



Your TI Acct # is: _____

How to Pay Your Monthly Assessments

Tropic Isles offers several convenient options to pay your monthly assessments.

We encourage all owners to pay by automatic (ACH) e-Check. If you wish to set up automatic recurring payments, please see the attached instruction guide.

Please note:

- ***We do not accept payments in the Co-Op Office.***
- ***All payments are due by the 1st of each month; payments received after the 10th of the month are considered late the are subject to late fees and interest.***

If you prefer to pay manually, there are 3 payment options to choose from:

Option 1 – Mail a Check each month (No Fee)

1. Make your check payable to **TROPIC ISLES CO-OP, INC.**
2. Write your **Account Number** on the memo line of your check.
 - Your Account Number is printed on your payment coupon.
3. Include your monthly payment coupon with your check.
4. Mail both to:

Huntington Bank
c/o Tropic Isles Co-Op, Inc.
P.O. Box 20102
Tampa, FL 33622

Option 2 – Pay Through Your Bank's Bill Pay (No Fee)

If you use your bank's online Bill Pay service:

1. Set up **TROPIC ISLES CO-OP, INC.** as the payee.
2. Enter your Account Number/Lot Number in the Account Number field.
3. Have your bank mail the payment to:

Huntington Bank
c/o Tropic Isles Co-Op, Inc.
P.O. Box 20102
Tampa, FL 33622

Option 3 – Make a payment via the AppFolio Resident Portal (Fees Apply)

1. Log into the portal at

tropicisles.appfolio.com

2. Click on “home”

Your current balance will appear. From there, you can choose “make a payment” (set up autopay is not available in the resident portal at this time)

The screenshot shows the 'Home' page of the AppFolio Resident Portal. At the top, it says 'Home'. Below that, a green bar indicates 'Your Current Balance'. The text states 'There is nothing for you to pay.' There are two buttons: 'Make a Payment' (blue) and 'Set Up Autopay' (white with a blue border). At the bottom, it says 'You have no current bills.'

When you click “make a payment”, the following screen will pop up:

The screenshot shows the 'Make a Payment' screen. At the top, there's a progress bar with three steps: 1. Payment Method, 2. Verify Details, and 3. Confirmation. Below the progress bar, there's a 'Continue with Apple Pay' button. Underneath, there are two buttons: 'Pay via Card' (blue) and 'Pay via eCheck' (white with a blue border). A light blue box contains pricing information: 'Pricing for online payments is as follows: Credit Card: 2.99% of the total amount per transaction, Debit Card: \$9.99 per transaction'. Below this, there are fields for 'Card Number *', 'Name on Card *' (split into 'First Name' and 'Last Name'), 'Valid Through *' (Month and Year dropdowns), and 'CVV *' (3-digit code on the back of your card). There's also a 'Billing Address Information' section with fields for 'Billing Address Information *', 'Address 2', 'City' (Palmetto), 'State' (FL), 'Zip' (34221), and 'Country' (United States). At the bottom, there's a 'Save this payment method' checkbox and two buttons: 'Continue' (blue) and 'Cancel Payment' (white with a blue border).

You can choose:

- Pay via eCheck: \$2.49 fee (you will need your checking account # & routing #)
- Pay via card: 2.99% processing fee (credit card)
\$9.99 processing fee (debit card)



How to set up Automatic Monthly Payments/ACH (No Fee)

***** IMPORTANT!*****

IF YOU ARE AN EXISTING OWNER AND ARE CHANGING YOUR BANK INFORMATION, YOU WILL NEED TO FILL OUT AN ACH CANCELLATION FORM FIRST!

You can have your assessment automatically deducted from your checking account each month.

All payments are due by the 1st of each month; payments received after the 10th of the month are considered late and are subject to late fees and interest.

Automatic payments must be set up no later than the 20th of the month prior. (example: to set up your automatic payments to start on February 1st, you must set up the automatic payment no later than January 20th).

You will need to enter your checking account number and routing number. NOTE: Automatic (ACH) payments can only be made from a checking account.

1. Go to: <https://tropicisles.cincwebaxis.com>
2. Register your account by following the instructions on Page 7 of this guide.

Then choose a payment method:

3. If you want to set up recurring eCheck (ACH) payments, see Page 13.
 - * There is no fee for recurring payments
4. You can also set up a one-time eCheck or credit card payment, see Page 11.
 - * One-time eCheck payment - \$2.99 fee
 - * One-time or recurring credit card payment - 3.5% processing fee



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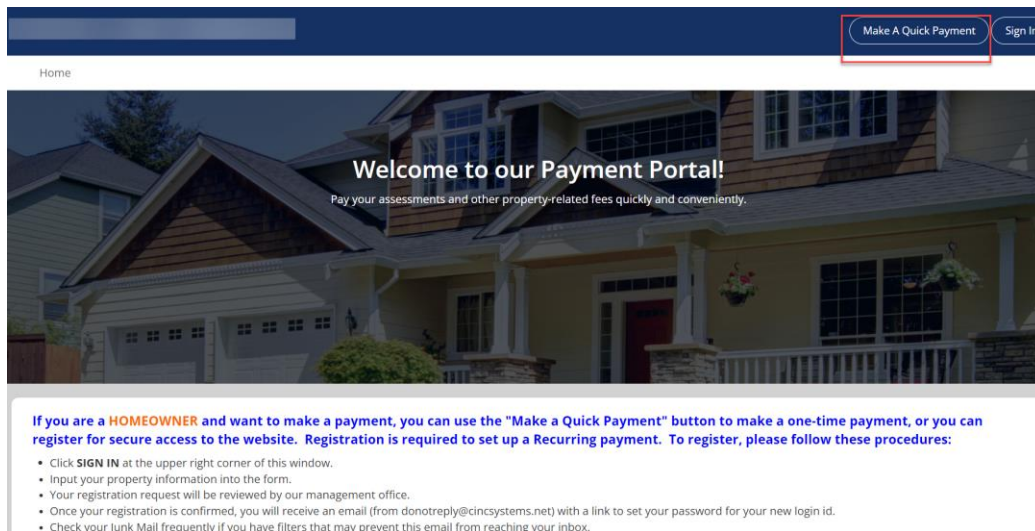
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Make a Quick Payment

To make a payment without registering, go to the payment portal link provided by the management company.

