

HOMEOWNER HOW TO GUIDE



- **Setting up Auto-Draft (aka ACH / direct debit)**
- **Changing and assigning “Primary Email” accounts**
- **Changing Passwords**
- **Available Payment Options (no charge)**

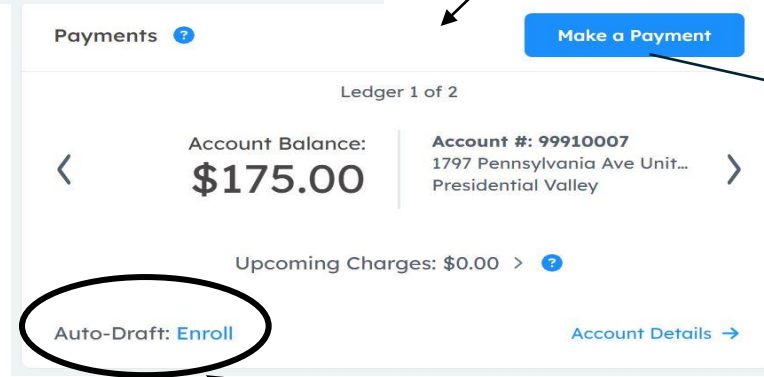
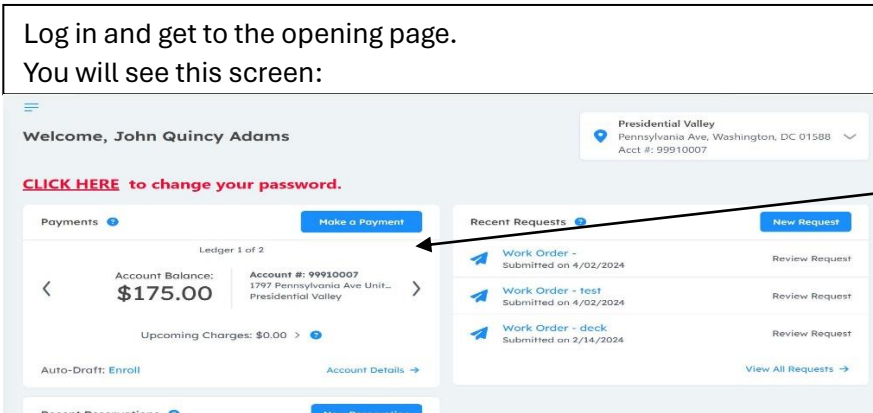
APP: Home by Vantaca

How to Sign Up for Auto Draft

There are no charges or fees.

Step 1

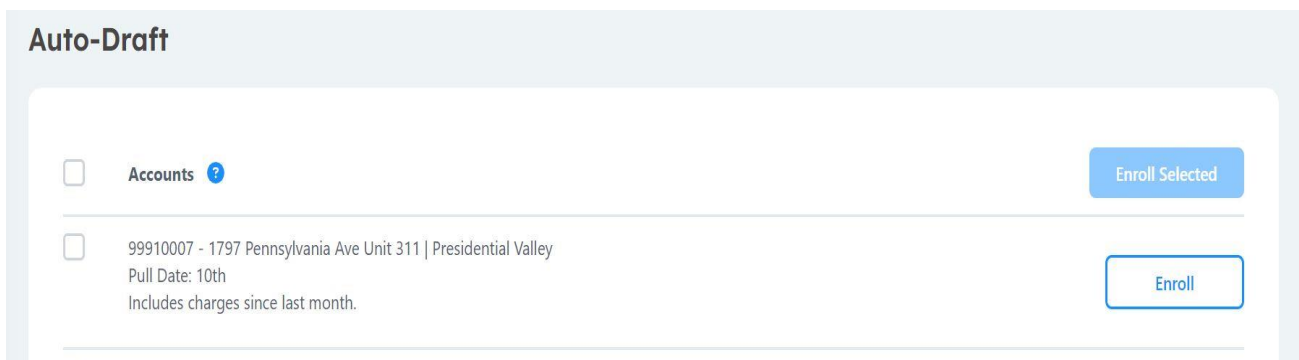
Log in and get to the opening page.
You will see this screen:



On the isolated section shown above, you will see "Auto-Draft: Enroll" at the bottom left corner. THIS is what you need to click on. Do not use the "Make a Payment" button in the top right. This is not for automatic monthly withdrawals from your bank account. You want to click on the Enroll word.

Step 2

You want to use Auto-Draft, so you click on "Enroll". If you clicked on ENROLL from your main page, you will then be brought to this next window shown below:



Step 3

You want to pick the address/account number that you are enrolling by clicking the box (most people only have one, some may have multiple) and then you click enroll.

Auto-Draft

1st click

Accounts ?

99910007 - 1797 Pennsylvania Ave Unit 311 | Presidential Valley
Pull Date: 10th
Includes charges since last month.

Enroll Selected

Enroll

Then click here.

Step 4

Once you do Step 3, there will be a pop up (shown to your right). You need to fill this out completely and carefully. Once you get to the bottom, you will click Enroll (yes, one more time 😊) and you will be done. To verify you have enrolled, see below.

Enroll Auto-Draft

99910007 1797 Pennsylvania Ave Unit 311 Remove

Start Month: April Account Type: Checking

Bank Routing Number: Bank Name:

Bank Account Number: Confirm Account Number:

I hereby authorize my association to debit the identified account for the amount indicated above. Likewise, I authorize my financial institution to accept this debit and charge it to my account. If the transaction is established as recurring in nature, I authorize future occurrences until I rescind this authorization. I agree that the ACH transaction I authorize complies with all applicable laws.

eSignature:

Cancel Enroll

eSignature = type your name exactly as it appears on Owner Contact.

