

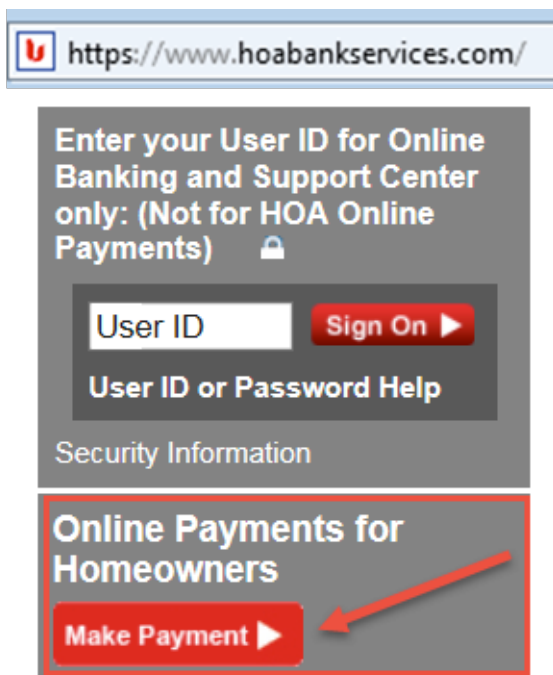
Resetting Passwords and Retrieving Usernames Quick Reference Guide

This guide walks you through the steps to take when you forget your Username or Password.

Reset Your Password

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

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



Make a Payment

Returning User
Help

Login

Forgot your password?

Forgot your username?

Click [Forgot you password?](#)

Forgot Password Assistance



If you're having trouble logging in, please enter your username associated with your account, and then click Continue. We will email you a link to a page where you can easily create a new password.

Enter your **Username**

Click **Continue**

Username

Continue

A pop-up then appears notifying you that an email will be sent

Forgot Password Assistance



An email has been sent.

Note: The email may take up to 5 minutes to arrive. Check your junk mail folder if you do not receive it.

If the username you entered is associated with a customer account in our records, you will receive an email from us with instructions for resetting your password. If you don't receive this email please check your junk mail folder. It may take up to 5 minutes to arrive in your inbox.

Click **Close** and locate the email

You can now close this browser and click the link that arrives in the email to continue resetting your password.

Close

Subject: Password reset for hoabankservices.com

Click on the link in the email

Please go to www.hoabankservices.com 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

Forgot Password

Answer the **Forgot Password** security questions

Security Questions

Your account was successfully located, please provide the answers to your security questions.

What is your father's middle name?

.....

Enter the characters shown on the page

Type the 6 characters shown in the image

fan4c7



Show another code

Click **Continue**

Continue

Forgot Password

You are then notified your password was updated

[Your password has been updated successfully.](#)

Please click the below button to log in.

Click **Return to Login Page**

[Return to Login Page](#)

Retrieve Your Username

Make a Payment

Returning User Help

Username

Password

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

Click **Forgot your username?**

Forgot Username Assistance ×

If you're having trouble logging in, please enter the email associated with your account, and then click Continue. We will email you once we locate your username.

Enter your **Email Address**

Click **Continue**

Email Address **Continue**

A pop-up then appears notifying you that an email will be sent with your Username

Forgot Username Assistance ×

An email has been sent.

Note: The email may take up to 5 minutes to arrive. Check your junk mail folder if you do not receive it.

If the email address you entered is associated with a customer account in our records, you will receive an email from us with your username. If you don't receive this email please check your junk mail folder. It may take up to 5 minutes to arrive in your inbox.

Click **Close** and locate the email

Close

The e-mail will list your
username

Subject:
Union Bank Homeowners Association Services - Forgot Login ID(s) Request

Body:
Below is the Login ID that is linked to 'email@email.net' along with the
respective association name

1. Username2 - XYZ - Test Association