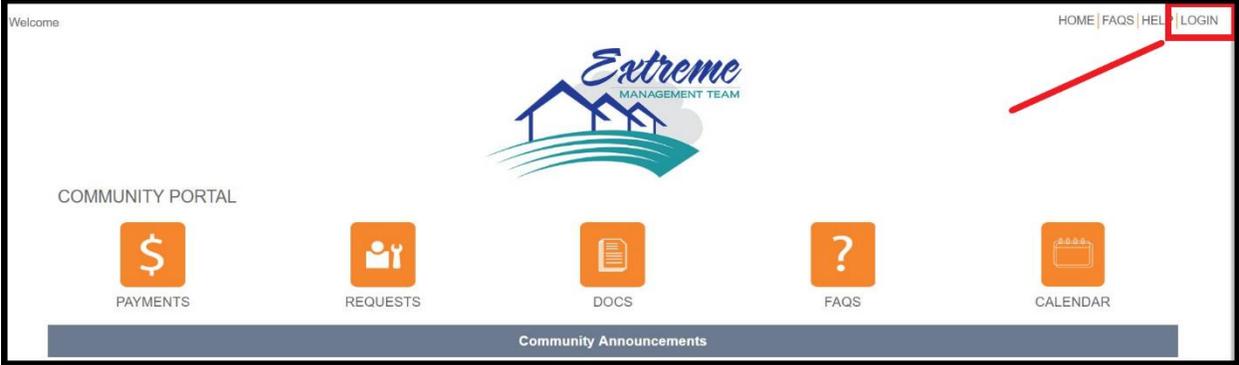


# INSTRUCTION BOOKLET FOR THE UPDATED OWNER PORTAL

## OWNER PORTAL INFORMATION

Open your internet browser and go to «Web Portal», then click on Homeowner Login:



Enter the eMail and temporary password that you received. If you have are unable to locate the email please contact your association manager and they can assist with this, they can also reset your password if needed.



You will log into the “Dashboard” which gives you an overview of your upcoming Assessments or if there are any Open Issues (service requests, etc.).

Welcome Woodrow Wilson! HOME | FAQs | HELP | LOGOUT

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MANAGEMENT TEAM

**PRESIDENTIAL VALLEY**

### Owner Dashboard

**Recurring Payments**

Recurring Payments  
No scheduled payments.  
[View Recurring Payments](#)

**Open Issues - 0**

[Read More](#)



PAYMENTS



REQUESTS



DOCS



FAQS



CALENDAR

- Dashboard:** This menu takes you back to the original screen.
- My Account:** This menu will show you your payment history
- My Items:** This menu will show you the status of any inquiries or service requests you have made through the “Other Request” menu (see below).
- My Contact Info:** This menu will allow you to verify your contact information as well as indicate how you would like our office to communicate with you (i.e. via E-Mail, text, or paper).
- My Login:** This menu allows you to change your password to the homeowner portal.
- Submit A Request:** This menu gives you ways to communicate with us electronically. Options include Billing Question, General Question, and Service/Maintenance Request. These requests will be routed to the appropriate person to assist.
- Calendar & Events:** This menu will show you your community calendar, including amenity center/clubhouse reservations if applicable.
- Directory:** This menu will give you a directory of your association’s Directors and Committee Members (if applicable).
- Documents:** This menu is where you will find your community’s governing documents, including Rules and Regulations, financials, and Welcome Packet.

## ONLINE PAYMENT PORTAL INFORMATION

Click on "Make a Payment" on the left menu or click the "Payments" button on the bottom of the page.

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### Make A Payment

Click on the link below to be directed to the payment processing center.

Auto-Draft One-Time eCheck Recurring eCheck

PAYMENTS REQUESTS DOCS FAQs CALENDAR

### **Option #1: Auto Draft- ACH (Free for Owners)**

This option requires a US bank account, you will be required to supply your routing (ABA) number and your bank account number. To enroll in auto draft your account must be current. Auto Draft populates on the 5<sup>th</sup> day of the month in which the assessments are due.

### **Option #2: One Time eCheck (Free for Owners)**

This option requires a US bank account, you will be required to supply your routing (ABA) number and your bank account number.

### **Option #3: Recurring eCheck (Free for Owners)**

This option requires a US bank account, you will be required to supply your routing (ABA) number and your bank account number. You choose the date in which payment is made to the association.

**\*PLEASE NOTE THAT IF YOU ARE ALREADY SETUP FOR AUTO PAYMENTS WITH THE BANK OR HAVE CREATED AN ACCOUNT ON MUTUALPAYPROPERTYPAY OR PAYLEASE THOSE OPTIONS WILL CONTINUE\* THE ABOVE OPTIONS ARE IN ADDITION TO PREVIOUS USED OPTIONS**

## ONLINE PAYMENT PORTAL INFORMATION FOR MULTIPLE ADDRESSES OR SUB/MASTER

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PRESIDENTIAL VALLEY PAYMENTS

### eCheck Payment

Our one-time eCheck payment option is completely free and will be reflected on your account ledger the same business day. By completing the eCheck form below and clicking "Make Payment", you are authorizing your management company to process a one-time eCheck payment using the bank account and routing number that you provide. Please be advised that this transaction can take up to 2-3 business days to be reflected on your personal bank statement. We are unable to process money market, savings and non-checking accounts at this time.

You can make a payment of any amount, regardless of your balance due. If you would like to pay an amount other than the total listed in the "Payment Amount" field below, you can click on the number in the "Payment Amount" field to edit the amount you would like to pay.

