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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).

The screenshot displays the Homeowner Portal Dashboard. On the left is a sidebar with navigation tabs: My Login, Dashboard (highlighted with a red box and number 6), My Contact Info, Billing, My Items (with a red circle containing the number 21), Calendar & Events, Directory, and Documents. The main content area is titled 'Dashboard' and includes a link to submit requests (highlighted with a red box and number 4). Below this is a 'Payments' section with an 'ACCOUNT BALANCE' of \$46.00 (highlighted with a red box and number 1) and a 'Make A Payment' button (highlighted with a red box and number 2). To the right is an 'UPCOMING ASSESSMENTS' section (highlighted with a red box and number 3) showing two maintenance due dates. Below these is an 'Open Issues' section (highlighted with a red box and number 5) containing a table of issues. At the bottom, there is a 'Show Open Issues' link and a 'Submit A New Request' button (highlighted with a red box and number 4).

Open Issues	
Violations - Immediate Action	Please fix this
Violations - Immediate Action	aytasdfasd
ARC Request - ARC Committee Review	Please address this issue.
Work Order - Closed	This item has been automatically advanced
General Mailing - Closed	A new General Mailing item has been created.

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.

My Contact Info

General Communication Preference

☐ Email ☒ Paper

Billing Communication Preference

☐ Email ☒ Paper

Choose communication preferences

Directory Preferences

☐ Hide Name In Directory?

☐ Hide Email In Directory?

☐ Hide Phone In Directory?

☐ Hide Property In Directory?

Update

Choose directory preferences

Label	Contact	
	(444) 444-7777 (Primary)	Edit Delete
	butight@campbellproperty.com (Primary)	Edit Delete
	abraham@formerprez.com	Edit Delete

New Contact

Edit existing or add new contact

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.

Billing

Current Balance (\$300.00)

Current Balance (\$300.00)

Make this payment via:

Account #: 99910019
Association: Presidential Valley
Address: 1861 Pennsylvania Ave

Choose payment option

Download capability

[Download Report](#)

Make Another Payment

Transactions

Account History

Tran Date	For	Amount
07/02/2021	Maintenance	\$300.00
07/01/2021	Chk #123456	(\$1,525.00)
04/17/2021	Late Fee	\$25.00
04/01/2021	Assessment	\$500.00
01/01/2021	Maintenance	\$400.00
09/30/2018	Initial Balance	\$100.00
	Previous Balance	\$0.00

View All History

View full ledger history

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.

[Overview](#) [Make a Payment](#)

Click on the corresponding option below to make a payment in the manner that best suits you.

Auto-Draft: This is the only option that is **"Set It and Forget It"**. This is the preferred method of payment for your Association. Assessments are automatically pulled from bank account on the 5th day of the month they are due. If maintenance is increased or decreased for the following year, amounts will automatically be updated. Homeowner will not be mailed maintenance coupons when choosing this option.

E-Check/Credit Card: Electronic check or credit card payments can be made.

Auto-Draft

E-Check/Credit Card

Choose one of the available payment options

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 5th falls on a non-business day, the draft amount will occur on the first business day after the 5th. 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.

Auto-Draft

Benjamin Harrison

[Make a Payment](#) > [All Auto-Drafts](#)

***Note: In order to enroll in auto-draft, you must have a \$0 balance. If you have an existing balance, you must first make a one-time payment to bring your balance to \$0 before signing up for auto-draft.

We are pleased to offer auto-draft for your association's assessments, free of charge. Under this auto-draft agreement, your regularly scheduled assessments will be automatically drafted on the 5th day of the month. If the 5th falls on a non-business day, the draft will occur on the first business day after the 5th. The draft amount will automatically change according to your association's yearly budget, so you won't have to make any changes if the assessment amount increases or decreases. Please use a checking or savings account to ensure that your payment is processed successfully.

After clicking "Enroll", please follow the instructions carefully at the top of the web page.

Please keep in mind that this authorization is for your regular scheduled assessments only. If you have a question about your draft or the best payment option for your unique situation, please submit a billing question to our friendly staff through the [Submit a Request](#) page.

Enroll/Update All Properties

Click here to enroll all properties

Account	Address	Bank Account	Routing	Start Date	Balance
Presidential Valley 99910021	1889 Pennsylvania Ave				\$0.00 <div>Enroll</div>

Select an individual property to enroll

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.

Auto-Draft

Benjamin Harrison

[Make a Payment](#) > [All Auto-Drafts](#) > [Edit Auto-Draft](#)

Please complete the form by following the instructions outlined below:

- Choose the type of bank account (checking or savings) that you are enrolling in the program
- Choose the appropriate Start Date. **The Start Date MUST be the 1st day of the month you want to be enrolled in the program.** For example, if you want to be enrolled in the Auto Draft program for April, choose April 1 as the start date. You cannot enroll in the program for the current month (If today is April 1st, it is too late to sign up for April. You would have to choose May 1st as the start date).
- Type in your bank account number *carefully*. Any typos will result in the funds being returned. Banking fees will subsequently be passed on to the homeowner.
- Type in your bank routing number *carefully*. Any typos will result in the funds being returned. Banking fees will subsequently be passed on to the homeowner.
- Click "Enroll in Auto-Draft"

Account Type

Checking

Checking Account Number

Confirm Checking Account Number

Start Date

Bank Routing Number

Enter in accurate information

These properties will be included in the Auto-Draft:

Account	Property
Association: Presidential Valley 99910021	1889 Pennsylvania Ave Washington, DC 20500

Enroll in Auto-Draft

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.

