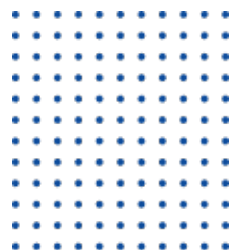


Association Online

User Guide for our simple, accurate, and timely
HOA documents and services

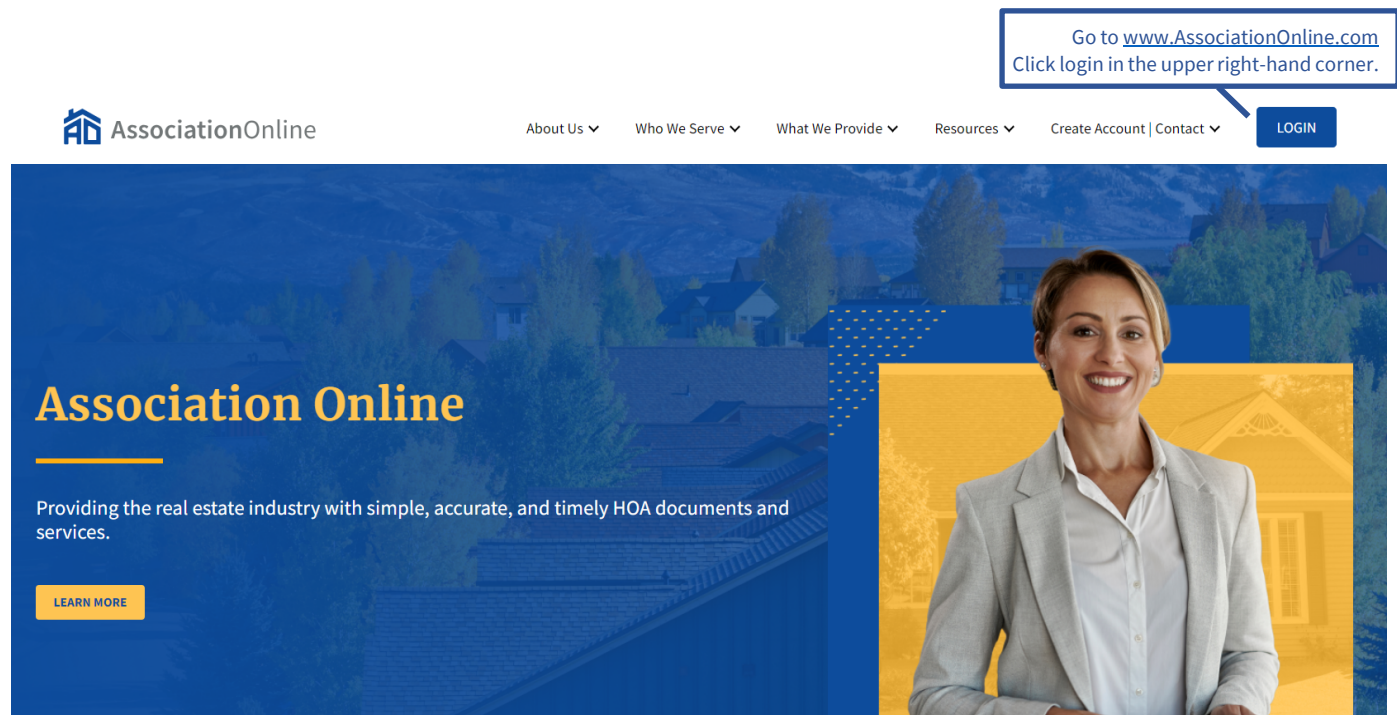
Your HOA
Partner



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How to log in to your account



Enter your username and password.

AssociationOnline

Thursday, May 25, 2023 You are currently logged into Association Online.™ Secure Services

HOME ABOUT AO PRODUCTS SUITE WHO USES AO MEDIA ROOM FAQ'S CONTACT US

LOGIN

Please enter your username and password. [Register](#) if you don't have an account.

Login Information

Username:

Password:

☐ Remember me?

LOGIN

HOA Information Requests



Tuesday, August 1, 2023
 You are currently logged into Association Online™ Secure Services

[HOME](#)
[ABOUT AO](#)
[PRODUCTS SUITE](#)
[WHO USES AO](#)
[MEDIA ROOM](#)
[FAQ'S](#)
[CONTACT US](#)

Welcome Title Companies!



Title companies obtain HOA information on any association in the country through Association Online.

