



Alliance Association Bank[®]

A division of Western Alliance Bank. Member FDIC.

Homeowner's Portal – Online Payment Site Guide

April 2019

Overview

Welcome!

Welcome to Alliance Association Bank (AAB), a division of Western Alliance Bank, Member FDIC. We look forward to working with you and building a dynamic relationship. The information in this guide will assist you with processing payments through the AAB Homeowner's Online Payment Site, including:

- Making a scheduled payment on a monthly, quarterly, semi-annual or annual basis.
- Scheduling a one-time payment for a future date, for homeowners who have setup a user profile.
- Canceling a transaction that is in a pending status within the user profile.
- Viewing all payment related notifications within the user profile.
- Opting to store and pay with multiple checking and savings accounts within a single user profile.

Homeowner's Online Payment Site Portal

The Homeowner's Online Payment Site Portal is a payment management system that enables homeowners to effectively and efficiently make payments, manage profile information, and create and edit user information.

General Information

This user guide shows new and returning users how to navigate the Homeowner's Online Payment Site Portal. Users will be guided on how to:

- Set up an account.
- Set up scheduled payments.
- Add a payment method.
- Make and/or cancel payments.
- Manage profile information.
- View payment history.

The Homeowner's Online Payment Site Portal can be accessed from any personal computer, tablet or mobile device through Internet Explorer or Google Chrome, but Google Chrome is recommended for optimal user experience. Please access your Management Company or Association website to reach the Homeowner's Online Payment Site Portal.

The homeowner must have:

- Coupon, statement or letter from Management Company or Association with the Management Company ID, Association ID, and Property Account Number.
- Valid credit/debit card or bank routing and account number for deposit accounts.
- Active connection to either a Wi-Fi or mobile network.

Please feel encouraged to contact us at **(844) 739-2331** or payments@allianceassociationbank.com with any questions.

Contact Information

(844) 739-2331

payments@allianceassociationbank.com

www.allianceassociationbank.com

Table of Contents

Terminology.....	4
Welcome Screen	5
New Users – Setup Account.....	6
User Dashboard	7
Setup Scheduled Payments	8
Make a Payment	10
Cancel a Payment	11
Payment Methods	11
Manage My Properties	12
Review Payment History	12
Notifications Overview	13
My Profile	13
Payment Options as a Guest.....	14
Debit/Credit Card Payment	14
Navigating the Debit/Credit Card User Portal.....	20
eCheck Payment	23

Terminology

- **ACH:** Automated clearinghouse.
- **ACH Entry:** An order or request for withdrawal of money from Deposit Account of Homeowner.
- **Association:** The applicable HOA, a management company on behalf of the applicable HOA, or a management company on behalf of another legal entity for the purpose of collecting Assessments.
- **Assessment(s):** Dues, assessments (periodic and special), and Other Amounts due from Homeowner to Association.
- **Bank:** Alliance Association Bank, a division of Western Alliance Bank.
- **Business Days:** Monday through Friday, excluding Saturdays, Sundays, bank holidays, and any other day that Bank chooses or is required by law to be closed.
- **CC&R:** The Declaration of Covenants, Conditions, and Restrictions applicable to Homeowner's property.
- **Card:** A credit or debit card validly issued by one of the major card networks including but not limited to Visa U.S.A. Inc., MasterCard International Incorporated, DFS Services LLC or American Express Travel Related Services Company, Inc.
- **Card Transaction:** A charge to Homeowner's Card account.
- **Deposit Account:** A consumer checking (demand deposit) or savings account at a financial institution with an ABA routing number.
- **Effective Entry Data:** The Business Day specified by Homeowner on which it intends to settle the ACH Entry.
- **HOA:** Homeowners' association.
- **Homeowner:** Each person subscribing to service and each person who uses service provided hereunder with the permission of the subscriber
- **Other Amounts:** Any fixed or variable dollar amount including, but not limited to late fees, fines for CC&R violations, or charges for ancillary services
- **Property Account:** Certain account established by an association on its records for the purpose of tracking assessments
- **Service:** The Bank's online payment service
- **Terms and Conditions:** The Online Payment Service Terms and Conditions, as may be amended by Bank from time to time

Welcome Screen

When a user first accesses the Alliance Association Bank website they will be brought to a **Welcome Screen** which allows:

- Returning users who have previously created an account to login using established credentials
- New users who have not previously created an account to setup a profile by clicking *Setup Account*
- Users who would like to process a one-time payment without creating an account to enter the following required information:
 - Management company ID
 - Association ID
 - Property account number

