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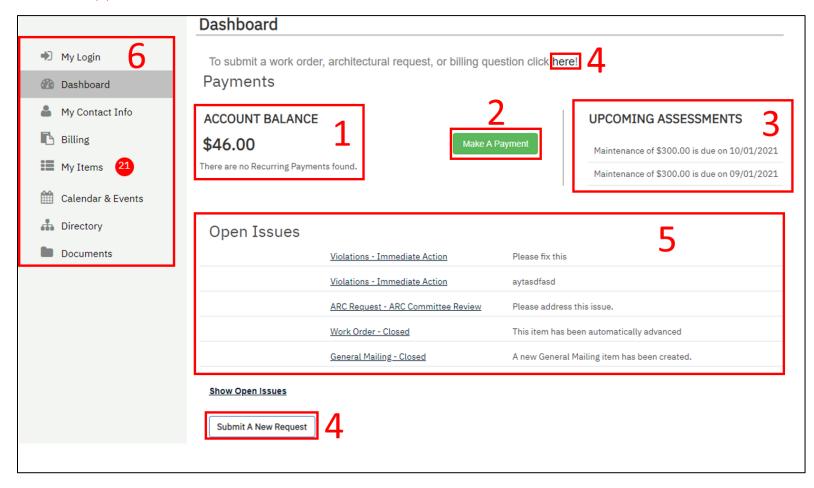
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#### Overview

The Homeowner Portal allows Homeowners to access their accounts and to interact with information associated with their properties in the same spot. The Homeowner Portal is a one stop shop and one of the ways Campbell Property Management strives to provide homeowners with the best experience possible. Below you will find information on what the Homeowner Portal offers and how to navigate it.

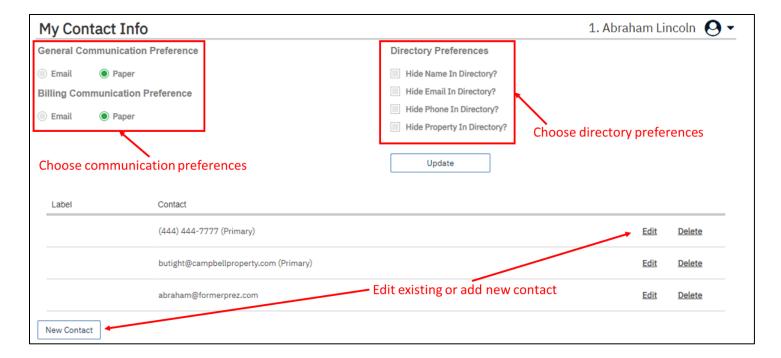
### Dashboard – Overview of Homeowner's Account

When logging into the homeowner portal, you will be brought to the Owner Dashboard where an overview of a Homeowner's account information can be seen. On the dashboard you will be able to see the current account balance and any recurring payments set up (1), an option to make a payment (2), upcoming assessments (3), and options to submit a request (4). You will also be able to see any items associated with the account (5) and all the available tabs can be seen on the left-hand side of the page (6).



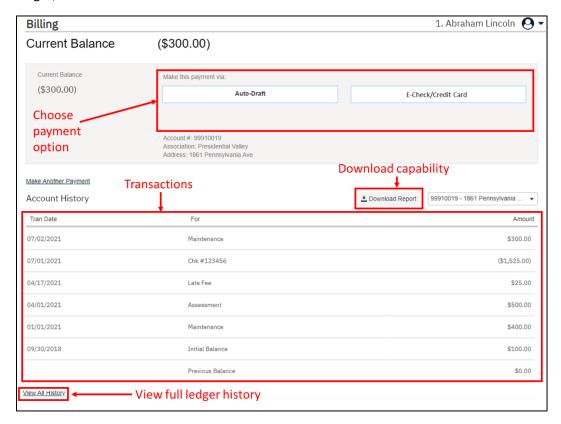
# My Contact Info

The My Contact Info tab on the Homeowner Portal can be used for a Homeowner to maintain and update contact information and preferences. This includes the general communication preference of the homeowner, billing communication preference, email and phone number, mailing address, and whether he/she would like to share contact info with other homeowners.



