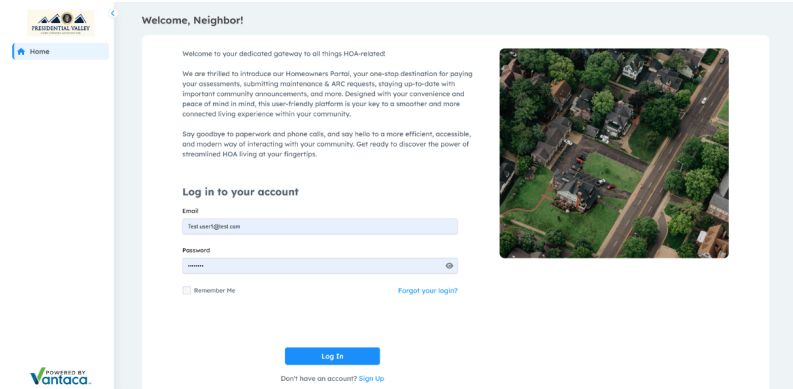


## NEW HOMEOWNER PORTAL USER GUIDE

Welcome to your Homeowner Portal, your centralized hub for managing all your HOA-related tasks and responsibilities within your community. This comprehensive instructional document is designed to guide you through every aspect of the portal, making it easier than ever for you to stay informed and engaged in the well-being of your neighborhood. Whether you need to pay your dues, submit architectural requests, or access important community documents, this portal is your one-stop solution. In the following sections, we'll walk you through the features and functions of the portal to ensure you make the most of this valuable resource. Let's get started on the path to hassle-free homeownership and community participation.

### Let's start by getting your account registered!



#### Log in with your pre-registered account

If you received a welcome letter via email from <<MC Name>> that contained a login ID and email address, then you are already pre-registered for your homeowner portal.

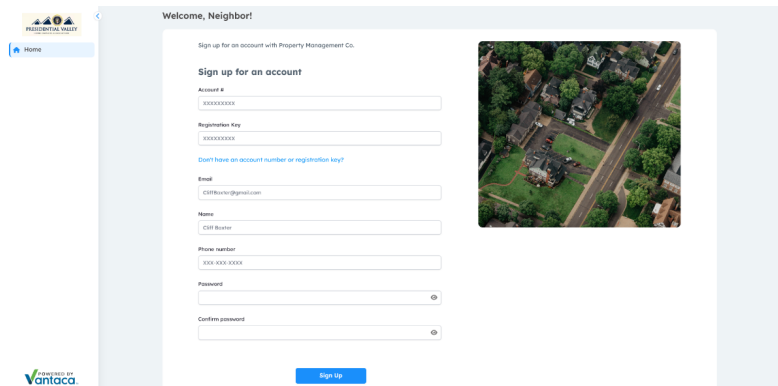
You can access your account by going to «Home Link» on an internet-enabled device.

Here you will see our portal login screen.

In the center of your screen under “**Log in to your account**”, enter your login (email address) along with the Password from your welcome letter to access your account.

### Register with an account number and registration Key

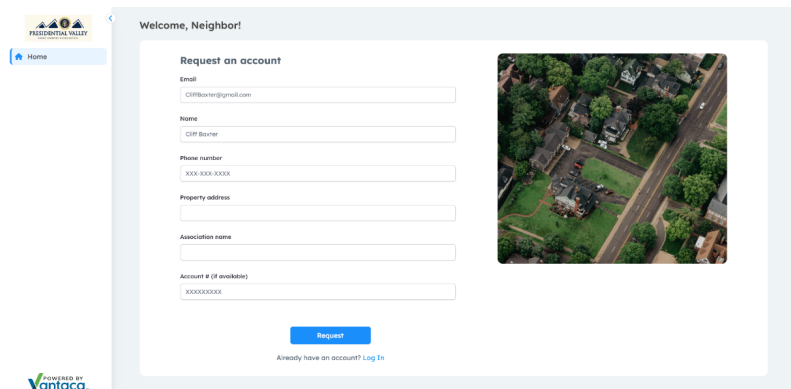
If you did not receive a welcome letter containing a login ID and password, then select “**Sign up**”, located below the Log In button, and follow the prompts to insert the account number and registration key found in your welcome email.



