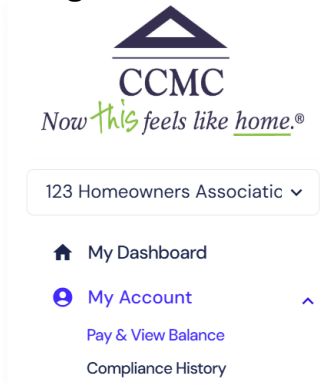# Resident Portal Pay & View Balance How-to Guide

This guide walks you through how to view your account balance, review your payment history, and make an online payment through your HOA's resident portal.

Navigation: From the main menu, go to My Account → Pay & View Balance

Before You Start
- Make sure you are signed in to your resident portal
- If you own multiple properties within your community, or if you own homes in multiple CCMC-managed communities, confirm you're on the correct property account. You can verify this at the top of the page in the "Your Home" section, or by clicking the drop-down menu in the upper left corner under the CCMC logo.
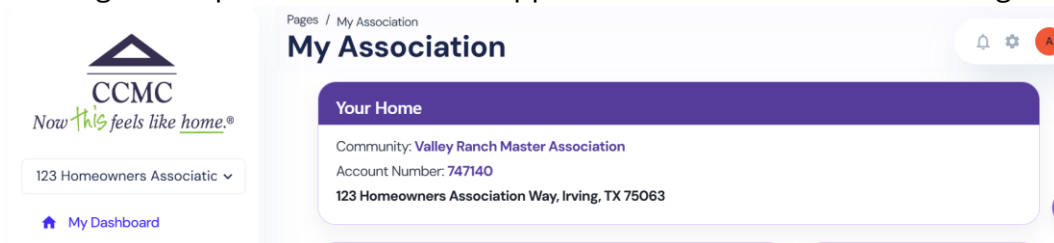
- Have your preferred payment method (card or bank account) available **if you plan to make a payment**
- **Navigate to the Pay & View Balance Page**

What You Can Do
- View your **current account balance**
- Download or print a copy of your **account statement**
- Proceed to **make a payment**

Check Your Account Balance
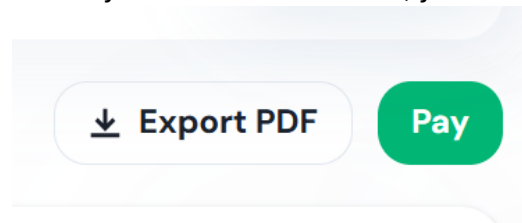- Navigate to the Pay & View Balance page

- At the top of the page, you'll see a dark bar labeled Account Balance showing a dollar amount

- The $ amount listed is your current balance due. If it says $0, your account is paid in full.

Download Your Account Statement

Below your account balance, you'll see a button labeled Export PDF.

This button creates a printable file showing your account details, charges, and payments that you can save or print for your records.

Review Your Transaction History

In the Transaction History table, you can view your recent account activity.

In this table, you can view:
- Date: When the transaction occurred
- Description: What the transaction was for
- Charge (Red): Amount billed by the HOA
- Credit (Green): Payment or adjustment applied to your account

Tip: If you have multiple pages of history, use the arrows or "Rows per page" dropdown at the bottom to view more.

Making a Payment

When you're ready to make a payment, click the green Pay button located under the account balance section near the top of the page.
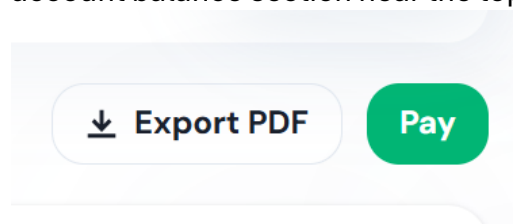
Once you've clicked Pay, you'll be taken to the Alliance Association Bank (AAB) Payment screen to make a one-time payment or schedule recurring payments.

Activating Single Sign On (SSO) *(Required your first time)*

If this is your first time making a payment through the new resident portal, you will first have to activate SSO with Western Alliance Bank (WAB).

- In most cases, the first time you click the green Pay button, a form will load for you to fill out to agree to set up SSO for payments. You will enter your first name, last name, and phone number, and check that you agree to the terms and conditions.

- If you previously created an online account with WAB and have previous recurring payments scheduled or payment information stored, for security purposes, you may be asked to enter your WAB password to activate SSO.
  - If you're unsure of your password, click Forgot Password and follow the steps to reset it.
  - Once this step is complete, your SSO will be activated, and you shouldn't need to enter your password again for future logins.

Select the Property

Once you have activated SSO, when you click the green Pay button, you will be taken to the payment page for WAB.

- At the top of the screen, you'll see Select a Property. If you only own one property, it will already be selected.
- If you own multiple properties, choose the address you're making a payment for from the dropdown menu.

Add or Select a Payment Method

Below the Select a property section, you will find the Select a Payment Method section.

- If no method appears, or the box is outlined in red, click + Add a Payment Method.

- Enter your card or bank information, using the tabs at the top of the page, and then click the green Add Payment Method button to save.

Add Payment Method

| Bank Account | Debit/Credit Card |

Payment Information

Account Type

◉ Checking   ○ Savings

Name on Account:

[required field]

Routing Number:

[required field]

Account Number:

[required field]

Re-enter Account Number:

[required field]

1025

DATE

PAY TO THE ORDER OF

$

DOLLARS

MEMO

⑆000000000⑆ 000000000 1025

Routing Number   Account Number

‹ Back to Dashboard   Cancel   **Add Payment Method**

Note: Adding a payment method does not charge your account. It simply stores your preferred payment option. Charges are not made until you confirm a payment.

Review Your Current Balance

In the Current Balance section, you can view your current account balance (calculated as of the prior business day)

Current Balance (as of prior business day. Future assessment amounts are not included until the due date.): $0.00

This amount was provided by your management company. If you believe this amount is incorrect please enter the correct payment amount prior to clicking Review Payment.

Submitting a Payment

At the bottom of the page, select how you'd like to pay:

| One Time Payment | Scheduled Payment |

Payment Amount: $0.00

Payment Total: $0.00

Payment Date:

10/29/2025 ▦

- One-Time Payment: A single payment made now
- Scheduled Payment: Sets up automatic recurring payments on specific dates

After you confirm your payment type, amount and date, click the green Review Payment button to review your payment details and then confirm to submit your payment.

Cancel   **Review Payment**

eCheck payments received by **4:00 PM Pacific** will begin processing same day.
Card payments received by **4:00 PM Pacific** will begin processing same day.
Payments are processed Monday through Friday, excluding holidays.
*Fee Chart

Tips
- You can exit the process at any time — no payment is made until you confirm.
- Always log out of your account when you are done making a payment, especially on a shared device, to protect your account details.