Comweb, oops getting an Error message:

If you have trouble logging in. Going thru Alliance bank is the best option right now OR set up with bill pay if your bank offers that.

The portal has been glitchy. It may be due to high volume since everyone is trying at the same time. Please keep trying though. If you get an error message, it's an AT&T issue. Some homeowners said they used a different device and others turned off wifi and are able to get in.

We are aware of the issue and it is being worked on by the portal website's technical team. In short, it's a global outage that AT&T is looking into. You can use Bill Pay or set up on the Alliance Association bank for recurring payments or mail a check. See attached for the Orlando address.

The issue is with AT&T as an internet or cell phone provider. Without getting into the technical details of the issue, the problem is with AT&T. Please try connecting your device to a wifi internet provider not associated with AT&T or turn off wifi. If you are trying to access it through your phone's cellular service and have AT&T, you will need to connect to a wifi internet connection that is not provided by AT&T to access the portal.

If you are trying to make a payment and are unable to do so and are still running into issues after the above attempts, please make a payment directly with the association's bank. Please see below for the link and steps.

Thank you and please let us know if you need anything else.

The steps to pay through the bank are provided below:

To make a one-time payment, please go to the associations bank website and make a one-time payment.

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

Step 2: Scroll down and choose to pay by either credit care or eCheck (eCheck is using bank routing and account number)

One Time Payment

To make one-time payment, please make sure you have the information below available:

- Management Company ID
- Association ID
- Property Account Number

eCheck Payment

Debit/Credit Card Payment

Step 3:

- If you chose credit card, click proceed
- If eCheck go to step 4

Step 4:

Information you will need to input:

Mgmt Co ID: 3265

Association ID: Located on the bottom of your coupon

Account Number: Located on the bottom of your coupon

Email: (INPUT YOUR EMAIL ADDRESS)