

Fieldstone RP & ComWeb Portal Troubleshooting

Registering for ComWeb Portal
Portal Login Basic Troubleshooting
Add/Edit/Manage Recurring Payments
Identifying PayLease Issues

Registering for ComWeb Portal (Fieldstone RP)

This article will show you how to complete the Portal Registration Process on ComWeb Portals. There are two ways to register depending on the information your property manager has collected.

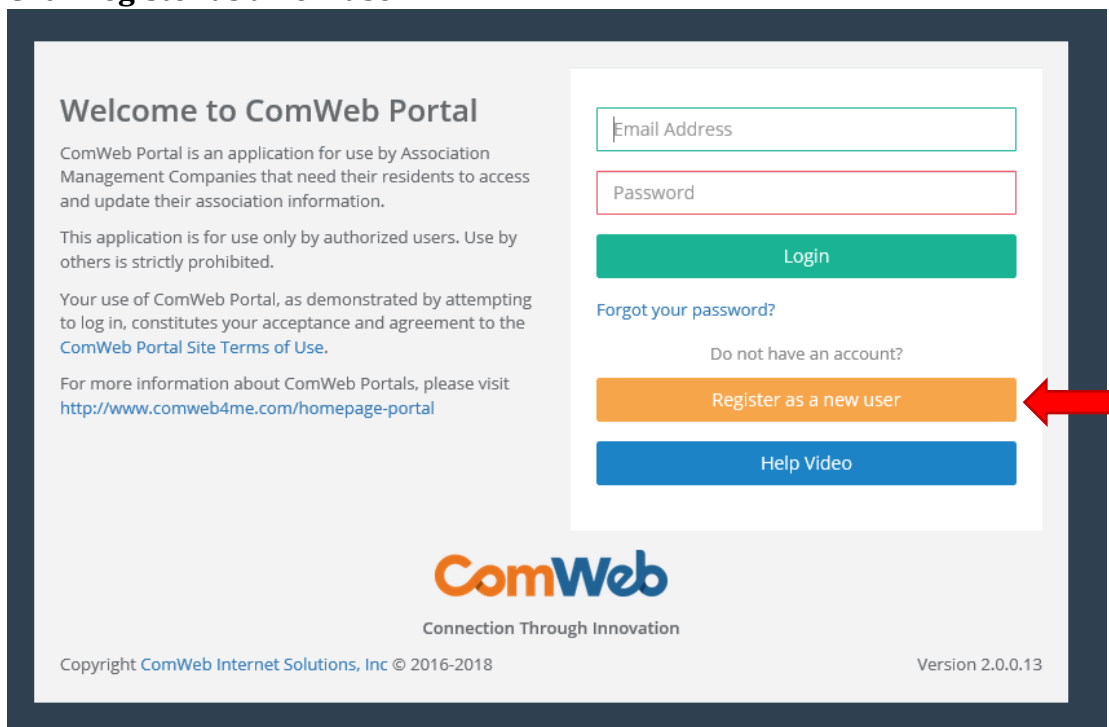
- **Register via Email:** If your property manager has your email on file, you will be able to register using your email only.
- **Register via Account Number:** Your Community Association Manager will share your account number with you via letter. If you do not receive a letter containing your account number, please contact your Community Association Manager.
ComWeb employees are not authorized to share account numbers.

Navigation:

Please go to <https://comwebportal.com/login>

Portal Registration Process via Email

1. Click **Register as a new user**



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>

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Version 2.0.0.13

2. Search for your Neighborhood/Condo Association by typing in the field below the prompt
3. Enter your email address
4. Click **Find my record using this email**

Registering for ComWeb Portal (Fieldstone RP)

Welcome to ComWeb Portal

Need help? Click here

Let's get started!

- Please type in at least 4 characters of your association name and a selection should appear from which to choose.
- Then enter your current email address so we can locate your resident record in the system.

Start typing your Neighborhood/Condo Association name:

Sample Property Owner's Association Name

Enter Your Email Address:

minniemouse@email.net

Find my record using this email

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5. Create a password using the guidelines outlined below then confirm your password.
Password guidelines:
 - Must be at least six (6) characters
 - Must have at least one (1) digit ('0' - '9')
 - Must have at least one (1) lowercase letter ('a' - 'z')
 - Must contain at least one (1) uppercase letter ('A' - 'Z')
 - Must contain at least one (1) special character (! @ # \$ % ^ & * . ,)
6. Check for your confirmation email and click the link in the email to confirm your account

Registering for ComWeb Portal (Fieldstone RP)

Navigation:

Please go to <https://comwebportal.com/login>

Portal Registration Process via Account Number

1. Click **Register as a new user**

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2. Search for your Neighborhood/Condo Association by typing in the field below the prompt
3. Enter your email address

Let's get started!