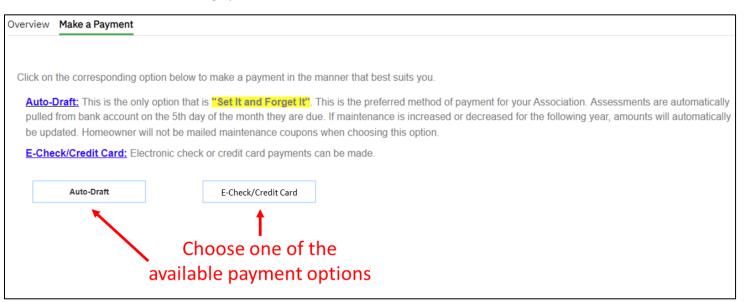
# Billing

For any financial transactions associated with an account, select the "Billing" tab on the left-hand side of the page. If a homeowner has multiple properties, the transaction histories for all properties will show up here. On this page you will have the ability to view your current balance, make a payment, view your ledger, and more.



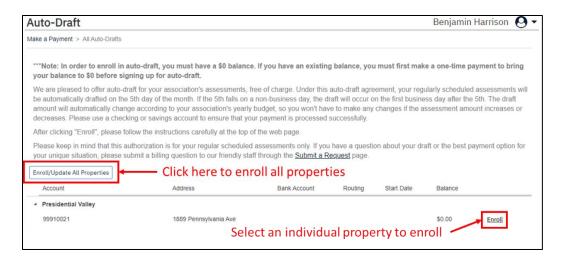
## Make a Payment

The Homeowner Portal allows a Homeowner to make online payments. A Homeowner can get to the payment screen by clicking "Make a Payment" from the Dashboard when first logging in or at any point by clicking "Billing" on the left-hand side of the screen. Campbell Property Management currently offers multiple different payment methods through the Homeowner Portal: Auto-Draft (only allowed if your account does not have an outstanding balance), One-Time eCheck, or One-Time or Recurring Credit Card payments. Credit card payments are the only payments with an attached fee which is 2.39%. Recurring eCheck payments have been disabled. To schedule a payment, click on the icon of the payment type you are interested in setting up.

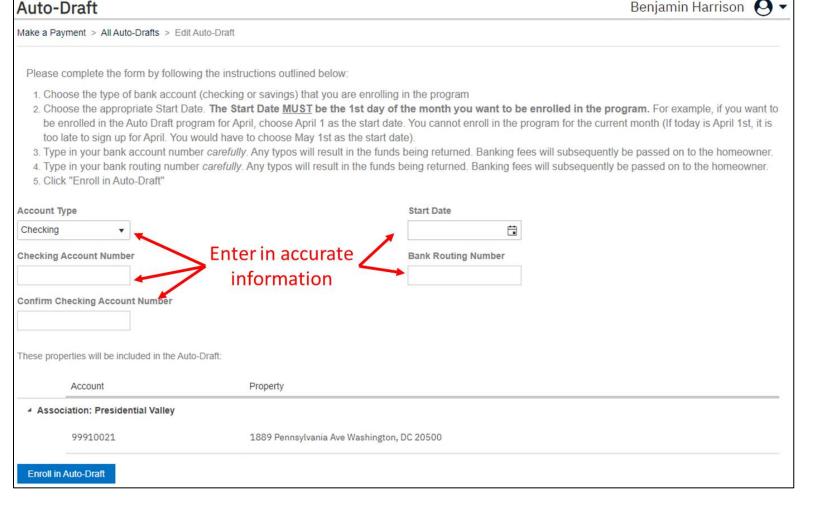


#### Auto Draft Enrollment

Homeowners can set up auto draft for regularly scheduled assessments from a checking or savings account. Regularly scheduled assessments will be auto drafted on the 5th day of the Association's billing cycle. If the 5<sup>th</sup> falls on a non-business day, the draft amount will occur on the first business day after the 5<sup>th</sup>. The draft amount will automatically change according to your association's yearly budget, so you will not have to make any changes if the assessment amount increases or decreases. A homeowner will be required to have a \$0 balance before enrolling in Auto-Draft. If a balance is due, you can submit a one-time eCheck payment for the balance and then enroll in Auto-Draft. After clicking on the "Auto-Draft" Icon, the Homeowner will be brought to the Auto Draft Enrollment screen where Enroll/Update All Properties (if a Homeowner has multiple properties) or Enroll for an individual property can be selected.

