

## Community Website Introduction & How to Pay Online

**Website: [www.chapeltrail.com](http://www.chapeltrail.com)**

Association Specialty Group (“ASG”) is happy to announce that your new website for your Association is now available. This website is updated in real time, offers a number of features making the website friendly and functional. For further assistance, we have provided instructions in each area of the website to assist you with your needs and requests.

### Your Association Website Includes Feature Tabs for...

- Account Info – This allows you to view your account payment history in real-time. This means that as soon as management receives your payment it is reflected on the website.
- Pay Assessments - Your new community is Https secured website. This allows you to safely and conveniently pay your assessments online via eCheck (Free of Charge!!) or Credit Card. This also allows you to make a payment onetime or setup recurring payments.
- Calendar – Allows you to view upcoming meetings, vendor service dates and events for your community.
- Documents – Allows you to view Community Documents, Rules & Regulations, Meeting Minutes, Financial and other important information and obtain Forms.
- ACC Requests/ Violations/ Work Orders – Allows you to create a quick and easy way to view information and submit request to the management company in a trackable area that can be updated by both parties.

**NOTE:** If you have already Registered & Logged in to your community website, the below information does not apply to you with the exception of the portion regarding “Paying Your Association Dues Online”

### How to Register

1. Your Association Website Name has not changed.
2. Go to your Internet Browser and type in your community website. You should see your community name at the top rather than ASG (Association Specialty Group)
  - a. (Internet Explorer is preferable however if you have tried this and it is not working, please try Google Chrome or Fire Fox)
  - b. If you do not see your Community Name and you do see the ASG Website please see below ([Further Instructions](#))
3. Click on Register and complete the information in the form with the Owner Name, Address at the Property, Account Number (which can be found on your Coupons) and other contact information.
4. Once this has been completed you will see information in Red stating that you should be receiving an email with your password.
5. If you do not see this email with your password in your inbox, **PLEASE CHECK YOUR JUNK MAIL**. The email will come from [donotreply@cincsystems.net](mailto:donotreply@cincsystems.net)

### How to Login

1. Go to your Internet Browser and type in your community website. You should see your community name at the top rather than ASG (Association Specialty Group)
  - a. (Internet Explorer is preferable however if you have tried this and it is not working, please try Google Chrome or Fire Fox)
2. Please make sure that you enter your information properly into the correct field for Username & Password.
3. If you copy & paste this information, be sure that there are no extra characters or added spaces when you paste the information.
4. Once you have entered this, click on Login. Do not click on Register as you have already completed that.

**Further Instructions** As noted we have kept your Association Website Name the same as it was. If you have gone to your community website and see ASG this means that your computer's internet browser may be remembering information from the old website and is having difficulty transferring you to the new website. If that is the case we would like to suggest the following instructions below. If you do not feel comfortable following these steps you can contact your internet provider and they can assist you. We can assure you that the new website are functioning properly as we have already had owners Register & Login.

### **Adding the CINC Association Website**

1. Go to your Internet Browser (Internet Explorer is preferable)
2. Click on the Alt Key (on the left of your space bar)
3. Just below where you would type the website a bar should appear with the option for "Tools"
4. Scroll Down to "Compatibility View Settings"
5. Under Add this Website type: cincweb.com
6. Click Add & Close
7. Then Close & reopen your browser and type in your website and it should take you there

### **Clearing Information Stored in your Internet Browser for Fill-ins**

1. Just below where you would type the website a bar should appear with the option for "Tools", see screen shot below
2. Click on Delete Browsing History
3. Click on the first three boxes and then click on delete, see screen shot below

### **How to Change Your Password & How to Add an Additional Unit/Home (Multiple Unit/Home Owners)**

1. Once you have logged in with your temporary password you have the ability to change your password to something more personal.
2. Go to the Tab My Profile and Enter a New Password and Confirm the New Password & Submit.
3. In this same section if you own more than one Unit/Home, go to the bottom of the page to Register an Additional Property. Complete the information and Submit for approval. Once approved you will see the additional property listed in this area and can toggle back and forth to those properties.

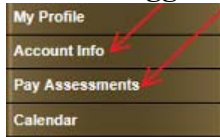
### **Paying Your Association Dues Online:**

Once you have securely logged in. The following are ways to pay your Owner Association Dues online:

1. Under the **Pay Assessment Tab** you will have two options:
  - a. One Time Payment & Reoccurring Payment. With both of these you have two options to pay:
    - i. E - Check which is **FREE** of charge and
    - ii. Credit Card which is a charge of 3.25% (processed by PayLease)
      1. **\*\*\*IMPORTANT\*\*\***: If you have set up recurring payments prior with PayLease you will need to set this up again.
      2. Now that your community website is Https/ Secured, you will no longer need a separate username and password for PayLease as everything is done through the website once you register and login.
    - iii. **NOTE: Payment is due on the 1<sup>st</sup>. If you setup payment on the website. Please ensure that you setup your payment for the proper frequency (Monthly, Quarterly...) and that your payment debit date is at minimum setup two (2) business days before your late date so you do not receive a late fee.**
    - iv. **NOTE: If you choose to setup Reoccurring Payments:**
      1. If you previously had a form of ACH Debit with Management Office, Rent Payment or directly with Your Bank, you may need to submit a request to cancel this so that you are not debited twice for your Association Fees.

