

Owner Portal Guide – Enrolling in AutoPay


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 using a bank account or credit/debit card, and the option to use the One-Time payment feature to pay the entire balance, or a portion of a balance.

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.

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

1. Login into your Owner Access Portal Link provided by the community.
2. Click **Enroll Today in AutoPay**
3. Under **AutoPay Settings**, Click on the  button to add a primary payment method.



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

Bank Account

The Bank Name will autofill once the Bank Routing Number is verified.

Credit Card

You must select an address from the Drop Down Menu for Billing.

5. Fill in all information requested, click **Enroll this payment method in AutoPay**. **YOU ARE NOT DONE**, continue to Step 6.
6. You have 2 options for AutoPay. Toggle ON one of them.
Pay Current Balance – If you have a credit, the credit will be used towards your next assessment. If you have a balance owing, please note that the balance will not be paid until your next assessment is charged to your account. **Therefore, if you are in jeopardy of being charged a late fee, please make a one-time payment from the home page of your owner portal.**
--OR--
AutoPay Enabled Charge Codes (This option deducts the amounts you select under Charge Codes and is not tied to your current balance.)
7. Once you complete your selections, click on the checkbox to **Agree to the Terms & Conditions** and click **ADD**.