The screenshot shows a web page titled "Welcome, Neighbor!". On the left is a navigation menu with a "Home" link. The main content area is titled "Sign up for an account" and includes the following fields: "Account #", "Registration Key", "Email" (with the example "C1818@vntaca.com"), "Name" (with the example "C1818 Bunker"), "Phone number" (with the example "XXX XXX XXXX"), "Password", and "Confirm password". A blue "Sign up" button is at the bottom. To the right of the form is an aerial photograph of a residential neighborhood. The Vantaca logo is in the bottom left corner.

### Register without a Login ID or Registration Key

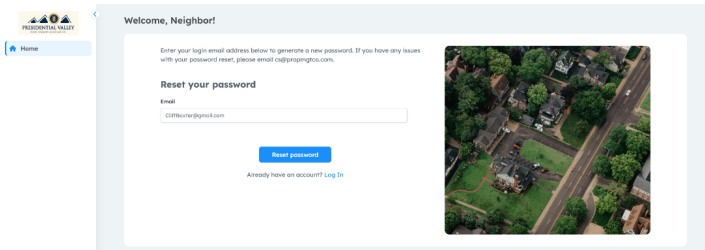
If you do not have an account number or registration key, nor receive a login ID and password from <MC Name>, then select “**Don’t have an account number or registration key?**” and fill out the required information. Once completed, someone from <<MC Name>> will create an account for you and reach out with your login information.



The screenshot shows a web page titled "Welcome, Neighbor!". On the left is a navigation menu with a "Home" link. The main content area is titled "Request an account" and includes the following fields: "Email" (with the example "C1818@vntaca.com"), "Name" (with the example "C1818 Bunker"), "Phone number" (with the example "XXX XXX XXXX"), "Property address", "Association name", and "Account # (if available)" (with the example "XXXXXXXX"). A blue "Request" button is at the bottom. Below the button is the text "Already have an account? Log In". To the right of the form is an aerial photograph of a residential neighborhood. The Vantaca logo is in the bottom left corner.

## Already have a portal account but forgot your password?

You can regain access to your account by selecting **“Forgot your login?”** on the login page. You will be prompted to enter your login email. You will receive an email with a temporary password with which you can log in.



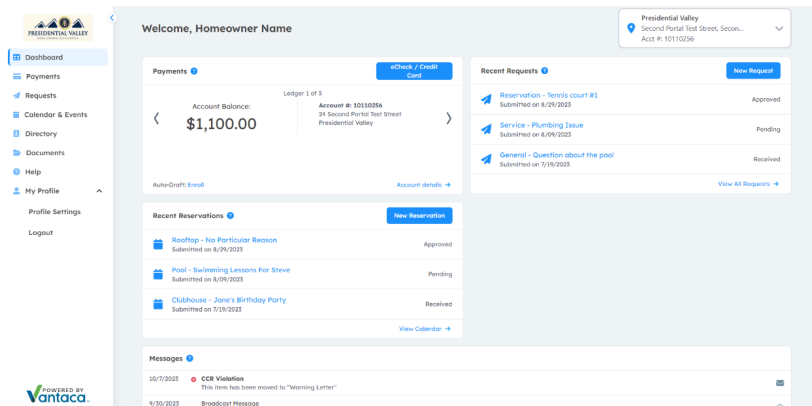
Commented [SL1]: Are they prompted to update their password once they login with the temp? I feel like they're not because I think someone internally complained about this to me at one point.

