

INSTRUCTION BOOKLET FOR THE OWNER PORTAL

You will log into the “Dashboard” which gives you an overview of your upcoming Assessments or if there are any Open Issues.

The screenshot shows the Owner Portal Dashboard for a user named Betty Ford. On the left is a sidebar menu with options: Dashboard (selected), My Contact Info, Billing, My Items (with a red notification badge), Calendar & Events, and Documents. The main content area is titled 'Dashboard' and includes a 'Payments' section with an 'ACCOUNT BALANCE' of \$2,620.00 and a 'Make A Payment' button. Below this, it states 'There are no Recurring Payments found.' To the right, the 'UPCOMING ASSESSMENTS' section shows a 'coupon assessment of \$125.00 is due on 01/01/2022'. The 'Open Issues' section contains a table with three entries: 'Collections /HOA/ - Address Verification Review', 'Homeowner Mailing - Correspondence', and 'Homeowner Statement - Send to Homeowner'. Each entry has a description and a timestamp. At the bottom of the main area is a 'Submit A New Request' button. The footer includes links for Privacy Policy, Help, and FAQ, and a note that the site is provided by Extreme Management Team, Powered by Vantaca, Copyright © 2021.

- Dashboard:** This menu option takes you back to the original screen and allows you to submit requests. Options include Billing Question, General Question, and Service or Maintenance Request. These requests will be routed to the appropriate person to assist.
- Billing:** This menu option shows you your account ledger and provides several options to make payments.
- My Contact Info:** This menu option allows you to update all your contact information and chose how you would like to receive notifications.
- My Items:** This menu option provides all recent activity sent to you or submitted by you.
- Calendar&Events:** This menu option will show you your community calendar, including amenity center/clubhouse reservations if applicable.
- Documents:** This menu is where you will find your community’s governing documents, including Rules and Regulations, financials, and meeting minutes, etc.

MASTER/SUB ASSOCIATION

If you belong to two associations, your Dashboard should show a drop down in the top left corner to select master or sub association

This screenshot is similar to the one above, showing the Owner Portal Dashboard for Betty Ford. A red rectangular box highlights a dropdown menu in the top left corner of the dashboard header, just above the sidebar menu. The rest of the dashboard content, including the account balance, upcoming assessments, and open issues, remains the same as in the previous image.

MY CONTACT INFO

Click on “My Contact info” to update all your contact information and chose how you would like to receive notifications.

It is important that you choose how to receive notifications.

Dashboard

My Contact Info

Billing

My Items 1

Calendar & Events

Documents

My Contact Info

My Login

General Communication Preference

☒ Email ☐ Paper

Billing Communication Preference

☒ Email ☐ Paper

Directory Preferences

☐ Hide Name In Directory?

☒ Hide Email In Directory?

☒ Hide Phone In Directory?

☐ Hide Property In Directory?

Mailing Address

1970 Pennsylvania Ave Washington, DC 20500

Update

Label	Contact
	1970 Pennsylvania Ave Washington, DC 20500 (Primary Mailing Address)
	betty@formerprez.net (Primary) Edit Delete

New Contact

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MY LOGIN

Click on “My Login” to update change your password.

Dashboard

My Contact Info

Billing

My Items 1

Calendar & Events

Documents

My Contact Info

My Login

Change your user name or password for this website.

Please note that this will not update your email address for communications. Please visit the "My Contact Info" page to update the email address for communications.

Login

betty@formerprez.net

Current Password

New Password

Confirm New Password

Update

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BILLING & ONLINE PAYMENT PORTAL INFORMATION

Click on "Billing" on the left menu or click the "Make a Payment" button on the Dashboard Page.

Billing Betty Ford

Overview: Make a Payment

If you have a question about your owner account, please visit the [Submit a Request](#) page and submit a Billing Question.

Please note if you are paying with a credit card it may take up to five (5) days to process and post to account. If you are paying please to due date, we recommend paying with echeck for next business day processing.

Current Balance \$2,620.00

Current Balance
\$2,620.00
Due on 10/1/2021

Make this payment via:

Auto-Draft
One-Time eCheck
Credit Card

Account #: 00010043
Association: Presidential Valley
Address: 1074 Pennsylvania Ave

[Make Another Payment](#)

[Download Report](#) 00010043 - 1074 Pennsylvania

Tran Date	For	Amount
10/01/2021	coupon assessment	\$125.00
09/30/2021	Late Fee	\$25.00
09/30/2021	Late Fee	\$25.00
07/31/2021	Late Fee	\$25.00
07/31/2021	coupon assessment	\$125.00
06/30/2021	Late Fee	\$25.00
05/31/2021	Late Fee	\$25.00
04/30/2021	Late Fee	\$25.00
04/30/2021	coupon assessment	\$125.00
03/31/2021	Late Fee	\$25.00

[View All History](#)

ASSESSMENT PAYMENT OPTIONS

ONLINE OPTIONS

Option #1: Auto Draft- ACH (Free for Owners)

This option requires a US bank account, you will be required to supply your routing (ABA) number and your bank account number. To enroll in auto draft your account must be current. Auto Draft populates on the 5th day of the month in which the assessments are due.

Option #2: One Time eCheck (Free for Owners)

This option requires a US bank account, you will be required to supply your routing (ABA) number and your bank account number.