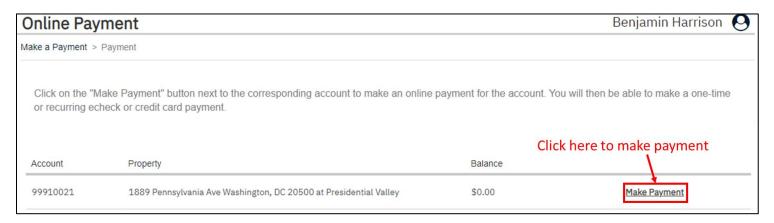


After selecting enroll, a Homeowner will be brought to the following screen, where bank account information can be entered, and enrollment can begin. Be sure to enter in accurate information! Any typos will result in the funds being returned and any banking fees will be passed on to the homeowner.

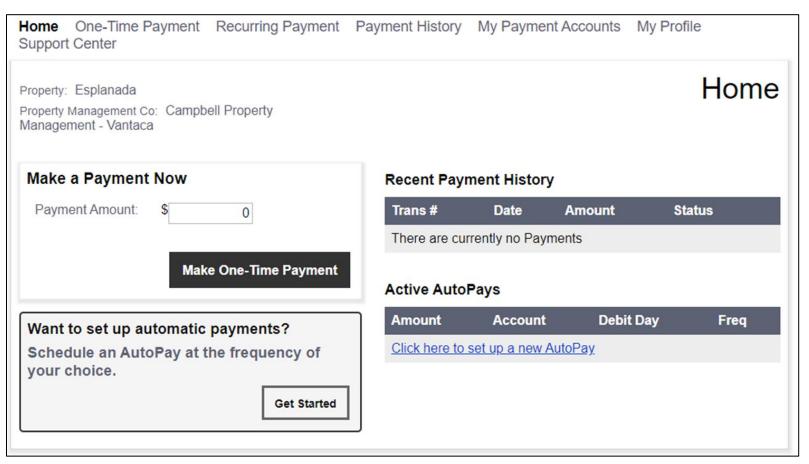


#### E-Check/Credit Card Payment

Electronic check or credit card payments can be made by clicking on the "E-Check/Credit Card" option. This will take you to a new page where you can choose the account you would like to make a payment for.



After clicking on "Make Payment" for the account you would like to make a payment for, you should select "One-Time Payment" or "Recurring Payment", fill in the required information, and select the payment type.



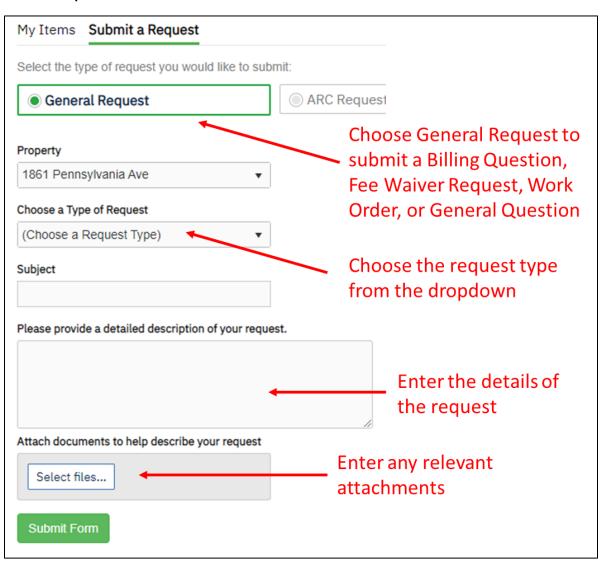
### My Items

On the my Items page, you are able to see and follow activity and communication regarding your account over the last 30 days.

