

# STEVENSON, WILLIAMS MANAGEMENT COMPANY

REALTORS SINCE 1919

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TO: ALL HOMEOWNERS

FROM: MIKE MILLER | ASSISTANT CONTROLLER | STEVENSON, WILLIAMS MANAGEMENT

RE: OWNER ACCESS PORTAL AND REGISTRATION

For your convenience Stevenson, Williams Management provides an online **Owner Access** portal. Using your internet-enabled device, you can make one-time payments, enroll for free recurring ACH payments, check your account status, view your open records, and more!

All banking, payment method, and owner data is stored and transmitted by a secured off-site processor using 256-bit encryption, is PCI-DDS Level 1 certified, meets NACHA standards, is certified SSAE 16 compliant, and monitors all data activity 24/7.

Stevenson, Williams staff cannot view, edit, or manage your banking and payment method information. **Only a homeowner can manage their stored payment method data and enroll in recurring auto-payments.** Before activating recurring payments, be sure that your HOA account does not have a credit balance, this will interfere with accurate payment applications.

Only homeowners who have an email address on file with Stevenson, Williams will receive a portal registration email. Without an email address on file you will not be able to access the portal. **If you have not received an Owner Access registration email or need to update your email on file, please email your information to Mike Miller at [mmiller@stevensonwilliamsco.com](mailto:mmiller@stevensonwilliamsco.com). Please include:**

- Your community's name,
- Your name,
- Your address within the community,
- A telephone number associated with your HOA account,
- The email address you want on file.

This process allows us to verify each homeowner. Once your email address has been opted into the system, you will receive an email to register.

For security purposes, a confirmation email will be sent to verify you are the owner of that email account. Please check your SPAM folder as it may be filtered automatically.

After you click the link in the confirmation email, your account will be registered. You can now log into your Owner Access portal account using your email address and the password you created when you registered.

Be advised, if you own multiple properties in the association or across other associations we manage, a unique email address must be assigned to each property to access each account. Properties cannot be combined under one email address.