EMAIL SUBJECT LINE: Paying Your 2021 HOA Assessments Online: New System is Live!

Dear Resident,

If you’re ready to pay your 2021 Homeowners Association payments online…we’re ready for you!

Our new online payment system is live! This payment system upgrade will make your life easier in 2021. You only need one set of login credentials to make payments online and to access account and community information through the Resident Portal.

***If you scheduled your 2020 assessments as recurring payments through Alliance Association Bank, your recurring payments will be discontinued today/Dec. 16, 2020.***

***If you wish to pay online for 2021, you will need to make one-time payments or schedule new recurring payments through the new online payment system at*** [***www.artemislifestyles.com***](http://www.artemislifestyles.com)***.*** Online payments will post same day to your Resident Portal account but will take 24-36 hours to process through your bank or credit card.

***You will no longer use your Alliance credentials to make online payments but will use your existing Resident Portal credentials or create a new Resident Portal account to pay your 2021 assessments online, following the steps below.***

For more information on making an online payment, please watch our step-by-step video at

<https://artemislifestyles.com/pay/>

**MAKING AN ONLINE PAYMENT**

1. Locate **Management ID**, **Association ID** and **Account Number** on enclosed payment coupons
2. Visit [**www.artemislifestyles.com**](http://www.artemislifestyles.com)
3. Select the **Resident Portal** or **Online Payment** button
4. **If you have an existing Resident Portal account**
	* **Login** with your **Username** and **Password**
	* Select **Make a Payment**
	* Follow the on-screen instructions to schedule one-time or recurring assessment payments via credit card, debit card or electronic check (processing fees apply)
	* *If you have any questions or need assistance with the online payment process, please contact our Online Payment Support Team at our payment partner, Frontsteps:
	1-800-690-0984 or residentpayments@frontsteps.com*
5. **If you need to create a Resident Portal account**
	* Select **Create Login** and enter your **Account Number** and **Email Address**
	* If your email isn’t registered, you’ll be asked to enter your **Unit Address**
	* Select **Submit Registration**
	* A registration email will be sent to your email address (be sure to check your SPAM or Junk folder)
	* Click on the link provided in the email and create a **Username** and **Password** (be sure to note this information in a secure location) and **Confirm Password**
	* Click on **Submit**
	* Once you’ve selected **Create Account**, you’ll see “Registration success!” and you’ll be redirected to the login page.
	* Login with your **Username** and **Password**
	* Select **Make a Payment**
	* Follow the on-screen instructions to schedule one-time or recurring assessment payments via credit card, debit card or electronic check (processing fees apply)
	* *If you have any questions or need assistance with the online payment process or accessing the Resident Portal, please contact our Online Payment Support Team at our payment partner, Frontsteps: 1-800-690-0984 or residentpayments@frontsteps.com*

***Questions about the online payment process? Contact our Online Payment Support Team at our payment partner, Frontsteps. Online Payment Support is available Monday-Friday, 8 a.m. to
7 p.m. (Eastern): 1-800-690-0984 or residentpayments@frontsteps.com***

***Questions about your account or your community? Contact the Customer Experience Team at Artemis Lifestyle Services, Monday-Friday, 9 a.m. to 5 p.m. (Eastern): 407-705-2190 or*** ***customerservice@artemislifestyles.com***

***In addition, the following payment options are available for your 2021 assessments:***

**MAILING PAYMENT**

* Make your **check or money order payable to your Association/Community**
* Write your **Account Number** in the memo section of your check or money order
* Mail the appropriate payment coupon and check or money order to:

**Your Association/Community**

**P.O. Box 620936**

**Orlando FL 32862-0936**

* If you have any questions about your account, please contact the Artemis Lifestyle Services Customer Experience Team: 407-705-2190 or customerservice@artemislifestyles.com

**USING YOUR BANK’S ONLINE BILL-PAY SERVICE**

* When using your bank’s online bill-pay service to remit your assessments, you will need your **Account Number,** which is on the enclosed payment coupons
* The correct mailing address is:

**Your Association/Community**

**P.O. Box 620936**

 **Orlando FL 32862-0936**

* If you have questions about using your bank’s online bill-pay service, please contact your bank directly

Please remember to remit your assessment payments before the due dates to avoid late fees, collection costs and attorney’s fees, in accordance with the Association’s governing documents.

Thank you again for being a valued part of the community, and we look forward to serving you in 2021!

Sincerely,

On behalf of the Association’s Board of Directors

Artemis Lifestyle Services

[www.artemislifestyles.com](http://www.artemislifestyles.com)