The screenshot shows the Alliance Association Bank website's Welcome Screen. At the top left is the logo for Alliance Association Bank. To the right of the logo is a callout box stating: "Company's contact information will appear here." Further right, the phone numbers 1-301-456-7890 and 1-301-987-6543 are displayed, with a "Contact Us" link above them. A dark blue horizontal bar contains the word "Welcome" on the left. Below this bar, the text "Company can customize verbiage here." is shown. The main content area is divided into three sections: "Returning Users", "New Users", and "One Time Payment". The "Returning Users" section includes an "Email Address" field, a "Password" field, and a list of password requirements: "Use 8 or more characters", "Use upper and lower case letters (e.g. Aa)", "Use a number (e.g. 1234)", and "Use a symbol (e.g. @\$)". A "Remember me" checkbox and a green "Login" button are also present. A callout box points to the password requirements, stating: "Password specifications will turn green as they are met." Below the "Login" button is a link for "Forgot password?". The "New Users" section features a green "Setup Account" button and a brief description: "Set up an account to retain payment history and schedule payments." The "One Time Payment" section includes a note: "To make one-time payment, please make sure you have the information below available:" followed by a bulleted list: "Management Company ID", "Association ID", and "Property Account Number". There are two green buttons: "eCheck Payment" and "Debit/Credit Card Payment". A callout box points to the "eCheck Payment" button, stating: "A one-time eCheck payment will not maintain payment history." Another callout box points to the "Debit/Credit Card Payment" button, stating: "A one-time credit/debit card payment will include fees for processing." At the bottom of the "One Time Payment" section, there is a note: "Payments must be received by 4:00 PM Pacific Standard business day processing. Processing will complete within 4 business days." A large callout box on the left side of the page states: "Register to maintain payment history, manage payment methods, properties, and view email notifications."

New Users – Setup Account

New users will be directed to the **Setup Account** page which will allow them to:

- Create a new profile by clicking **Setup Account** **Welcome Screen**
- Enter the required information (see image below)
- Once completed, click **Setup Account** at the bottom of the page

Setup Account

Personal Information

First Name: Last Name: Phone Number:

Email Address: Re-enter Email Address:

Login Information

Password: Re-enter Password:

X Use 8 or more characters
X Use upper and lower case letters (e.g. Aa)
X Use a number (e.g. 1234)
X Use a symbol (e.g. @#%)

Security Questions

Security Question 1: Security Question 2: Security Question 3:

I can access and have read the [CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC RECORD AND SIGNATURE DISCLOSURES](#) document and the [TERMS AND CONDITIONS](#) document; and I can print on paper the disclosures or save or send the disclosures to a place where I can print them, for future reference and access; and Until or unless I notify AAB at 888-834-4567, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, approvals, disclosures, and other documents that are required to be provided or made available to me during the course of my relationship with you.

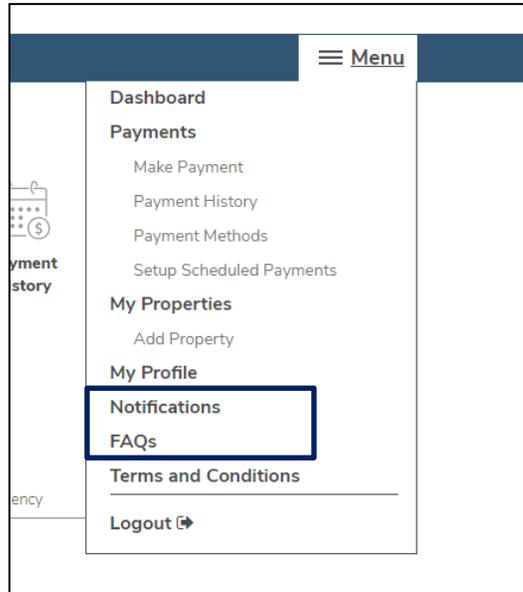
Security questions will only be used to verify user identity when users call in to payment support.

Users can click the E-sign Disclosure and the Terms & Conditions to read, save, and/or print.