- Please type in at least 4 characters of your association name and a selection should appear from which to choose.
- Then enter your current email address so we can locate your resident record in the system.

Need help? Click here

Start typing your Neighborhood/Condo Association name:

Sample Property Owner's Association Name

Enter Your Email Address:
minniemouse@email.net

Find my record using this email

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4. Check the corresponding box to find your address by **Street address** or by **Unit number**

Registering for ComWeb Portal (Fieldstone RP)

Welcome to ComWeb Portal

- Please type in at least 4 characters of your residential street number and name, and a selection should appear from which to choose.
- If a telephone number or alternate email address is found, you will be given the option of using them to validate.
- Or you can enter your account number to proceed.

Need help? Click here

Start typing your Neighborhood/Condo Association name:

Sample Property Owner's Association Name

Enter Your Email Address:

minniemouse@email.net

Find my address by:

Street address Unit number

Enter your Residential Street Number and Name:

1234 Disney Land Circle

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5. Select an option to register. Depending on your property management company you might have a couple of options. You may be able to register via email, text message, voice message, or by account number.
6. Contact your Community Association Manager if you do not know your account number. Your Association Manager will share your account number with you.
7. Complete your registration by clicking **Register with your account number**

Registering for ComWeb Portal (Fieldstone RP)

Welcome to ComWeb Portal

Need help? Click here

- Please type in at least 4 characters of your residential street number and name, and a selection should appear from which to choose.
- If a telephone number or alternate email address is found, you will be given the option of using them to validate.
- Or you can enter your account number to proceed.

Start typing your Neighborhood/Condo Association name:

Sample Property Owner's Association Name

Enter Your Email Address:

minniemouse@email.net

Find my address by:

Street address Unit number

Enter your Residential Street Number and Name:

1234 Disney Land Circle

Enter your Account Number:

Account Number

Register with your account number

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8. Create a password using the guidelines outlined next to the prompt. Confirm your password.
9. Check for your confirmation email and click the link in the email to confirm your account

ComWeb Portal Login Troubleshooting (Fieldstone RP)

This article will overview common Portal login issues and how to troubleshoot them with your residents.

The most common login issues include:

- Identifying if a resident has successfully registered and confirmed.
- The resident needs to reset their password.
- The resident needs to confirm their registration.

Navigation:

<https://comwebportal.com/login> → Resident Support → Association → Resident's Name

Verifying Resident Registration:

1. Go to <https://comwebportal.com/login>
2. Login using your email as your username and the password you created during the registration process
3. Click the **Resident Support** drop-down menu and then click **Resident Search**
4. Type the name of the Association in which your resident lives in the **Association** search bar
5. Search for your resident's name in the **Resident Search** bar
6. Identify the correct resident and check their registration status. The resident's account will either have a ✓ to indicate they have registered or an X to show they have not registered.

ComWeb Portal Administration
Admin / Resident Directory

Resident Support

Association: Disney Property Owners Association

minnie
2

Select a resident to view more information and options.

Mickey and Minnie Mouse	Unit: 152	Mesa, AZ 85207	Registered: ✕
Minnie Mouse	Unit: 109	Mesa, AZ 85207	Registered: ✓

7. If your resident has not registered, click the **Send Invite** button to invite the resident to register for ComWeb Portals.

ComWeb Portal Login Troubleshooting (Fieldstone RP)

- a. Depending on your resident's record, you may need to select an email to send the invite.

Resident Search

Association: Test Sample Condominium Owners Association

Resident Search... Search

Minnie Mouse	Unit: 141	Mesa, AZ 85207	Registered: ✓
Gary Smith Emails on File: gary123x@emails.com gary456x@emails.com	Unit: 1700 Acct#: 100301700	Mesa0, AZ0 85207	Registered: ✗ Impersonate User >

gary123x@emails.com Send Invite

ComWeb Portal Login Troubleshooting (Fieldstone RP)

Navigation:

<https://comwebportal.com/login> → Resident Support → Association → Resident's Name

Sending a Password Reset Email:

1. Go to <https://comwebportal.com/login>
2. Login using your email as your username and the password you created during the registration process
3. Click the **Resident Support** drop-down menu and then click **Resident Search**
4. Type the name of the Association in which your resident lives in the **Association** search bar
5. Search for your resident's name in the **Resident Search** bar
6. Identify the correct resident and click on their record
7. Click **Send Password Reset**