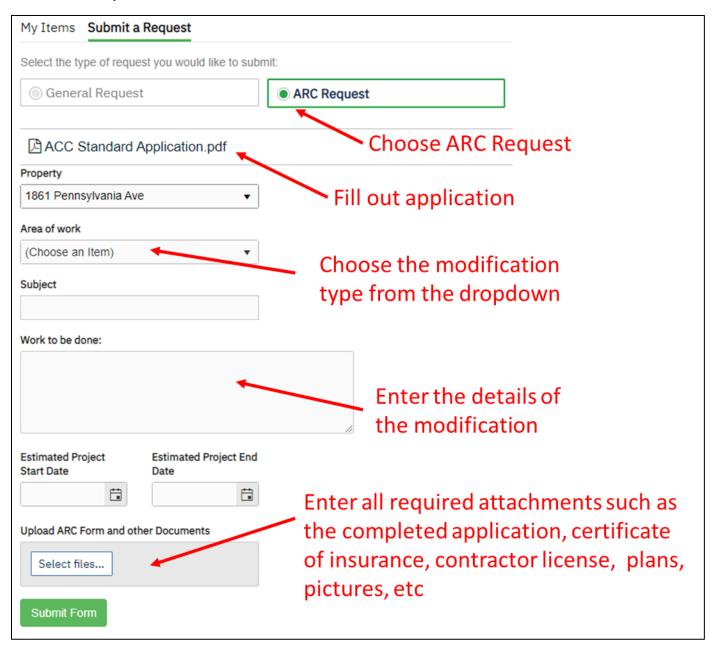
# Submit a Request

From the My Items tab you can select the Submit a Request sub tab where you are able to submit a General Request (Billing Question, Fee Waiver Request, Work Order, or General Question), ARC Request, or Reservation Request.

#### **General Request**



#### **Architectural Request**

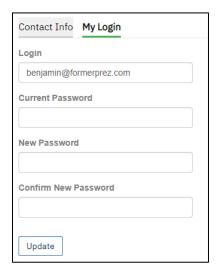


#### **Reservation Request**

Choose the category and amenity you would like to reserve from the dropdown menus. Fill out all required information and include any attachments that are required as part of the reservation process.

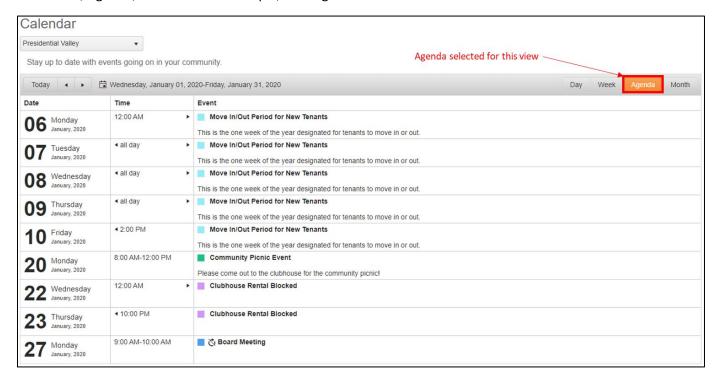
# My Login

The My Login page on the Homeowner Portal allows a Homeowner to change the email address and password associated with his/her account on the Homeowner Portal.

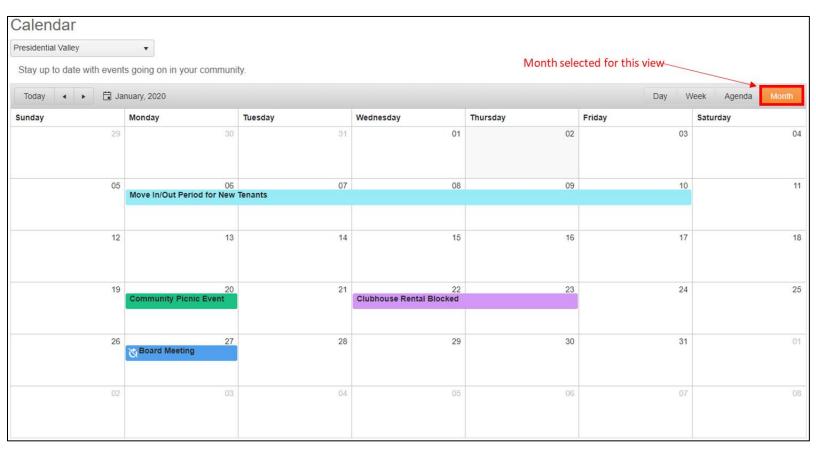


## Calendar & Events

The Calendar & Events tab of the Homeowner Portal allows a Homeowner to view events and activities related to the association. The Homeowner can view events in a few different ways including Day, Week, Agenda, or Month. For example, the "Agenda" view can be seen below:



The "Month" view can be seen below:



To view an Amenity calendar, you can simply click on the Amenity Calendars tab at the top of the page.

### **Documents**

The Documents tab of the Homeowner Portal allows a Homeowner to view any documents pertaining to the Association.