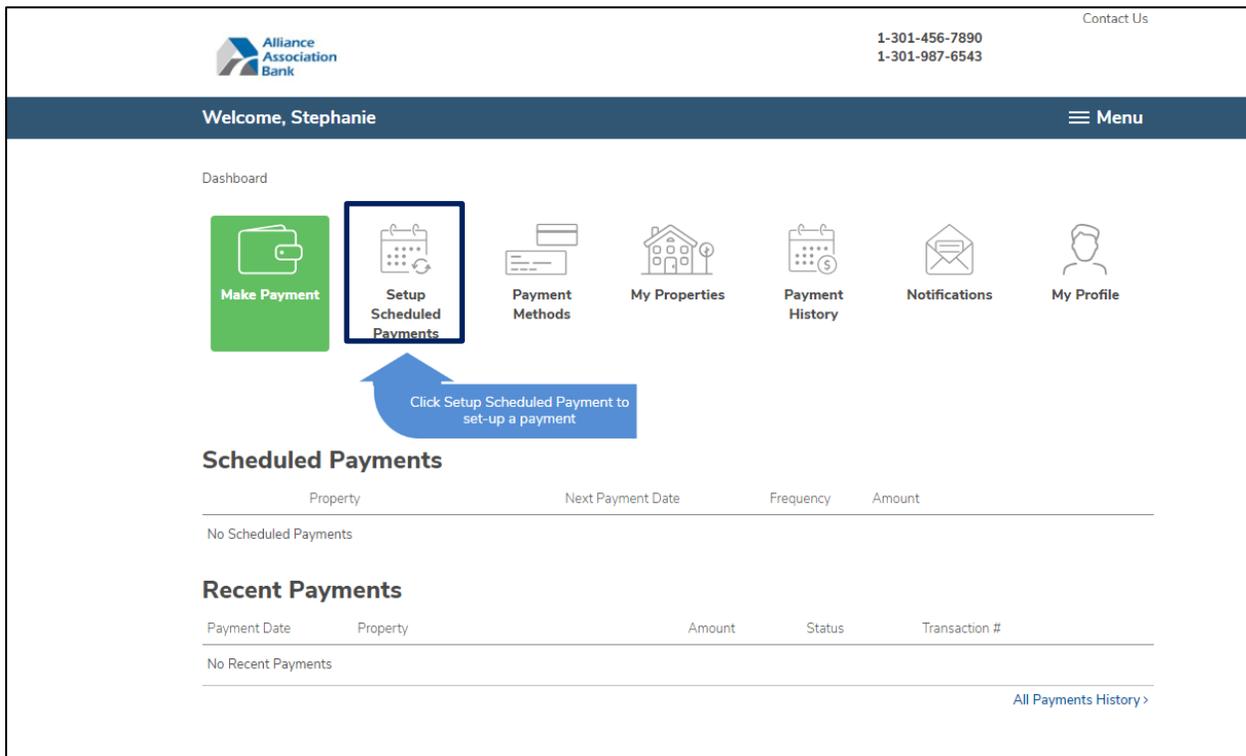
User Dashboard

When new and existing users log in, the **User Dashboard** shows all available options within the user profile.

- The **Dashboard Menu** contains items from the dashboard in a drop down, including a link to the portal FAQs and Terms & Conditions.



- As a first time user, a blue arrow will guide users to **Setup Scheduled Payments**.



Setup Scheduled Payments

- **Setup Scheduled Payments** will walk users through setting up a scheduled payment based on a frequency of choice.
- If there are no properties or payment methods established for the profile, users can add them by clicking on the links shown below.

Payment

Select a Property:

Please add a Property First ▼

[+ Add a Property](#)

Select a Payment Method:

Please add a Payment Method First ▼

[+ Add a Payment Method](#)

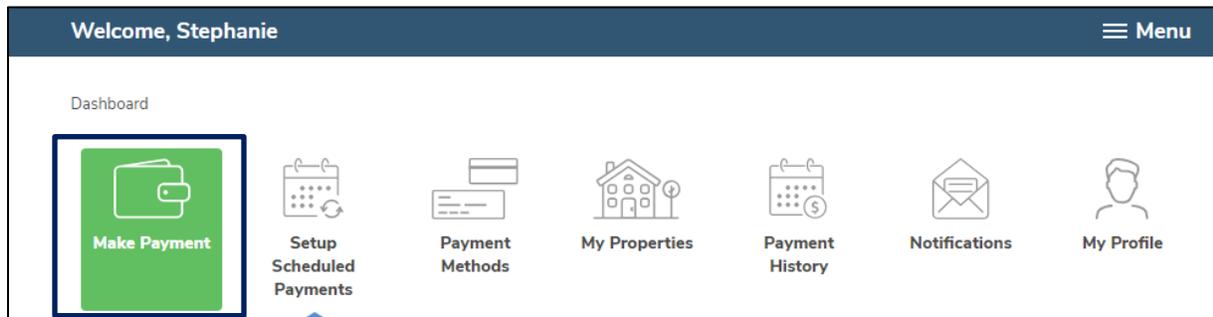
- The payment type will automatically default to the **Scheduled Payment** tab, however, users may toggle between **Scheduled Payment** and **One Time Payment**. Users can make a scheduled payment on a monthly, quarterly, semi-annual or annual basis.
- The **End Date** defaults to *No End Date*, however, users have the ability to establish an end date.

- Once the payment is reviewed and confirmed, it will be presented under **Scheduled Payments** on the **User Dashboard**.

Scheduled Payments				
Property	Next Payment Date	Frequency	Amount	
No Scheduled Payments				
Recent Payments				
Payment Date	Property	Amount	Status	Transaction #
No Recent Payments				
All Payments History >				

Make a Payment

Selecting *Make Payment* from the **User Dashboard** allows a setup of a one-time payment or scheduled payment. By default, the payment type will be set to one-time.



