



**Alliance Association Bank®**

A division of Western Alliance Bank. Member FDIC.

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# **Homeowner's Portal – Online Payment Site Guide**

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May, 2022

# Overview

## Welcome!

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

- eCheck Payments
  - Setting up scheduled payments on a monthly, quarterly, or additional frequencies, as determined by your management company.
  - Scheduling a one-time payment for a future date, for homeowners who have setup a user profile.
- Credit/Debit Card payments
  - Setting up a one-time payment using a credit or debit card.
- Cancelling transactions that are in a pending status within the user profile.
- Viewing all payment-related notifications within the user profile.
- Ability to store and pay with multiple checking and savings accounts.
- Ability to store and pay with major credit and debit cards.

## Homeowner's Online Payment Site Portal

The Homeowner's Online Payment Site Portal is a payment management system that enables homeowners to create and edit their user information and setup and make payments.

## General Information

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

- Setup an account
- Set up one-time or scheduled payments
- Add and maintain property information
- Add and maintain payment methods
- Cancel payments
- Manage profile information
- View payment history and notifications

The Homeowner's Online Payment Site Portal can be accessed from any personal computer, tablet or mobile device. 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
- Active connection to either a wi-fi or mobile network

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

***Contact Information***

**(844) 739-2331**

**[payments@allianceassociationbank.com](mailto:payments@allianceassociationbank.com)**

**[www.allianceassociationbank.com](http://www.allianceassociationbank.com)**

## ***Table of Contents***

Terminology .....	5
Welcome Screen.....	6
New Users – Setup Account .....	7
User Dashboard.....	8
Setup Scheduled Payments.....	8
Make a Payment.....	13
Cancel a Payment.....	14
Payment Methods .....	14
Manage My Properties .....	16
Review Payment History .....	16
Notifications Overview.....	17
My Profile .....	17
Single Sign On.....	18
Payment Options as a Guest.....	20
eCheck Payment .....	20
Debit/Credit Card Payment (Single Button Presentation).....	22
Debit/Credit Card Payment (Two Button Presentation).....	24
Navigating the Debit/Credit Card User Portal.....	28

## 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:** These Online Payment Service Terms and Conditions, as may be amended by Bank from time to time.
- **Single Sign On:** provides a seamless experience for homeowners to navigate from the software vendor's application to the Homeowner Portal to make a payment

## Welcome Screen

When the homeowner accesses the Alliance Association Bank Payment site, they are directed to a **Welcome Screen** which allows:

- Returning users with an account to login using established credentials
- New users to setup a profile by clicking *Setup Account*
- Users to make a onetime payment as a guest, without creating an account

The screenshot shows the 'Welcome' screen of the Alliance Association Bank Payment site. At the top, there is a header with the Alliance Association Bank logo, a 'Management Company contact information' box containing the phone number (844) 739-2331 and address 3033 West Ray Road, Chandler, AZ 85226, and a 'Contact Us' link. Below the header is a dark blue bar with the word 'Welcome' in white. The main content area is divided into three sections: 'Returning Users', 'New Users', and 'One Time Payment'. The 'Returning Users' section has a 'Email Address' field with a red border and a red 'x' icon, a 'Password' field, and a 'Remember me' checkbox. A callout box points to the password field with the text 'Password specifications will turn green as they are met.' The 'New Users' section has a 'Setup Account' button. The 'One Time Payment' section has a 'One Time Payment' button. A callout box points to this button with the text 'One time payments as a guest.' At the bottom of the 'One Time Payment' section, there is a note about payment processing times. On the left side of the screen, there is a large text area that says 'Management Company customized message.' and a callout box pointing to it with the text 'Register to maintain payment history, manage payment methods, properties, and view email notifications.'

Alliance Association Bank®  
A Division of Western Alliance Bank, Member FDIC

Management Company contact information  
(844) 739-2331  
3033 West Ray Road  
Chandler, AZ 85226

Contact Us

Welcome

*Management Company customized message.*

Register to maintain payment history, manage payment methods, properties, and view email notifications.

### Returning Users

Email Address ✖

Please enter a valid email address.

Password

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

☒ Remember me

Login

Forgot password?

Password specifications will turn green as they are met.

### New Users

Setup Account

Set up an account to retain payment history and schedule payments.

### 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

One Time Payment

One time payments as a guest.

Payments must be received by 4:00pm Pacific to begin processing today.  
Payments received after 4:00pm Pacific may take up to 4 business days to be completed if the payment date falls on a weekend or Holiday.  
In most cases, payments are processed within 1-2 business days.

