



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.

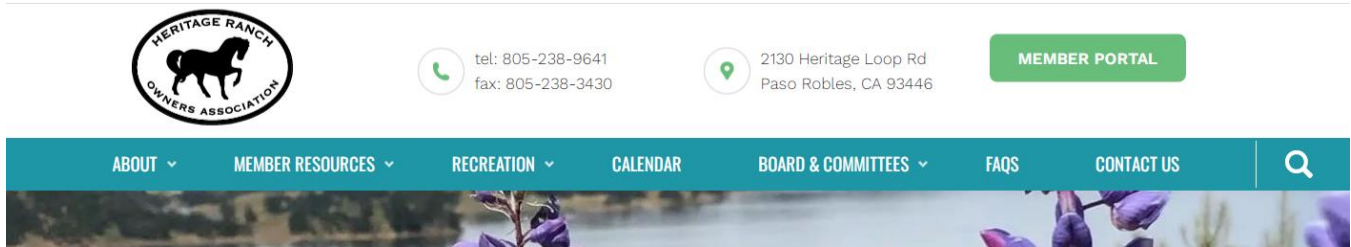
### **Making One-Time Payments**

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

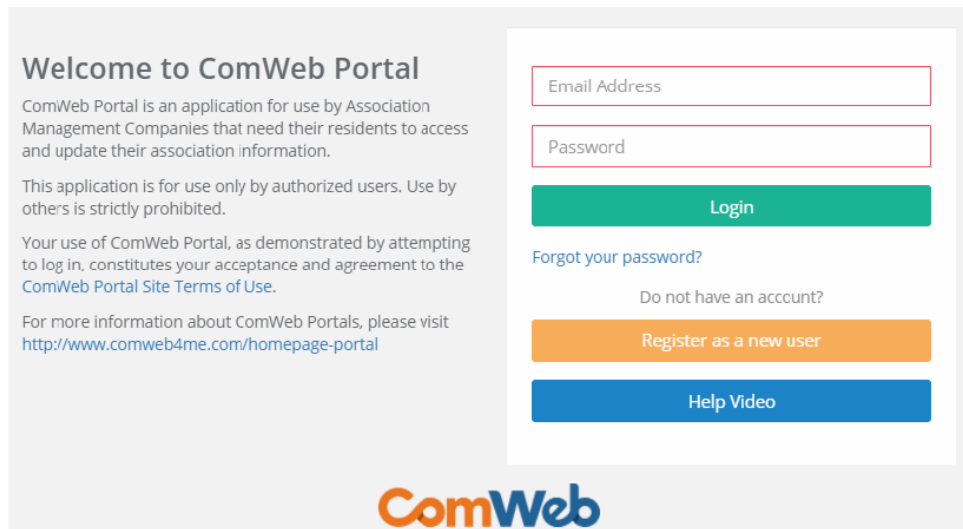
A convenience fee will be charged when a homeowner chooses to use this feature. The exact dollar fee amount will be displayed before completing the payment.

## To Enroll in AutoPay

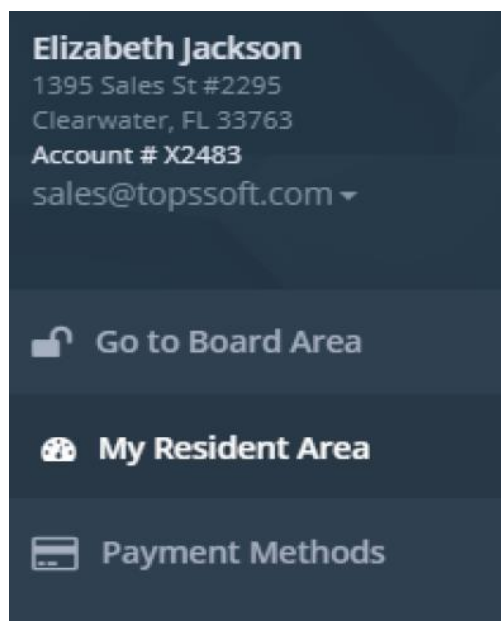
1. Click on the “**Member Portal**” link on the on the Association’s website, [www.hroa.us](http://www.hroa.us). It can be found in the upper right corner of the web page. It will take you to the login page for the portal.