The screenshot shows the 'Make Payment' form. At the top, there are two toggle buttons: 'One Time Payment' (selected) and 'Scheduled Payment'. A callout box points to these buttons with the text: 'Toggle between Scheduled or One Time payment.' Below the toggles, there is a 'Payment Amount:' field with a value of '\$0.00'. Below that is a 'Payment Date:' field with a value of '10/17/2018' and a calendar icon. At the bottom, there are two buttons: 'Cancel' and 'Review Payment' (highlighted in green). Below the buttons, there is a note: 'Payments must be received by 4:00 PM Pacific Standard Time for current day business. Processing will complete within 4 business days.'

Cancel a Payment

Users can cancel a payment from the **User Dashboard** if the payment has not yet been pulled for processing and reflects a 'Pending' status.

- If the cancel option is not available, the payment has already begun processing and cannot be canceled.

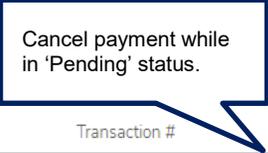
Scheduled Payments

Property	Next Payment Date	Frequency	Amount
No Scheduled Payments			

Recent Payments

Payment Date	Property	Amount	Status	Transaction #	
10/17/2018	5101 Coach Drive	\$10.00	Pending	20000007	Cancel

[All Payments History >](#)



Cancel payment while in 'Pending' status.

Payment Methods

A user may view or delete any existing payment methods as well as add new methods of payment.

- To add or delete payment methods, click *Payment Methods* from the **User Dashboard**.
- Users can add payment details by selecting *Add Payment Method*. This will require user bank routing and account information.

Add Payment Method

Bank Account

Payment Information

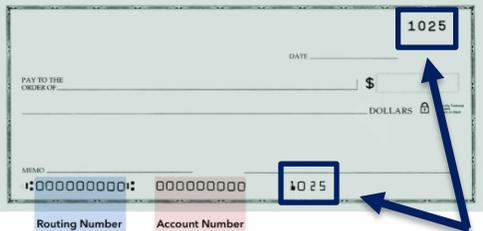
Account Type
 Checking Savings

Name on Account:
required field

Routing Number:
required field

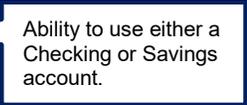
Account Number:
required field

Re-enter Account Number:
required field



Routing Number Account Number

< Back to Dashboard Cancel [Add Payment Method](#)



Ability to use either a Checking or Savings account.

Please be sure that the check number is **not included** when entering the account number. The check number appears at the top right corner of the check and at the end of the account number on the bottom right.

Manage My Properties

- The Homeowner's Online Payment Site Portal allows users to add, edit, or delete a property. Click *My Properties* from the **User Dashboard** to get started.
 - Management Company ID, association ID, property account number are required fields which can be gathered from the coupon, statement or directly from the management company.
 - Nickname (optional) is used to help differentiate between properties.

Dashboard > Payment > Add Property

Add Property

Management Company ID (A)

Association ID (B)

Property Account Number (C)

Property Nickname (optional)

[< Back To Dashboard](#)



0000 00000A 000000000012345 SMITH000000 19999 7
Property Acct Number (C)
Association ID (B)
Management Company ID (A)

Nickname defaults to property address if left blank.

[Cancel](#) [Add Property](#)

Review Payment History

- **Payment History** provides the ability to view and search through all transactions, including cancelled and returned payments (also includes one-time payments made outside of the profile using the same email address).
 - Users have the ability to search by property, date, amount, status or transaction number.

Payment History

Property: Date: Amount:

Status: Transaction #: Items per page:

[Go](#)

Payment Date	Property	Amount	Transaction #	Status
Nothing found for this search.				

Notifications Overview

- **Notifications** will reflect the correspondence that has been sent to the email address registered with the profile.
 - Notifications include: payment reminders, confirmation of payments, return notices, changes made to the profile, password resets, and change in payment schedule.

My Profile

- **My Profile** allows users to edit/update name, phone number, email address and password information.

The screenshot shows a 'My Profile' form with the following fields and buttons:

- First Name:** Text input field
- Last Name:** Text input field
- Phone Number:** Text input field
- Email Address:** Text input field
- Re-enter Email Address:** Text input field
- Change Password:** Green button
- Edit:** Green button

A callout box with a blue border contains the text: "Please note that a change in the email address will change the username for login."

Payment Options as a Guest

Users can select to make payments in the following manner from the **Welcome Screen**:

- One-time debit/credit card payment
- One-time eCheck payment

Information is also provided below on how to navigate the debit/credit card user portal.

Debit/Credit Card Payment

- Make a one-time credit or debit card payment by selecting *Debit/Credit Card Payment* on the **Welcome Screen** at the bottom right.

