

Online Account Creation and Payment Quick Reference Guide

To setup an account and/or make an online payment, please have your **Management Company ID**, **Association ID** and **Property Account Number**. These can be found on the coupon, statement or directly from your property management company.

Creating a User Account

To retain payment history and schedule payments, a user account in the online payment system is required.

- 1) Select "Setup Account" under the New Users section on the account login page
- 2) Fill in all required fields including First Name, Last Name, Email, Phone #
- 3) Create a password
- 4) Select your security questions and answers
- 5) Read and accept the website Terms and Conditions and select "Setup Account"

Adding a Property

To add or delete property information and to schedule or make one-time payments from your user account.

- 1) Select "My Properties" from the home page dashboard or Menu dropdown
 - a. Properties can also be added from the Setup Scheduled Payments page by selecting "+ Add a Property" under the Select a Property section
- 2) Fill in the Management Company ID, Association ID and Property Account Number for the property
- 3) Create a nickname for the property (if desired)
- 4) Select "Add Property"

Adding a Payment Method

To add or delete payment information to schedule or make one-time payments from your user account.

- 1) Select "Payment Methods" from the home page dashboard or Menu dropdown
 - a. Payments can also be added from the Setup Scheduled Payments page by selecting "+ Add a Payment Method" under the Select a Payment Method section
- 2) Select Checking or Savings account and fill in the Name, Routing # and Account #
- 3) Select "Add Payment Method"

Setting up a Scheduled Payment

To setup recurring or scheduled payments from your account.

- 1) Select "Setup Scheduled Payments" from the home page dashboard or Menu dropdown
- 2) Select or Add the property you want to schedule a payment for
- 3) Select or Add the payment method to use
 - a. Note: Scheduled payments can only be done via eCheck
- 4) Enter the fixed payment amount
 - a. Note: Please ensure the payment amount is sufficient to keep your property account current
- 5) Select the payment frequency
 - a. Note: Payment frequency options are defined by your property management company
- 6) Select the first scheduled payment date and a scheduled end date (if desired)
 - a. Note: In most cases, payments will process within 1-2 business days of the scheduled payment date but may take up to 4 business days to be completed.
- 7) Select "Review Payment"
- 8) Confirm your payment details are correct and select "Authorize and Submit"
- 9) You can view your most recent paid and next scheduled payment on the home page dashboard
 - a. Note: You will receive email notification upon scheduling a new payment as well as a courtesy reminder 10 days prior to the date of the scheduled payment

Making a One Time Payment

To make a one-time payment from your account.

- 1) Select "Make Payment" from the home page dashboard or Menu dropdown
- 2) Select or Add the property you want to make the one-time payment for
- 3) Select or Add the payment method to use
 - a. Note: One Time payments can only be done via eCheck. To make a credit card payment please follow the Making a Debit or Credit Card Online Payment instructions below
- 4) Enter the desired payment amount
- 5) Select the desired payment date
 - a. Note: Payments must be received by 4:00pm PST to begin processing on the same day as the payment submission. In most cases, payments will process within 1-2 business days of the payment date but may take up to 4 business days to be completed.
- 6) Select "Review Payment"
- 7) Confirm your payment details are correct and select "Authorize and Submit"
- 8) You can view your most recent paid and next scheduled payment on the home page dashboard
 - a. Note: You will receive email notification upon scheduling a new payment as well as a courtesy reminder 10 days prior to the date of the scheduled payment

Making an eCheck Online Payment Without an Account

To make a one-time eCheck payment outside of your account for a property.

- 1) Select "eCheck Payment" under the One Time Payment section on the account login page
- 2) Fill in all required fields including First Name, Last Name and Email
- 3) Fill in the Management Company ID, Association ID and Property Account Number for the property
- 4) Accept the website Terms and Conditions and select "Continue to Payment Information"
- 5) Select Checking or Savings account and fill in the Name, Routing # and Account #
- 6) Enter the desired payment amount
- 7) One-time eCheck payments made outside of your account can only be scheduled for today
 - a. Note: Payments must be received by 4:00pm PST to begin processing on the same day as the payment submission. In most cases, payments will process within 1-2 business days of the payment date but may take up to 4 business days to be completed.
- 8) Select "Review and Finalize Payment"
- 9) Confirm your payment details are correct and select "Authorize and Submit"
 - a. Note: You will receive email notification upon submitting your payment

Making a Debit or Credit Card Online Payment

To make a onetime payment for a property using Visa®, MasterCard®, American Express® or Discover®.

- 1) Select "Debit/Credit Card Payment" under the One Time Payment section on the account login page.
- 2) Confirm notification of third-party processing and associated fees by selecting "Proceed"
- 3) Fill in the Management Company ID, Association ID, Property Account Number and Email to search for the property
- 4) If multiple properties are displayed, select the property to make a payment for
- 5) Fill in required fields including First Name, Last Name, Email and Mobile Phone
- 6) Create a 4-digit pin number and select "Continue"
- 7) Enter Payment Amount and select "+ Add a Payment Method"
- 8) Fill in required fields including Cardholder Name, Card Number, Expiration Date and Zip Code
- 9) Select "Save Payment Method"
- 10) Enter CVV and select "Next – Review Payment"
- 11) Confirm payment total including the associated fees and select "Confirm"
 - a. Note: You will receive email notification upon submitting your payment

For technical assistance with online payments, please contact Alliance Association Bank at (844) 739-2331.