Request Status Letter / Estoppel / Resale Certificates, and all other HOA documents you require. Choose [HOA Information Request](#) in the right menu, then [Create New Request](#) in the middle of the page to create your request.

Colorado Real Estate Contract Requirements are met here!

Upload the completed Colorado Seller Association Authorization, from your real estate packet, signed by the seller listing Association Online as the Authorized Agent or direct your seller to complete securely online [here](#). Choose the HOA Documents Title Closing Package when you Create New Request and AO will take care of the rest.

By utilizing Association Online, you can rely on us that the document process will be handled properly and the cost for obtaining the information from the association will be minimized.

- [Home](#)
- [Manage Account](#)
- [HOA Information Requests](#)

Click HOA Information Requests to view your current orders and place a new order.

HOA Information Requests



To request HOA Information, choose the [Create New Request](#) link below. Enter what you know about the property; we will get what you need.

Real Estate Contract Requirements are met here! Direct your seller to complete the Seller Association Authorization form securely online for Colorado [here](#) or upload the completed form listing Association Online as the Authorized Agent. Choose the HOA Documents Title Closing Package when you Create New Request and AO will take care of the rest.

Your most recent orders are automatically visible. Need more? Use the Filter box selections to locate a particular item or check "Show All Results" then Apply Filters to see all items in your que. We will send you an email when your request is complete.

General questions please [Contact Us](#). For order specific questions, comments, or to cancel an order please click Contact Processor and Actions on the order to send a message directly to the processor on the order.

Filter

Property Address:	<input type="text"/>	Buyer/Borrower	<input type="text"/>	<input type="button" value="APPLY FILTERS"/> (Clear Filters)
Requestor:	<input type="text"/>	Done?:	-- ▾	
File #:	<input type="text"/>	Batch / Cost Center:	<input type="text"/>	
Show All Results:	<input type="checkbox"/>	Include Cancelled:	<input checked="" type="checkbox"/>	

Legend / Actions

- ☒ - Ready to view
- Working
- Update Coming
- Not Requested
- [Create New Request](#)

Click Create New Request to place a new order.

Enter the property information as follows. Fields marked “*” are required. Anything irrelevant to your order can be marked with “NA” or “0”.

HOA INFORMATION REQUEST

(Select Association: eg. Association Name Zip)

Association Name:

Manager / Contact Name:

Manager / Contact Phone Number:

Property Street: *

Property City, State Zip: * -- v

Buyer / Borrower: *

Buyer / Borrower Phone Number:

Buyer / Borrower Email Address:

File / Loan #: *

Purchase Price: *

Batch / Cost Center:

Transaction Type: * -- Select -- v

Owner-occupancy status: * -- Select -- v

Items Requested:

- ☐ Property Information Report
- ☐ FHA Certification Documents
- ☐ HOA Documents Title Closing Package
- ☐ Unrecorded Liabilities / Municipal Lien Certificate
- ☐ Insurance Certificate(s)
- ☐ HOA Ledger
- ☐ Lender Questionnaire
- ☐ Budget
- ☐ Association Contact Information ☐
- ☐ Association Information Report ☐
- ☐ By Laws
- ☐ Articles of Incorporation
- ☐ Covenants
- ☐ Rules / Regulations / Policies
- ☐ Financial Statements
- ☐ Board Meeting Minutes
- ☐ Annual Meeting Minutes
- ☐ Status Letter / Estoppel / Resale Cert
- ☐ Other:

It is not necessary to provide the association or manager, just enter the property address and we will contact all related associations.

Choose HOA Documents Title Closing Package to receive the entire Resale Package documents, to include all available governing documents.

Choose the Unrecorded Liabilities/Municipal Lien Certificate to receive the MLS Search and Utilities Report.

Order the Estoppel/Resale Certificate at the same time or in a separate order. You will have the ability to enter separate need-by dates.

In addition to the closing date, a field for the “need-by” date will be added when a document or the Status Letter/Estoppel field is selected. Please enter the date you’d like to receive the selected document. Our processors will prioritize your orders to meet this date.

Docs Need by Date:*

Seller Name:*

Seller Phone Number:

Seller Email Address:

Special Instructions:

Closing Date:*

Notes / Comments:

Requestor Name:*

Requestor Email:*

Confirm Requestor Email:*

Third Parties

+ Add Third Party

Designated Payor

Who will be paying for this order?

-- Select --

Document Upload

Upload a file

Drop files here

Upload the CCRs, Warranty Deed, etc. that you’d like to have delivered to the processor.