One Time Payment

To make one-time payment, please make sure you have the information below available:

- Management Company ID
- Association ID
- Property Account Number

[eCheck Payment](#)

[Debit/Credit Card Payment](#)

Payments must be received by 4:00 PM Pacific Standard Time for current business day processing.

Processing will complete within 4 business days.

- Click *Proceed* on the following screen to acknowledge that a fee will be assessed at the time of the payment.

Pay by Credit Card

Alliance Association Bank has contracted with a third party vendor to jointly provide you with a safe and secure credit card payment system for your convenience. **A fee will be charged for each assessment payment made using this credit card payment system.** Please contact Alliance Association Bank with any questions or issues in the use of the following site.

[PROCEED](#)

- The next screen will require that the user's management company ID, association ID, property account number and email address are entered. Select *Search*.
 - If property information and email address match a prior payment, the search results will reflect the user's found property. Select the found property and the option to *Register*.

Find Your Account

John Smith	Account Number 12345	Data Due Jan 1, 2018	Amount Due \$199.99
Make checks payable to: HOMEOWNERS ASSOCIATION NAME		Pay Due After: Jan 15, 2018	
Please make check payable to your Association and be sure to use the return envelopes provided.			
		 Homeowners Association c/o Management Company Processing Center P.O. Box 000000 Las Vegas, NV 89190	

0000 000H0A 0000000000012345 SMITH0000000 19999 7

Property Account # (3)

Association ID (2)

Management Company ID (1)

Please enter the following information found on your payment coupon using the example above.

Property Account Numbers are unique and separate payments must be submitted for each payment obligation or payment type, or if you are paying for more than one property.

Payments may take up to five business days to process and post to your account. We recommend all payments be submitted at least five business days before the due date indicated on your invoice or coupon to avoid late charges.

(1) Mgmt Co ID

(2) Assoc ID - Without Leading Zeros

(3) Property Account #

Email

SEARCH

[Already Registered? Login Here](#)

Found 1 [Search Again](#)

Username **Registered**

2

[Create a new account](#)

- On the registration page, users will enter property details unless prepopulated.
 - A user's first name, last name, email and mobile phone are required fields.
 - A user's email will be prepopulated if a previous payment was made.
- Verify the information represented is accurate and enter a 4-digit PIN number of choice. This PIN number will be used when accessing the user profile in the future.
- Payment reminders are set up by default to occur the 1st of every month. Modify the reminder date, frequency, and type (email or text) prior to registration. If no mobile phone number is provided, text will **not** be an option.

Make a Payment

Daily Review

Association ID: DAY

Management Company ID: 6708

[Already Registered? Login Here](#)

Property Account #

First Name

Last Name

Email

Mobile Phone

Create a Simple 4 Digit Pin For Your Security

Set up your payment reminders.

Frequency

Reminder Day

Email me a Payment Link

Text me a Payment Link

CONTINUE

Users will enter property details unless prepopulated.

Create a unique 4-digit PIN. This PIN number will be used when accessing the user profile in the future.

Payment reminders are set up by default to occur on the 1st of every month. Modify the reminder date, frequency, and type (email or text) prior to registration. If no mobile phone number is provided, text will **not** be an option.

- The payment page will be presented along with a previously used payment method, if available.
- Enter the payment amount and choose a payment method or select *Add a Payment Method*. If multiple properties exist, these will be presented to the user with associated payment methods.

Payment Amount

\$ 0.00

Select Payment Method

+ Add a Payment Method

AMERICAN EXPRESS DISCOVER MasterCard VISA

CANCEL

Found 2 Logout

Daily Review
Account # - 2

Daily Review
Account # - 5

If multiple properties exist, these will be presented to the user with associated payment methods.

- When adding a payment method, the name on the payment profile is prepopulated. Enter the **card number** and **zip code**. Select *Save Payment Method*.

Cardholder Name

Card Number VISA

Expiration Date

Zip Code ×

SAVE PAYMENT METHOD

AMERICAN EXPRESS DISCOVER MasterCard VISA

- Credit Card Fee Info -
A 3% service fee will be applied at the time of payment.

[BACK](#)

- If an account exists, user will be presented with saved payment method details.

