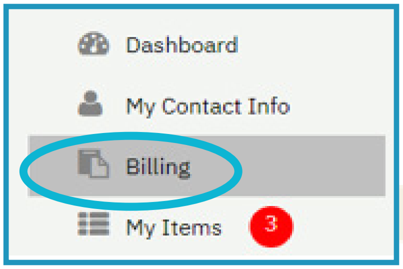
HPMSI Vantaca Guides: The Modern Portal

# 07: Account History

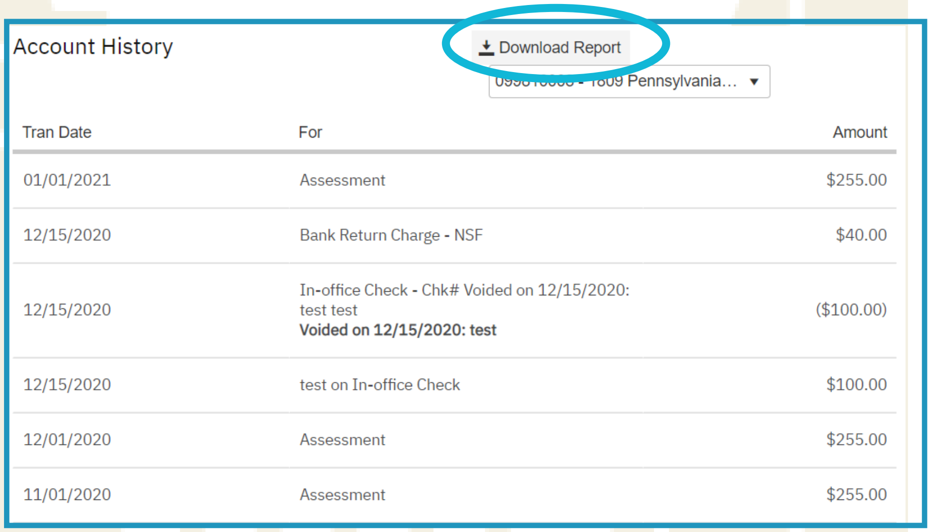
The Vantaca portal provides both real-time, online access to current account statuses and a detailed account history that can be viewed by owners as needed!



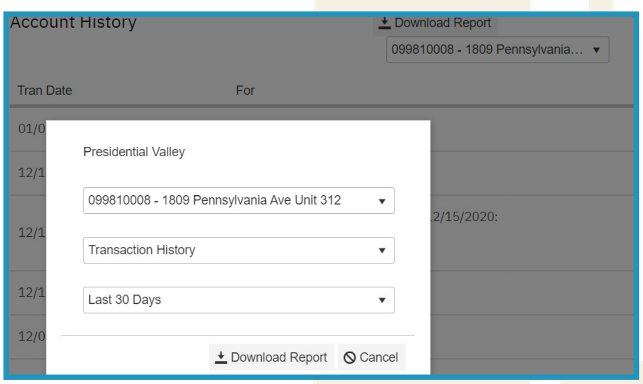

Click on the tab for “Billing” in the lefthand menu. Once your browser shows the Billing portal page, scroll down until you see the section titled “Account History.”

Account history is arranged in order from most recent activity backwards.

Scroll down the page to view items further back in the account history, including assessments and payments.




| Tran Date | For | Amount |
|---|---|---|
| 01/01/2021 | Assessment | $255.00 |
| 12/15/2020 | Bank Return Charge - NSF | $40.00 |
| 12/15/2020 | In-office Check - Chk# Voided on 12/15/2020: test test **Voided on 12/15/2020: test** | ($100.00) |
| 12/15/2020 | test on In-office Check | $100.00 |
| 12/01/2020 | Assessment | $255.00 |
| 11/01/2020 | Assessment | $255.00 |




Want a copy of the Account History for your records? Click the “Download Report” button! A pop-up window will appear, prompting you to specify which items and what date range you’d like the report to cover. Once the correct parameters are set, click “Download Report” - a PDF of the requested information will be downloaded!

If you have any questions or concerns about something within your Account History, please either Submit a Request online in the Vantaca portal or reach out to our Homeowner Solution Center team by calling 770-451-8171. One of our team members will be happy to review the account and help provide additional insights and information.