If the management company has not signed up for Card payments for returning users, the homeowner is presented with two options as shown below. The Debit/Credit Card Payment, in this case, will present the user with access to our Card processing partner ProPay. Detailed instructions to make the payment using ProPay are provided at the end of this document.

eCheck Payment

Debit/Credit Card Payment

## New Users – Setup Account

New users are directed to

- Create a new profile by clicking **Setup Account** on the **Welcome Screen**
- Enter the required information
- Click to agree to the Consent to Electronic Receipt of records and Terms & Conditions
- Click **Setup Account** at the bottom of the page.

### Setup Account

#### Personal Information

First Name: <input type="text" value="required field"/>	Last Name: <input type="text" value="required field"/>	Phone Number: <input type="text" value="( ) - * -"/>
Email Address: <input type="text" value="required field"/>	Re-enter Email Address: <input type="text" value="required field"/>	

#### Login Information

Password: <input type="text" value="required field"/>	Re-enter Password: <input type="text" value="required field"/>
--	---

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: <input type="text" value="required field"/>	Security Question 2: <input type="text" value="required field"/>	Security Question 3: <input type="text" value="required field"/>
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☐ 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. Until or unless I notify AAB at 688-734-4567, I consent to receive from exclusively through electronic means all notices, disclosures, authorizations, acknowledgments, and other documents that are required to be provided or made available to me during the course of my relationship with you.

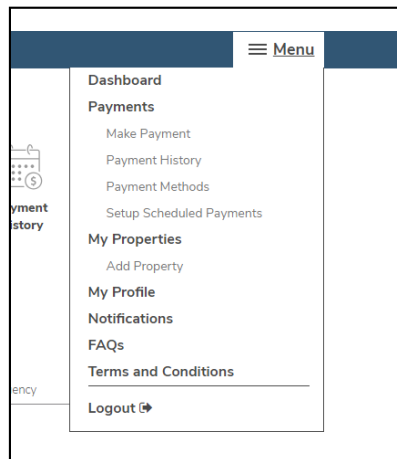
Click the E-sign Disclosure and the Terms & Conditions to read, save, and/or print.

Cancel

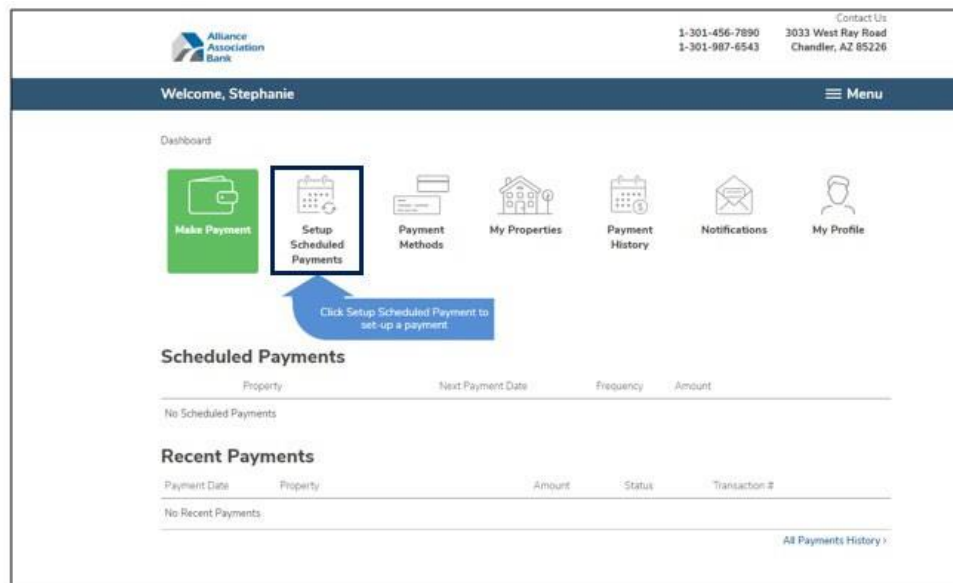
**Setup Account**

## User Dashboard

When new and existing users log in, the **Dashboard** displays all available options. The **Dashboard Menu** contains a drop down of options, including a link to past Notifications, FAQs and Terms & Conditions.



As a first-time user, a blue arrow guides the user to **Setup Scheduled Payments**.



## Setup Scheduled Payments

**Setup Scheduled Payments** will walk the user through setting up a recurring scheduled payment based on a selected frequency. This option will also allow making a onetime payment.

- If there are no properties or payment methods established for the profile, they can be added by using 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 defaults to the **Scheduled Payment** tab, however, the user may toggle between **Scheduled Payment** and **One Time Payment**. Users can setup scheduled payments based on frequencies offered by the management company. Typically, these include monthly and quarterly but may include others. All available frequencies appear in the drop down for selection.
- If a user owns multiple properties across different management companies, the allowed payment frequencies populate based on the selected property and associated management company.
- **Note:** Debit/Credit Card payments, if allowed by your management company, can be used for one-time payments but are not permitted for recurring payments.
- The **End Date** defaults to *No End Date*, however, the user may select an end date.
- If the Management Company charges a fee for eCheck payments, the fee is displayed as “Fee Per Payment” under the Fixed Amount and will be included in the Payment Total. This fee will be charged each time a payment is processed in the schedule.
- All card payments incur a fee. The fee is calculated and displayed after the payment amount is entered.