Commented [CH2R1]: THIS PROCESS SUCKS. We did not update the process (didn't have time) At the time, it sends an email with the new temp password

## I'm logged in, now what?

Once logged in, you will see your portal dashboard. This dashboard gives you direct access to key account information, from which you can take clear, convenient actions enabling you to efficiently resolve outstanding items. Tools included in your dashboard are:

- **Payments:** View your current account balance, upcoming charges, and Auto-Draft enrollment status.
- **Two “Recent Actions” tools:** View your recent reservations and requests, which include information such as date of action and current status.
- **Messages:** Shows you communications that are directly related to you, so you can read, and respond to pressing items.



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## **Navigation**

To navigate throughout the portal, use the lefthand navigation menu, which gives you quick access to each of the following portal modules:

**Payments:** Directs the user to the Account Overview page, giving access to the entire Payments functionality including making a payment, enrolling in Auto-Draft, and downloading statements.

**Requests:** Submit General, ARC, and Amenity Reservation Requests, and view the status of previous requests.

**Calendar & Events:** View your Community's Calendar to see events and open amenities.

**Directory:** Access the homeowner, board member, and committee directory for your specific community.

**Documents:** View and download the documents for your community, including the CCRs and ARC Request form.

**Help:** Check the FAQs that your community often receives.

### **My Profile > Profile Settings:**

Change your password, verify your contact information, and indicate how you would like our office to communicate with you (i.e. via E-Mail, text, or paper).

## **Payments**

Selecting "Payments" from the left navigation or "Account Details" from the Payments Dashboard Tool will take you to the Account Overview page, allowing you to view balances, make a payment, view payment history, and download statements for all of your accounts.

**Account Overview**  
View all your account balances, and view payment history for all Ledgers, and Sub-Ledgers from here!

Account Balance: **\$1,100.00**  
Due On: 09/15/2024  
Account #: 101102058  
24 Second Portal Test Street  
Residential Valley  
[iCheck / Credit Card](#)  
Auto-Draft: Enroll  
[Show Account Activity](#) [All Account History](#) [Statement](#)

Date	Description	Amount	Balance
10/21/2023	HOA Dues	\$50.00	\$1,100.00

Account Balance: **\$0.00**  
Due On: 09/15/2024  
Account #: 10110204FEE  
24 Second Portal Test Street  
Residential Valley  
[iCheck / Credit Card](#)  
Auto-Draft: Enroll  
[Show Account Activity](#)

Account Balance: **\$0.00**  
Due On: 09/15/2024  
Account #: 101102056SA  
24 Second Portal Test Street  
Residential Valley  
[iCheck / Credit Card](#)  
Auto-Draft: Enroll

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**Auto-Draft** is a great way to not miss a payment. It's a "set it and forget it" type payment method, where we will automatically draft your assessments from your authorized bank account. To enroll, select the "Enroll" link next to Auto-Draft. Then, select the account you wish to enroll in and enter your chosen bank account information.

**Auto-Draft**

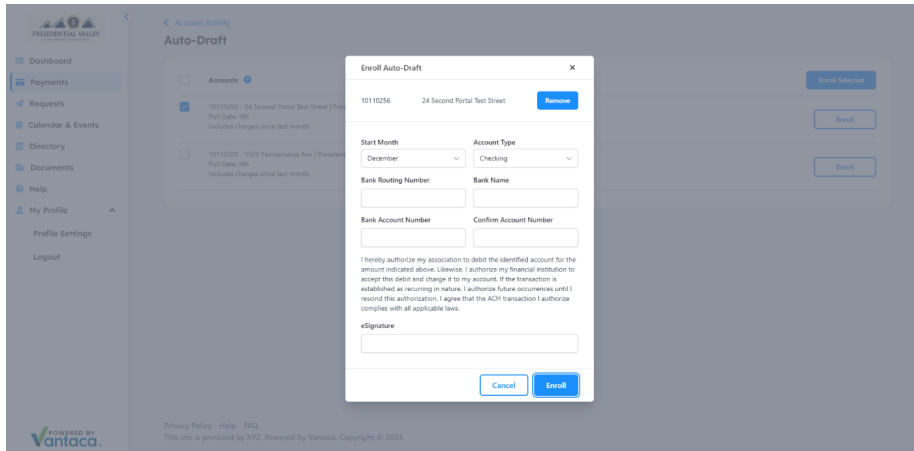
Accounts [Cancel Selection](#)

