Homeowner Web Portal Tutorial

This tutorial is designed to help Homeowner's Register into their Association's Web Portal, find their account ledger page and check their balance and/or to make online payments.

Web Portal System Requirements

-**Windows 7,8,8.1, 10 Operating System**
-**Internet Explorer 11 (IE11)**
-**Mozilla Firefox**
-**Safari**

Operating systems and browsers other than the ones listed above will experience compatibility issues with the website, as they are missing the modern components necessary for display, navigation, and functionality. The site is compatible with iPad/Safari but is not optimized for iPhone. Please make sure you are running the latest OS on your mobile device.

1 **To Register, please go to https://home.cincweb.com and click the Register button** ☐
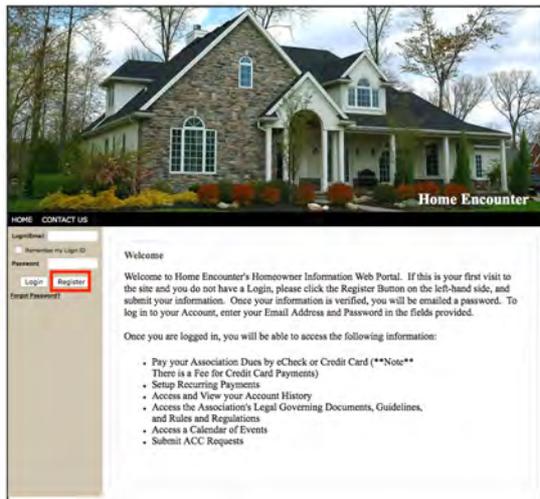
② **Enter your First /Last name, Address of property, City/State/Zip and E-mail address and click submit** ☐

Account Registration

To Register for your new Online Account, complete the below form and click Submit. An Email will be sent to the Address on file, verifying your Registration Status.

User Information (Used for verification only)

Account No	
First / Last Name*	
Street No / Street Address*	
Additional Address Line	
City* / State* / Zip*	
Unit No	
Home Phone	
Work Phone	
Mobile Phone	

Directory Listing - Do you want to be listed in the community online directory?

Show / Opt-in:	☐ Display Name
Show / Opt-in:	☐ Display Address
Show / Opt-in:	☐ Display Email Address
Show / Opt-in:	☐ Display Phone Numbers

Login Information

EMail Address*	

Submit

3 An email will be sent to Home Encounter to approve your registration. Please allow 24-48 hours for this step. Once you are approved you will receive an email confirmation

Website Registration   Inbox   x

donotreply@cincsystems.net

to me

Welcome to your community website. Please bookmark the following link https://home.cincweb.com for quick and easy access to the site.

Here you will be able to interact with your board members and management company.

Your new password is XGLBPE455.

Thank you

Webmaster

Please DO NOT REPLY to this email.

**4** Now that you are registered enter your email and password at the login in screen by navigating back to https:home.cincweb.com

HOME   CONTACT US

Login/Email

Remember my Login ID

Password

Login   Register

Forgot Password?

Welcome

Welcome to Home Encounter's Homeov
the site and you do not have a Login, pl
submit your information. Once your in
log in to your Account, enter your Emai

Once you are logged in, you will be abl

- Pay your Association Dues by eC
  There is a Fee for Credit Card Pa
- Setup Recurring Payments
- Access and View your Account I
- Access the Association's Legal C

5 Once you are logged in you will see a menu of information and tools available for ☐ your Association
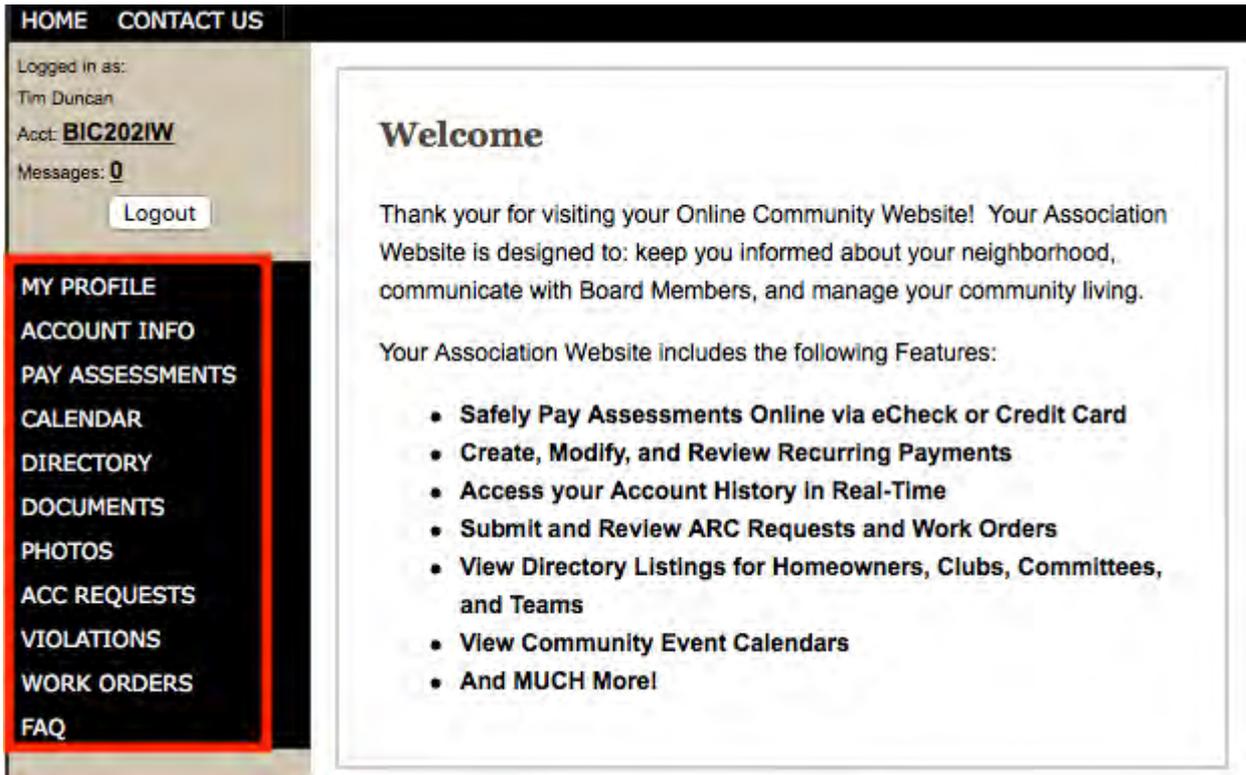
6 To make a payment select "Pay Assessments" which will direct you to Paylease ☐ who processes your associations online payments

