

Advanced Portal Guide – Setting up AutoPay or Making a One-Time Payment

Congrats! Your community has enabled the ability to submit payments from your owner 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.

Enroll in 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.

Once charges are posted, a series of emails will be sent to update the owner on the status of their payment.

There is no additional fee when using AutoPay.

1. Log in into your Portal using: <https://comwebportal.com/login>

Welcome to ComWeb Portal

ComWeb Portal is an application for use by Association Management Companies that need their residents to access and update their association information.

This application is for use only by authorized users. Use by others is strictly prohibited.

Your use of ComWeb Portal, as demonstrated by attempting to log in, constitutes your acceptance and agreement to the [ComWeb Portal Site Terms of Use](#).

For more information about ComWeb Portals, please visit <http://www.comweb4me.com/homepage-portal>

Email Address

Password

Login

[Forgot your password?](#)

Do not have an account?

Register as a new user

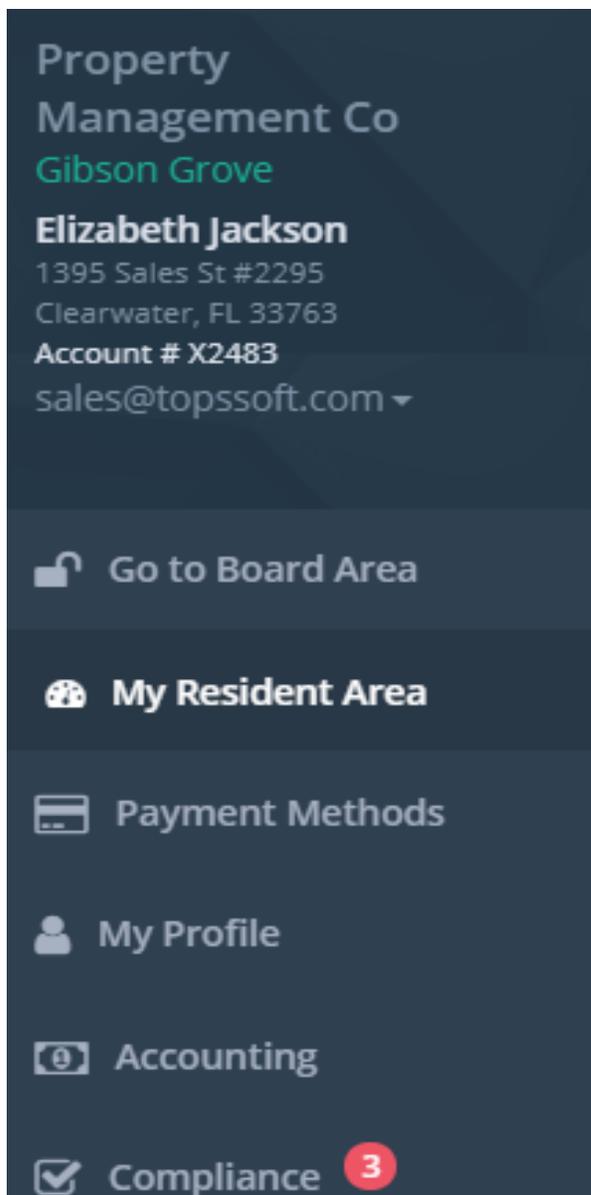
Help Video

ComWeb
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Version 3.0.0.42

2. Click **Payment Methods** from the right-side menu



The image shows a dark-themed user profile menu. At the top, it displays the company name 'Property Management Co' and the location 'Gibson Grove' in green. Below this is the user's name 'Elizabeth Jackson' and contact information: '1395 Sales St #2295, Clearwater, FL 33763', 'Account # X2483', and 'sales@topssoft.com'. A list of menu items follows, each with an icon: 'Go to Board Area' (lock icon), 'My Resident Area' (house icon), 'Payment Methods' (credit card icon), 'My Profile' (person icon), 'Accounting' (calculator icon), and 'Compliance' (checkmark icon). The 'Payment Methods' item is highlighted with a light blue background. A red circle with the number '3' is positioned to the right of the 'Compliance' item.

Property Management Co
Gibson Grove
Elizabeth Jackson
1395 Sales St #2295
Clearwater, FL 33763
Account # X2483
sales@topssoft.com ▾

- Go to Board Area
- My Resident Area
- Payment Methods
- My Profile
- Accounting
- Compliance 3

Enter Payment Methods

3. Click **+ add primary method**.

Property

Gibson Grove
1395 Sales St #2295
Clearwater, FL 33763

Payment Method

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

4. Select whether to add a **Bank Account** or **Credit Card** information

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

Credit Card

5. Fill in all information 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 --

6. Select checkbox for "Set as Primary AutoPay Payment Method". Once the Auto Pay checkbox is selected, select the codes to pay using direct debit by enabling the toggle.

Only Assessment and Special Assessment codes can be paid using this feature.

Set as Primary AutoPay Payment Method

A1 - ASSESSMENT: \$380.00



7. Click **Save**

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

Payment Methods

Autopay Settings Disable Autopay + Add Payment Method

 Credit Card (Visa) ending in 1111
Expiration - 10/2028 Manage Autopay Remove

Making a 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.

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2. Below the total balance, click the **Pay Now** button.

Property Management Co

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

Change Unit

EJ Log out

Good Afternoon Elizabeth Jackson

Total Balance:
\$4228.95

Pay Now ▾

3. 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.
- Existing Payment Method
 - Bank Account
 - 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](#)

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

First Name

Last Name

Last Name

Name on Account

Name on Account

Routing Number

Routing Number

Account Number

Account Number

Bank Name

Bank Name

Credit Card

8. Fill in all information requested.

Add payment method ×

Credit Card Bank Account

Name on Card

First Name Last Name

Credit Card Number

XXXX-XXXX-XXXX-XXXX    

Expiration Date **Card Type**

MM YYYY Credit Debit

Billing Address Same Address As

Address

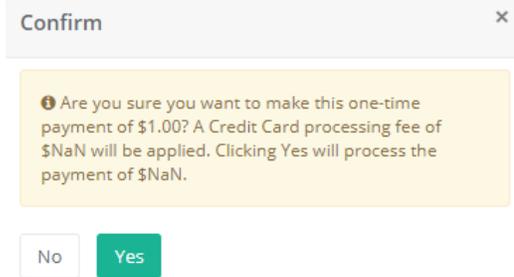
City -- Select A State -- Zip Code

-- Select A Country --

4. Edit the **Payment Amount**, if needed, then click **Make Payment**.

5. Confirm the Payment Amount.

Here, the convenience fee amount will be displayed. *Example:*



6. Select **Yes**