



VANTACA HOME PORTAL UPGRADE ANNOUNCEMENT!

Homeowners, we are excited to announce that Vantaca has made upgrades to the homeowner portal! Starting on March 26th when you log into portal.empirehoa.com you will be greeted with an upgraded look & feel!

- **If you already have a login**, please review the “[I’m logged in, now what?](#)” section to learn all about the features that the portal has to offer! Do not worry, your login will remain the same and you do not need to do anything further.
- **If you do not have a login to the portal**, we highly encourage signing up. Below is information on how to assist you in signing up & provide information on what the portal has to offer!

Here an overview of the revamped portal:

- **A Fresh Look Everywhere:** Homeowners enjoy a sleek new design on web, mobile, and iOS and Android apps.
- **Mobile-Friendly Experience:** Improved app functionality and easy logins for properties.

HOMEOWNER PORTAL USER GUIDE

Welcome to your Homeowner Portal, your centralized hub for managing all your HOA-related tasks and responsibilities within your community. This comprehensive instructional document is designed to guide you through every aspect of the portal, making it easier than ever for you to stay informed and engaged in the well-being of your neighborhood. Whether you need to pay your dues or access important community documents, this portal is your one-stop solution. In the following sections, we'll walk you through the features and functions of the portal to ensure you make the most of this valuable resource. Let's get started on the path to hassle-free homeownership and community participation.

Let's start by getting your account registered!

Welcome, Neighbor!

Welcome to your dedicated gateway to all things HOA-related.

We are thrilled to introduce our Homeowners Portal, your one-stop destination for paying your assessments, submitting maintenance & A/C requests, staying up-to-date with important community announcements, and more. Designed with your convenience and peace of mind in mind, this user-friendly platform is your key to a smoother and more connected living experience within your community.

Say goodbye to paperwork and phone calls, and say hello to a more efficient, accessible, and modern way of interacting with your community. Get ready to discover the power of streamlined HOA living at your fingertips.

Log in to your account

Email

Password

☐ Remember me [Forgot your login?](#)

[Log In](#)

Don't have an account? [Sign Up](#)

Log in with your pre-registered account

If you received a welcome letter via email from Empire Management Group that contained a login ID and email address, then you are already pre-registered for your homeowner portal.

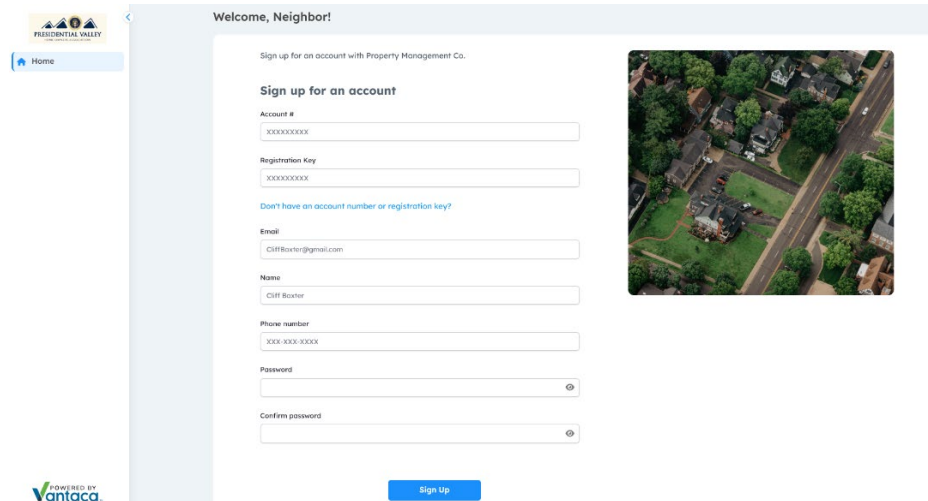
You can access your account by going to portal.empirehoa.com on an internet-enabled device.

Here you will see our portal login screen.

In the center of your screen under **“Log in to your account”**, enter your login (email address) along with the Password from your welcome letter to access your account.

Register with an account number and registration Key

If you did not receive a welcome letter containing a login ID and password, then select **“Sign up”**, located below the Log In button, and follow the prompts to insert the account number and registration key found in your welcome email.



The screenshot shows a web browser displaying the 'Sign up for an account' form. The page has a light blue header with the Presidential Valley logo and a 'Home' button. The main content area is titled 'Welcome, Neighbor!' and 'Sign up for an account with Property Management Co.'. The form includes fields for Account #, Registration Key, Email, Name, Phone number, Password, and Confirm password. A 'Sign Up' button is at the bottom. An aerial photo of a residential neighborhood is on the right.

Presidential Valley
Home

Welcome, Neighbor!

Sign up for an account with Property Management Co.