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”

Property  
Gibson Grove  
1395 Sales St #2295  
Clearwater, FL 33763

Autopay Settings  
VISA Credit Card (Visa)  
Expiration - 10/20

Disable Autopay + Add Payment Method

Manage Autopay Remove

Add payment method

Credit Card Bank Account

Name on Card  
First Name Last Name

Credit Card Number  
XXXX-XXXX-XXXX-XXXX VISA

Expiration Date  
MM YYYY Card Type  
Credit Debit

Billing Address  
Same Address As  
Address  
City -- Select A State -- Zip Code  
-- Select A Country --

Set as Primary AutoPay 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.

Add payment method

Credit Card Bank Account

Account Type  
Checking

First Name Last Name  
First Name Last Name

Name on Account  
Name on Account

Routing Number Account Number  
Routing Number Account Number

Bank Name  
Bank Name

For a Credit Card

Fill in all information as requested.

**Add payment method**

**Credit Card** | Bank Account

**Name on Card**  
First Name | Last Name

**Credit Card Number**  
XXXX-XXXX-XXXX-XXXX

**Expiration Date**  
MM | YYYY

**Card Type**  
 Credit  Debit

**Billing Address**  
Same Address As

Address  
City | -- Select A State -- | Zip Code  
-- Select A Country --

- 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.*

Set as Primary AutoPay Payment Method

A1 - ASSESSMENT: \$380.00



- d. Click **Save**.

