

FREQUENTLY ASKED QUESTIONS

What is the Owner Portal?

The Owner Portal will give all Mauna Luan owners access to their profile, allowing them to view and pay bills, keep their contact information updated, and get the latest ML news.

Who can access the Owner Portal?

It is only for Mauna Luan owners.

What kinds of things will I be able to see in the Owner Portal?

We encourage you to click around and explore. You will be able to view your account details, current charges, billing information and read notices from the Management Office, including the Manager's Letter with monthly financials.

The screenshot displays the Mauna Luan Owner Portal. At the top is a navigation bar with links: Home, Calendar, Delinquency, Documents, FAQ, Resident, Web Forms, and Logout. Below this is the 'Resident Information' section with tabs for Information, Account Detail, Account Link, e-Payment, and User Profile. The 'Account Detail' tab is active. On the left, a welcome message is followed by expandable sections for Unit Information (511 Hahaione Street # [redacted], Honolulu, HI 96825), Payment Address (AOAO MAUNA LUAN INC., P.O. BOX 29139, PHOENIX, AZ 85038-9139), Billing Information (Account Number: [redacted], Balance: \$686.76), Current Charges (\$696.76), and Assessment (Monthly Maintenance Fee \$696.76). On the right, a 'Documents' section shows a table of documents. A red box labeled 'Activity on your account' points to the 'Account Detail' tab. A red box labeled 'Where you update address/phone' points to the 'User Profile' tab. A red box labeled 'The latest correspondence from the Management Office here' points to a document titled 'Managers Letter September 2014' dated 9/17/2014.

View	Created	Note
Section: Documents		
Document Area: Newsletters		
PDF	9/17/2014	Managers Letter September 2014

What kinds of things will I be able to do in the Owner Portal?

You will be able to update your contact information, and pay your assessments online.

How do I log in?

Go to www.maunaluan.com and click on Owner Login in the top navigation. Type your account number and password and then hit enter or click on the blue arrow.

The screenshot shows the Mauna Luan website's navigation menu on the right, with 'Owner Login' highlighted and labeled 'Step 1'. Below the menu is the 'Owner Portal' section, which includes a welcome message and instructions to log in. A red box with an arrow points to the 'Password' link in the 'Login Information' section, labeled '*If you've forgotten your password, click here and follow directions to reset.' Below the login fields, a blue arrow is labeled 'Step 4 - Click on blue arrow or hit "enter" on your keyboard to go to next screen'. The login fields are labeled 'Step 2 - Enter Acct No.' and 'Step 3 - Enter Password'.

Owner Portal

Welcome to the Owner Portal

Mauna Luan owners can now access account information through this portal, and pay their maintenance fees online.

To log in, enter your account number and password and click the blue arrow. If you have issues logging in to [contact us](#).

Login Information

Account Number:

Password:

[Login](#) [Password](#) [Help](#)

Step 1 (points to Owner Login in navigation menu)

Step 2 - Enter Acct No. (points to Account Number field)

Step 3 - Enter Password (points to Password field)

Step 4 - Click on blue arrow or hit "enter" on your keyboard to go to next screen (points to blue arrow)

***If you've forgotten your password, click here and follow directions to reset.** (points to Password link)

Where do I find my password?

All Mauna Luan owners have been assigned an account number and password by mail. If you do not have that information, please [contact us](#).

I've forgotten my password.

If you forget your password, you can click on the password link and you will be sent a temporary password via email. Once you receive it, you will be able to log in and reset the password to something that you will remember. [Contact](#) the office if you need assistance.

How do I reset my password?

We strongly recommend that you reset your password. To do that, once you log in click on the User Profile tab.

