



Palo del Amo Woods Homeowners Association



Welcome to PayHOA!

The PayHOA homeowners portal is your personalized, all-in-one-hub that simplifies:

- online payments
- financial tracking
- household management
- community engagement

The screenshot displays the PayHOA web application interface. At the top left is the 'PAY HOA' logo. The main header area says 'Welcome Scott!' and includes a 'Payment History' link. Below this is a user profile card for 'Scott Austin' with the address '450 Old Vine Street, Lexington Kentucky, 40502' and a 'PayHOA Demo Account' dropdown. To the right, a 'Amount Due' section shows '\$1,800.00' with a 'Charge details' link and a prominent blue 'Make a Payment' button. The central 'Activity Feed' shows a message from 'Dylan Mathis' dated June 13 at 5:38 PM, and other events like a 'Community event' (May 10) and an 'Upcoming invoice' (May 1). On the right side, there is a vertical menu with icons and arrows for 'Documents', 'Calendar', 'Surveys', and 'Message Board'. At the bottom, a navigation bar features icons and counts for 'Architectural Requests' (10), 'General Requests' (1), 'Maintenance Requests' (22), and 'Violations' (0).





Getting Started

If you have an email address on file, you will receive an activation email from PayHOA prompting you to create a password.

No email address on file? No problem! Scan the QR code below with your phone camera to request access to your account.

Setup Your Account

Zach Maddox,

PayHOA Demo has invited you to join the [PayHOA](#) platform.

PayHOA.com is a tool that helps HOAs manage their membership/owner roster, collect fees, and communicate with its membership. We look forward to working with you and the PayHOA Demo.

Below you'll find a link to officially setup your account.

[Setup My Account](#)





Updating Contact Information

If the information on your account is not accurate, please update your contact information.

Owner Information

Manage ☆ Permissions My Account **Edit** Active


Grant, Savannah
3582-592866 

 savannah@payhoa.com [Send an Email](#)

 859-248-1382 [Send a Text](#)

 No address on file [Add address](#)

1. Click the blue edit button in the right corner
2. Enter your new contact information
3. Save updates - button located under the mailing address

Adding Payment Methods

1. Click on Dashboard, located on the top left side of the screen
2. Select My Account
3. Click on the tab “Wallet”
4. Click the blue button on the right, “Add Payment Method”

USER SETTINGS **WALLET** SECURITY NOTIFICATIONS AUTOPAY

Bank Accounts [Add Payment Method](#)

You have not added any bank accounts to your account.

Credit Cards

You have not added any credit cards to your account.



Adding Credit/Debit Card Payments

Payment processing fee: 3.25% + \$0.50 per transaction

1. At the top of the pop-up, make sure you are on the credit card option.
2. Enter in your credit card number, expiration, security code, zip code and country
3. Click save payment method

** All major credit cards and debit cards are accepted, EXCEPT American Express Credit Cards

Add Payment Method ✕

Card US bank account

Card number
1234 1234 1234 1234

Expiration date: MM / YY Security code:

Country: United States ZIP code: 12345

By providing your card information, you allow PayHOA, LLC to charge your card for future payments in accordance with their terms.



Adding Bank Account Payments

Using your online banking credentials

1. At the top of the pop-up, make sure you are on the bank account option.
2. Search for your financial institution in the search bar.
3. A pop-up from Plaid will appear.
4. Enter in the same username and password you use for online banking.
5. Save payment method.

Add Payment Method ✕

Card US bank account

Email

Full name
Charlie Goose

Q Search for your bank

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Adding Bank Account Payments

Manually Adding Account & Routing Numbers

1. At the top of the pop-up, make sure you are on the bank account option.
2. Scroll down to the bottom where you see “[Enter Bank Details Manually](#)”
3. A pop-up from Stripe will appear.
4. Enter in your account and routing number

Add Payment Method ✕

Card  US bank account

Email

Full name
Charlie Goose

Search for your bank

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Adding Bank Account Payments

Manually Adding Account & Routing Numbers

5. Click save on the Stripe pop-up
6. Click save payment method on the PayHOA pop-up

Stripe will send a \$0.01 micro-deposit to your bank account within 1 to 2 business days.

Once received, you will hop back into PayHOA under your wallet, and enter in the four digit code, located in the description of the transaction. It will begin with SM.

Example: SM_ _ _ _

stripe

Enter bank details

Your bank information will be verified via micro-deposits to your account, typically within 1-2 business days. Only checking accounts are supported.

Enabling Autopay

Autopay will pay all outstanding invoices on the due date, up to the maximum amount you set

1. Click the blue “**Make a Payment**” button located on the top left corner of the screen
2. Scroll to the bottom to the Autopay box
3. Click “Enable Autopay”
4. Check the box to the terms & conditions
5. Click “Configure Settings”

Enable Autopay for PayHOA Demo

You will still receive notifications for new charges and monthly account invoices.

Three business days before withdrawing the payment, we'll email you an auto-pay reminder that a charge is about to be paid.

You can edit your auto-pay settings at any time by going to 'my account' and clicking 'auto-pay'.

Auto-pay will not distinguish between different charge types or titles. Any charges added to your account will be automatically paid within your monthly maximum limits on the pay date.

If a charge or charges exceeds your maximum monthly payment amount, auto-pay will apply the maximum monthly payment amount to the charge(s). If the charge is not fully paid due to insufficient maximum monthly payment amount, late fees will still apply where applicable.

Processing fees will not be included in the monthly maximum amount. Your total monthly maximum will be the amount set plus any applicable processing fees.

Charges will be paid in order of what is most outstanding.

I understand and agree to the Autopay Terms & Conditions.

[Cancel](#) [Configure settings >](#)

Enabling Autopay

Autopay will pay all outstanding invoices on the due date, up to the maximum amount you set

6. Choose the payment method you want autopay enabled for

7. Indicate the maximum amount you authorize to be auto-paid on your behalf. Processing fees will not be included in the monthly maximum amount.

8. Save autopay settings

Enable Autopay for PayHOA Demo

[Manage Payment Methods](#)

[Add A Payment Method](#)

MAXIMUM AUTOPAY AMOUNT: *

Please indicate the maximum amount you authorize to be auto-paid on your behalf. Processing fees will not be included in the monthly maximum amount.

\$ 0.00

Cancel

✓ Save autopay settings

