

## 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

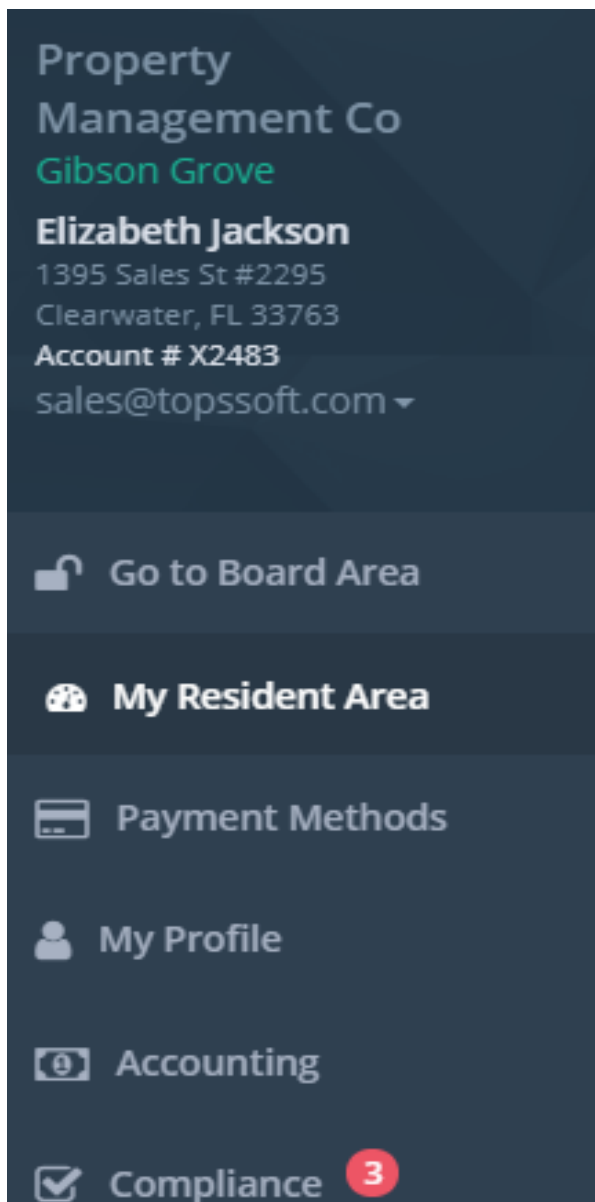
Help Video

**ComWeb**  
Connection Through Innovation

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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 user's name and contact information: "Property Management Co", "Gibson Grove", "Elizabeth Jackson", "1395 Sales St #2295", "Clearwater, FL 33763", "Account # X2483", and "sales@topssoft.com" with a dropdown arrow. Below this, there are several menu items, each with an icon and text: "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**

**Card Type**  Credit  Debit

**Billing Address**

Address

City  -- Select A State --

-- 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.

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

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[Forgot your password?](#)  
Do not have an account?



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



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

EJ Log out

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Good Afternoon Elizabeth Jackson


Total Balance:  
\$4228.95

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](#)

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### 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

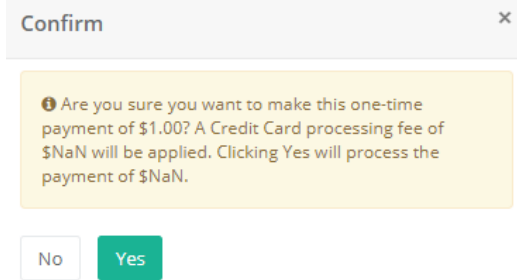
-- Select A Country --



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**