payment Methods

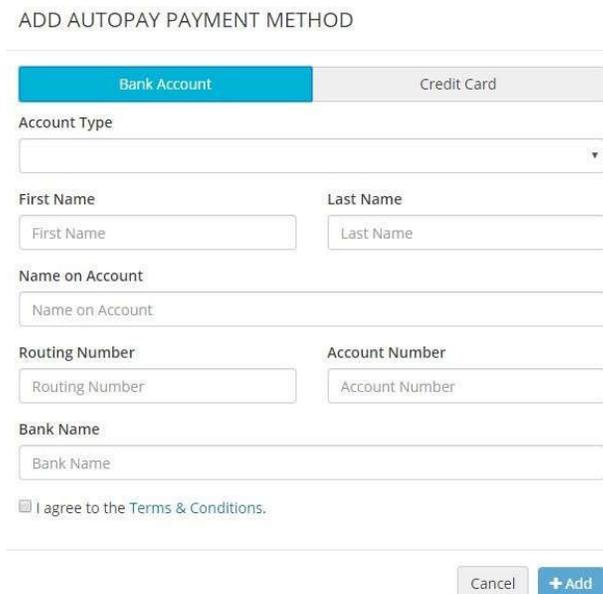
Enable AutoPay

Currently, you have no Payment Methods set.

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.

Cancel + Add

Credit Card

ADD AUTOPAY PAYMENT METHOD

Bank Account Credit Card

Name on Card

Credit Card Number

Expiration Date

Card Type

 Credit Debit

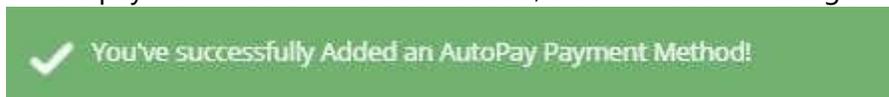
Billing Address

I agree to the Terms & Conditions.

5. Fill in all information requested, click +Add



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



6. 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"/>
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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	<input checked="" type="checkbox"/>
A2 - Quarterly Assessment: \$0.00	<input type="checkbox"/>

8. Click **Save**



Refresh the page, and you will see the following banner

DIANA PRINCE
📍 100 Bank Street

\$1,948.80 ACCOUNT BALANCE ▾
Pay Now

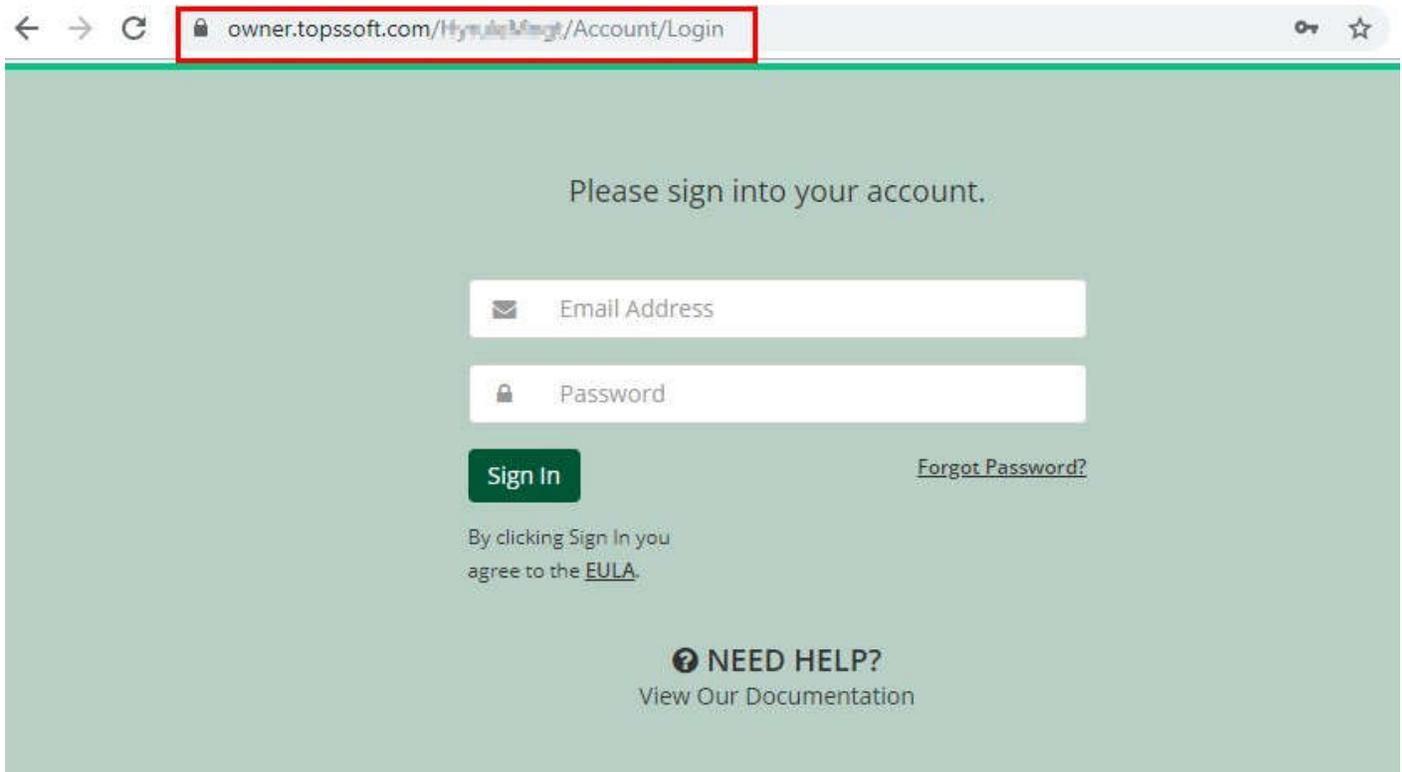
 You're Enrolled in AutoPay ▶

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.

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



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



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

\$ 1,948.80 Cancel Make Payment

Bank Account

MAKE A PAYMENT

Existing Payment Method Bank Account Credit Card

Account Type

Please Select Type ▾

First Name

First Name

Last Name

Last Name

Name on Account

Name on Account

Routing Number

Routing Number

Account Number

Account Number

Bank Name

Bank Name

Payment Amount

\$ 1,948.80 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)	VISA	MasterCard
Expiration Date		
MM	YYYY	<input checked="" type="radio"/> Credit <input type="radio"/> Debit
Billing Address		
		Same Address As
Number	Street or PO Box	Apt/Unit#
City	--Select A State--	Zip
--Select A Country--		
Payment Amount		
\$	1,948.80	<input type="button" value="Cancel"/> <input type="button" value="Make Payment"/>

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.

6. Select **Yes, Make Payment**