

## PAYMENT METHODS OVERVIEW

Dear Homeowner,

**AVAILABLE NOW!** You can pay your dues online! Choose to pay by Debit Card, Credit Card or eCheck/ACH anytime, anywhere.

### HOW TO GET STARTED

You will be receiving an email invitation to set up and access your unique online portal.

If we already have your email address, please look for the separate email invitation. (note: check your spam folder). For the best experience, use Firefox or Google Chrome browsers.

Didn't receive the email? Send your name and email address to [csr@swpropmgt.com](mailto:csr@swpropmgt.com)  
Type in the **Subject: ACTIVATE MY PORTAL** and we will send out your invitation.



### MAILING CHECKS?

If this is your preferred method,

- **Make your check payable to your Association.**
- Mail to:

[Your Association Name]  
c/o Valley Bank  
P.O. Box 20941  
Tampa, FL 33622



### WHY PAY ONLINE?

- **It's Secure** - Online payments are more secure than mailing a check!
- **It's Fast** - Online payments post to your account immediately!
- **It's Convenient** - View charges and make payments online anytime, from anywhere!
- **It's Flexible** - You can pay with whatever method best fits your needs!

### PAYMENT OPTIONS



- **eCheck** - Enter your routing and account number to pay your dues directly from your checking or savings account. There is a transaction fee of \$2.49 to pay by this method.
- **Debit or Credit Card** - Use your debit or credit card to pay dues. There is an online convenience fee to pay by this method. This flat fee is assessed based on dues amount and displayed in your portal.

Any questions? Contact Customer Service: 239-261-3440 x0 or email us at [csr@swpropmgt.com](mailto:csr@swpropmgt.com)

Sincerely,  
Seacrest Southwest




## DETAILED INSTRUCTIONS

### HOW TO ACCESS PORTAL / SIGN IN

- You'll receive an Online Portal Activation email or text message from Seacrest Southwest. Click **Activate Now** in the email or tap the **link** in the text message to establish a strong password to activate your portal.
- You can also self-sign up for the Online Portal at <https://swpropmgt.appfolio.com/connect> Click **Request access to the portal** and input your information.
- **Download the mobile app** on your smartphone or bookmark the login page on your browser to create a shortcut so it is easy to return at any time.
- You will receive a confirmation email once your portal is activated.

Hello John,

**Seacrest Southwest** has invited you to activate your Online Portal, where you can:

-  Make payments online by eCheck or Credit Card<sup>2</sup>.
-  Set up monthly automatic payments.
-  Submit maintenance requests from any device.

Activate Now

ACCESS YOUR ONLINE PORTAL  
FROM THE MOBILE APP!

 Online Portal  
by AppFolio

### Download the Mobile App

Download the Mobile app to stay logged in to your Online Portal. Make payments, submit maintenance requests and review important documents 24/7.

#### Download the iOS app from the App Store®:



Apple and the Apple logo are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

#### Download the Android app from Google Play™:



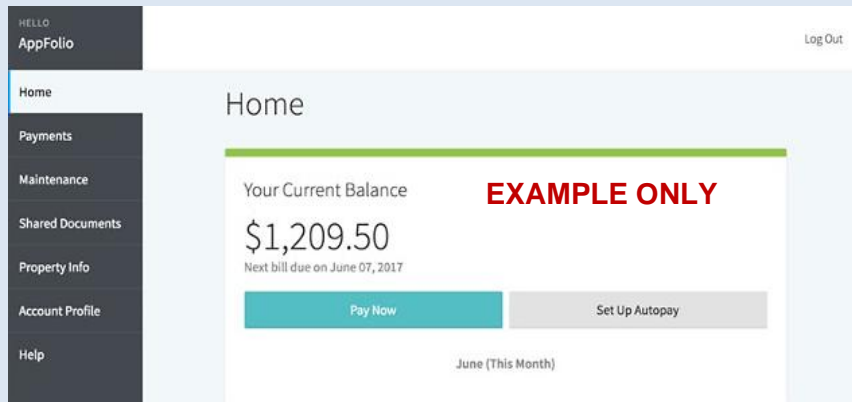
Android, Google Play, and the Google Play logo are trademarks of Google Inc.

