





Password Reset Quick Reference Guide

<p>1. Go to HOAbankservices.com</p>	<p>www.HOAbankservices.com</p>
<p>2. Click the Make Payment link.</p>	
<p>3. Click in the Sign In or Register E\$Check box.</p>	
<p>4. Click the Forgot Password link.</p>	<p style="text-align: center;">Registered Users</p> <p style="text-align: center;">Sign-in to make a one-time or recurring payment if you have registered or have a Smartstreet Login ID and password.</p> <p style="text-align: center;">Sign-In Here</p> 

<p>5. Enter your Login ID and click Next.</p>	<p>Forgot your password?</p> <p>Please enter your Login ID and we'll try to locate your account.</p> <p>1. Enter your Login ID:</p> <p>Login ID: <input type="text"/></p> <p><input type="button" value="Next"/></p>
<p>6. Click on Return to Login Page.</p>	<p>An email has been sent to your registered email address with a link. Please click that link to continue resetting your password. The email may take up to 5 minutes to arrive in your inbox.</p> <p>You can now close this browser and click the link that arrives in the email to continue resetting your password.</p> <p><input type="button" value="Return to Login Page"/></p>
<p>7. Go into your email inbox and search for the message from Union Bank Homeowners Association Services. Click the link provided in the email to continue resetting your password.</p>	<p>From: Union Bank Homeowners Association Services <hoasupport-1@unionbank.com> To: owner@owner.com Sent: Friday, January 13, 2017 12:50 PM Subject: Password reset for hoabankservices.com</p> <p>Please go to https://www.hoabankservices.com/OnlinePayments/RecurUserLoginResetPW.aspx?k=Lpjiu54AeKUledqJcAFI3zc1v2P3hDaDKmyg26kPgKyVzzYcXWR7pD2JEZIBresm to continue resetting your password. If you did not request your password to be reset, please contact the Customer Support Center at 888.705.0600</p>
<p>8. Answer your security question(s) and enter the characters on the shown on the left into the box labeled Type the code shown. Then click Submit.</p>	<p>Security Questions</p> <p>Your account was successfully located, please provide the answers to your security questions.</p> <p>2. Answer this security question that you chose during setup: Question: What is your favorite dessert? Answer: <input type="text"/></p> <p>3. Type the 6 characters below and then click login:</p> <div style="display: flex; align-items: center;">  <div style="margin-left: 20px;">Type the code shown: <input type="text"/></div> </div> <p>Show another code</p> <p><input type="button" value="Back"/> <input type="button" value="Submit"/></p>

9. Enter your **new password** based on the password requirements.

- **Confirm** by re-entering your **password**.
- Click **Next**.
- Click on the **Return to Login Page** to continue.

Enter Your New Password

This is the last step. Please enter your new password and then click the next button.

- 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 a least 8 characters/numbers in length ✓

New Password:

Confirm Password:

Password Strength: **Secure**

Your password has been updated.

10. You will receive an email verifying that your password has been updated.

From: Union Bank Homeowners Association Services
<hoasupport-1@unionbank.com>
To: owner@owner.com
Sent: Friday, January 13, 20XX 12:58 PM
Subject: Password reset successfully for hoabankservices.com

Your password has successfully been reset. Please contact the Customer Support Center at 888.705.0600 if you are not the owner of this account.