101102058 - 24 Second Portal Test Street | Residential Valley  
Full Date 5th  
Includes charges since last month. [Enroll](#)

101103003 - 1813 Remington Ave | Residential Valley  
Full Date 5th  
Includes charges since last month. [Enroll](#)

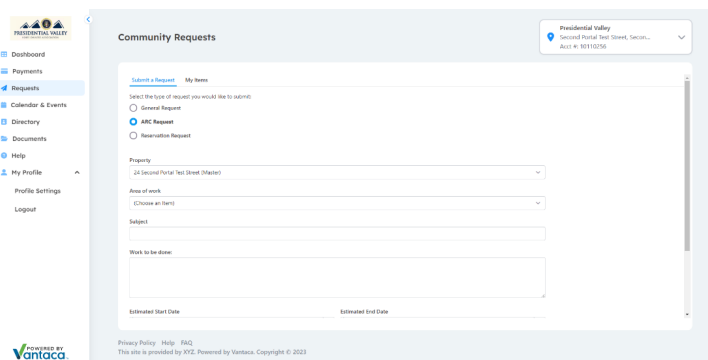
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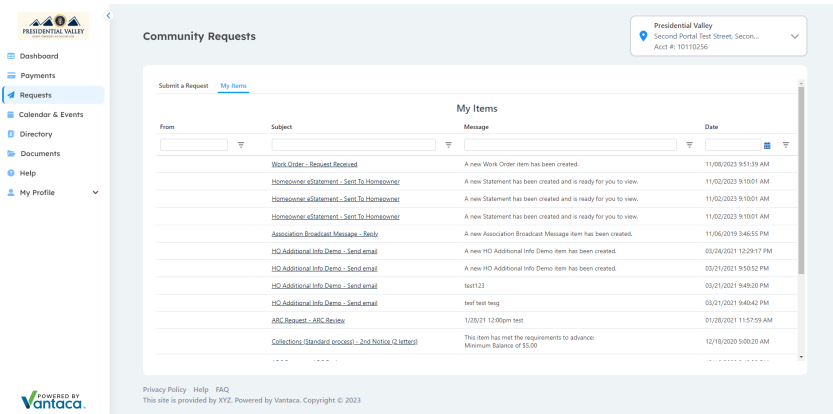


### Community Requests

The “Community Requests” page allows you to submit various types of requests to your Homeowners Association. Types of requests vary by association but may include Architectural Requests, Amenity Reservation Requests, or General Requests such as general questions about your community, or a request for specific items such as key fobs or parking spots.

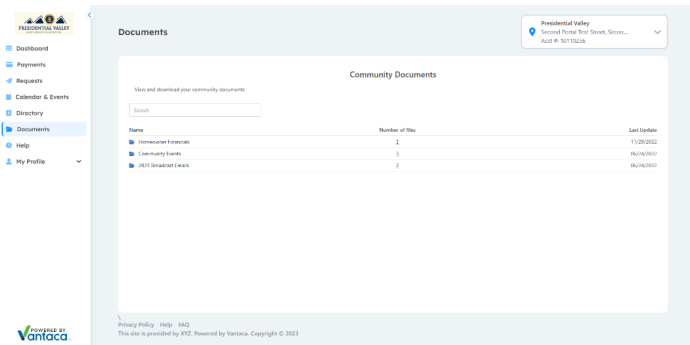


Selecting “My Items” at the top of the Community Request page allows you to view all items for you/your property. This ranges from community announcements to every type of request and even statement postings will be shown on this page.



**Documents:**

The “Documents” page allows you to access your community documents. Often these include community financials, event documents, ARC request forms, and more.



**Have multiple properties?**

All information displayed throughout the portal is property-specific. To switch between properties, select the dropdown in the top right corner of your screen, and select the property you want to view.