## STEP BY STEP INSTRUCTIONS OF HOW TO PAY ONLINE

1. After you have logged in securely you will see a home page with Tabs to the left of the screen.



2. If you go to the “Account Info” Tab you can review your payment received to the Association and posted to your account to ensure that you are making the correct payment amount.
3. If you go to the “Pay Assessment” Tab to ensure your payment is processed and setup correctly please read the information “What to know when setting up online payments”

4. The “Pay Assessment” Tab will provide you with two options:

One Time Payment & Reoccurring Payment. With both of these you have two options to pay:

- i. E - Check which is FREE of charge

1. Here the personal information you populated when registering for the website will automatically populate in the fields
2. You will need to enter your Banking Information into the fields then Click Continue
3. You will be given the chance to review your information. If you have entered the correct information Click Finalize to complete the setup.



- ii. Credit Card which is a charge of 3.25% (processed by PayLease)

1. **\*\*\*IMPORTANT\*\*\*:** If you have set up recurring payments prior with PayLease you will need to set this up again.
2. Now that your community website is Https/ Secured, you will no longer need a separate username and password for PayLease as everything is done through the website once you register and login.
  - a. See the screen shots for step by step assistance
  - b. Choose One Time or Recurring Payment setup
  - c. Enter the amount to be paid and Click Continue
    - i. Note: If you are paying more than just the current amount due you should make that payment first and then follow up to schedule your recurring payments for the next date due.
  - d. Select Payment Method of Debit/ Credit Card and acknowledgment of the 3.25% transaction processing fee.
    - i. Note: Please make sure that the Debit/ Credit Card that you are using is able to be used (see picture).

- e. Next the Debit/ Credit Card & Personal Information is required to be entered and Click Continue

- i. **Note: Be sure that the address that you enter is the mailing address for the Debit/Credit Card that you are using.**
- f. **You will then have a chance to review the information and submit for processing.**
- g. **You will receive a confirmation number for you payment processed along with an email receipt.**

One-Time Payment | **Recurring Payment** | My Payment Methods

Property Management Co:  
American Management Group, LLC

Account Number: 9511179

1 Payment Amount | 2 Payment Method | 3 Review & Submit | 4 Receipt

Payment Amount: \$

CONTINUE

1 Payment Amount | 2 Payment Method | 3 Review & Submit | 4 Receipt

Payment for: Payment amount | Payment Amount: \$100.00

Select a Payment Method

Debit/Credit Card

Standard Processing  
Payment posts in 3 business days

\$3.25 Fee

PREVIOUS | CONTINUE

## SAMPLE PAYMENT CONFIRMATION

1 Payment Amount | 2 Payment Method | 3 Review & Submit | 4 Receipt

Payment for: Payment amount | Payment Amount: \$100.00

Credit Card Details

Card Number:  CV2:

Expiration Mo: -- month -- | Expiration Yr: -- year --

First Name:  Last Name:

Billing Country: United States

Billing Address:  Billing City:

Billing State/Province: Choose State | Billing Zip:

\* All fields are required

PREVIOUS | CONTINUE

One-Time Payment | **Recurring Payment** | My Payment Methods

Account Number: 200

1 Payment Amount | 2 Payment Method | 3 Review & Submit | 4 Receipt

I, TEST USER confirm that the payment information below is correct and authorize PayLease on 04-17-2014 to debit the account below for \$1.04.

PREVIOUS | **Submit Payment**

Payment Amount	Payment Details
Payment amount: \$1.00	Recipient: Management Inc
Processing Fee: \$0.04	Credit Card: Visa - #1111
<b>Total: \$1.04</b>	

- Please be advised that attempted chargebacks for Non-Fraudulent transactions through the PayLease system will be subject to criminal investigation and these individuals will be prosecuted to the fullest extent of the law.
- E-check Transactions: In the event that my bank returns this transaction for Insufficient Funds (NSF), I authorize PayLease to assess and process an automatic \$25.00 NSF Fee to the same account from which this payment was initiated.

Receipt

Transaction # 1275134

Transaction Status

Resident Name Bobbie Newman

Payment made by Bobbie Newman

Transaction Date Dec-01-2009 12:00 AM PST

Payment HOA Dues : \$400.00  
Convenience Fee : \$13.00  
**Total \$413.00**

Payment Type Credit Card

Property Turtle Creek , Test City, MI, 92145

Unit 2B

Account Number jy00

Property Management Company PayLease DEMO

Notes

Close