*You can maintain any payment methods under the same area once saved.*

Autopay Settings

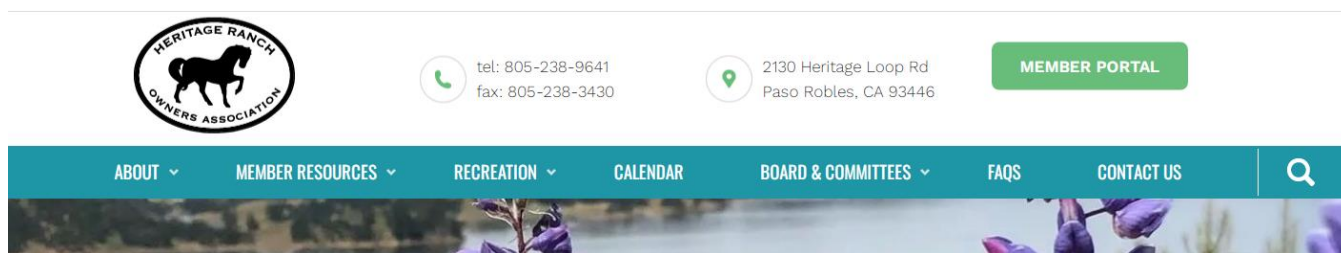
Disable Autopay | + Add Payment Method

VISA Credit Card (Visa) ending in 1111  
Expiration - 10/2028

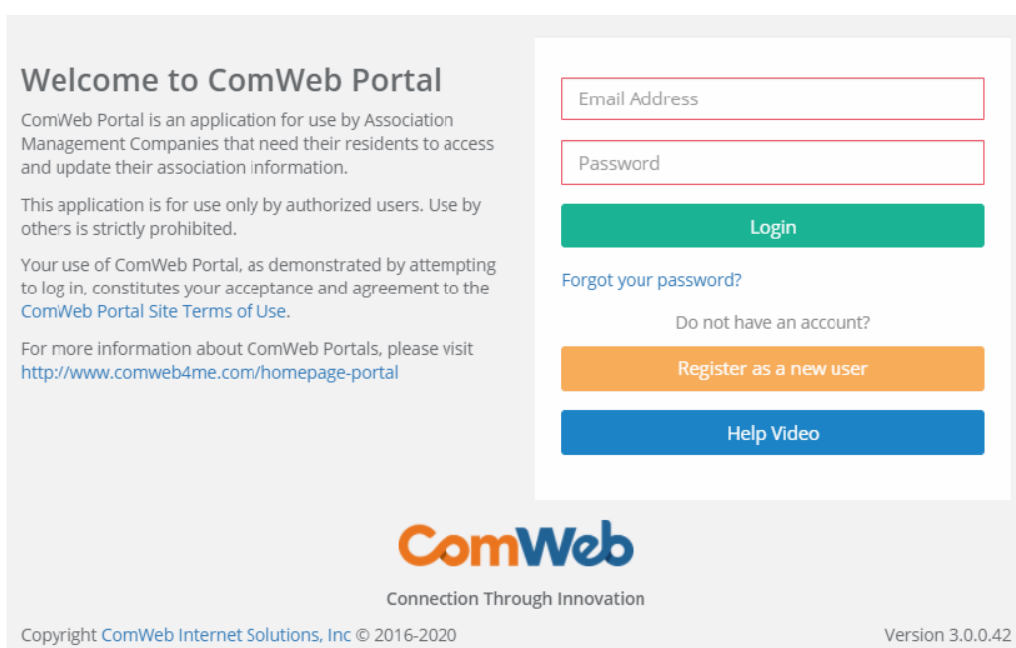
Manage Autopay | Remove

## To Make a One-Time Payment

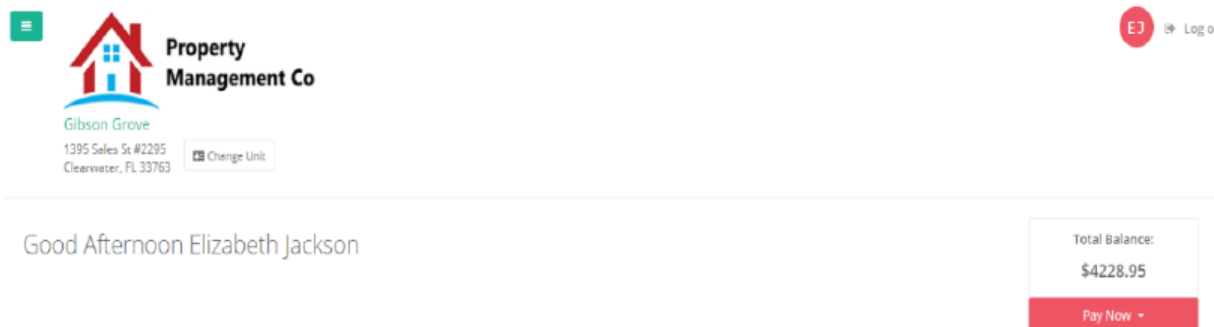
1. Click on the **“Member Portal”** link on the on the Association’s website, [www.hroa.us](http://www.hroa.us). It can be found in the upper right corner of the web page. It will take you to the login page for the portal.



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.

Make a payment ×

**Existing Payment Method**    Credit Card    Bank Account

**Selected Payment Method**

 Credit Card (Visa) ending in 1111  
Expiration - 10/2028 Change

**Payment Amount**

\$ 0.00 Make Payment

**ⓘ** A Credit Card transaction fee of % plus a \$ processing fee will apply to this payment method.  
Example: (\$100 x %) + fee = \$NaN.  
Please refer to [Terms & Conditions](#)