The screenshot shows the AOA Mauna Luan Inc. website interface. At the top, there is a navigation bar with links: Home, Calendar, Delinquency, Documents, FAQ, Resident, Web Forms, and Logout. Below this, the site name "AOA Mauna Luan Inc." is displayed. A secondary navigation bar contains tabs: Information, Account Detail, Account Link, e-Payment, and User Profile. A red box labeled "Step 1 - To reset your password click 'User Profile'" points to the "User Profile" tab. Below the tabs, there is a "Contact:" dropdown menu showing "AOA MAUNA LUAN, INC. : Mailing & Billing". Another set of tabs includes "User Profile", "Email Options", and "Password". A red box labeled "Step 2 - Then 'Password'" points to the "Password" tab. Under the "Password" tab, the heading "Change your password" is followed by two input fields: "Password:" and "Retype:". Red boxes labeled "Step 3 - Type new password" and "Step 4 - Retype new password" point to these respective fields. At the bottom of the form, there are two buttons: "Save" and "Reset". A red box labeled "Step 5 - Click 'Save' and you're done!" points to the "Save" button.

How do I update my contact information?

Click on the "User Profile" tab and update your address and phone number. Don't forget to save!

The screenshot shows the "Resident Information" section of the AOA Mauna Luan Inc. website. The navigation bar and site name are the same as in the previous screenshot. The "User Profile" tab is selected in the secondary navigation bar, with a red box labeled "Step 1 - Click 'User Profile'" pointing to it. Below the tabs, the "Contact:" dropdown shows "AOA MAUNA LUAN, INC. : Mailing & Billing". A red box labeled "Step 2 - Click 'User Profile'" points to the "User Profile" tab. The form contains several input fields for contact information: "First Name:" (AOA MAUNA), "Last Name:" (LUAN, INC.), "Type:" (Billing & Mailing), "Address 1:" (501 HAHAIONE STREET), "Address 2:", "City:" (HONOLULU), "State/Zip Code:" (HI 96825), and "Secret Phrase:" (City your were born 6te699a). To the right of these fields is a table with two columns: "Type" and "Phone #". The table has one row with "Cell" and "123456789". A red box labeled "Step 3 - Update your address and phone number" points to this table. At the bottom of the form, there are three buttons: "Add New", "Save", and "Reset". A red box labeled "Step 4 - Click 'Save' and you're done!" points to the "Save" button.

How do I change my email address?

Click on the “User Profile” tab, then “Email Options tab,” and update your email address. Don’t forget to save!

The screenshot shows the AOA Mauna Luan Inc. portal interface. At the top, there is a navigation bar with links: Home, Calendar, Delinquency, Documents, FAQ, Resident, Web Forms, and Logout. Below this, the user is logged in as 'AOAO MAUNA LUAN, INC. : Mailing & Billing'. The main navigation tabs are Information, Account Detail, Account Link, e-Payment, and User Profile. The 'User Profile' tab is selected, and the 'Email Options' sub-tab is also selected. A red arrow points to the 'User Profile' tab with the text 'Step 1 - To reset your email address click "User Profile"'. Another red arrow points to the 'Email Options' sub-tab with the text 'Step 2 - Click "Email Options"'. Below the sub-tabs, there is a section titled 'This tab allows you to specify the email notifications that will be sent to the email address entered as your account is managed'. This section contains a list of checkboxes for various notifications: Architectural Request, Association News, Compliance Issues, Late Payment Notification, New Calendar Events, New Survey, Opt Out of Information, Payment Notification, Send allowed correspondences via email, and Work Order Request. Below this list is a text input field for 'Email Address:'. A red arrow points to this field with the text 'Step 3 - Enter your email address'. At the bottom of the form, there are two buttons: 'Save' and 'Reset'. A red arrow points to the 'Save' button with the text 'Step 4 - Click "Save" and you're done!'.

