

Registering For an Account

Quick Reference Guide

This guide walks you through the steps to take to register for an account, which gives you access to these additional payment capabilities.

Set Up E-Check Recurring Payments

- Schedule recurring monthly, quarterly, semi-annual, and annual payments.
- Choose an expiration date or leave it open-ended until you decide to cancel the schedule
- Edit your payment amount as dues change

Manage Multiple Properties

- Add and delete properties
- Log in once to make payments for multiple properties
- Name your properties for easier recognition

Make One-Time E-Check and Credit Card Payments

- Make quick payments with saved property and bank billing information

Track Your Payment History

- Search for any previous recurring or one-time payments made

NOTE: Prior to registering, it is important that you have the correct association name and Homeowner ID.

- It is important to choose the correct association to ensure your payment is made. There may be many similarly named associations across the country, so please become acquainted with the association's exact name and city/state along with your management company's name.
- A Homeowner ID may also be referred to as an account or unit number. This is assigned by your management company to identify the property being paid.
- You may find that the system cannot locate the association name and homeowner ID entered. Please check your coupon or statement to verify if the correct information was entered. If it appears you entered it correctly based on your coupon or statement or if you cannot locate a coupon or statement, contact your management company for further assistance
- When you login for the first time, you will be required to choose and answer 2 sets of 3 questions

Forgotten Password Questions are used if you ever click the Forgotten Password link to verify that it is you and not an imposter trying to log in.

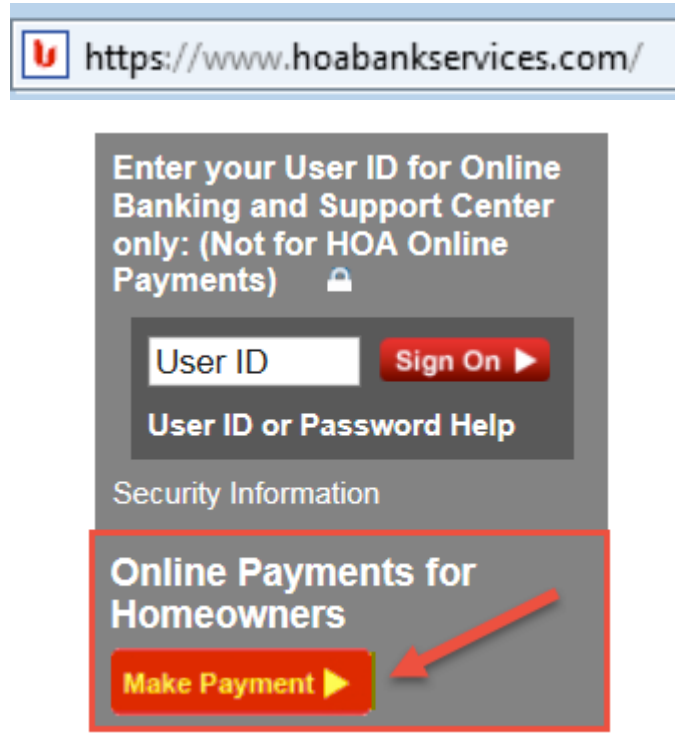
Enhanced Security Questions are used to verify you when you log in on from a new computer or the system is not confident it is you versus an imposter.

Things to Keep in Mind

- Choose questions and answers you can remember easily
- Verify you spelled your answers correctly
- Do not enter the same answer more than once because the system will not allow duplicate answers

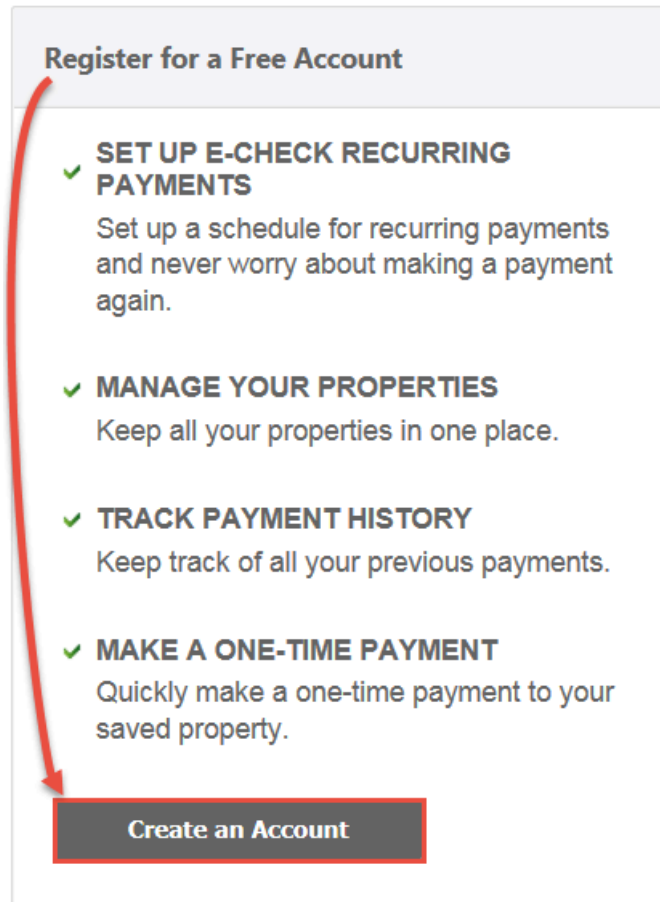
Go to [HOABankservices.com](https://www.hoabankservices.com)