The screenshot shows the ComWeb Portal Administration interface. On the left is a dark sidebar with navigation options: Go to Resident Application, Dashboard, Announcements, Company Settings, Association Settings, Documents, Resident Support (highlighted), Manage Admins, Board, and Reports. The main content area is titled 'ComWeb Portal Administration' and 'Admin / Resident Directory'. Below this is the 'Resident Support' section with a search bar for 'Association' containing 'Disney Property Owners Association'. A search input field contains 'minnie' and shows 2 results. Below the search results, there is a table of residents:

Resident Name	Unit	Address	Registered Status	Actions
Mickey and Minnie Mouse	Unit: 152	Mesa, AZ 85207	Registered: ✘	
Minnie Mouse	Unit: 109	Mesa, AZ 85207	Registered: ✔	Impersonate User >

Below the 'Minnie Mouse' row, the following information is displayed:

- User Name: aysha@comweb4me.com
- Acct#: 100
- Send Password Reset >

A red arrow points to the 'Send Password Reset >' link.

ComWeb Portal Login Troubleshooting (Fieldstone RP)

Navigation:

<https://comwebportal.com/login> → Resident Support → Association → Resident's Name

Confirming a Resident's Account Registration:

1. Go to <https://comwebportal.com/login>
2. Login using your email as your username and the password you created during the registration process
3. Click the **Resident Support** drop-down menu and then click **Resident Search**
4. Type the name of the Association in which your resident lives in the **Association** search bar
5. Search for your resident's name in the **Resident Search** bar
6. Identify the correct resident and click on their record
 - a. If the resident created an account with an email not associated with their record and did not confirm their registration, you will have the option to confirm the registration for them.
7. Click **Confirm Registration**
 - a. The resident will now be able login.

Resident Name	Unit	Address	Registration Status	Actions
Mickey Mouse	Unit: 141	Mesa, AZ 85207	Registered: ✓	
Minnie Mouse	Unit: 1700	Mesa0, AZ0 85207	Registered: ✗	
Donald Duck	Unit: 143	Mesa, AZ 85207	Registered: ✓	Impersonate User > Send Password Reset > Confirm Registration >

Add/Remove/Manage Recurring Payments on ComWeb Portal (Fieldstone RP)

This article will explain how to add/remove/manage recurring payments on the ComWeb Portal, as provided by Fieldstone Realty Partners.

Navigation:

<https://comwebportal.com> > Login > My Resident Area > Pay Now > Recurring Payments

Logging into the Portal:

1. Navigate to <https://comwebportal.com>.
2. Sign in to the ComWeb Portal using your email as the username & whatever password you created during registration.
 - a. If you have not registered, please see the document titled “*Registering for the ComWeb Portal.*”
3. Click on the **Pay Now** button below your account balance.
 - a. Note that this button will be **red** if you owe money, or **green** if you are paid ahead or up to date on payment, but it is accessible in either scenario.
 - b. A new browser tab will open, and you will be signed into your PayLease sub account for your association payments.

The screenshot displays the ComWeb Portal interface for Acme Property Management, LLC, Indian Village Condominium Owners Association. The user is logged in as Mike Anderson. The main content area shows a 'Good Afternoon' greeting and a 'Total Balance: \$53.00' with a red 'Pay Now' button. An orange arrow points to this button. The interface is divided into several sections: 'Announcements', 'Open compliance' (with a red header), 'Open architectural' (with a green header), 'Maintenance Items' (with a purple header), 'Most Recent Documents', and 'Management'. The 'Accounting' section shows a table of transactions.

Transaction Date	Description	Amount
4/1/2015	April 2015 - Quarterly Assessment	\$63.00
1/12/2015	Payment, Thank You.	(\$63.00)
1/1/2015	January 2015 - Quarterly Assessment	\$63.00
4/18/2014	Payment, Thank You.	(\$57.00)
4/1/2014	April 2014 - Quarterly Assessment	\$57.00

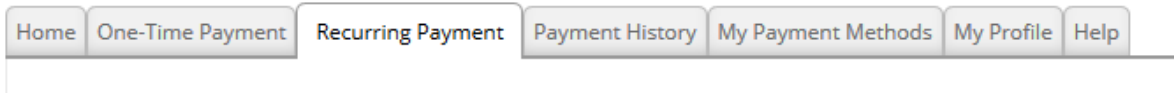
ComWeb Support: Stop a Recurring Payment

