



Email: [office@hroa.us](mailto:office@hroa.us)  
Phone: (805) 238-9641  
Fax: (805) 238-3430

2130 Heritage Loop Road  
Paso Robles, CA 93446  
Website: [www.hroa.us](http://www.hroa.us)

## **OWNER PAYMENT PORTAL GUIDE**

Congratulations! Heritage Ranch has enabled the ability to submit payments from your member portal!

Homeowners will have the option to set up Direct Debit/ACH recurring payments for their Assessment and Special assessment codes using a bank account or credit/debit card, and the option to use the One-Time payment feature to pay the entire balance, or a portion of a balance.

AutoPay is used to pay Assessment or Special Assessment charges that are posted to an account. Fines and CCR violations can only be paid using the One-Time payment feature.

This guide will give instructions on how homeowners can select charge codes and use the make payment feature to either enroll in AutoPay or to make one-time payments using a credit card or bank account.

If the Association has an email on file for you, an invitation will be sent direct to you to set up your access to the online owner portal. If an email is not on file for you, you can still obtain access as long as you have your account number and street address.

For the invitations sent via email, follow the prompts contained within the email. To register if an invitation has not been sent, click on the **"Member Portal"** button on the Association's website, [www.hroa.us](http://www.hroa.us). It can be found in the upper right corner of the web page.

### **AutoPay**

AutoPay takes the hassle of having to remember to pay dues on time and sets up recurring payments.

Once a charge is posted, the funds from the primary account will automatically be deducted, and a series of emails will be sent to update the owner on the status of their payment.

There may be a convenience fee for automatic payments dependent upon the method selected. The exact dollar fee amount will be displayed before completing the payment.

### **Making One-Time Payments**

One-time payments using Bank Account information, or a Credit Card can be used for convenient and quick payments.

A convenience fee will be charged when a homeowner chooses to use this feature. The exact dollar fee amount will be displayed before completing the payment.

### To Enroll in AutoPay

1. Click on the **“Member Portal”** link on the on the Association’s website, [www.hroa.us](http://www.hroa.us). It can be found in the upper right corner of the web page. It will take you to the login page for the portal.
2. Log in into your Portal using your account credentials.
3. Click **“Payment Methods”** from the menu on the right side after logging in.
4. Enter Payment Methods
  - a. Click **“+ Add Payment Method”**
  - b. Select whether to add a **Bank Account** or **Credit Card** information.

For a Bank Account  
Fill in all information as requested. The Bank name will auto-fill once the Bank Routing number is verified.

For a Credit Card  
Fill in all information as requested.
  - c. Select checkbox for **“Set as Primary AutoPay Payment Method.”** Once the AutoPay Checkbox is selected, select the codes to pay using direct debit by enabling the toggle.

*PLEASE NOTE: Only Assessment and Special Assessment codes can be paid using this feature.*
  - d. Click **Save**. *You can maintain any payment methods under the same area once saved.*

### To Make a One-Time Payment

1. Click on the **“Member Portal”** link on the on the Association’s website, [www.hroa.us](http://www.hroa.us). It can be found in the upper right corner of the web page. It will take you to the login page for the portal.
2. Log in into your Portal using your account credentials.
3. Below the total balance, click the **“Pay Now”** button.
4. Select the form of payment, then fill out the required information, including the amount to pay (not including the service fee). The Payment Amount will default to the total balance due. Payment options are: Existing Payment Method, Bank Account, or Credit Card.

For a Bank Account  
Fill in all information as requested. The Bank name will auto-fill once the Bank Routing number is verified.

For a Credit Card  
Fill in all information as requested.
5. Edit the **“Payment Amount,”** if needed, then click **“Make Payment.”**
6. Confirm the Payment Amount. The convenience fee amount will be displayed here.

*PLEASE NOTE: The image below is an example and is not the actual amount of the convenience fee.*
7. Select **“Yes”** and it will complete the payment.