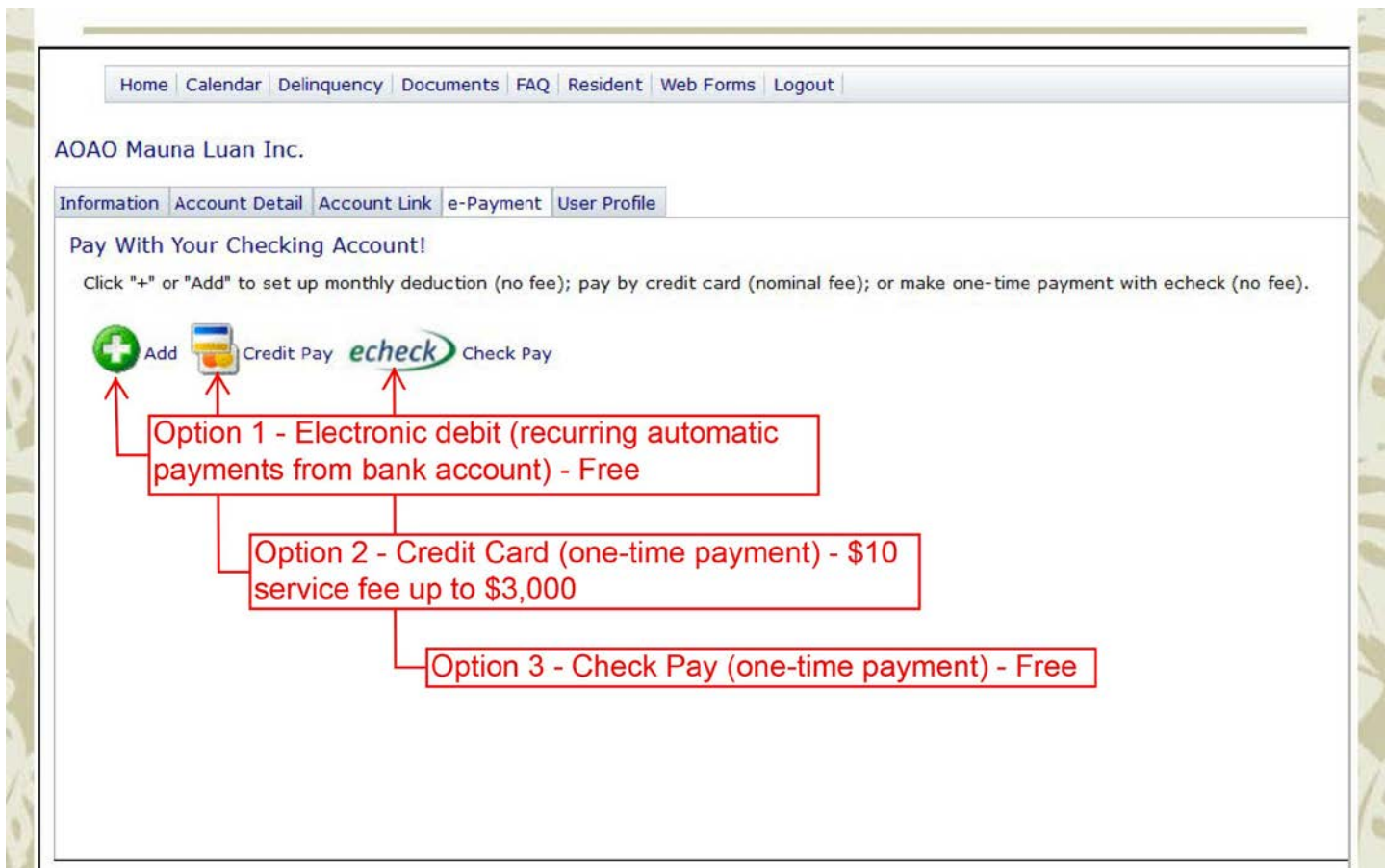
What types of payment can I make through the Portal?

Click on the “e-Payment” tab and you will see three ways to pay.

1. Electronic debit directly from your bank account
Benefit: No charge, automatically recurring
2. Credit pay with credit card
\$10 service fee per transaction up to \$3,000
Benefit: You can pay multiple months at one time to save on service fee
3. E-check one-time payment
Benefit: No charge