Revised 10/25/2018

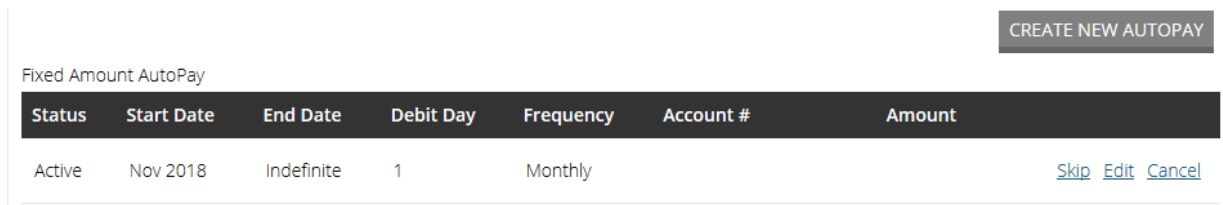
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Add/Remove/Manage Recurring Payments on ComWeb Portal (Fieldstone RP)

4. Click on the **Recurring Payment** tab.



5. Click the **Cancel** link to stop a recurring payment plan that has been previously set up.
6. Click the **Edit** link to modify a recurring payment plan that has previously been set up.
7. Click the **Create New Autopay** button to create a new recurring payment plan



Fixed Amount AutoPay

CREATE NEW AUTOPAY

Status	Start Date	End Date	Debit Day	Frequency	Account #	Amount
Active	Nov 2018	Indefinite	1	Monthly		

[Skip](#) [Edit](#) [Cancel](#)

Special Notes:

If you are attempting to edit/stop an existing recurring payment plan that is **not** appearing here, it is most likely that the payments are not being processed through PayLease, but instead you set up your recurring payments prior to Fieldstone's launch of the ComWeb Portal through UnionBank.

You can access Union Bank by clicking on the Pay Your Dues Online button located in the footer of Fieldstone's corporate website, or by clicking on the link below.

<https://www.hoabankservices.com/OnlinePayments/payment.aspx?a=642>

This will require a login. If you do not remember your login you can attempt to recover it, or you can contact UnionBank's support team by dialing 1 (888) 705-0600.

Identifying PayLease Issues (Fieldstone RP)

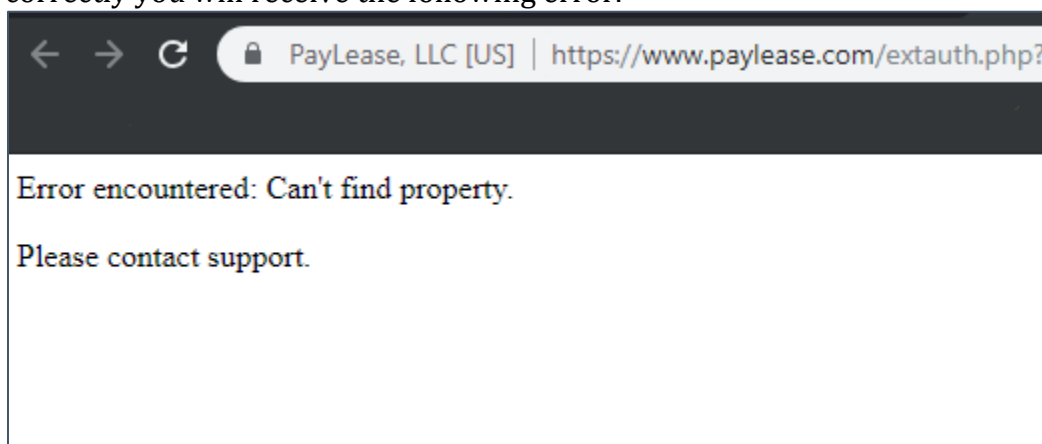
This article will show you how to identify PayLease issues when attempting to pay assessments.

Navigation:

<https://comwebportal.com> → Login → My Resident Area → Pay Now

Identifying PayLease Issues:

1. Navigate to <https://comwebportal.com>
2. Sign in using your email as your username and the password you created during the registration process
 - a. If you have not registered, please see the document titled “*Registering for the ComWeb Portal.*”
3. Click on the **Pay Now** button located under your account balance.
 - a. Note that this button will be **red** if you owe money, or **green** if you are paid ahead or up to date on payment, but it is accessible in either scenario.
4. Clicking Pay Now will redirect you to PayLease. If your account has not been set-up correctly you will receive the following error.



5. Notify the Community Association Manager. The Association Manager can contact PayLease Support by calling (866) 729-5327 ext 2 or emailing hoa@support.paylease.com