Sign up for an account

Account #
XXXXXXXXXX

Registration Key
XXXXXXXXXX

[Don't have an account number or registration key?](#)

Email
CliffBoxer@gmail.com

Name
Cliff Boxer

Phone number
XXX-XXX-XXXX

Password
[Eye icon]

Confirm password
[Eye icon]

[Sign Up](#)

POWERED BY
Vantaca

Register without a Login ID or Registration Key

If you do not have an account number or registration key, select “**Don’t have an account number or registration key?**” and fill out the required information. Once completed, an account will be created for you and an email will be sent to you with the information you need to log in.

The screenshot shows a web portal for Presential Valley. On the left is a sidebar with a 'Home' link. The main content area is titled 'Welcome, Neighbor!' and contains a 'Request an account' form. The form has fields for Email (CliffBoxter@gmail.com), Name (Cliff Boxter), Phone number (XXXX-XXXX-XXXX), Property address, Association name, and Account # (if available) (XXXXXXXXXX). A blue 'Request' button is at the bottom of the form. To the right of the form is an aerial photograph of a residential neighborhood. Below the form, there is a link: 'Already have an account? Log In'.

Already have a portal account but forgot your password?

You can regain access to your account by selecting “**Forgot your login?**” on the login page. You will be prompted to enter your login email. You will receive an email with a temporary password with which you can log in.

The screenshot shows the same web portal as before, but the main content area is titled 'Reset your password'. It contains a form with an 'Email' field (CliffBoxter@gmail.com) and a blue 'Reset password' button. Above the form, there is a message: 'Enter your login email address below to generate a new password. If you have any issues with your password reset, please email cs@presinglco.com.' To the right of the form is the same aerial photograph of a residential neighborhood. Below the form, there is a link: 'Already have an account? Log In'.

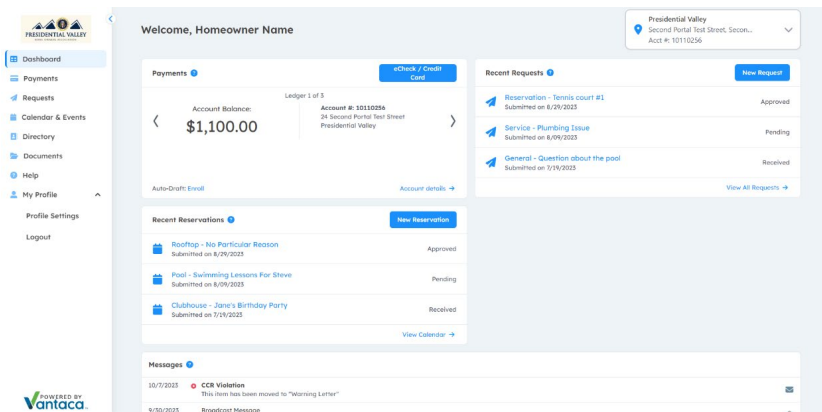
Commented [SL1]: Are they prompted to update their password once they login with the temp? I feel like they're not because I think someone internally complained about this to me at one point.

Commented [CH2R1]: THIS PROCESS SUCKS. We did not update the process (didn't have time)
At the time, it sends an email with the new temp password

I'm logged in, now what?

Once logged in, you will see your portal dashboard. This dashboard gives you direct access to key account information, from which you can take clear, convenient actions enabling you to efficiently resolve outstanding items. Tools included in your dashboard are:

- **Payments:** View your current account balance, upcoming charges, and more!
- **Two “Recent Actions” tools:** View your recent reservations and requests, which include information such as date of action and current status.
- **Messages:** Shows you communications that are directly related to you, so you can read, and respond to pressing items.



Navigation

To navigate throughout the portal, use the lefthand navigation menu, which gives you quick access to each of the following portal modules:

- Payments:** Directs the user to the Account Overview page, giving access to the entire Payments functionality including making a payment, and downloading statements.
- Requests:** Submit requests for various topics such as General & Billing Inquiries, and Access Requests, & more. You can also view the status of previous requests.
- Calendar & Events:** View your Community's Calendar to see events and open amenities.
- Directory:** Access the homeowner, board member, and committee directory for your specific community.
- Documents:** View and download the documents for your community.

Help: Check the FAQs that your community often receives.

My Profile > Profile Settings:

Change your password, verify your contact information, and indicate how you would like our office to communicate with you (i.e. via E-Mail, text, or paper).

Payments

Selecting “Payments” from the left navigation or “Account Details” from the Payments Dashboard Tool will take you to the Account Overview page, allowing you to view balances, make a payment, view payment history, and download statements for all of your accounts.