Provide the seller’s name. Provide their email address if available as the management company may require this for the processing of the requested documents. You may specify below in the Special Instructions field if you want the documents to also be delivered to the seller’s email.

Describe which parties you would like to receive documents, who you would prefer we contact with questions, and any other process specifications you would like us to follow.

Add additional professional parties, such as a transaction coordinator or listing agent if you would like them to receive the documents as well.

BACK

SEND

Click Send to submit your order.

Use the filter box to find a current or past order.

Use the Legend/Actions at the top of your requests page to identify what items have been ordered and what the status of your order is.

Click Create New Request to place a new order.

Check on the status of your order and see notes left by the processor with specific file information.

Click Upload Documents (0) to upload additional documents to your file, such as CCRs, Mortgage deed, or customized questionnaire.

Click Contact Processor & Actions to send a note directly to the processor working your file. This is the fastest way to notify AO of an update or cancellation

Hover your mouse over a box to identify the document. Click on the purple check mark to download your documents.

Click Invoice to download and view your AO invoice.

Click Archive to remove an order from view.
NOTE: if you wish to retrieve an order that has been archived, you must send an email to info@associationonline.com to recover this order. We recommend only archiving orders that you will not need ever again.

Filter

Property Address: Buyer/Borrower:

Requestor: Done?:

File #: Batch / Cost Center:

Show All Results: ☐

APPLY FILTERS

(Clear Filters)

Legend / Actions

- Ready to view - Working - Update Coming - Not Requested Create New Request

30 requests found

HOA Information Requests

Lender Questionnaire	Budget	Insurance Certificate	HOA Ledger	Association Contact	HOA Information
By Laws	Covenants	Articles of Incorporation	Rules/Reg./Policies	Financial Statements	Board Meeting Minutes
Annual Meeting Minutes	Status Letter / Estoppel / Resale Cert	Municipal Lien Search	Property Information	Other	

Seasons Hotel Condominium Association More

Date: 3/22/2019 File/Loan#: 123456 Address: 298 Main Street; Ogunquit, ME 03907

SL Need by Date: 03/25/2019 Buyer/Borrower: Test Borrower Requestor: Jerie Schwab Employee: Jerie

Reminder Date: Requestor Comp: Test Company

Status: Requested Documents Notes: Expect 8/1

Association Docs Need By Date: 03/25/2019

Actions: Contact Processor & Actions (0) Upload Documents (0)

Sample Condominium Association, Inc. More

Date: 1/16/2019 File/Loan#: 12345 Address: 2902 Rigden Parkway; Fort Collins, CO 80528

SL Need by Date: Buyer/Borrower: Jane Doe Requestor: Jerie Schwab Employee: Jerie

Reminder Date: Requestor Comp: Test Company

Status: Complete Notes:

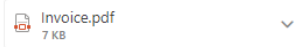
Association Docs Need By Date: 01/23/2019

Actions: Invoice Archive

Tips

- When your order is complete, you will receive the final invoice with a Completion Email from info@mail.associationonline.com. After order completion, the invoice is also always available via your portal.
- Download the documents from your portal by logging in, finding the completed order, and clicking on each purple check mark to download the documents individually.
- Please note, HOA Estoppels and MLC/MLS Reports may be submitted via one order. Our processors will then duplicate and divide the order, so you will see one order for the HOA request and a separate order for the MLC/MLS Report. You will also receive two separate Completion Emails, identifying the HOA or MLC order is complete.
- When ordering the **HOA Documents Title Closing Package and/or Status Letter/Estoppel/Resale Cert**, you may elect to receive the following:
 - A completion email from info@mail.associationonline.com with the invoice attached.
 - An email from info@mail.associationonline.com containing a document link to all HOA documents. Sent with blind copy to all pertinent emails on the order, as instructed.
- Quick Results
 - If your order fell, or you need to add a rush or other instructions for the delivery of your document order, the quickest way to contact the processor is to leave a note by using the Contact Processor & Actions option on your order.
- If your company has a partnership contract with AO and you wish to pay the invoice at closing please just requestor in the drop-down menu under designated payor.

Order Completion Email



AssociationOnline

The documents you requested on the above-mentioned request are now available. You may log into your account at www.AssociationOnline.com to retrieve them.

Feel free to contact our office if you have any questions.


Sincerely,

Association Online TM
970-226-1324
866-577-9578 toll free

Association Online™ is a subsidiary of ProHOAm, Inc.

