Registering For an Account
Quick Reference Guide

This guide walks you through the steps to take to register for an account, which gives you access to these additional payment capabilities.

Set Up E-Check Recurring Payments
- Schedule recurring monthly, quarterly, semi-annual, and annual payments.
- Choose an expiration date or leave it open-ended until you decide to cancel the schedule
- Edit your payment amount as dues change

Manage Multiple Properties
- Add and delete properties
- Log in once to make payments for multiple properties
- Name your properties for easier recognition

Make One-Time E-Check and Credit Card Payments
- Make quick payments with saved property and bank billing information

Track Your Payment History
- Search for any previous recurring or one-time payments made

NOTE: Prior to registering, it is important that you have the correct association name and Homeowner ID.
- It is important to choose the correct association to ensure your payment is made. There may be many similarly named associations across the country, so please become acquainted with the association's exact name and city/state along with your management company's name.
- A Homeowner ID may also be referred to as an account or unit number. This is assigned by your management company to identify the property being paid.
- You may find that the system cannot locate the association name and homeowner ID entered. Please check your coupon or statement to verify if the correct information was entered. If it appears you entered it correctly based on your coupon or statement or if you cannot locate a coupon or statement, contact your management company for further assistance

- When you login for the first time, you will be required to choose and answer 2 sets of 3 questions

Forgotten Password Questions are used if you ever click the Forgotten Password link to verify that it is you and not an imposter trying to log in.

Enhanced Security Questions are used to verify you when you log in on from a new computer or the system is not confidant it is you versus an imposter.

Things to Keep in Mind
- Choose questions and answers you can remember easily
- Verify you spelled your answers correctly
- Do not enter the same answer more than once because the system will not allow duplicate answers

Go to **HOABankservices.com**

https://www.hoabankservices.com/

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

Click to Sign On to Online Banking and Support Center only: (Not for HOA Online Payments) 🔒

Sign On ▶

Online Payments for Homeowners

Make Payment ▶

Customer Service
888.705.0600

Monday-Friday
8 a.m. – 8 p.m. ET
5 a.m. – 5 p.m. PT
Excluding Federal Holidays

Click **Create an Account**

Register for an Account
Registration Help

Register to:

• Set up recurring payments

• View payment History

• Save Property and Payment information

Create an Account

Member
FDIC

Click **Get Started**

Register

Get Started   Cancel

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card of your payment history.

Find Your Property

Enter at least 5 digits of the **Homeowner Association Name**.

Click **Find**

* Indicates required fields.

Type Partial Association Name then click Find. Click here for an example

Homeowner Association Name *   Please type at least 5 characters

Homeowner Association Name *   ABC Te   **Find**

A potential list of matching associations will load (the more you enter, the narrower the list of possible association names)

Select your association from the dropdown

Please select your association

ABC Test Association (City, State)

ABC Test Association 1 (City, State)

ABC Test Association 2 (City, State)

Member FDIC

Homeowner Association
Name * **ABC Test Association   (City, State)**

Continue by entering your
HomeOwnerID/Account/Unit number. This number
identifes the property you are paying for and can be
located on your coupon or statement.Refer to the
sample coupon,to the right, or contact your
management Company if you are unable to

View larger

Enter your **Homeowner
ID/Account Number**

Homeowner ID/Account
Number * 12345
(assigned by Management Company)

Continue   **Cancel**

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card payment and keep track of your payment history.

Verify the correct property information is reflected

Enter a Nickname

If it is correct, click on Yes, Continue to Register

If it IS NOT correct, click Search Again to go back to the Find Your Property page or **Cancel** if you need to exit back to the Make a Payment page

Property Found

Is this your property below?

Homeowners Association	Management Company	HOA ID	Property Location
ABC Test Association	Community Management, Inc.	12345	City, State

Yes, Continue to Register

Nickname   Rental

Not what you are looking for?   **Search Again**   **Cancel**

NOTE: If you are presented with this page notifying you that the property cannot be located, you may have entered information that does not match the information provided by your management company

Check your coupon or statement to determine the correct name

Click on Try Again and re-enter

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card payment and keep track of your payment history.

* Indicates required fields.

No Property Found

We can't seem to locate the HomeOwner ID / Account / Unit Number **12345** for "**ABC Test Association   (City, State)**"

Please re-check your coupon or statement for the correct Homeowner Association and ID / Account Number and Click **Try Again** to re-enter or contact your management company for further assistance

Cancel   **Try Again**

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card payment and keep track of your payment history.

* Indicates required fields.