The screenshot shows the 'Account Overview' page for Presidential Valley. The left sidebar contains navigation links: Dashboard, Payments, Requests, Calendar & Events, Directory, Documents, Help, and My Profile. The main content area displays three account summaries. The first account, #101100256, has a balance of \$1,100.00 due on 07/13/2024. The second account, #101100256FEE, has a balance of \$0.00. The third account, #101100256SA, also has a balance of \$0.00. Each account summary includes a 'Check / Credit Card' button and an 'Auto-Draft: Enroll' link. Below the summaries is a table for 'Account Activity' with columns for Date, Description, Amount, and Balance. The table shows a single entry for 10/15/2023, 'HOA Dues', with an amount of \$95.00 and a balance of \$1,100.00. At the bottom left, there is a 'POWERED BY Vantaca' logo.

Community Requests

The “Community Requests” page allows you to submit various types of requests to your Homeowners Association. Types of requests vary by association but may include Architectural Requests, Amenity Reservation Requests, or General Requests such as general questions about your community, or a request for specific items such as key fobs or parking spots.

The screenshot shows the 'Community Requests' form in the Presidential Valley portal. The left sidebar is the same as in the previous screenshot. The main content area has a header with the community name 'Presidential Valley' and a dropdown menu. Below the header, there are radio buttons for 'Submit a Request' and 'My Items'. Under 'Submit a Request', there are three options: 'General Request', 'ARC Request' (which is selected), and 'Reservation Request'. Below these options are input fields for 'Property' (with a dropdown menu), 'Area of work' (with a dropdown menu), 'Subject', 'Work to be done', 'Estimate start date', and 'Estimate end date'. At the bottom left, there is a 'POWERED BY Vantaca' logo.

Selecting **“My Items”** at the top of the Community Request page allows you to view all items for you/your property. This ranges from community announcements to every type of request and even statement postings will be shown on this page.

PRESIDENTIAL VALLEY

Dashboard

Payments

Requests

Calendar & Events

Directory

Documents

Help

My Profile

Presidential Valley

Second Portal Test Street, Seco...

Acct #: 10110236

Submit a Request

My Items

From	Subject	Message	Date
	Work Order - Request Registered	A new Work Order item has been created.	11/06/2023 9:51:39 AM
	Homeowner eStatement - Sent To Homeowner	A new Statement has been created and is ready for you to view.	11/02/2023 9:10:01 AM
	Homeowner eStatement - Sent To Homeowner	A new Statement has been created and is ready for you to view.	11/02/2023 9:10:01 AM
	Homeowner eStatement - Sent To Homeowner	A new Statement has been created and is ready for you to view.	11/02/2023 9:10:01 AM
	Association Broadcast Message - Reply	A new Association Broadcast Message item has been created.	11/06/2019 3:46:55 PM
	HO Additional Info Demo - Send email	A new HO Additional Info Demo item has been created.	03/24/2021 12:29:17 PM
	HO Additional Info Demo - Send email	A new HO Additional Info Demo item has been created.	03/21/2021 9:50:52 PM
	HO Additional Info Demo - Send email	test 123	03/21/2021 9:49:20 PM
	HO Additional Info Demo - Send email	test test test	03/21/2021 9:48:42 PM
	ABC Request - ABC Request	1/26/21 12:00pm test	01/26/2021 11:57:59 AM
	Collections (Standard request) - And Notice (2 letters)	This item has met the requirements to advance Minimum Balance of \$5.00	12/18/2020 5:00:20 AM

Privacy Policy


Help

FAQ

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Documents:

The **“Documents”** page allows you to access your community documents. Often these include community financials, event documents, ARC request forms, and more.

PRESIDENTIAL VALLEY

Dashboard

Payments

Requests

Calendar & Events

Directory

Documents

Help

My Profile

Presidential valley

Second Portal Test Street, Seco...

Acct #: 10110236

Documents

View and download your community documents

Search

Name	Number of files	Last Update
Homeowner Financials	1	11/08/2022
Community Events	3	04/24/2023
HO's Reschedule Events	2	04/24/2023

Privacy Policy

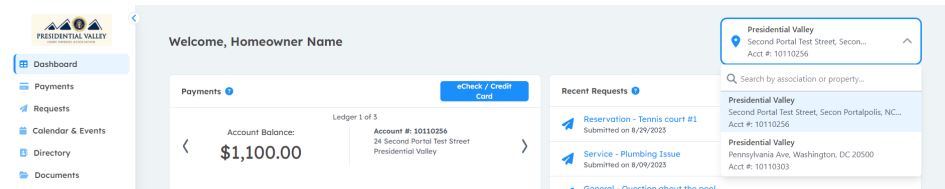
Help

FAQ

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Have multiple properties?

All information displayed throughout the portal is property-specific. If you have multiple properties, those may be able to be linked as long as the information on the deeds match exactly with one another. Please contact us to have your properties linked. Once linked, you can switch between properties with ease! To switch between properties, select the dropdown in the top right corner of your screen, and select the property you want to view.



We hope you find these enhancements beneficial and we look forward to continuing to partner with your Association!

If you have any questions, please do not hesitate to reach out to us:

Phone: 407-770-1758

Email: hoa@empirehoa.com

Your Empire Management Team