Options for "Error Message" on HOA Portal

If you have already setup autopay or bill pay or do <u>NOT</u> have AT&T wi-fi internet, you can disregard this notice. There have been ongoing issues for our residents who have AT&T as their internet Wi-Fi provider and the ability to access the portal to make payments or get documents. If you are one of these homeowners, please see the information and explanation below as we are trying to provide information proactively.

The issue is with AT&T as an internet wi-fi provider, not the HOA portal itself. Without getting into the technical details of the issue, the problem is with AT&T. Please try connecting your device to a Wi-Fi internet provider not associated with AT&T. If you are trying to access it through your phone, you will need to connect using your phones data by turning off the Wi-Fi internet provided by AT&T to access the portal.

<u>Option 1 – Making a payment</u>: If you are trying to make a payment and are unable to but are still running into issues after the above attempts, please make a payment directly with the associations bank. Please box labeled "Option 1" for details and steps.

<u>Option 2 – Access Portal via Phone with no Wi-Fi:</u> If you would like to make a payment through the portal, you can still access the portal from your phone but you will need to ensure you have turned off the Wi-Fi on your phone and try accessing the portal again at www.fieldstonerp.com/resident-login

<u>Option 3 - Mail in a check:</u> If you find that you are still running into issues or have difficulties with making payments online, you can also mail a check to:

Your Community Association Name *(Your HOA name)*
P.O. Box 628902
Orlando, FL 32862

Checks can take 7-10 business days to reflect. Holidays and Weekends can delay Delivery

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OPTION 1 – Payment on HOA Bank Website

The steps to make a payment through the bank are provided below:

<u>Step 1:</u> Go to bank website https://pay.allianceassociationbank.com/Home?cmcid=573E9F3C

<u>Step 2:</u> **Scroll down** and choose to pay by either credit card or eCheck (eCheck is using bank routing and account number

<u>Step 3:</u>

- If you chose credit card, click proceed and follow the next steps to enter credit card information
- If eCheck go to step 4

<u>Step 4:</u>
Information you will need to input for echeck:
    Mgmt Co ID: 3265
    Association ID: Located on the bottom of your coupon/statement
    Account Number: Located on the bottom of your coupon/statement
    Email: (INPUT YOUR EMAIL ADDRESS)