

Premier Property Pay

Management Company User Guide



PACIFIC PREMIER BANK®
COMMUNITY ASSOCIATION BANKING

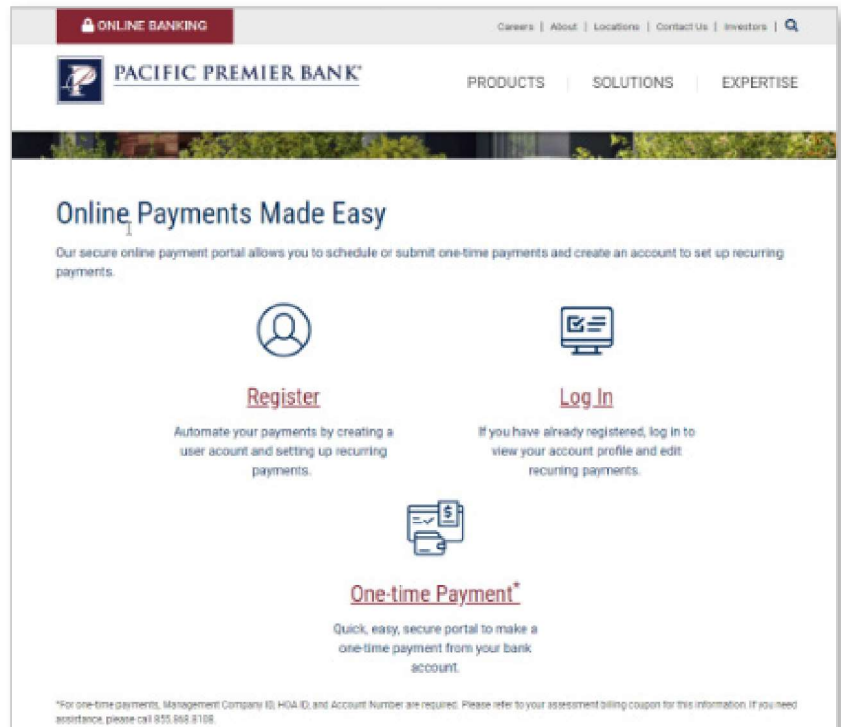


All rights reserved. © 2023 Pacific Premier Bank

Premier Property Pay – New User Registration

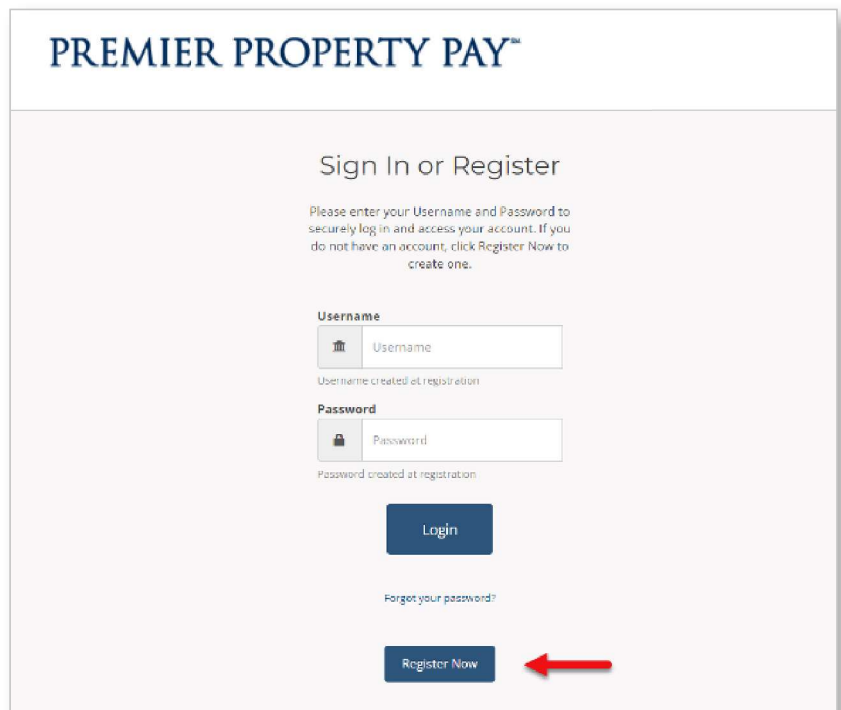
Premier Property Pay is a user-friendly online portal for homeowners to make HOA payments.