If you filled everything out correctly and went through all the steps correctly, you should see, on your main page, the below:

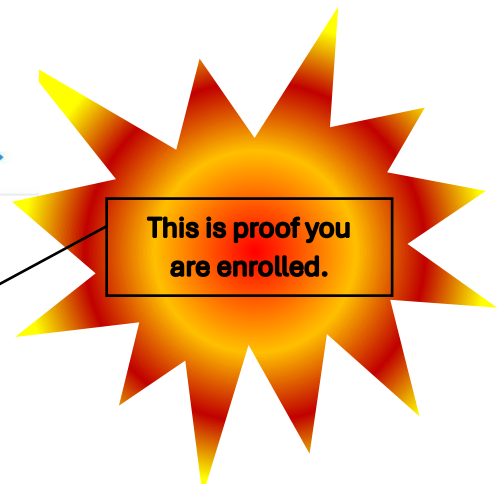
Payments ? Make a Payment

Ledger 1 of 1

Account Balance: **\$310.00** Account # [REDACTED] Liberty Village Condominiu...

Upcoming Charges: \$0.00 ?

Auto-Draft: Enrolled edit Account Details →



Changing and ASSIGNING who is the “Primary Email” address for my unit owner account

Email addresses stored in Caliber were transferred to the new Vantaca web portal system in alphabetical order. The first email address was assigned as “Primary Email” and this was the unit owner who got the email invite to join Vantaca and create login for payment information.

You have the control of assigning who in your household should be identified as the “Primary Email and the Primary Phone Contact.”

If you wish to change this, please click “Edit” to the right of the (Primary) email and update as you wish. You can also delete incorrect or old information; edit information; and add additional phone numbers and email addresses to your homeowner profile by selecting “New Contact.”

INSTRUCTIONS:

1. Select “My Profile” on the navigation bar on the left of your screen.
2. Select “Profile Settings”
3. Under the first tab: “Contact Info,” scroll to the bottom of the screen.
4. Select “Edit” to make any changes.
5. Select “New Contact” to add any new information.

The screenshot displays the ACCESS PROPERTY MANAGEMENT web portal interface. On the left is a navigation menu with options: Dashboard, Payments, Requests, Calendar & Events, Documents, FAQs, Help, My Profile (selected), Profile Settings, and Logout. The main content area is titled "Profile Settings" and features two tabs: "Contact Info" (which is underlined and has a red checkmark above it) and "My Login". Below the tabs, there are two buttons: "Edit" and "Delete". At the bottom left of the page, there is a blue button labeled "New Contact".

Changing My Password

INSTRUCTIONS:

1. To change your password, select "Profile Settings."
2. Then click on tab at the top "My Login."

The system will prompt you to type in your current password, your new password, and confirm the new password. Once you select "Update," your password is updated.

The screenshot displays the ACCESS PROPERTY MANAGEMENT user interface. On the left is a vertical navigation menu with the following items: Dashboard, Payments, Requests, Calendar & Events, Documents, FAQs, Help, My Profile (with a sub-menu arrow), Profile Settings, and Logout. Red checkmarks are placed to the right of the 'My Profile' and 'Profile Settings' items. The main content area on the right is titled 'Profile Settings' and features two tabs: 'Contact Info' and 'My Login'. The 'My Login' tab is selected and underlined, with a red checkmark above it. Below the tabs, the text reads: 'Change your login email or password for this website.'

Available Payment Options (free of charge)

1. FREE = Automatic Draft

Refer to first page of this guide for “Auto-Draft” instructions. This is for the automatic monthly payment of Association fees aka as ACH or direct debit. Association Monthly Fee automatically paid on the 2nd of every month. No worries.

2. FREE = your personal check

Monthly remittance of your personal check via U.S. Mail

- a) Make check payable to your Association’s name
- b) In the “memo field” of check, write your Unit Owner Account #
- c) Mail check to: P.O. Box 98274
Phoenix, AZ 85038-0274
- d) Suggest putting your check in the mail around the 25th day of the prior month to guarantee mail delivery and posting to your account.

3. FREE = your online banking setup with your own bank

Set up monthly remittance thru your own personal bank by using their “online banking” capabilities.

- a) Remittance payable to your Association’s name
- b) Enter the account # given to you in the Vantaca system
- c) Payments go to Lock Box: P.O. Box 98274, Phoenix AZ 85038-0274
- d) Suggest you set up the monthly payment to be processed on the 25th day of the prior month to guarantee receipt and posting to your account.
- e) Please be aware that online payment from your bank to First Citizens Bank entails your bank processing your instructions, issuing a check and putting it in the mail to Arizona.
- f) Every time your Association Fee changes (at budget season), you need to update these banking instructions with your bank.
- g) Every time there is an additional assessment posted to your account, you need to remit a separate payment for that assessment.

ADVANTAGES in enrolling in Auto-Draft:

- This payment option does not have any processing fees.
- Automatic payment of your assessments will be drawn on the 2nd day of every month.
- For the month of April 2024 (only), this auto draft payment will be drawn on the 10th as it is our first month introducing this payment method and allowing owners to sign in and enroll.
- Once enrolled in Auto Draft, future assessments posted to your unit owner account will be automatically drawn when due. For example and only if applicable to your Association: monthly charge for water/sewer, annual fee for leased rental units, a special assessment, etc.