

## **Forest Lake Place Online payments through SmartStreet (powered by Banc of California)**

1. go to [www.hoabankservices.com](http://www.hoabankservices.com) – this will direct you to Smartstreet
2. Left center click on button that says "Make Payment" under online payments for homeowners.
3. You have three options here:
  - a. returning user – this is for when you have your login already set up and are going back in to make a payment or change a recurring payment.
  - b. Make on time payment as guest – this is if you do not want to save an online profile, you will need to enter your banking information every time when using this option.
  - c. register an account – you have to use this if you want to set up recurring automatic payments or you want to save your information to make monthly payments yourself.  
PLEASE note: you will need to remember your username and password. Management is not privy to this information.
4. No matter which option you select, the first thing asked will be the Homeowner Association Name, you will type in Forest Lake Place and then hit FIND. Make sure you select Forest Lake Place Horizontal Property Regime (Columbia, SC). Then you will verify this is correct (Association Management Professionals will be showing under main name). Hit YES.
5. You will then enter your Homeowner ID, this will be your street number (ie. 5001 for 5001 Forest Lake Place). Hit CONTINUE If you have more than one unit, you can have one log-in, but will need to set a profile for each unit using the different homeowner ID for each unit.
6. You can give your account a nickname, this is your choosing, and this is for you only (this is only if you are setting up a profile).
7. Next step will be different depending on if you are setting up a profile to register or making a payment as a guest. Just follow prompts and enter information needed.

**If you pay using your bank account and routing number (echeck) there is no fee for this service. If you use a debit or credit card there is a small surcharge that the bank charges.**

If you have any questions, you can call the office or you call Smart Street directly at 888-705-0600.

***BE AWARE - this system does not give you the amount you owe. You need to input what you are paying. Just because this system says ZERO when you log in, does not mean you have a ZERO balance. To see what you owe you need to have an active portal in the management software. If you have not logged in to Appfolio before, please contact the office for an activation link.***