Parker , CO 80134

From: info@mail.associationonline.com <info@mail.associationonline.com>
Sent: Tuesday, August 1, 2023 7:49 AM
To: Testing <testing@associationonline.com>
Subject: [REDACTED] CO 80134


AssociationOnline

For [REDACTED] regarding address [REDACTED] Parker , CO 80134.

We are pleased to meet your HOA information and document needs regarding the above-mentioned property. Our company is committed to quality and integrity in the HOA reporting process. We utilize our expertise and industry-best practices to assure you are obtaining the most complete and accurate disclosure information.

For us to proceed with your request, please click on the secure link below to see payment options for the data and documents you requested.

The HOA charges \$100.00 for the documents you are requesting. Our service fee is \$60.00.

Upfront CIC Document Fee

Complete this Seller Association Authorization form authorizing us to obtain the documents on your behalf: <https://associationonline.com/order-documents>

You can choose to "Pay as you Go" and pay as the HOA document fees are incurred. Your need by date for CIC docs is X/X/XX and you will be charged approximately \$XX at that time. Your status letter will be ordered on X/X/XX to meet your need by date, and you will be charged approximately \$XX at that time. You can choose "Pay later" and pay all charges on the document deadline date. The document deadline date is two days following the property closing or X/X/XX, whichever is earlier.

Please submit your payment information as quickly as possible, as delays may result in additional rush fees being required by the homeowner association.

[Click here to setup payment for your request](#)

Please do not hesitate to [Contact Us](#) with any questions: 866-577-9578.

Sincerely,

Association Online [™]
 970-226-1324
 866-577-9578 toll free

Pay As You Go

ORDER PAYMENT

For [REDACTED] regarding address [REDACTED] Parker, CO 80134.

Your HOA document fees include the following:

- HOA Fees are the charges assessed by the homeowners association for the requested information.
- AO Servicing Fee is our fee for obtaining and delivering the data and documents with quality and accuracy to meet your reporting requirements.
- AO Payment Processing is our charge for payment services.

Your payment option will be charged according to the plan you select and the amount will not exceed the price shown.

We strive to obtain the best possible prices from the HOA so your actual HOA Fees may be less than what is quoted here. You will receive an email receipt following document processing with the actual charge made to your card.

Please feel free to Contact Us if you have any questions – 866-577-9578.

Upfront CIC Document Fee

Pay As You Go	
HOA Fees	\$100.00
AO Servicing Fee	\$60.00
AO Payment Processing	\$0.00
Pay As You Go Price	\$160.00

Pay Later	
HOA Fees	\$100.00
AO Servicing Fee	\$60.00
AO Payment Processing	\$15.00
Pay Later Price	\$175.00

How would you like to pay?

☒ Pay As You Go ☐ Pay Later

PAY AS YOU GO \$160.00

You will be charged as the document fees are incurred. A receipt will be emailed to sschmitz@associationonline.com upon each charge.

Full Name

Card number



Expiration

CVC

Country

ZIP

By providing your card information, you allow Association Online / Community Lens to charge your card for future payments in accordance with their terms.

Pay As You Go

Pay Later

ORDER PAYMENT

For [REDACTED] regarding address [REDACTED] E. Parker , CO 80134.

Your HOA document fees include the following:

- HOA Fees are the charges assessed by the homeowners association for the requested information.
- AO Servicing Fee is our fee for obtaining and delivering the data and documents with quality and accuracy to meet your reporting requirements.
- AO Payment Processing is our charge for payment services.

Your payment option will be charged according to the plan you select and the amount will not exceed the price shown.

We strive to obtain the best possible prices from the HOA so your actual HOA Fees may be less than what is quoted here. You will receive an email receipt following document processing with the actual charge made to your card.

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Upfront CIC Document Fee

Pay As You Go	
HOA Fees	\$100.00
AO Servicing Fee	\$60.00
AO Payment Processing	\$0.00
Pay As You Go Price	\$160.00

Pay Later	
HOA Fees	\$100.00
AO Servicing Fee	\$60.00
AO Payment Processing	\$15.00
Pay Later Price	\$175.00

How would you like to pay?

☐ Pay As You Go ☒ Pay Later

PAY LATER \$175.00

You will be charged on the payment deadline date. A receipt will be emailed to sschmitz@associationonline.com upon charge. The estimated payment date is 8/20/23.

Full Name

Card number



Expiration

CVC

Country

ZIP

By providing your card information, you allow Association Online / Community Lens to charge your card for future payments in accordance with their terms.

Pay Later