One Time Payment | Scheduled Payment

Fixed Amount: \$

\$0.00

Specify the dollar amount you authorize on the date selected. You acknowledge and agree that your Association may update, however, is not required to update your payment amount when a new assessment fee is assigned by the Association. You are solely responsible for verifying and ensuring the payment amount is sufficient to keep your Property Account current.

Fee per payment: \$0.00

Payment Total: \$0.00

Frequency: Monthly

Date of First Payment: 10/17/2018

End Date of Scheduled Payment (Optional): No end date

Cancel | Review Payment

- Management Companies can set a predefined value for the following fields when a user is setting up a Scheduled Payment. If the Payment Amount and/or Payment Frequency are predefined, the

user cannot edit these fields.

- Payment Amount
- Payment Frequency
- Date of First Payment
  - If the Date of First Payment is predefined, the user will only be able to start the payment on the predefined day. For example, if the predefined day is 11, the date of first payment can be setup for the 11<sup>th</sup> of each month for a monthly frequency or the 11<sup>th</sup> of the first month in a quarter for quarterly frequency.
  - You may make a onetime payment on a date other than what's predefined for scheduled payments.

The screenshot shows a web form for scheduling a payment. At the top left, the text "Payment Total:" is displayed. To its right, a text box contains the value "\$123.00". Below the "Payment Total:" text is a date selection dropdown menu. The dropdown is open, showing a list of dates from 9/11/2019 to 9/11/2020. The date 7/11/2020 is highlighted in blue. To the right of the date dropdown is a grey button with a downward arrow. Below the date dropdown is another dropdown menu with "9/11/2019" selected. To the right of this is a label "End Date of Scheduled Payment (Optional):" followed by a text box containing "No end date" and a calendar icon.

- Management companies may offer the ability for homeowners to pay their account balance on a recurring basis. Based on your payment frequency, your current balance due, which could be variable, will be deducted from your account. This feature, if available, is displayed as **Total New Balance**.
  - When you select *Total New Balance*, your current balance is displayed. This amount is as of the last update received from the management company. If the total new balance is -0-, you can only make a fixed amount payment.
  - You may click on *Review Payment* and proceed to authorize and pay or click on the *Fixed Amount* radio button and enter your desired amount. The payment total will be overridden with the fixed amount entered.

Select a Property:  
 9997 TNB  
 + Add a Property

Select a Payment Method:  
 BANK OF AMERICA, N.A. X-1111  
 + Add a Payment Method

One Time Payment Scheduled Payment

Select a Payment Option:  
☒ Total New Balance:  
 Will pay the amount due for your Property Account as of 10 days prior to the payment date selected in accordance with the Terms and Conditions. The amount due may include amounts such as late fees, fines for CC&R violations, or charges for ancillary services periodically imposed by your Association. You will receive email notification of the amount to be charged prior to processing.

☐ Fixed Amount \$  
 \$0.00  
 Specify the dollar amount you authorize on the date selected. You acknowledge and agree that, your Association may update, however, is not required to update your payment amount when a new assessment fee is assigned by the Association. You are solely responsible for verifying and ensuring the payment amount is sufficient to keep your Property Account current.

Payment Total: \$110.00

Frequency:  
 Monthly

Date of First Payment: 07/26/2021  
 End Date of Scheduled Payment (Optional): No end date

Cancel Review Payment

- If the payment date selected is more than 10 days from today's date, the *Total New Balance* amount displays the words *Account Balance*. The amount of the payment will be provided in the Upcoming Payment notification that will reflect the amount of your payment as of that day.

Select a Payment Option:  
☒ Total New Balance:  
 Will pay the amount due for your Property Account as of 10 days prior to the payment date selected in accordance with the Terms and Conditions. The amount due may include amounts such as late fees, fines for CC&R violations, or charges for ancillary services periodically imposed by your Association. You will receive email notification of the amount to be charged prior to processing.

☐ Fixed Amount \$  
 \$0.00  
 Specify the dollar amount you authorize on the date selected. You acknowledge and agree that, your Association may update, however, is not required to update your payment amount when a new assessment fee is assigned by the Association. You are solely responsible for verifying and ensuring the payment amount is sufficient to keep your Property Account current.