If you use Safari you may need to go into your Preferences and click to allow pop up windows

7   Follow the instructions to make a one-time payment or setup a recurring

payment

8   Please note the following payment options we have available

Service Provider	Phone #	Payment Options	Additional Fees	How to Make Payment(s)
HOME ENCOUNTER	813-600-5090	AUTOPAY	No	Pay by AUTOPAY using Home Encounter's free service. Eliminate late notices and late fees. One time setup, electronically posted with assessment changes (if any) automatically. Your only responsibility is by making sure the funds are in your account, your assessment payment(s) will be paid based billing frequency and amount. Please complete the attached AUTOPAY form and send to ach@homeencounter.com
HOME ENCOUNTER	813-600-5090	Mail	No	Pay by Mail using your payment coupon via US Mail check/MO with coupon in envelopes provided. Coupons with return address are mailed annually to homeowner's. When mailing, please allow 5 business days prior to due date. If you cannot find your coupons, order replacements by e-mailing us at hoaaccounting@homeencounter.com
HOME ENCOUNTER	813-600-5090	Phone	Yes	Pay by phone by calling 813-600-5090. This service is available Monday to Friday from 8:00am to 5:00pm, EST. Additional fees apply.
PayLease	866-729-5327	Phone	Yes	Pay by phone by calling 24/7 toll-free to 866-729-5327, additional fees apply. This service is through Paylease with options for Credit Card or E-Check.
PayLease	Online Only	Credit/Debit Card	3% of payment amount	Pay by Credit or Debit card using the online payment center through your association website by going to https://home.cincweb.com
PayLease	Online Only	E -Check	$1.95 Flat Fee	Pay by E-Check using the online payment center through your association website by going to https://home.cincweb.com

9 **To view your account ledger select "Account Info". The "Account Info" button allows you to view your account history in full detail**

☐

Account Information

The Account Information page contains your recent payment activity and current balance

Date	Description	Charge	Paid	Balance
11/28/2016	Check # 98		$66.84	($66.84)
12/01/2016	Monthly Assessment 2016	$66.84		$.00
12/28/2016	Check # 975167		$68.90	($68.90)
01/01/2017	Monthly Assessment 2017	$68.90		$.00
01/31/2017	Check # 870056		$68.90	($68.90)
02/01/2017	Monthly Assessment 2017	$68.90		$.00
03/01/2017	Check # 870062		$68.90	($68.90)
03/01/2017	Monthly Assessment 2017	$68.90		$.00
03/27/2017	Check # 870065		$68.90	($68.90)
04/01/2017	Monthly Assessment 2017	$68.90		$.00
04/28/2017	Check # 870068		$68.90	($68.90)
05/01/2017	Monthly Assessment 2017	$68.90		$.00
05/26/2017	Check # 870071		$68.90	($68.90)
06/01/2017	Monthly Assessment 2017	$68.90		$.00
06/29/2017	Check # 870074		$68.90	($68.90)
07/01/2017	Monthly Assessment 2017	$68.90		$.00
07/28/2017	Check # 870077		$68.90	($68.90)
08/01/2017	Monthly Assessment 2017	$68.90		$.00
08/29/2017	Check # 870080		$68.90	($68.90)
09/01/2017	Monthly Assessment 2017	$68.90		$.00
10/01/2017	Monthly Assessment 2017	$68.90		$66.90
10/05/2017	Check # 870083		$68.90	$.00
10/30/2017	Check # 870086		$68.90	($68.90)
11/01/2017	Monthly Assessment 2017	$68.90		$.00
Sub Total:		**$824.74**	**$824.74**	**$.00**