

HOA Life Owner Portal Tutorial

First, navigate to the Owner Portal by going to portal.hoalife.com or simply use the link on the Owners Page at <https://whiteoakvillage.org>

When you arrive at the Portal you enter your condo address.

Property Owner Portal Access

Welcome to the Association Portal. Let's begin by looking up your property by its street address.

Start entering your property's street address and selecting one of the suggested results.

Your Property Street Address

e.g. 123 Wander's Way New York, New York 555555

Complete address including city, state, and postal code

[Property Portal Help Guide](#)

After you enter your address (I'm using a sample address for this tutorial) you will come to another page. Here, click on one of the little circles in front of the option of your choice to verify your identity. This means no one else can access your Owner Portal but you.

At the bottom is another option "I know my Property Pin Code". If you know the code (any board member can look this up and provide it to you) then you use the Pin Code instead.

See the image on next page.

164 Christal Drive Access Verification

In order to verify your identity, we will need to contact you via one of the contact methods your Association Manager has registered for your property.

Choose a method of contact which you have access to currently. We'll send an automated email, TXT Message, or Voice Recording which contains a verification code.

None of these methods work for you?

Please contact your Association manager to update your contact information.

Email:

- de***s@den*****ld.com
- de*****d@gmail.com
- de*****d@gmail.com

TXT Message

- +1 (8**) 2**-**33
- +1 (8**) 2**-**34

Voice

- +1 (8**) 2**-**33
- +1 (8**) 2**-**34

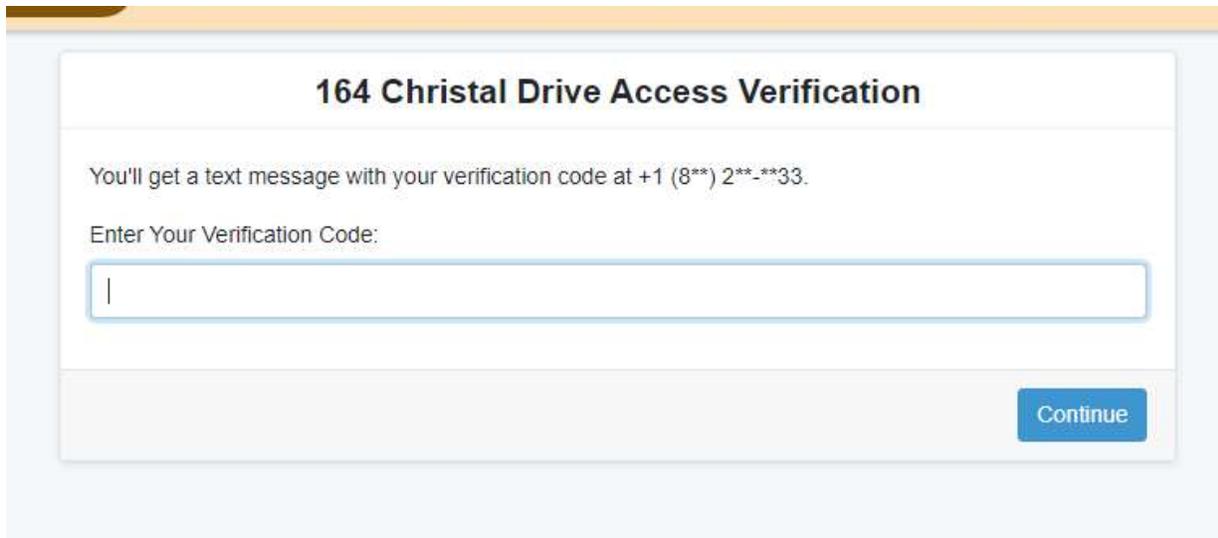
[I know my Property Pin Code →](#)

[Begin Verification](#)