Payment Total: Account Balance

Frequency:  
 Monthly

Date of First Payment: 08/18/2021  
 End Date of Scheduled Payment (Optional): No end date

Cancel Review Payment

**Personal Information**

First and Last Name: Nahid Jilovec  
 Phone Number: (111) 111-1111  
 Email Address: njilovec@allianceassociationbank.com

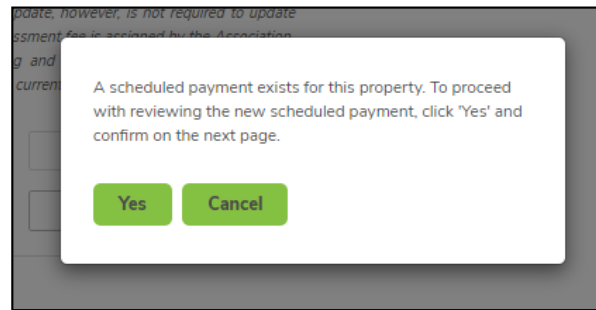
**Property Information**

Property: 9997 TNB  
 Management Company ID: 9997  
 Association ID: DAY  
 Property Account Number: 1/1173

**Payment Information**

Payment Method: BANK OF AMERICA, N.A. X-1111  
 Name on Account: Nahid Jilovec  
 Payment Total: Account Balance  
 Payment Frequency: Monthly  
 Date of First Payment: 08/18/2021

- If a recurring payment already exists for the chosen Property, a popup displays a warning that completing the action may result in a duplicate payment. Click *Cancel* to return to the dashboard, or click *Yes* to proceed with the payment.



- After the payment information is reviewed and confirmed, it will be displayed under **Scheduled Payments** on the **User Dashboard**.
- The user is also able to see a list of their **Processed Payments**. For transaction details, the user can click on the transaction number. This opens a modal with the payment details.

#### Scheduled Payments

Property	Next Payment Date	Frequency	Amount		
36JILOVEC1055010711	03/01/2021	Monthly	\$10.00	Edit	Delete

#### Recent Payments

Payment Date	Property	Amount	Status	Transaction #
01/29/2021	36JILOVEC1055010711	\$10.00	Processed	<a href="#">23912002</a>
12/29/2020	36JILOVEC1055010711	\$10.00	Processed	23874068
11/30/2020	36JILOVEC1055010711	\$10.00	Processed	23873953
11/09/2020	ski lodge	\$125.00	Processed	23780405
11/09/2020	ski lodge	\$125.00	Processed	23780263
11/05/2020	36JILOVEC1055010711	\$125.00	Processed	23872267
10/29/2020	36JILOVEC1055010711	\$10.00	Processed	23869244

[All Payments History >](#)

#### Payment Details

Transaction Number: **23912002**

Payment Status: **Processed**

Property Nickname: **36JILOVEC1055010711**

Management Company ID: **937**

Association ID: **36**

Property Account Number: **1055010711**

Payment Amount: **\$10.00**

Payment Method: **BANK OF AMERICA, N.A. X-1111**

Payment Date: **01/29/2021**

Payment Processed : **01/29/2021**

Close

## Make a Payment

Selecting *Make Payment* from the **User Dashboard** allows the homeowner to setup a one time or scheduled payment. The default payment type is set to Scheduled Payment but the user may toggle to the One Time Payment option.

A screenshot of the 'Make Payment' form. At the top, there are two tabs: 'One Time Payment' and 'Scheduled Payment'. The 'Scheduled Payment' tab is selected. Below the tabs, there is a radio button labeled 'Fixed Amount \$' which is selected. A text input field next to it contains '\$0.00'. Below this, there is a paragraph of text: 'Specify the dollar amount you authorize on the date selected. You acknowledge and agree that, your Association may update, however, is not required to update your payment amount when a new assessment fee is assigned by the Association. You are solely responsible for verifying and ensuring the payment amount is sufficient to keep your Property Account current.' Below this text, there are two rows of labels and input fields: 'Fee per payment:' with a '\$0.00' input field, and 'Payment Total:' with a '\$0.00' input field. Below these, there is a 'Frequency:' label and a dropdown menu showing 'Monthly'. At the bottom, there are two date pickers: 'Date of First Payment:' with a date of '10/17/2018', and 'End Date of Scheduled Payment (Optional):' with a 'No end date' selection. At the very bottom, there are two buttons: 'Cancel' and 'Review Payment'.

- When the user selects the One Time Payment tab, if there's a single property and payment method, those are displayed.

### Fees:

- All Debit/Credit card payments incur a fee. The fee is calculated and displayed after the amount is entered and is included in the Payment Total.
- The payment date defaults to today's date but can be modified to a future date.