## PAYMENT INSTRUCTIONS

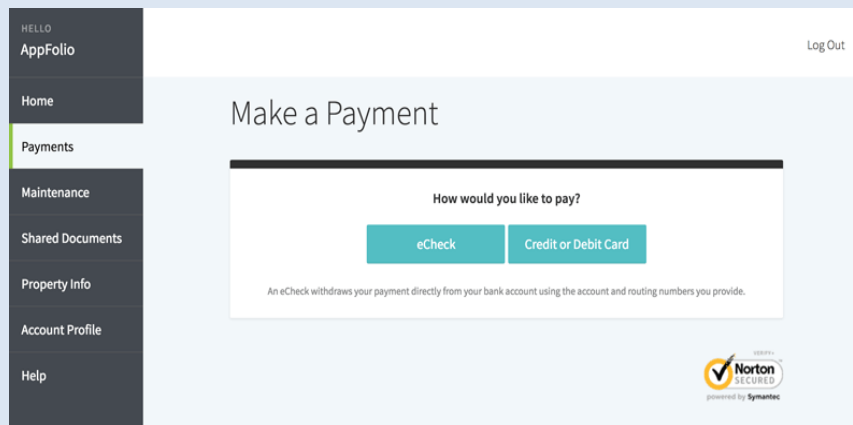
### Make a One-Time Payment

If you see a message stating you cannot make online payments, please contact Seacrest Southwest as this is a service they can choose whether or not to offer their tenants.

1. Once logged in, you will land on the **Home** tab where you can view your current balance owed and details of current and future charges broken down by month.
2. Click **Pay Now** to make a one-time payment.



3. You have two options of payment methods. Select **eCheck** (direct withdrawal from bank account) or **Credit or Debit Card**.
4. **eCheck, Credit or Debit Card** payments carry a non-refundable online portal convenience fee that is added to the total of your payment. See the FAQs for more information about these fees.



5. **Pay Now** - Continue through the steps to submit a payment directly to Seacrest Southwest. You will receive a confirmation email once the payment is successfully submitted, although this does not mean it has cleared your bank account yet. If you do not receive a confirmation email, you did not fully complete all necessary steps to submit the payment.

### Set Up an Auto Payment

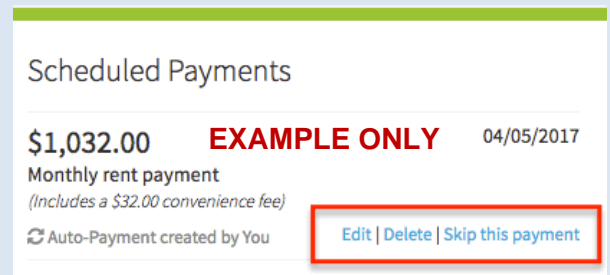
1. Once logged in, you will land on the **Home** tab where you can view your current balance owed and details of current and future charges broken down by month.
2. Click **Set Up Autopay** to create an automatically recurring payment.
3. You have two options for payment methods. Select **eCheck** (direct withdrawal from bank account) or **Credit or Debit Card**.
4. eCheck, Credit or Debit Card payments carry a non-refundable online portal convenience fee that is added to the total of your payment. See the FAQs for more information about these fees.
5. **Pay Now** - Continue through the steps to submit a payment directly to Seacrest Southwest. You will receive a confirmation email once the payment is successfully submitted, although this does not mean it has cleared your bank account yet. If you do not receive a confirmation email, you did not fully complete all necessary steps to submit the payment.

### Edit or Delete an Auto Payment

**Please note**, once an auto payment is submitted for the month you cannot make changes to it. These instructions help you update the details of the auto payment that is submitted each month such as amount and date.

Once your auto payment is set up, the details are displayed in the **Home** or **Payments** tabs in the **Scheduled Payments** section.

- To skip the next month's payment, click **Skip this payment**. The auto payment will resume after the skipped month.
- To update the payment name, bank account or credit card, click **Edit** in the **Scheduled Payments** section. Update the necessary information, then click **Update**.
- To change the date the payment processes each month, you must delete and recreate the auto payment. Click **Delete** in the **Schedule Payments** section, then return to the **Home** or **Payments** tabs to create a new auto payment.
- To delete an auto payment, click **Delete** in the **Schedule Payments** section on the **Home** or **Payments** tabs.



**Auto-Pay Options:** If you need help determining which is the best option for you, please don't hesitate to contact us.

**Full Balance, every month-** This option will fluctuate with your dues. It will pay any open balance you have, each month. This includes any Special Assessments. **On months that you have zero balance, no charges will be processed.**

For quarterly dues, the amount will be paid in full when dues or Special Assessments are posted to the Owner's account.

**Fixed Amount (You choose amount & frequency)** - This option will pay whatever fixed amount you determine at the frequency you determine. If your Dues increase, or a Special Assessment is in place, you will need to manually adjust the amount you are paying. Also, your dues must be paid BY the due date, or you will incur late fees. If you choose monthly installments for a quarterly assessment, it must be paid IN FULL before the due date or you will incur late fees and interest per your Association policy.