Payment Amount

\$0.00

Select Payment Method

VISA Credit Card # xxxxx ✓
Exp: 10/20 - Fee: 3%

Enter CVV ⓘ

Add New Payment Method

NEXT - REVIEW PAYMENT

AMERICAN EXPRESS DISCOVER MasterCard VISA

CANCEL

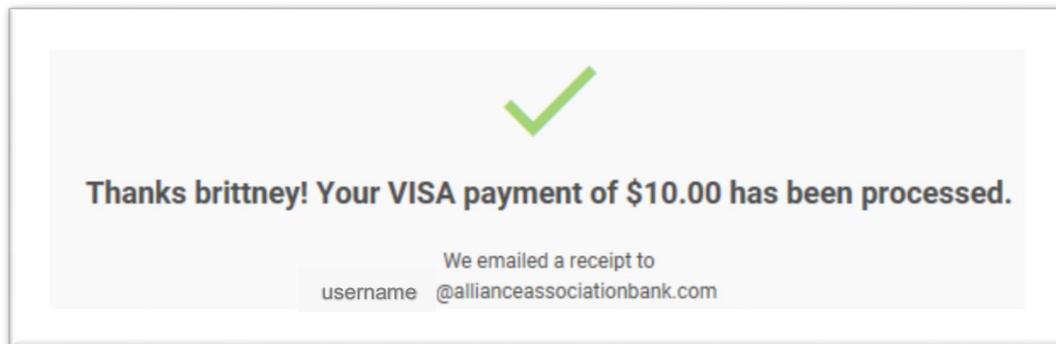
- Prior to confirming the payment, the payment amount plus the convenience fee is presented along with the payment total. Review the payment details and select *Confirm* to submit the payment.

Payment Type:	Payment
Payment Amount	\$5.00
Debit Card Fee	\$5.00
Total	\$10.00
Pay Method	Visa Debit Card #

CONFIRM

 This is a Secure Payment
By clicking confirm you agree to the [terms](#).

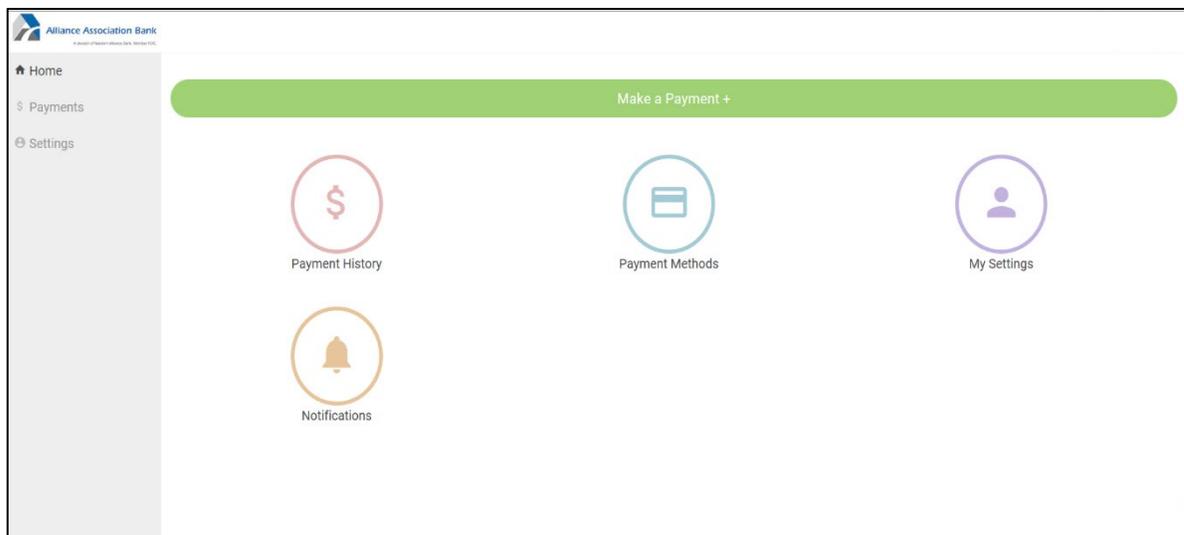
- A confirmation page will be presented and emailed to the email address associated with the user profile.