1. For homeowners to register for the payment portal, they need to visit ppbi.com/PropertyPay



2. Once on the Sign In page, click on the **Register Now** button located at the bottom of the page.

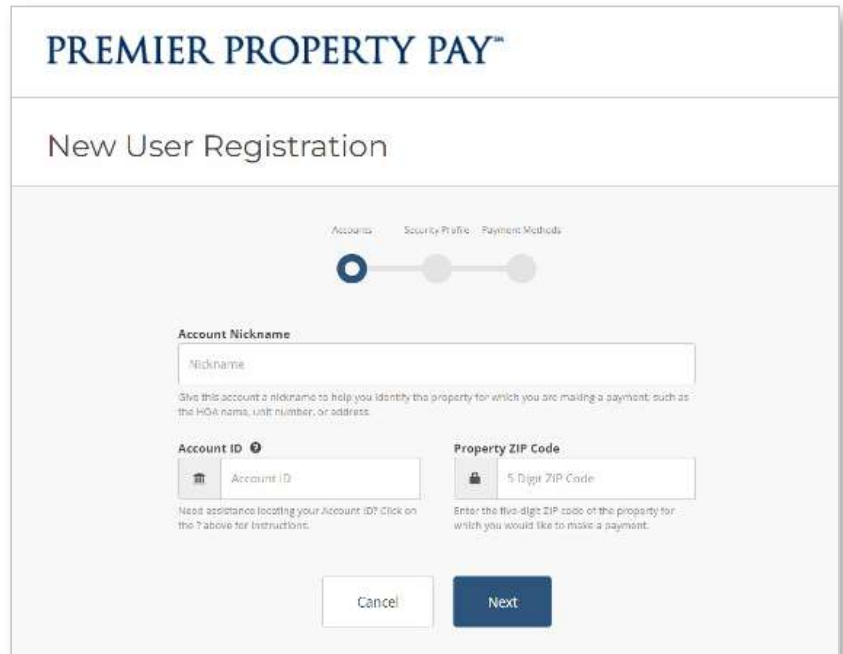
Note: To register, the homeowner or payer will need the Lockbox Management Company ID for your Company, along with the HOA ID from your accounting software and their homeowner account number. This information is typically provided in the scanline of coupons and statements sent for billing.



Premier Property Pay – New User Registration (continued)

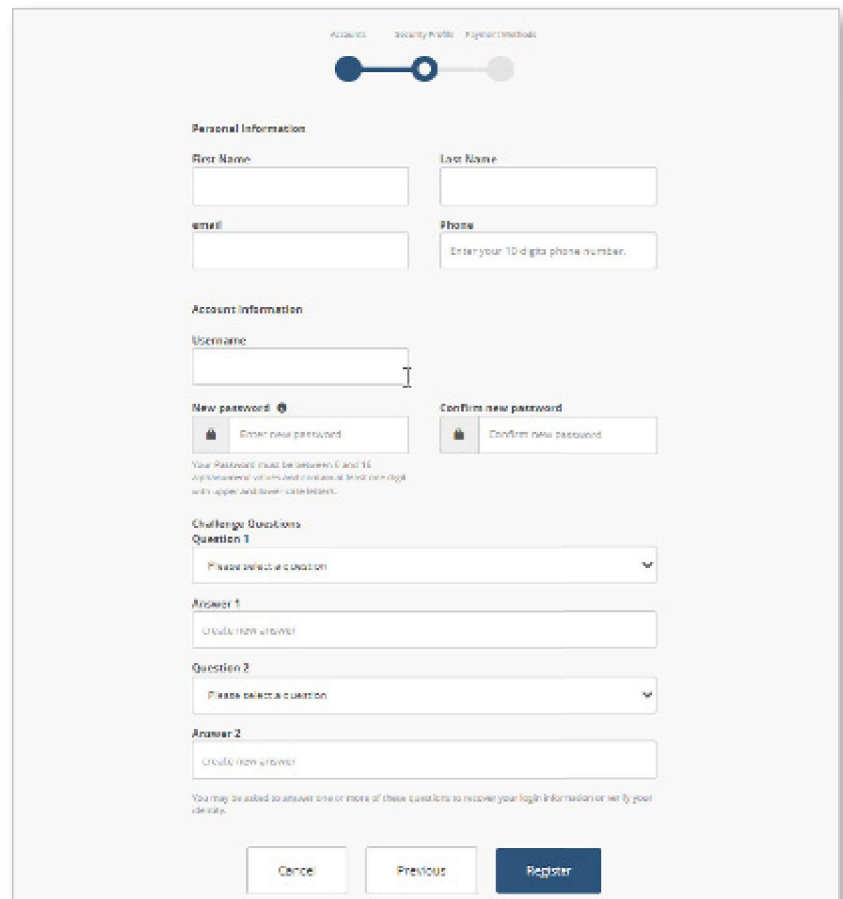
3. The homeowner should complete the three fields on the first New User Registration page and click **Next**.