## Payment

Select a Property:  
Guest House  
[+ Add a Property](#)

Select a Payment Method:  
Visa X-4747  
[+ Add a Payment Method](#)

One Time Payment Scheduled Payment

Payment Amount: \$500.00  
Fee: \$19.95  
**Payment Total:** \$519.95

Payment Date:  
09/22/2021

## Cancel a Payment

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

Scheduled Payments				
Property	Next Payment Date	Frequency	Amount	
No Scheduled Payments				
Recent Payments				
Payment Date	Property	Amount	Status	Transaction ID
10/17/2018	5101 Coach Drive	\$10.00	Pending	20000007
				<a href="#">Cancel</a>
<a href="#">All Payments History &gt;</a>				

Cancel payment while in 'Pending' status.

## Payment Methods

The user may add, view or delete payment methods. If your management company accepts use of debit/credit cards to be used inside your profile, you're presented with the option to add those as a payment method on your account.

- To add or delete payment methods, click *Payment Methods* from the **User Dashboard**.
- To add payment details, select *Add Payment Method*. The user can toggle between adding a Checking/Savings account or Debit/Credit Card information. The default is the Bank Account tab.
- To add a Checking or Savings account, select the Bank Account tab.

- **Note** : Name on account cannot contain special characters.

### Add Payment Method

☒ Bank Account
 ☐ Debit/Credit Card

#### Payment Information

Account Type

☒ Checking
 ☐ Savings

Name on Account:

required field

Routing Number:

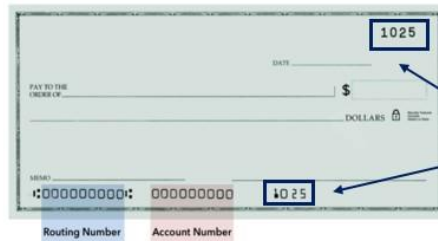
required field

Account Number:

required field

Re-enter Account Number:

required field



Please do not include the check number 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.

- To add a Debit or Credit Card, select the Debit/Credit Card tab.
- **Note** : Name must match what is on the card.

### Add Payment Method

☐ Bank Account
 ☒ Debit/Credit Card

#### Payment Information

Card Information

\* Name (as it appears on card) :

\* Card Number :

\* Expiration Date :

Month / Year

\* CVV2 / CID :

After the debit/credit card information is validated, the user may be presented with an option to save the card information to their browser. This is dependent on the browser and may not present in all cases. Please note this saves the card information on the browser and not to the homeowner profile in the AAB Payment portal.

Save card?

×

VISA Visa ••••4747

02/25

Save

No thanks

[Dashboard](#) > [Payment Methods](#)

## Payment Methods

BANK OF AMERICA, N.A.	X-XXX6	<a href="#">Delete</a>
BANK OF AMERICA, N.A.	X-6-66	<a href="#">Delete</a>

Add Payment Method

Debit/Credit Card Payment

- Management Company ID, Association ID, and Property Account Number are required and can be found on the coupon, statement or obtained from the Management Company.
- **Note: Leading zeros are not required and will be ignored.**
- Nickname (optional) is a great way to differentiate between properties when making or reviewing payments.

## Review Payment History

- ## AAB Online Payment Site Guide



### Payment History

Property  
All

Date

Amount

Status  
All

Transaction #

Items per page  
20

Search Payment Date Range
Search Amount Range

Go

## Notifications Overview

- **Notifications** reflects the correspondence that has been sent to the email address registered with the profile.
- Notifications include: Payment confirmation and reminders, return notices, profile changes, password resets, and changes in payment schedule.
- Clicking on the blue text in the Subject column will display the contents of the original communication.

### Notifications

Date	Subject	To
12/11/2020	<a href="#">Reset Your Password</a>	cmoya@mailinator.com
12/11/2020	<a href="#">Profile Update</a>	cmoya@mailinator.com
12/07/2020	<a href="#">Suspended/Cancelled Payment Schedule - Daily Review</a>	cmoya@mailinator.com
12/07/2020	<a href="#">Suspended/Cancelled Payment Schedule - Daily Review</a>	cmoya@mailinator.com
12/07/2020	<a href="#">Profile Update</a>	cmoya@mailinator.com
12/04/2020	<a href="#">Upcoming Payment - Daily Review</a>	cmoya@mailinator.com
12/03/2020	<a href="#">New Scheduled Payment - Daily Review</a>	cmoya@mailinator.com
12/01/2020	<a href="#">New Scheduled Payment - Daily Review</a>	cmoya@mailinator.com
12/01/2020	<a href="#">Payment Authorization</a>	cmoya@mailinator.com

## My Profile

- **My Profile** allows users to update name, phone number, email address and password information.
- To change your password, click on Change Password and Save after entering the new password.

## My Profile

First Name:

Last Name:

Phone Number:

Email Address:

Re-enter Email Address:

Change Password


Edit

Please note a change in the email address changes the username for login.

## Single Sign On

Single Sign On provides a seamless experience for homeowners to navigate from the software vendor's application to the Homeowner Portal to make a payment. If the Management Company has elected to use the Single Sign On functionality, the homeowner's experience will vary.