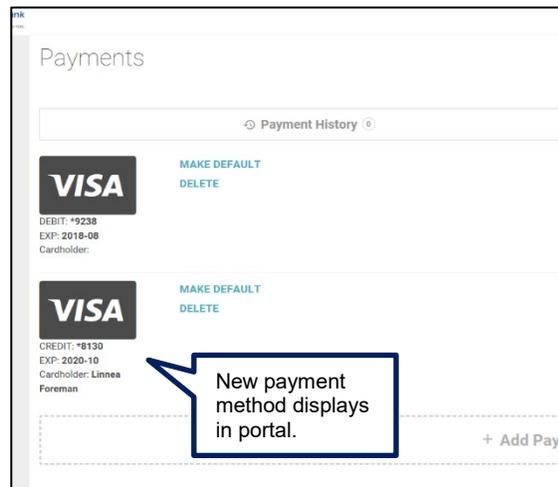
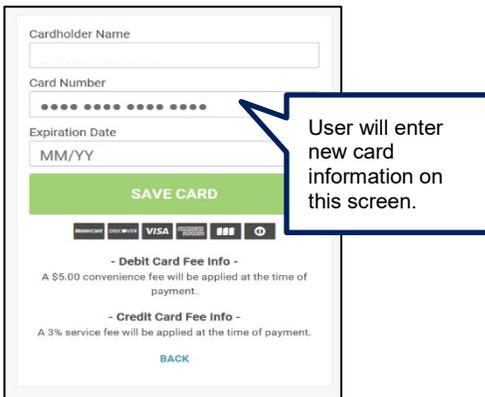
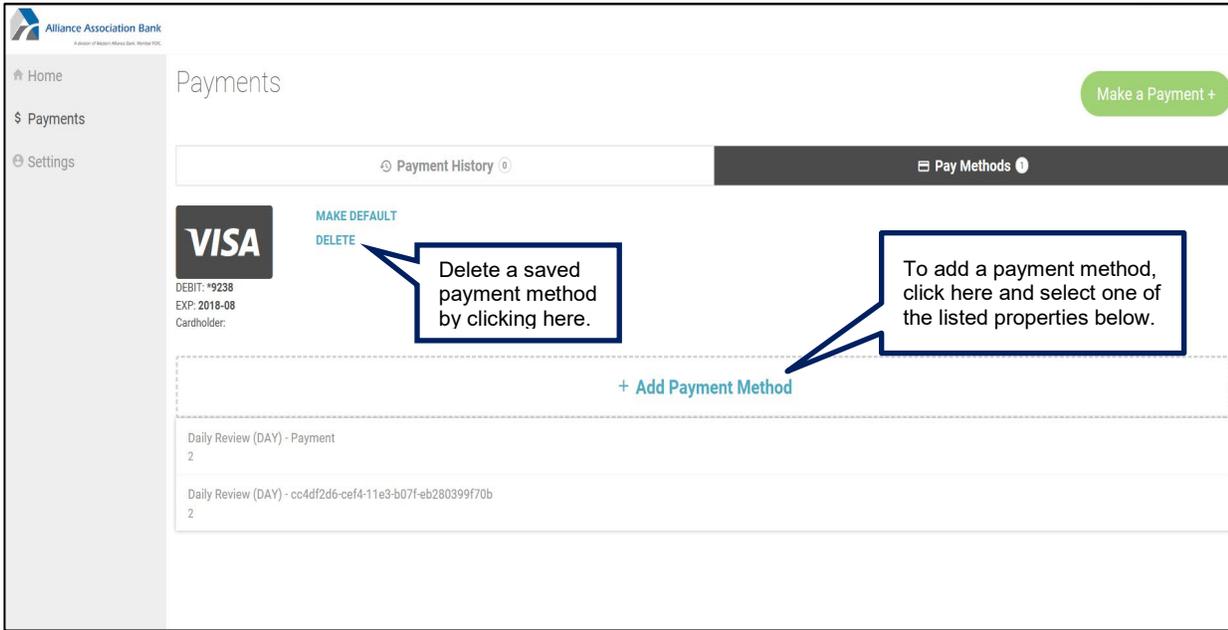
- When making a payment by card in the future, select *Already Registered? Login here* from the **Make a Payment** page. Users will be prompted to enter an email address and the 4-digit PIN created.
 - Within the portal, users can make a payment, view payment history, maintain payment methods, change personal information, and view payment notifications.

Navigating the Debit/Credit Card User Portal

- Users will be prompted to enter an email address and 4-digit PIN (as shown in the previous screenshot). All properties registered with this information will appear.
 - If a user has multiple properties, select the property to review by clicking on it.
- Once a selection has been made, users can access **Payment History**, **Payment Methods**, **My Settings**, and **Notifications** in the portal.



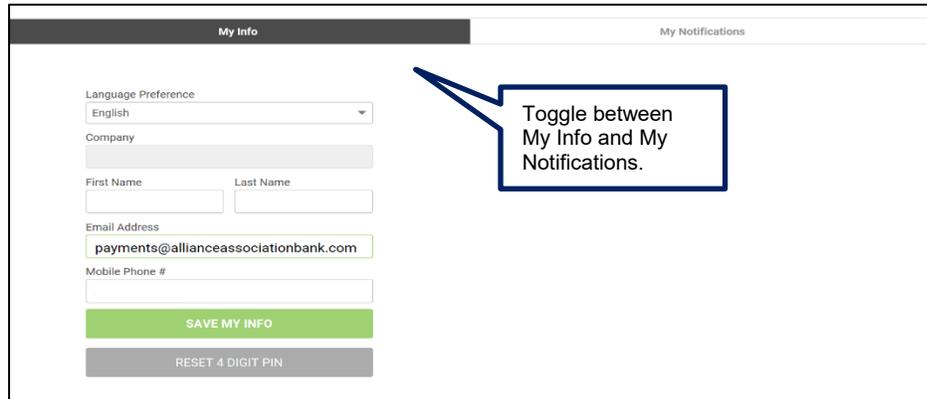
- Payment History
 - This screen will display all payments made associated with the user account.
- Payment Methods
 - This screen will present all payment methods the user has on file.
 - Here, users can either add or delete payment methods.



