



# Online Payment Site FAQ's

**1. Is the online website compatible with mobile devices?**

At this time, it is not compatible. Make sure to use a desktop computer when utilizing the online payment site.

**2. Can Alliance set up a profile/payment on my behalf?** No, Alliance does not have the ability to make any payments on your behalf.

**3. What information do I need to create an account?**

You will need your Management Company ID (6676), Association ID, Member ID, Amount and Frequency which can be gathered from a coupon, letter from the Management Company or by calling Community Solutions & Sales at (801)955-5126.

**4. Where can I get my Management Company ID, Association ID, and Member/ Homeowner ID?** You can access this information on a coupon or communication from Community Solutions & Sales. You may also contact Community Solutions directly and they will provide you this information.

**5. What if I cannot verify my email?**

If you cannot verify your email, have exceeded the 24 hours to verify, or are getting the error message saying your verification has expired but are not past your 24 hours you will need to login to your profile and select "Click Here" if you have not received email verification. Log back into your email domain and try to verify once again. If you are still unsuccessful you may call our **Payment Support Line** at **888-734-4567** and a representative will verify the email for you.

**6. How do I set up a recurring payment?**

In order to set up a recurring payment you must "Create a Profile" where you will input your personal contact information and bank account information, once you have created the profile you will need to verify your email. Then, you will "Add a property" where you will input your property information and authorize your payment. If you are having difficulties with this you may contact Community Solutions so they may assist you with the process in more detail.

**7. How do I set up a one-time payment?**

You have two options when making a one-time payment. You can pay by Card (Debit or Credit) or you can pay by e-check. Paying by card does include a convenience fee (See question # 9) this requires your card number, expiration, and CVC number. Paying by e-check is free of charge and requires your bank account number and routing number.

**8. How do I know that I have the correct property information?**

Our payment site does verify your Management Company ID, Association ID, and Homeowner ID with the validation file that is provided by the Management Company. If you receive any error such as "Invalid Association ID" please contact the Management Company to verify all three pieces of information.

**9. Is there a fee to pay by Debit or Credit Card?**

Yes, the convenience fee is 4% of the total amount . You will see the fee amount before submitting your payment.

**10. How long does it take for my recurring payment to process?**

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

**11. When does a one-time payment process?**

One time payments begin processing immediately after authorizing the payment. You do not have the option to select the date that it occurs unless you make a one-time payment using your profile. You can choose a date if you are using your profile/account that you created. See question #12.

**12. Can I make a One-Time Payment with my profile?**

Yes, you will "Login" to your account, "Add a Property" and when inputting homeowner information you will **uncheck** the "Recurring" box and **check** the "One-Time" box.

**13. I set up my profile, why haven't any payments processed?**

Setting up the profile is only part of the process. To ensure a payment processes you need to go into your profile and click "Add a Property" and follow prompts.

**14. How will I know if my recurring payment is processing each month?**

You will receive an email 5 days prior to the processing date informing you of when your payment will be extracted. This is not a confirmation that the payment successfully posted to your account or that the bank information you provided is correct. Please review your bank account to verify clearing of payments.

**15. If I need to change any of the information for my recurring payments, how soon does it need to be done to take effect?**

We suggest you make any changes or delete any payments 3 days prior to the processing date to allow ample time for changes to take effect.

**16. How can I edit my bank account information?**

Once you login to your Member Dashboard you will have the option to "Change Bank Account" at the top right hand corner.

**17. How can I edit my payment amount and/or date?**

Once you login to your Member Dashboard you will have the option to "Edit" next to your recurring payment towards the middle, right of the page.

**18. I forgot my security questions, how can I retrieve them?**

Security questions are case sensitive. If you are unsuccessful in answering them you may click "Forgot Password" and follow prompts to reset the password. It will allow you to sign in and edit your security questions and password. (See question #19)

**19. How can I update/change my security questions and/or password?**

Once you login to your Member Dashboard you will have the option to "Change Password/ Security Questions" at the top right hand corner.

**20. How can I update my name on my profile if it is incorrect?**

Your name cannot be changed on your profile. If you need the name to be correct you will want to delete any payments on the current profile and create a new profile with the correct name. As a note, an email address can only be used for one profile.

**21. If I no longer have access to the email address I registered with can it be updated?**

No, the email address cannot be changed. However, you can delete any recurring payments and create a new profile with an email address that you will have continued access to.

**22. How do I obtain my password if I forgot it?**

If you do not remember your password you can enter your email address as your "Username" and click "Forgot Password" below in blue letters which will prompt an email to your email domain.

**23. How can I view past payments made?**

Below your recurring payment will be a "Payment History" box which contains all past payments made through your profile.

**24. What if I entered the wrong payment amount?**

If you processed a one-time payment you will need to contact Community Solutions & Sales about your refund options. If this is a recurring payment you will need to log into your profile and "Edit" the amount. (See question #17) for editing instructions.

**25. How do I know if my HOA account is paid to date?**

You will need to contact Community Solutions for this information.

**26. What do I do if my payment gets returned?**

Community Solutions & Sales will be able to provide you the reason for the return. If the reason is any of the following: No Account, Invalid Routing Number, Invalid Account Number or Non-Transactional Account you must logon to your profile, edit your bank account information (See question #16 ) delete the current recurring payment and set up a new payment.

If the reasoning is Not Authorized or Stopped you must contact your banking institution to remove the stop payment. You will need to discuss with Community Solutions about payment options. You may also use our one-time payment system to make an immediate payment.

As a note, the return reason is generated by the banking institution you are debiting, therefore if you have any questions or concerns as to the reasoning you need to call your financial institution to verify the account information you entered.