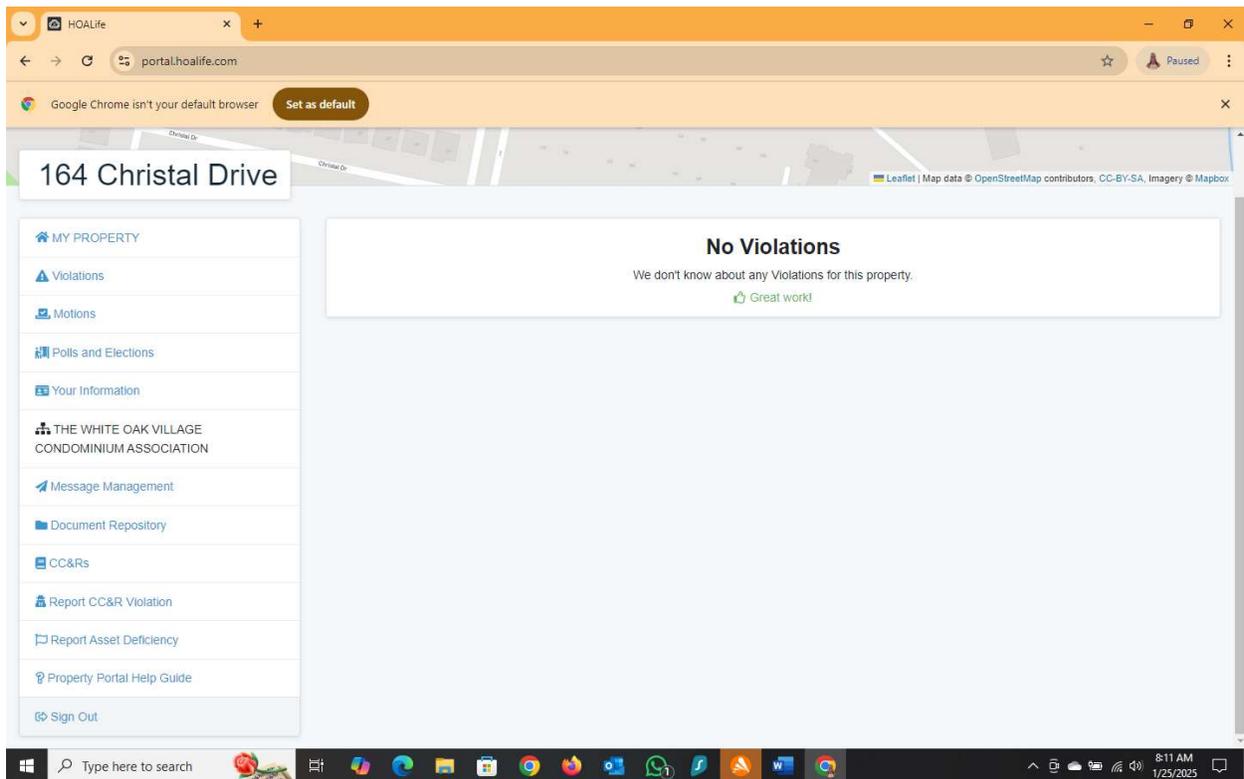
After you select the option, you want to use click on the block that says, “Begin Verification”.

A unique verification code will be emailed, sent by text or given over the phone depending on which option you select.

Next type or enter the Verification Code on the next screen.



Enter your Verification Code and then click on the block that says “Continue”. This will take you to your personal Owner’s Account Page. Here is what the entire page looks like. Please note the list of options that appears on the left.



The next page is a list of options you would most often use.

YOUR INFORMATION: This is where you can verify, change, or correct any of the contact information in your account. For example, in my account I have both my wife's and my phone numbers and email addresses so we both get any information that is sent by the Association.

MESSAGE MANAGEMENT: Here you can start a conversation with the Association's Board of Directors. Every board member will see or have access to the conversation. Board responses will be sent to every email address listed in your account.

DOCUMENT REPOSITORY: Below are the items you have access to in the Document Repository. Board Meeting Minutes, Governing Documents, Financials, White Oak Sections, Current Newsletter.

CC & R's: This is the list of the most common rules. When the WOV inspections occur this is the list used by the Inspector for issuing Violations. Owner's should make themselves familiar with this list so they can avoid receiving a violation and possible fines.

REPORT CC&R VIOLATION: Owners can use this link to suggest a possible rule violation. If a rule violation is suggested the board or the board's selected Rule Inspector will confirm if, in fact, there is a rule violation prior to any action being taken.

REPORT ASSET DEFICIENCY: This is where you can select your address or any address in White Oak Village and suggest a possible deficiency. If a deficiency is suggested the the board or the board's designated Maintenance Inspector will confirm if, in fact, there is a deficiency prior to taking any action.

PROPERTY PORTAL HELP GUIDE: This will take you to a YouTube video tutorial outlining what has been explained here in writing. The video is not a very good quality video but you are welcome to view it if you choose.

I hope this brief HOA Life Owner Portal Tutorial will help you.

Dennis McDonald, President

The White Oak Village Condominium Association, Inc.