Email  The Email field is required. Checking Account Number

Routing Number  Confirm Checking Account Number

Select properties to pay

<input type="checkbox"/>	Property	Balance	Payment Amount (Click Below to Edit)
<input checked="" type="checkbox"/>	1989 Pennsylvania Ave Unit 591 Washington, DC 20500 at Presidential Valley	\$1,500.00	\$1,500.00
<input checked="" type="checkbox"/>	2001 Pennsylvania Ave Washington, DC 20500 at Presidential Valley	\$200.00	\$200.00

Payment Total: \$1,700.00

**You can amend the amount of your payment in the orange column**

Make Payment

# MY ITEMS

Click on "My Items" on the left menu to view all notices regarding your property.

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### My Items

Welcome to your My Items page! This page allows you to follow activity on requests submitted through the *Submit a Request* page and any open tickets, which we refer to as "Action Items." Action Items displayed here include all activity for your property or properties over the last 30 days. This can include any resolved or voided activity.

Click on the drop down arrow next to each Action item displayed to see any messages sent to you and recent activity related to that item. Click "Reply" to send a message about your item.

	XN	Address	Type	Step	Description	
▶	10181	2001 Pennsylvania Ave	Violation Process - Emerald	First Notice	Pull them things into your garages people!	Reply
▶	10251	1989 Pennsylvania Ave Unit. 591	Violation Process - Emerald	Second Notice	This is the description. Your granddaughter's wedding was too loud and to be honest we just wanted an invitel	Reply
▶	10313	1989 Pennsylvania Ave Unit. 591	Violation Process - Emerald	First Notice		Reply
▶	10314	1989 Pennsylvania Ave Unit. 591	Violation Process - Emerald	Pending Hearing		Reply
▶	10315	1989 Pennsylvania Ave Unit. 591	Violation Process - Emerald	Pending Hearing		Reply
▶	10316	1989 Pennsylvania Ave Unit. 591	Violation Process - Emerald	Pending Hearing	testing	Reply
▶	10397	2001 Pennsylvania Ave	Violations Process - SSFA	First Notice	test	Reply
▶	15873	2001 Pennsylvania Ave	Homeowner Statement	Send to Homeowner	A new Statement has been created and is ready for you to view.	Reply

# UPDATE CONTACT INFO

Select if you would like to receive notification's via eMail and by text alert.

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### My Contact Info

General Communication Preference  
Email

Billing Communication Preference  
Text Message

Note: Electronic-only associations will ignore Paper preference

Emergency Label  
Emergency - Suzie - Dau

Phone  
(888) 888-8888

Update Contact Information

Mailing Address  
123 Market Anywhere, NC 12312

Directory Preferences  
 Hide Name in Directory?  
 Hide Email in Directory?  
 Hide Phone in Directory?

## MY LOGIN

Click on “My Login” on the left menu to update/change your password.

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### My Login

Change your user name or password for this website.

Please note that this will not update your email address for communications. Please visit the "My Contact Info" page to update the email address for communications.

eMail  
Test@test.test  
Password

**\$** PAYMENTS    **🍴** REQUESTS    **📄** DOCS    **?** FAQs    **📅** CALENDAR

## ARC REQUEST

Click on “ARC Request” on the left menu to access the application forms for exterior modifications.

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### ARC/DRC Requests

Which Property: 1977 Pennsylvania Ave

Work To Be Done: (Choose an Item)

Provide complete details of the work to be done.

Estimated Project Start Date:

Estimated Project End Date:

Download and fill out the appropriate ARC Form to attach. **ARC Form.pdf**

Attach ARC Form and Other Documents

## OWNER REQUEST

Click on "Submit a Request" on the left menu or click the "Payments" button on the bottom of the page.

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### PRESIDENTIAL VALLEY

#### Submit A Request

Thank you for using your Owner's Portal! Here you will be able to easily select from four options to help communicate with your management company about association related matters.

**Billing Question:** For questions related to your account balance, select "Billing Question" from the drop down menu as your request type.

**Service/Maintenance Requests:** Service/Maintenance Requests are a great way to report property damage or maintenance concerns specific to your unit or common areas within the community. Please be sure to describe the problem with plenty of detail including specific location or area of concern. Submit separate requests for each individual issue reported.

**General Question:** For all other inquiries, or if you are unsure where to start, please submit a "General Question" and we will be happy to help guide you!

Choose a Type of Request  
(Choose a Request Type)

For Which Property  
1977 Pennsylvania Ave

Please provide a detailed description of your request.

Attach documents to help describe your request

## CALENDAR VIEW

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### PRESIDENTIAL VALLEY

#### Calendar

Presidential Valley

Stay up to date with events going on in your community.

Today  Wednesday, May 01, 2019-Friday, May 31, 2019  Day Week **Agenda** Month

Date	Time	Event
29 Wednesday May 2019	12:00 AM-12:00 AM	<input type="checkbox"/> Board Meeting

PAYMENTS  REQUESTS  DOCS  FAQs  CALENDAR

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## DOCUMENT LIBRARY

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Eastwood Community Associati...

#### Documents

- Documents
  - Board of Directors Meetings
  - Budgets
  - Committees
  - Community Information
  - District 1
  - District 2
  - District 3
  - District 4
  - District 5
  - District 6
  - Eastwood Community Information
  - Estoppel
  - Extreme Management
  - Financials
    - 2013 Financials
    - 2014 Financials
    - 2015 Financials
    - 2016 Financials
    - 2017 Financials
    - 2018 Financials
    - 2019 Financials
  - Forms
  - Governing Documents
  - Neighborhood Elections
  - Preserve Documents
  - Vendor Information & Reports
  - Welcome Packet