If this is the homeowner's first time accessing the Homeowner Portal and the Management Company has elected for Single Sign On, the user is routed to the Single Sign On Signup Page after clicking the 'Make A Payment' button. The owner must enter their First Name, Last Name, Phone Number and agree to the Terms and Conditions to complete their account setup.



Alliance  
Association  
Bank

A Division of Western Alliance Bank. Member FDIC.

844-739-2331

Contact Us  
3033 West Ray Road  
Chandler, AZ 85226

Great news, the Alliance Association Bank payment system supports Single Sign On for your homeowner association profile.

### Personal Information

First Name:

Last Name:

Phone Number:

☐ 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.

Cancel

Setup Account

Clicking 'Setup Account' will complete account and route the user to the **User Dashboard**

After the 'Setup Account' button is clicked, users are routed to the **User Dashboard**. Clicking 'Cancel' routes the user to the **Welcome Screen**.

If the user is an existing Homeowner Portal user but is not registered for Single Sign On, they are routed to the Single Sign On Login page after clicking the 'Make A Payment' button. On this page, the user is presented with a page prompting for their password to complete registration for Single Sign On.

Alliance Association Bank  
A division of Western Alliance Bank. Member FDIC.

844-739-2331 3033 West Ray Road  
Chandler, AZ 85226

Contact Us

Great news, the payment portal now supports Single Sign On from your homeowner association profile.

You can choose to access the payment portal from your association portal using your association profile. To enable this feature, please input your password below. Remember, once it's enabled anyone with access to your association profile will have access to the payments site.

To enable this feature please authenticate your account by inputting the password for **rwatts+25@westernalliancebank.com**:

Password:

required field

- ✗ Use 8 or more characters
- ✗ Use upper and lower case letters (e.g. Aa)
- ✗ Use a number (e.g. 1234)
- ✗ Use a symbol (e.g. @\$%)

[Forgot password?](#)

Cancel Continue

Clicking 'Continue' will complete account and route the user to the **User Dashboard**

After the 'Setup Account' button is clicked, the user is routed to the **User Dashboard**. Clicking 'Cancel' routes the user to the **Welcome Screen**.

If the user is an existing Homeowner Portal user and has registered for Single Sign On, they are routed to the Homeowner Portal and will be logged into the system.

If the user is an existing Homeowner Portal user and has a locked profile, they are routed to a page that advises the user their profile is locked. They should click “Unlock Account” and follow the prompts to reset their password and unlock their account.

When the user unlocks their account and resets their password they will be directed to the login page. They should visit the management company portal to access SSO again using their new password.

## Welcome

Your payment portal access for amckee@allianceassociationbank.com is currently locked. To access the payment portal click Unlock Account.

Once you have completed unlocking your account, visit your owner portal and try again.

If you have not previously used Single Sign On, you will be prompted to enter your new password when you access the payment portal for the first time following unlocking your account.

[Cancel](#)

[Unlock Account](#)

## Payment Options as a Guest

Users can select to make a **onetime payment** as a guest (outside profile) from the **Welcome Screen**. Depending on the management company, the homeowner is either presented with two buttons or one.



When Two buttons are presented, the homeowner selects their payment method first. If the user selects Debit/Credit Card, they are routed to our card processing partner's site (ProPay) to make their payment. All card and related payment information will be retained in the ProPay site.

If One button is presented, based on the property, the user is able to make a card payment within the Payment portal and not be routed to our card processing partner's site.


eCheck payments are presented and processed the same way regardless of which option is presented.

### eCheck Payment

- Users can make a onet ime eCheck payment for a community assessment by visiting the designated Association or Management Company Website.
- Select *eCheck Payment* on the **Welcome Screen** at the bottom right.
- Enter **Personal Information** and **Property Information**.

The screenshot shows a web form titled 'Make One Time Payment' with a dark blue header. Below the header is a breadcrumb trail: 'Home > Property Information'. A progress bar with three icons (a house, a wallet, and a checkmark) is shown, with labels 'Property Information', 'Payment Information', and 'Review' below them. The 'Property Information' section is active. It has a title 'Personal Information' in bold. There are four input fields: 'First Name:' (with a red border and a red 'x' icon, and a red error message 'Please enter a valid first name.' below it), 'Last Name:', 'Email Address:', and 'Re-enter Email Address:'. Each input field contains the text 'required field'.



Payment Amount:	<input type="text" value="\$0.00"/>
Fee:	\$10.00
<b>Total Payment:</b>	<b>\$10.00</b>
Payment Date:	<input type="text" value="01/14/2020"/> 

---

[< Back to Property Information](#)
Cancel
Review and Finalize Payment

Payments must be received by **4:00pm Pacific** to begin processing today.  
Payments received **after 4:00pm Pacific** may take up to 4 business days to be completed if the payment date falls on a weekend or Holiday.  
In most cases, payments are processed within 1-2 business days.