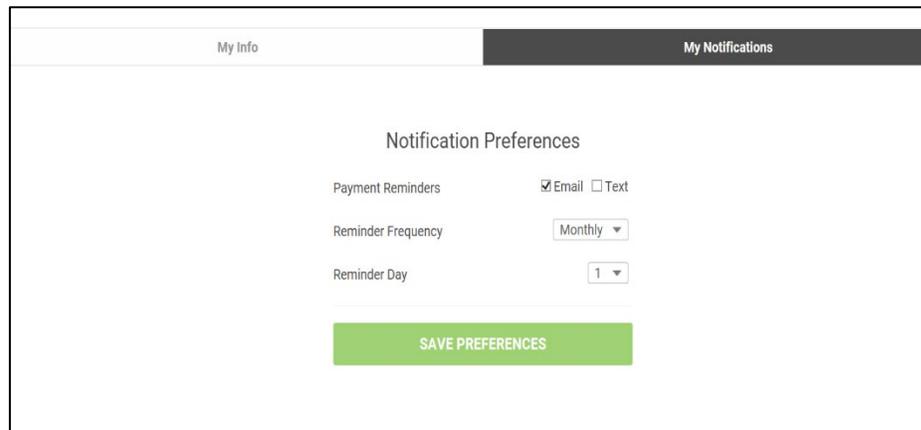
- Settings

- This screen presents two tabs that the user can toggle between: **My Info** and **My Notifications**.

- **My Info:** This tab allows users to edit/update name, email address, and phone number information. It also allows users to reset the 4-digit PIN used to login.



- **My Notifications:** This tab allows users to make changes to how notifications are received.



eCheck Payment

- Users can make a one-time eCheck payment for a community assessment.
- Select *eCheck Payment* on the **Welcome Screen** at the bottom right.

One Time Payment

To make one-time payment, please make sure you have the information below available:

- Management Company ID
- Association ID
- Property Account Number

eCheck Payment

Debit/Credit Card Payment

Payments must be received by 4:00 PM Pacific Standard Time for current business day processing.

Processing will complete within 4 business days.

- Enter **Personal Information** and **Property Information** sections.

Make One Time Payment

Home > Property Information

Property Information > Payment Information > Review

Personal Information

First Name: ✘

Please enter a valid first name.

Last Name:

Email Address:

Re-enter Email Address:

Property Information

Management Company ID (A)

Association ID (B)

Property Account Number (C)

[Find My Account By Address](#)

John Smith	Account Number 12345	Date Due Jan 1, 2018	Amount Due \$199.99
Make checks payable to: HOMEOWNERS ASSOCIATION NAME		Pay Due After	Jan 15, 2018
Please make check payable to your Association and be sure to use the return envelopes provided.			
			Homeowners Association c/o Management Company Processing Center P.O. Box 000000 Las Vegas, NV 89193

0000 000H0A 0000000000012345 SMITH0000000 19999 7
 Property Acct Number (C)
 Association ID (B)
 Management Company ID (A)

Payments must be received by 4:00 PM Pacific Standard Time for current business day processing.
Processing will complete within 4 business days.

Cancel

Continue to Payment Information

- Once the information is entered, click *Continue to Payment Information*.
- Now, enter your bank account and routing number, payment amount, and payment date.
 - Refer to the image below for reference on where to retrieve the account and routing information from a check.
 - One-time payments within a profile can be setup with a future date.

Add Payment Method

Bank Account

Payment Information

Account Type
 Checking Savings

Name on Account:

Routing Number:

Account Number:

Re-enter Account Number:

Ability to select checking or savings account.

The image shows a check with two callouts. One callout points to the top right corner of the check, where the number '1025' is printed. The other callout points to the bottom right corner of the check, where the number '1025' is printed at the end of the account number. Labels 'Routing Number' and 'Account Number' are placed below the check image.

Please be sure that the check number is **not included** when entering the account number. The check number appears at the top right corner of the check and at the end of the account number on the bottom right.

Payment Amount:	<input type="text" value="\$0.00"/>
Transaction fee per payment:	\$0.00
Total Payment:	\$0.00
Payment Date:	<input type="text" value="10/24/2018"/>
<input type="checkbox"/> I can access and have read the CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC RECORD AND SIGNATURE DISCLOSURES document and the TERMS AND CONDITIONS document; and I can print on paper the disclosures or save or send the disclosures to a place where I can print them, for future reference and access; and Until or unless I notify AAB at 888-734-4567, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgements, and other documents that are required to be provided or made available to me during the course of my relationship with you.	
< Back to Property Information	Cancel Review and Finalize Payment
<small>Payments must be received by 4:00 PM Pacific Standard Time for current business day processing. Processing will complete within 4 business days.</small>	

- Once the payment is reviewed and confirmed, users will receive a confirmation email with all details related to the payment established.