

# Basberg Portal instructions for managing your Alpine Bank online portal

General Instructions for managing your Alpine Bank online portal are on our website. <https://www.basberghoa.com/> > select the 'Members' tab > Select 'Make Payments' **Select the 'PAY HOA DUES HERE' or 'Instructions box'**

Jen will email current statements early next week.

## Basberg Specific instructions

From the make payments page

### Select 'PAY HOA DUES HERE'

Two options for payments, one-time payment and recurring payments.

**Make A One-time Payment** for the \$3000 special assessment due March 1, 2023

1. Select > Make a one-time payment and fill in the information.

**Updated monthly dues from \$550.00 to \$703.00**

### Delete the current payment form;

2. From the 'Welcome to Basberg Townhouse Association's Payment Portal' page
  1. Navigate to > Scheduled payments list > Select Edit (pencil icon)
  2. Check delete box on your current \$550.00 recurring payment > Submit.
  3. **Log back in to confirm the record is not listed in the Scheduled Payments list.**
3. **Create a new recurring payment** to the new monthly dues amount of \$703.00.
  1. From the 'Welcome to Basberg Townhouse Association's Payment Portal' page
  2. Select the Make A Payment box to create the new recurring payment of \$703.00 effective March 1, 2023 > Submit
  3. **Confirm the new payment is listed in the Scheduled Payments list (figure 1)**
4. **Select Instructions** box to open the Alpine Bank User support page and the Basberg Portal Instructions documents

**As always, please contact the board if you have any issues or questions**

The screenshot shows the 'Welcome to Basberg Townhouse Association's Payment Portal' interface. At the top, there is a navigation bar with 'Welcome, DARRELL' and links for 'Not You?', 'Logout', 'MAKE A PAYMENT', 'EDIT PAYMENT OPTIONS', and 'EDIT PROFILE'. Below this is the 'Scheduled Payments' section, which contains a table with the following data:

Edit	Next Payment Date	Amount	Location	# of Payments
	In 24 Days	\$703.00	Basberg Townhouse Assoc	0 of *

Below the 'Scheduled Payments' section is the 'Payment History' section, which contains a table with the following data:

Transaction ...	Amount	Payment Type	Status	Location	Description
5 Days Ago	\$550.00	Checking	Processed	Basberg Townhouse Assoc	

Figure 1 Final status page

Updated 02/09/2023