- Once the payment is reviewed and confirmed, homeowners receive a confirmation email with the payment details.
- If the Management Company charges an eCheck fee for One Time Payments, it will be displayed as "Fee" under the Payment Amount and is included in the Total Payment.

### ***Debit/Credit Card Payment (Single Button Presentation)***


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





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

Make One Time Payment

[Home](#) > [Property Information](#)


  
Property Information


  
Payment Information


  
Review

### Personal Information

First Name:

✖

Last Name:

Email Address:

Re-enter Email Address:

Please enter a valid first name.

### Property Information

Management Company ID (A)  
 required field

Association ID (B)  
 required field

Property Account Number (C)  
 required field

☐ 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.

Payments must be received by **4:00pm Pacific** to begin processing today.  
Payments received after **4:00pm Pacific** may take up to 4 business days to be completed if the payment date falls on a weekend or Holiday.  
In most cases, payments are processed within 1-2 business days.

Account Number	12345	Service	Jan 1, 2019	Amount Due	\$199.99
<b>HOMEOWNERS ASSOCIATION NAME</b> Please make check payable to your Association and be sure to use the return envelopes provided.					
Multistate Homeowners Association c/o Starstream Mgmt Co Processing Center P.O. Box 900000 Las Vegas, NV 89130			Net Due After Jan 15, 2019		

9999  000004  0000000000002345  SMITH0000000 19999 ?  
Property Acct Number (C)  
Association ID (B)  
Management Company ID (A)

- Once the information is entered, click *Continue to Payment Information*.
- On the Add Payment Method page, you are presented with two tabs, allowing you to choose either a bank account or debit/credit card to make your payment.
- Select Debit or Credit and enter the payment amount. The fee associated with the card payment is displayed. To proceed, click on Enter Payment Info to enter the card information. Enter the card information and Submit. If your card information is not valid, please review/revise before resubmitting.
- Your card information is not retained in the Payment Portal. However, if you have a registered profile on the payment site with the same email address used here, card payment transaction history is available, similar to eCheck payments.

## Payment Information

Verify payment information to avoid returned payments.

Card Type

☐ Debit
☒ Credit

Payment Amount:

Fee: \$3.60

**Total Payment:** \$123.60

Payment Date:



## Payment Information

Bank Account

Debit/Credit Card

Verify payment information to avoid returned payments.

Card Type

☐ Debit ☒ Credit

Payment Amount:

Fee: \$3.60

**Total Payment:** \$123.60

Payment Date:

Card Information

\* Name (as it appears on card) :

\* Card Number :

\* Expiration Date :

Month

/

Year

\* CVV2 / CID :

Submit

Cancel

### Debit/Credit Card Payment (Two Button Presentation)

- Make a onetime credit or debit card payment as a guest 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 requires the Management Company ID, Association ID, Property Account

Number and Email Address. Select *Search*.

- If property information and email address match a prior payment, the search results reflect the user's found property. Select the found property and the option to *Register*.

### Find Your Account #

John Smith	Account Number 12345	Date Due Jan 1, 2018	Amount Due \$199.99
Make checks payable to: <b>HOMEOWNERS ASSOCIATION NAME</b>		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 89100			

0000 00000A 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

2

Registered

Create a new account

- On the registration page, homeowner must enter property details, unless prepopulated.
  - A user's First Name, Last Name, Email and Mobile Phone are required fields.
  - A user's Email is prepopulated if a previous payment was made.
- Verify that the presented information is accurate and enter a 4 Digit PIN number. This PIN number is needed to access the user profile in the future.
- Payment reminders are set up by default to occur the 1<sup>st</sup> 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 #

1

First Name

Last Name

Email

sangara@allianceassociationbank.com

Mobile Phone

(000) 000-0000

Create a Simple 4 Digit Pin For Your Security

Set up your payment reminders.

Frequency

Monthly

Reminder Day

1

☒ 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 1<sup>st</sup> 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, they are presented to the user with associated payment methods.

Payment Amount

\$ 0.00

---

Select Payment Method

+ Add a Payment Method

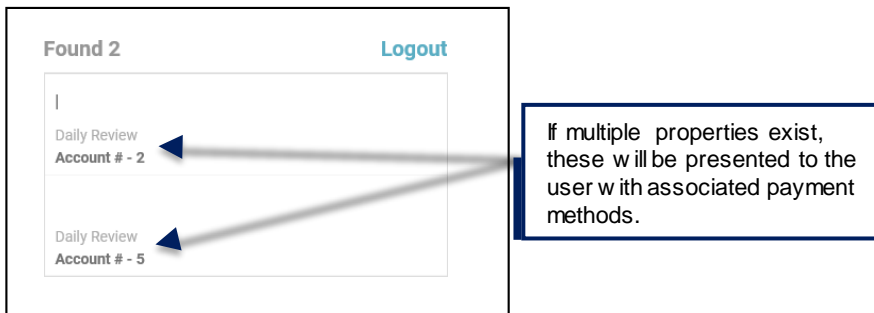
AMERICAN EXPRESS

DISCOVER

MasterCard

VISA

CANCEL



- 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

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, the user is presented with saved payment method details.