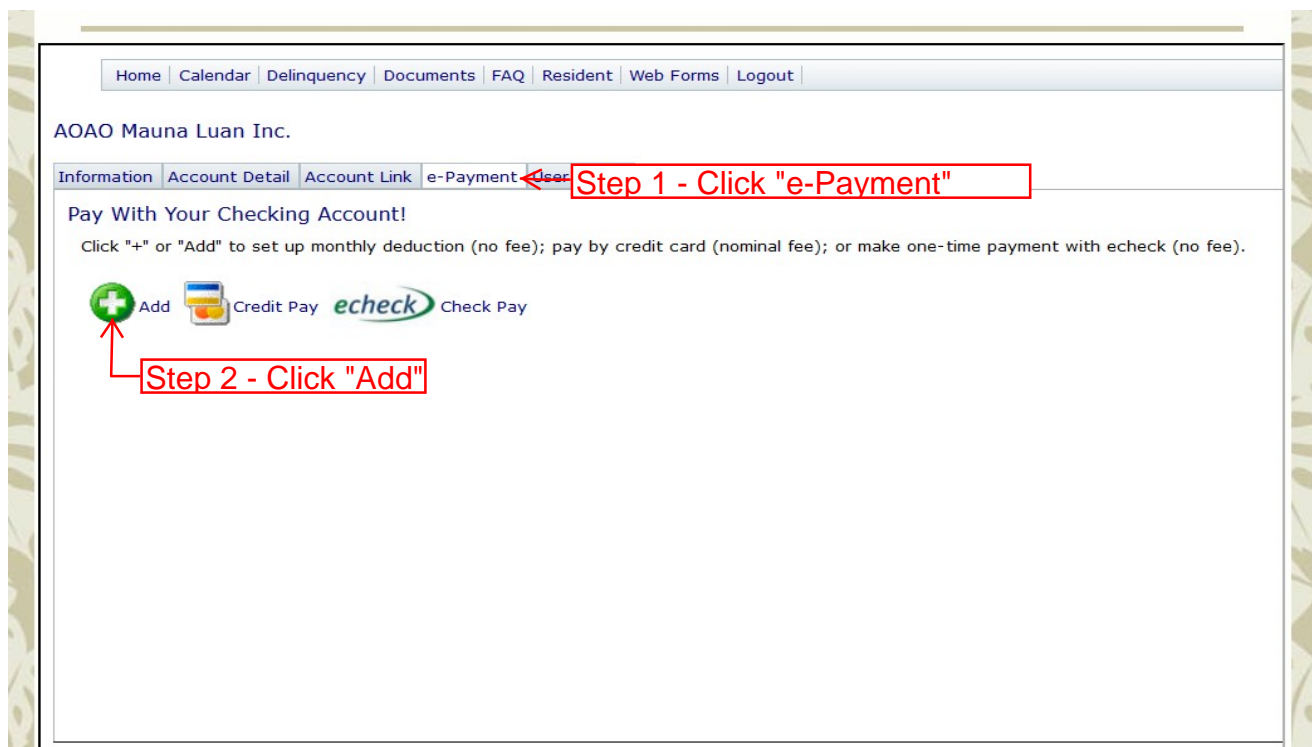
The Portal will accept E-check payments with a valid checking account number and bank routing number. If you wish to use a credit card, we are able to process payments using MasterCard, Visa, Discover and American Express.

Recommendation: We recommend the first option, electronic debit. It is a “no muss, no fuss” free option.