Note: The Account ID used to register is the Lockbox Management Company ID for your Company, along with the HOA ID from your accounting software and their homeowner account number. This information is typically provided in the scanline of coupons and statements sent for billing. There is a visual aid to assist in identifying this information by clicking on the **?**.



The screenshot shows the 'New User Registration' page for Premier Property Pay. At the top, there's a progress bar with three steps: 'Accounts' (active), 'Security Profile', and 'Payment Methods'. Below the progress bar, the 'Account Nickname' field is required, with a hint: 'Give this account a nickname to help you identify the property for which you are making a payment, such as the HOA name, unit number, or address.' The 'Account ID' field is also required, with a hint: 'Need assistance locating your Account ID? Click on the ? above for instructions.' The 'Property ZIP Code' field is required, with a hint: 'Enter the five-digit ZIP code of the property for which you would like to make a payment.' At the bottom, there are 'Cancel' and 'Next' buttons.

4. The last steps for New User Registration are to provide contact information; create a username and password; and answer the challenge questions, then click on **Register**.



The screenshot shows the 'New User Registration' page for Premier Property Pay, continuing from the previous step. The progress bar now shows 'Accounts' and 'Security Profile' (active), with 'Payment Methods' next. The 'Personal Information' section includes fields for 'First Name', 'Last Name', 'Email', and 'Phone' (with a hint: 'Enter your 10-digit phone number'). The 'Account Information' section includes fields for 'Username', 'New password', and 'Confirm new password'. A note states: 'Your Password must be between 6 and 16 alphanumeric characters at least one digit with upper and lower case letters.' The 'Challenge Questions' section includes 'Question 1', 'Answer 1', 'Question 2', and 'Answer 2'. A note at the bottom states: 'You may be asked to answer one or more of these questions to recover your login information or verify your identity.' At the bottom, there are 'Cancel', 'Previous', and 'Register' buttons.

Premier Property Pay – New User Registration (continued)

- 5. Error Notice:** Any homeowner attempting to register with inaccurate information, or a payer not included in the validation file will receive a message to check their credentials and try again.

For assistance with identifying or entering your Account ID, please visit ppbi.com/hoa-help

The screenshot shows the 'New User Registration' page. At the top, there are three steps: 'Accounts', 'Security Profile', and 'Payment Methods'. The 'Accounts' step is currently active. A red error message box states: 'Account authentication failed. Please check the provided credentials and try again.' Below this, there is a form with the following fields: 'Account Nickname' (containing 'Demo Register'), 'Account ID' (containing '0123TS1HQA0000000000000000'), and 'Property ZIP Code' (containing '*****'). There are also instructions for each field. At the bottom, there are 'Cancel' and 'Next' buttons.

Premier Property Pay – Login

1. After registration, the homeowner can log in using their username and password created during registration.

Note: There is a self-help password reset link if the homeowner has forgotten their password.

The screenshot shows the 'Sign In or Register' page. It prompts the user to enter their 'Username' and 'Password'. Below the input fields, there are links for 'Forgot your password?' and a 'Register Now' button. The 'Username' field has a hint 'Username created at registration' and the 'Password' field has a hint 'Password created at registration'.