Under **Online Payments for Homeowners** on the left-hand navigation bar click **Make Payment**



The screenshot shows the top of the HOA Bank Services website. The address bar displays <https://www.hoabankservices.com/>. Below the address bar is a grey box with the text: "Enter your User ID for Online Banking and Support Center only: (Not for HOA Online Payments) 🔒". There is a text input field labeled "User ID" and a red "Sign On ▶" button. Below this is a link for "User ID or Password Help" and a link for "Security Information". At the bottom of the grey box, there is a red-bordered box containing the text "Online Payments for Homeowners" and a red "Make Payment ▶" button. A red arrow points from the "Make Payment ▶" button to the right.

Click **Create an Account**



The screenshot shows the "Register for a Free Account" page. The title is "Register for a Free Account". Below the title is a list of four benefits, each with a green checkmark icon:

- ✓ **SET UP E-CHECK RECURRING PAYMENTS**
Set up a schedule for recurring payments and never worry about making a payment again.
- ✓ **MANAGE YOUR PROPERTIES**
Keep all your properties in one place.
- ✓ **TRACK PAYMENT HISTORY**
Keep track of all your previous payments.
- ✓ **MAKE A ONE-TIME PAYMENT**
Quickly make a one-time payment to your saved property.

At the bottom of the page is a dark grey button with the text "Create an Account". A red arrow points from the top left of the page down to the "Create an Account" button.

Click **Get Started**

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card payment and keep track of your payment history.

Get Started **Cancel**

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card of your payment history.

Find Your Property

* Indicates required fields.

Type Partial Association Name then click Find. Click [here](#) for an example

Homeowner Association Name *

Homeowner Association Name

Find

Please select your association

ABC Test Association (City, State)

ABC Test Association 1 (City, State)

ABC Test Association 2 (City, State)

Enter at least 5 digits of the **Homeowner Association Name**.

Click **Find**

A potential list of matching associations will load (the more you enter, the narrower the list of possible association names)

Select your association from the dropdown

Homeowner Association
Name *

ABC Test Association (City, State)

Continue by entering your HomeOwnerID/Account/Unit number. This number identifies the property you are paying for and can be located on your coupon or statement. Refer to the sample coupon, to the right, or contact your management Company if you are unable to



[View larger](#)

Enter your Homeowner
ID/Account Number

Homeowner ID/Account
Number *

12345

(assigned by Management Company)

Continue

Cancel

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card payment and keep track of your payment history.

Property Found

Is this your property below?

Homeowners Association	Management Company	HOA ID	Property Location
ABC Test Association	Community Management, Inc.	12345	City, State

[Yes, Continue to Register](#)

Nickname

[Not what you are looking for?](#) [Search Again](#) [Cancel](#)

Verify the correct property information is reflected

Enter a **Nickname**

If it is correct, click on **Yes, Continue to Register**

If it IS NOT correct, click **Search Again** to go back to the Find Your Property page or **Cancel** if you need to exit back to the Make a Payment page

NOTE: If you are presented with this page notifying you that the property cannot be located, you may have entered information that does not match the information provided by your management company

Check your coupon or statement to determine the correct name

Click on **Try Again** and re-enter

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card payment and keep track of your payment history.

* Indicates required fields.

No Property Found

We can't seem to locate the HomeOwner ID / Account / Unit Number **12345** for "**ABC Test Association (City, State)**"

Please re-check your coupon or statement for the correct Homeowner Association and ID / Account Number and Click **Try Again** to re-enter or contact your management company for further assistance

[Cancel](#) [Try Again](#)

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card payment and keep track of your payment history.

Verify the property information

* Indicates required fields.

Click **Change Property**, if necessary

Property

Change Property

Homeowners Association	ABC Test Association
Management Company	Community Management Inc.
Homeowner ID	12345
Property Location	City, State

Enter the required **Personal Information**

- Email Address
- First Name and Last Name
- Address, City, State, and Zip
- Home Phone and Work Phone Number (do not include hyphens or spaces)

Personal Information

Email Address *

First Name * Last Name *

Address

111: **Email Address ***

Address

City * Last Name *

City **Address Line 1 ***

Home |

111: **Address Line 2 (Optional)**

Enter a **Login ID** following these requirements:

- It must be 4-50 characters or numbers in length
- The following special characters are not allowed: ' , / \ ; % # \$ ^ * & " ' . / \ ; % # \$ ^ * & "

Login ID

Login ID *

Your login ID should meet the following requirements:

- Must be 4 to 50 characters or numbers in length
- The following special characters may NOT be used: ' , / \ ; % # \$ ^ * & "

Enter a Password and Confirm Password by re-entering

Password

Password *

Confirm Password *

I have read and understand all of the [E-Sign Agreement](#) and [Authorization Agreement](#) [Privacy Policy](#)

Your password should meet the following requirements:

- At least 1 or more Upper Case Letters (A-Z)
- At least 1 or more Lower Case Letters (a-z)
- At least 1 or more Numbers (0-9)
- Must be at least 8 characters/numbers in length

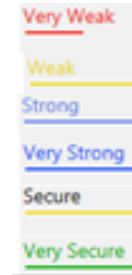
Password Strength:
Very Secure

Cancel Register

Check off the box that you have read and understand the E-Sign Agreement, Authorization Agreement, and Privacy Policy

Click **Register**

Note the Password Strength and choose a password with a **Very Secure** reading



You will receive a Registration Status notice that your information was received

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card payment and keep track of your payment history.

Registration Status

Your registration information has been received. Choose **Continue to Login** to enter your username and password

Continue to Login

Click on **Continue to Login** if you would like to log in

Enter your **Username** and **Password**

Returning User [Help](#)

Username

Password

Login [Forgot your password?](#) [Forgot your username?](#)

Click **Login**

Select and answer three forgotten password questions

Security Questions Setup

Please complete the following six questions. These will be used if you need to reset your password or if you login from a different computer, deleted your cookies, etc.

Select Forgotten Password Questions

To enhance the security of your account, select from the questions below and provide answers to each. Only you will know the answers to these questions. NOTE: Please remember the exact answer to each forgotten password question. Please do not use the following characters in your answers: <>%;{}[]()*.

* =Required Information

Question #1: *	What is your brother's/sister's middle name?	▼
Answer #1: *	Peter	
Question #2: *	What is your father's middle name?	▼
Answer #2: *	Paul	
Question #3: *	What was the first car you owned?	▼
Answer #3: *	Toyota	

Select and answer Enhanced Setup - Select Security Questions

Enhanced Security Setup - Select Security Questions

To enhance the security of your sign on, select from the questions below and provide answers to each. Only you will know the answers to these questions. On occasion, we may ask you these questions when you sign on to verify your identity. These are NOT FORGOTTEN PASSWORD questions, they are used to enhance the security of your account. NOTE: Please remember the exact answer to each security question. Please do not use the following characters in your answers: <>%;{}[]()*.

* =Required Information

Question #1: *	When is your wedding anniversary (MM/DD)?	▼
Answer #1: *	01/01	
Question #2: *	What is the middle name of your youngest sibling?	▼
Answer #2: *	Sally	
Question #3: *	What was your high school mascot?	▼
Answer #3: *	Titan	

Click **Verify>>**

Cancel **Verify >>**

Security Questions Setup Validation

Review your questions and answers

Verify Forgotten Password Questions

Please review your questions and answers. Ensure that your answers are spelled correctly and select Continue or, to make changes, select Prev.

Question #1:	What is your brother's/sister's middle name?
Answer #1:	Peter
Question #2:	What is your father's middle name?
Answer #2:	Paul
Question #3:	What was the first car you owned?
Answer #3:	Toyota

Please keep your answers in a safe place and do not share them with anyone.

Verify Security Questions

Please review your questions and answers. Ensure that your answers are spelled correctly and select Next or, to make changes, select Prev.

Question #1:	When is your wedding anniversary (MM/DD)?
Answer #1:	01/01
Question #2:	What is the middle name of your youngest sibling?
Answer #2:	Sally
Question #3:	What was your high school mascot?
Answer #3:	Titan

Please keep your answers in a safe place and do not share them with anyone.

<< Prev

Continue >>

You will be taken to your Property Profile

My Properties My Profile My Billing Info FAQs Welcome, First I **Sign Out**

My Properties

Add a New Property

ABC Test Association - Rental **Delete Property**

Property Profile		Recurring Payments
Property Location	City, State	You don't have recurring payments set up yet.
Management Company	Community Management, Inc.	
Homeowners Association	ABC Test Association	
Homeowners ID	12345	

Set up Recurring Payment **Make a One-Time Payment** **View Payment Details/History**

¹Payments made Monday through Friday (excluding federal holidays) after 8 p.m. ET / 5 p.m. PT and between Friday 8 p.m. ET/5 p.m. PT and Monday 8 a.m. ET/5 a.m. PT will be processed the next business day. Recurring card payments are not available.

²A \$14.95 fee will be assessed for each card payment. The maximum payment amount for each card transaction is \$5,000. Additional fees may be applied by the cardholder's credit/debit card issuer. Payments made Monday through Friday (excluding federal holidays) after 8 p.m. ET/5 p.m. PT and between Friday 8 p.m. ET/5 p.m. PT and Monday 8 a.m. ET/5 a.m. PT will be processed the next business day. Recurring card payments are not available.