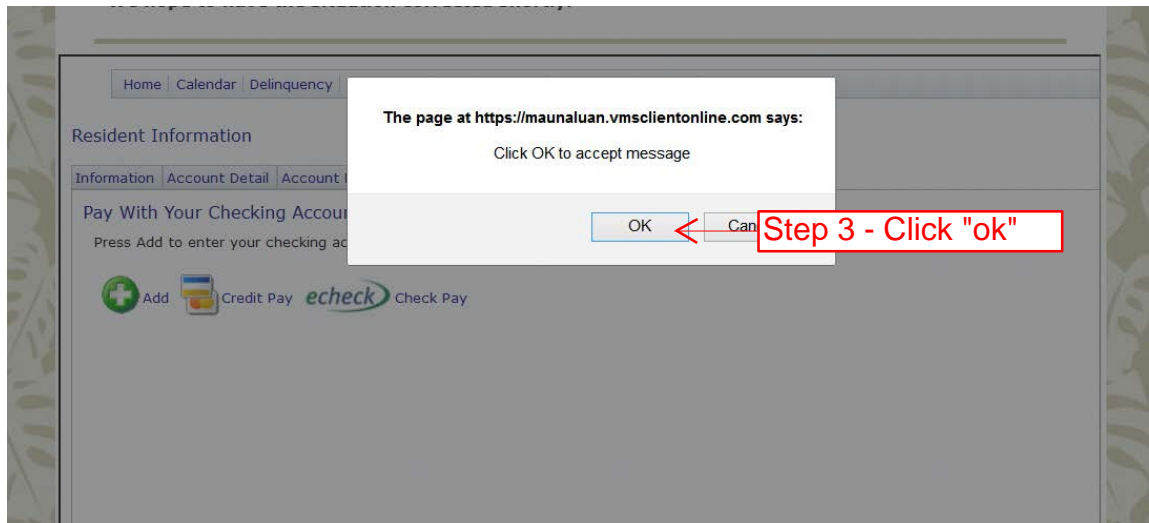


How do I set up electronic debit payments?

1. To set up automatic deductions from your bank account, click on the "+" or "Add."



2. A screen will appear asking you to accept message. Click ok.



3. Fill in your bank account information and click "Save."

A screenshot of a web application interface. At the top, there is a navigation bar with links: Home, Calendar, Delinquency, Documents, FAQ, Resident, Web Forms, Logout. Below this, a section titled "AOAO Mauna Luan Inc." contains sub-links: Information, Account Detail, Account Link, e-Payment, User Profile. The main content area is titled "Pay With Your Checking Account!". It contains a form with the following fields: "Bank Name:" (text input), "Name On Account:" (text input), "Account Type:" (dropdown menu with "Checking" selected), "Account Number:" (text input), "Routing Number:" (text input), and "Start Withdrawal:" (dropdown menu with "11/2014" selected). Below the form are icons for "Save", "Delete", "Credit Pay", "echeck", and "Check Pay". A red-bordered box on the right side of the form contains the text: "Step 4 - Enter your bank information", "Bank name example: Central Pacific, Bank of Hawaii", and "Contact your bank if you need your routing number". A red arrow points from this box to the "Bank Name:" input field. Another red-bordered box at the bottom left contains the text: "Step 5 - Click on 'Save'", with a red arrow pointing to the "Save" button.

If I choose electronic debit, when is payment deducted?

Electronic debits are scheduled for the 1st of each month.

If I choose electronic debit, how much is automatically deducted?

The amount of your monthly assessment is automatically deducted.

How do I stop my Electronic debit?

You can stop your automatic deduction at any time simply by going back to the e-Payment tab and clicking on delete beneath your bank account information.

What if I just want to make a one-time credit card or E-check payment?

You can submit a one-time payment via the credit card option or E-check.

*One-Time payments cannot be scheduled and your information is not retained for future use. As a reminder, there is a \$10 service fee for credit card payments, and E-check payments are free.

When will my payment be processed?

Online payments are processed Monday through Friday (Excluding holidays). E-check payments are processed at 6:00 p.m., Arizona time. E-check payments submitted after 6:00 p.m., Arizona time, will be processed the next available bank-business day. Credit card payments are processed at submission, and will include the service fees (if applicable). **Payments may take up to 5 bank-business days to be posted to your account. In order to avoid late charges by the Mauna Luan, payment should be submitted 5 bank-business days prior to your due date.**

Where do I find Management Company ID, Association ID, and Account Number?

The Management Company ID, the Association ID, and your account number should populate when you choose credit pay or E-check. If it does not, here is how you find it.

Please see sample coupon below to see where this information is located:

KEEP THIS STUB 6523 000423 000000000000 00000000 074837 0

Account #: [redacted]	Account # [redacted]	Date Due 11/1/2014	Amount Due 748.37
Mauna Luan		After This Date 11/11/2014	Pay This Amount 758.37
511 Hahaione Street # [redacted]			
Date Due 11/1/2014	Amount Due 748.37	511 Hahaione Street # [redacted]	
After This Date 11/11/2014	Pay This Amount 758.37	Make Check Payable To:	
		AOAO MAUNA LUAN INC.	Amount Enclosed [redacted]
		P.O. BOX 29139	
		PHOENIX, AZ 85038-9139	

KEEP THIS STUB 6523 000423 000000000000 00000000 074837 0

Management ID Assoc ID Account No.

*You will not need this information for the Electronic debit.