Payment Amount

\$0.00

Select Payment Method

VISA Credit Card #8130

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
<b>Total</b>	<b>\$10.00</b>
Pay Method	Visa Debit Card #
<div style="background-color: #f4a460; padding: 10px; display: inline-block;">CONFIRM</div>	
 <b>This is a Secure Payment</b> By clicking confirm you agree to the <a href="#">terms</a> .	

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



**Thanks brittney! Your VISA payment of \$10.00 has been processed.**

We emailed a receipt to  
 username @allianceassociationbank.com

- When making a payment by card in the future, select *Already Registered? Login Here* from the **Make a Payment** page. Users are 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.

**Enter your Email and 4 digit PIN to login to your Portal**

Email Address  
  
Email is required

Enter Your 4 Digit Pin

LOGIN

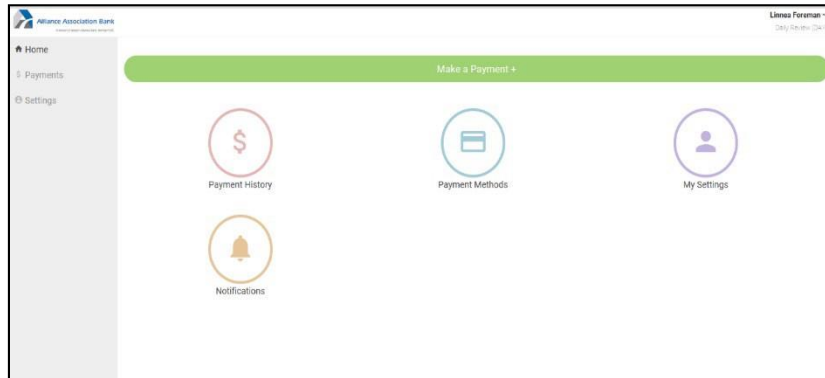
☒ Remember Email

[RESET MY PIN](#)

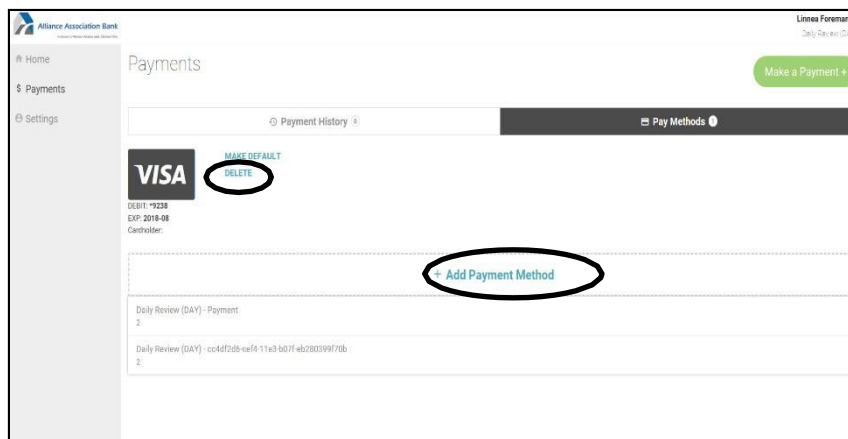
### ***Navigating the Debit/Credit Card User Portal***

- Users are prompted to enter an email address and 4 Digit PIN (as shown in the previous screenshot). All properties registered with this information will be displayed.

- If a user has multiple properties, select the property to review by clicking on it.
- Once a selection is made, the user can access their **Payment History**, **Payment Methods**, **My Settings**, and **Notifications** in the Portal.



- **Payment History**
  - Displays all payments made with the user account.
- **Payment Methods**
  - Displays all payment methods on file for the user.
  - User can add or delete payment methods.



- **Settings**
  - This screen presents two tabs and allows user to 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 Info

My Notifications

Language Preference  
English

Company

First Name  
Linnea

Last Name  
Foreman

Email Address  
payments@allianceassociationbank.com

Mobile Phone #  
6127563831

SAVE MY INFO

RESET 4 DIGIT PIN

Toggle between My Info and My Notifications.

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

My Info

My Notifications

Notification Preferences

Payment Reminders ☒ Email ☐ Text

Reminder Frequency  
Monthly

Reminder Day  
1

SAVE PREFERENCES