Online PaymentBenjamin Harrison

Make a Payment > Payment

Click on the "Make Payment" button next to the corresponding account to make an online payment for the account. You will then be able to make a one-time or recurring echeck or credit card payment.

Account	Property	Balance	
99910021	1889 Pennsylvania Ave Washington, DC 20500 at Presidential Valley	\$0.00	Click here to make payment Make Payment

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.

Home One-Time Payment Recurring Payment Payment History My Payment Accounts My Profile
Support Center

Property: Esplanada

Property Management Co: Campbell Property
Management - Vantaca

Home

Make a Payment Now

Payment Amount: \$

Make One-Time Payment

Want to set up automatic payments?

Schedule an AutoPay at the frequency of
your choice.

Get Started

Recent Payment History

Trans #	Date	Amount	Status
---------	------	--------	--------

There are currently no Payments

Active AutoPays

Amount	Account	Debit Day	Freq
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[Click here to set up a new AutoPay](#)

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

The screenshot shows a web form titled 'Submit a Request' under the 'My Items' tab. The form includes several input fields and a submit button. Red arrows point from explanatory text to specific form elements:

- An arrow points to the 'General Request' radio button, with the text: "Choose General Request to submit a Billing Question, Fee Waiver Request, Work Order, or General Question".
- An arrow points to the 'Choose a Type of Request' dropdown menu, with the text: "Choose the request type from the dropdown".
- An arrow points to the large text area for the request description, with the text: "Enter the details of the request".
- An arrow points to the 'Select files...' button, with the text: "Enter any relevant attachments".

The form fields and their current values are:


- Property:** 1861 Pennsylvania Ave
- Choose a Type of Request:** (Choose a Request Type)
- Subject:** (Empty text box)
- Please provide a detailed description of your request:** (Empty text area)
- Attach documents to help describe your request:** (Contains 'Select files...' button)
- Submit Form:** (Green button)

Architectural Request

My Items **Submit a Request**

Select the type of request you would like to submit:

☐ General Request ☒ **ARC Request**

 ACC Standard Application.pdf

Property
1861 Pennsylvania Ave

Area of work
(Choose an Item)

Subject

Work to be done:

Estimated Project Start Date **Estimated Project End Date**

Upload ARC Form and other Documents
Select files...

Submit Form

Choose ARC Request

Fill out application

Choose the modification type from the dropdown

Enter the details of the modification

Enter all required attachments such as the completed application, certificate of insurance, contractor license, plans, pictures, etc

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.

Contact Info

My Login

Login

Current Password

New Password

Confirm New Password

Update

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:

Calendar		
Presidential Valley		
Stay up to date with events going on in your community.		
Today Wednesday, January 01, 2020-Friday, January 31, 2020 Day Week Agenda Month		
Date	Time	Event
06 Monday January, 2020	12:00 AM	Move In/Out Period for New Tenants This is the one week of the year designated for tenants to move in or out.
07 Tuesday January, 2020	◀ all day	Move In/Out Period for New Tenants This is the one week of the year designated for tenants to move in or out.
08 Wednesday January, 2020	◀ all day	Move In/Out Period for New Tenants This is the one week of the year designated for tenants to move in or out.
09 Thursday January, 2020	◀ all day	Move In/Out Period for New Tenants This is the one week of the year designated for tenants to move in or out.
10 Friday January, 2020	◀ 2:00 PM	Move In/Out Period for New Tenants This is the one week of the year designated for tenants to move in or out.
20 Monday January, 2020	8:00 AM-12:00 PM	Community Picnic Event Please come out to the clubhouse for the community picnic!
22 Wednesday January, 2020	12:00 AM	Clubhouse Rental Blocked
23 Thursday January, 2020	◀ 10:00 PM	Clubhouse Rental Blocked
27 Monday January, 2020	9:00 AM-10:00 AM	Board Meeting

The “Month” view can be seen below:

Calendar

Presidential Valley ▼

Stay up to date with events going on in your community.

Today ◀ ▶ 📅 January, 2020 Day Week Agenda **Month**








Month selected for this view

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	
29	30	31	01	02	03	04	
05	Move In/Out Period for New Tenants					10	11
12	13	14	15	16	17	18	
19	Community Picnic Event	21	Clubhouse Rental Blocked		23	25	
26	Board Meeting	28	29	30	31	01	
02	03	04	05	06	07	08	

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.

Documents			Test 
<input type="text" value="Search"/> 			
Name	Number of files	Last Update	
 Forms	<u>0</u>	07/06/2021	
 Homeowner Portal	<u>1</u>	11/06/2020	
 Hurricane Information	<u>0</u>	07/06/2021	
 Meetings	<u>0</u>	07/06/2021	
 Training	<u>1</u>	11/06/2020	