Verify the property information

Property

	Change Property
Homeowners Assocation	ABC Test Association
Management Company	Community Management Inc.
Homeowner ID	12345
Property Location	City, State

Click **Change Property**, if necessary

Personal Information

Enter the required **Personal Information**

– Email Address

Email Address *

email@email.com

– First Name and Last Name

First Name *

First

Last Name *

Last

– Address, City, State, and Zip

Address Line 1 *

1111 Street

Address Line 2 (Optional)

City *

City

State *

State

Zip *

11111

– Home Phone and Work Phone Number (do not include hyphens or spaces)

Home Phone (Do not enter hyphens or spaces)

1112223333

Work Phone (Do not enter hyphens or spaces)

Login ID

Enter a **Login ID** following these requirements:

– It must be 4-50 characters or numbers in length

– The following special characters are not allowed: ' , / \ ; % # $ ^ * & "

Login ID *

Your login ID should meet the following requirements:

• Must be 4 to 50 characters or numbers in length
• The following special characters may NOT be used: ' , / \ ; % # $ ^ * & "

Enter a Password and Confirm Password by re-entering

Password	

Password *

••••••••••

Confirm Password *

••••••••••

Your password should meet the following requirements:
• 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 at least 8 characters/numbers in length

Password Strength:
Very Secure

Check off the box that you have read and understand the E-Sign Agreement, Authorization Agreement, and Privacy Policy

* ✓ I have read and understand all of the E-Sign Agreement and Authorization Agreement Privacy Policy

Click **Register**

Cancel   Register

Note the Password Strength and choose a password with a Very Secure reading

Very Weak

Weak

Strong

Very Strong

Secure

Very Secure

Register

Register for an account to schedule recurring e-check payments, make a one-time e-check or credit card payment and keep track of your payment history.

You will receive a Registration Status notice that your information was received

Registration Status

Your registration information has been received. Choose **Continue to Login** to enter your username and password

Continue to Login

Click on **Continue to Login** if you would like to log in

Enter your **Username** and **Password**

Returning User   Help

Username

Password

Login   Forgot your password?   Forgot your username?

Click **Login**

Member FDIC

Select and answer three
forgotten password questions

Security Questions Setup

Please complete the following six questions. These will be used if you need to reset your password or if you login from a different computer, deleted your cookies, etc.

Select Forgotten Password Questions

To enhance the security of your account, select from the questions below and provide answers to each. Only you will know the answers to these questions. NOTE: Please remember the exact answer to each forgotten password question. Please do not use the following characters in your answers: <>%;{}[]()*.

* =Required Information

Question #1: *	What is your brother's/sister's middle name?
Answer #1: *	Peter
Question #2: *	What is your father's middle name?
Answer #2: *	Paul
Question #3: *	What was the first car you owned?
Answer #3: *	Toyota

Select and answer
**Enhanced Setup - Select
Security Questions**

Enhanced Security Setup - Select Security Questions

To enhance the security of your sign on, select from the questions below and provide answers to each. Only you will know the answers to these questions. On occasion, we may ask you these questions when you sign on to verify your identity. These are NOT FORGOTTEN PASSWORD questions, they are used to enhance the security of your account. NOTE: Please remember the exact answer to each security question. Please do not use the following characters in your answers: <>%;{}[]()*.

* =Required Information

Question #1: *	When is your wedding anniversary (MM/DD)?
Answer #1: *	01/01
Question #2: *	What is the middle name of your youngest sibling?
Answer #2: *	Sally
Question #3: *	What was your high school mascot?
Answer #3: *	Titan

Click **Verify>>**

Cancel   Verify >>

Security Questions Setup Validation

Review your questions and answers

Verify Forgotten Password Questions

Please review your questions and answers. Ensure that your answers are spelled correctly and select Continue or, to make changes, select Prev.

Question #1:	What is your brother's/sister's middle name?
Answer #1:	Peter
Question #2:	What is your father's middle name?
Answer #2:	Paul
Question #3:	What was the first car you owned?
Answer #3:	Toyota

Please keep your answers in a safe place and do not share them with anyone.

Verify Security Questions

Please review your questions and answers. Ensure that your answers are spelled correctly and select Next or, to make changes, select Prev.

Question #1:	When is your wedding anniversary (MM/DD)?
Answer #1:	01/01
Question #2:	What is the middle name of your youngest sibling?
Answer #2:	Sally
Question #3:	What was your high school mascot?
Answer #3:	Titan

Please keep your answers in a safe place and do not share them with anyone.

<< Prev   **Continue >>**

You will be taken to your Property Profile

My Properties	My Profile	My Billing Info	FAQs	Welcome, First !	Sign Out

My Properties

Add a New Property

ABC Test Association - Rental   **Delete Property**

Property Profile		**Recurring Payments**
Property Location	City, State	You don't have recurring payments set up yet.
Management Company	Community Management, Inc.	
Homeowners Association	ABC Test Association	
Homeowners ID	12345	

Set up Recurring Payment	**Make a One-Time Payment**	**View Payment Details/History**

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