Option #3: Credit/Debit card payments online (additional fees may apply)

This option has an additional 3% convenience fee charged by third party processors.

MY ITEMS

Click on “My Login” to review all recent activity sent to you or submitted by you.

Dashboard

Billing

My Contact Info

My Items 3

Calendar & Events

Documents

My Items

Betty Ford

My Items Submit a Request

Welcome to your My Items page! This page allows you to follow activity on requests submitted through the **Submit a Request** page and any open tickets, which we refer to as “Action Items.” Action Items displayed here include all activity for your property or properties over the last 30 days. This can include any resolved or voided activity.

Click on the subject line displayed to review any messages sent to you and recent activity related to that item. Click “Reply” to send a message about your item. Click any paperclips to view attachments

From	Subject	Message	Date
	Homeowner Statement - Send to Homeowner	A new Statement has been created and is ready for you to view.	10/07/2021 2:23:43 PM
	Homeowner Mailing - Correspondence	A new Homeowner Mailing item has been created.	11/25/2020 4:18:31 PM
	Collections /HOA/ - Address Verification Review	This item has met the requirements to advance: At least 3 days has passed	02/03/2020 5:05:55 AM

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Dashboard

Billing

My Contact Info

My Items 3


Calendar & Events

Documents

Community Portal - Presidential Valley

Betty Ford

My Items > XN 852090

[Send to Homeowner](#)  Homeowner Statement
A new Statement has been created and is ready for you to view.

Messages



A new Statement has been created and is ready for you to view.

 10/07/2021 2:23 PM

Homeowner
Gerald Ford
Account
Property Address

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SUBMIT A REQUEST

Dashboard

My Contact Info

Billing

My Items 3

Calendar & Events

Documents

Dashboard

Betty Ford

Payments

ACCOUNT BALANCE
\$2,620.00
There are no Recurring Payments found.

[Make A Payment](#)

UPCOMING ASSESSMENTS
coupon assessment of \$125.00 is due on 01/01/2022

Open Issues

Collections /HOA/ - Address Verification Review	This item has met the requirements to advance: At least 3 days has pa...	02/03/2020 05:05 AM
Homeowner Mailing - Correspondence	A new Homeowner Mailing item has been created.	11/25/2020 04:18 PM
Homeowner Statement - Send to Homeowner	A new Statement has been created and is ready for you to view.	10/07/2021 02:23 PM

[Submit A New Request](#)

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GENERAL REQUEST

Dashboard

My Contact Info

Billing

My Items 3

Calendar & Events

Documents

Presidential Valley

Betty Ford

My Items

Submit a Request

Select the type of request you would like to submit:

General Request

ARC Request

Reservation Request

Submit A Request

Thank you for using your Owner's Portal! Here you will be able to easily select from four options to help communicate with your management company about association related matters.

Billing Question: For questions related to your account balance, select "Billing Question" from the drop down menu as your request type.

General Question: For all other inquiries, or if you are unsure where to start, please submit a "General Question" and we will be happy to help guide you!

Service/Maintenance Requests: Service/Maintenance Requests are a great way to report property damage or maintenance concerns specific to your unit or common areas within the community. Please be sure to describe the problem with plenty of detail including specific location or area of concern. Submit separate requests for each individual issue reported.

Property

1974 Pennsylvania Ave

Choose a Type of Request

Billing Question

Subject

Please provide a detailed description of your request.

Attach documents to help describe your request

Select files...

Submit Form

Choose type of request, fill in details and submit documents or photos

ARC REQUEST

Dashboard

Billing

My Contact Info

My Items 3

Calendar & Events

Documents

Presidential Valley

Betty Ford

My Items

Submit a Request

Select the type of request you would like to submit:

General Request

ARC Request

Reservation Request

ARC Request

ARC Form.pdf

Property

1974 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

SERVICE REQUEST

Dashboard

My Contact Info

Billing

My Items 3

Calendar & Events

Documents

Presidential Valley

Betty Ford

My Items

Submit a Request

Select the type of request you would like to submit:

General Request

ARC Request

Reservation Request

Submit A Request

Thank you for using your Owner's Portal! Here you will be able to easily select from four options to help communicate with your management company about association related matters.

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Property

1974 Pennsylvania Ave

Choose a Type of Request

Work Order/Service Request

Subject

Please provide a detailed description of your request.

Attach documents to help describe your request

Select files...

Submit Form

To submit a service request please choose this option and provide as much detail as possible include any photos that may make it easier to determine the work that needs done

CALENDAR VIEW

Dashboard

Billing

My Contact Info

My Items

3

Calendar & Events

Documents

Calendar & Events

Betty Ford

Community Calendar Amenity Calendars

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

Today Friday, October 01, 2021-Sunday, October 31, 2021			Day	Week	Agenda	Month
Date	Time	Event				
27 Wednesday October, 2021	6:00 PM-8:00 PM	Monthly Board Meeting				

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DOCUMENT LIBRARY

Dashboard

Billing

My Contact Info

My Items

3

Calendar & Events

Documents

Documents

Betty Ford

Search

Name	Number of files	Last Update
Budgets	1	11/11/2019
Community Info	2	02/27/2020
Electronic Voting	2	10/05/2020
Estoppel Information	0	10/15/2021
Forms	1	08/30/2018
Governing Documents	4	05/28/2020
Meeting Minutes	0	10/15/2021
Welcome Packet	1	10/11/2019

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