For a Bank Account

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

Add payment method ×

Credit Card    **Bank Account**

**Account Type**

Checking ▼

**First Name**    **Last Name**

First Name    Last Name

**Name on Account**

Name on Account

**Routing Number**    **Account Number**

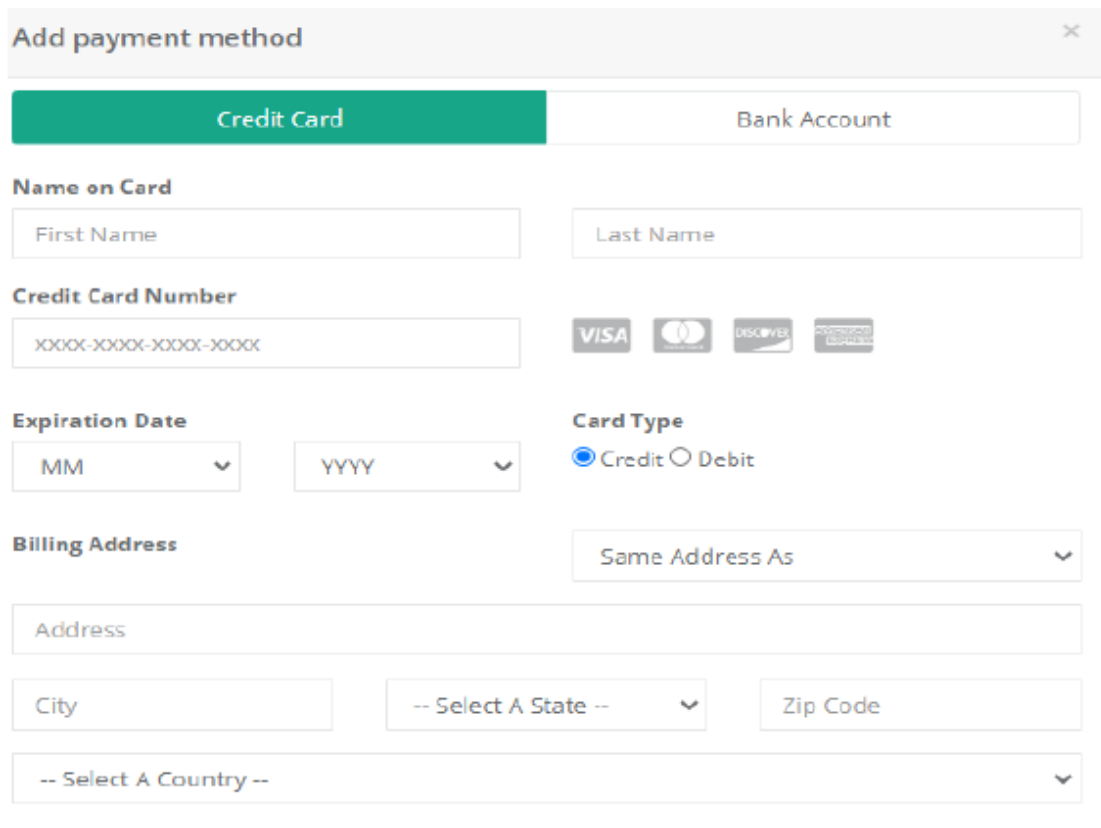
Routing Number    Account Number

**Bank Name**

Bank Name

For a Credit Card

Fill in all information as requested.



**Add payment method** [X]

**Credit Card** | Bank Account

**Name on Card**

First Name [ ] Last Name [ ]

**Credit Card Number**

XXXX-XXXX-XXXX-XXXX [ ]

VISA [ ] [ ] [ ] [ ]

**Expiration Date**

MM [ ] YYYY [ ]

**Card Type**

Credit  Debit

**Billing Address**

Same Address As [ ]

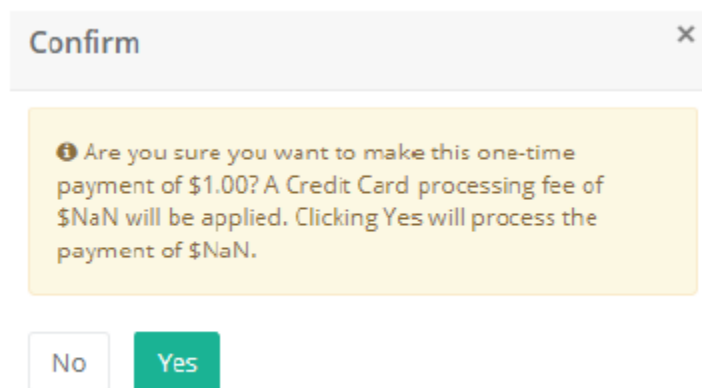
Address [ ]

City [ ] -- Select A State -- [ ] Zip Code [ ]

-- Select A Country -- [ ]

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.*



**Confirm** [X]

**ⓘ** Are you sure you want to make this one-time payment of \$1.00? A Credit Card processing fee of \$NaN will be applied. Clicking Yes will process the payment of \$NaN.

No [ ] Yes [ ]

7. Select **“Yes”** and it will complete the payment.