The link (<https://tropicisles.cincwebaxis.com>) will be provided by Huntington Bank.

On the top right-hand side of the homepage, click the **“Make a Quick Payment”** option.



You will need your TI Homeowner Account number and email address to proceed.

To pay by eCheck or Credit Card, fill out all the required boxes, choose your payment method, and press submit eCheck/Credit Card Payment. This will lead you to a confirmation screen. Press confirm and your payment will be applied to your account.

Payment Info

Finalize

Confirmation

Account Information

Account #

12801

First Name*

Last Name*

Property Address

2800 Trinidad Way
Palmetto, FL 34221

Billing Address*

City*

State*

AK

Zip*

Phone*

Email*

manager@tropicisles.net

Choose Payment Method

Pay by eCheck

Pay by Credit Card

Pay by eCheck

Credit/Prepaid balances display in () parenthesis.

Amount*

0.00

Bank Account Type*

Personal Checking

Bank Routing Number*

Confirm Bank Routing Number*

Bank Account Number*

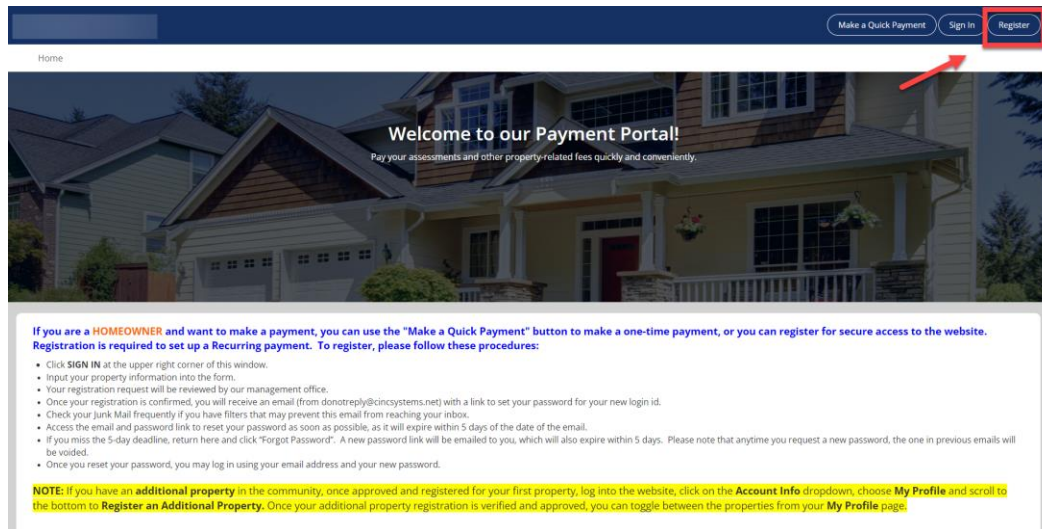
Confirm Bank Account Number*

Submit eCheck Payment

Homeowner Registration and Payment Portal-Logging In

Use the link (<https://tropicisles.cincwebaxis.com>) to access the homepage.

To Register, click on **Register** in the payment portal homepage:



Fill out the information on the form provided. Click register at the bottom of the screen.

Login Registration

To Register for Online Access, complete the below form and click Register. Once your registration information has been verified, a password will be emailed to you.

User Information (Used for verification only)

Account Number:		Last Name:*	
First Name:*		Street Name:*	
Street Number:		City:*	
Address Line 2:		Zip:*	
State:*			
Unit Number:			
Home Phone:		Work Phone:	
Mobile Phone:			

*Indicates required field

Directory Listing - Do you want to be listed in the community online directory?

By selecting to display the information below, you are opting-in for it to be available for anyone in the community to see in the published directory on this website and on the mobile app. If you do not wish to share your information, do not check a box.

Show / Opt-in:

Display Name: ☐

Display Address: ☐

Display Email Address: ☐

Display Phone Number: ☐

Login Information

Email Address:*
 |



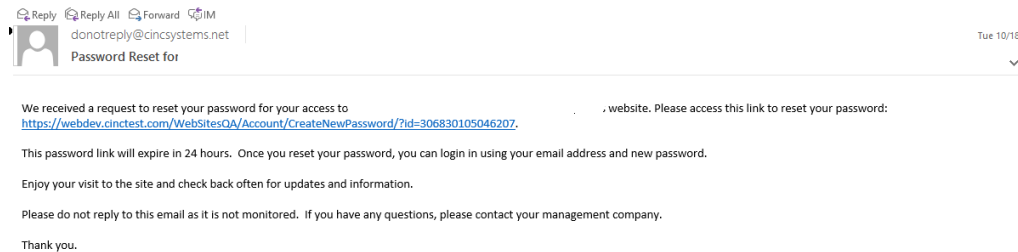
Refresh

Input symbols

Type the characters you see in the picture above.

If any of the information doesn't match the homeowner records, your registration will be sent to the management office for review. Once approved, you will receive an email with a password link at the email address provided.

If a match is made, you will receive an email right away with a password link.



Click the link and it will take you back to the homeowner website, where you will set up your password. After setting your password, you can sign in using the payment portal link provided.

Home

Set new password

New Password

Confirm password

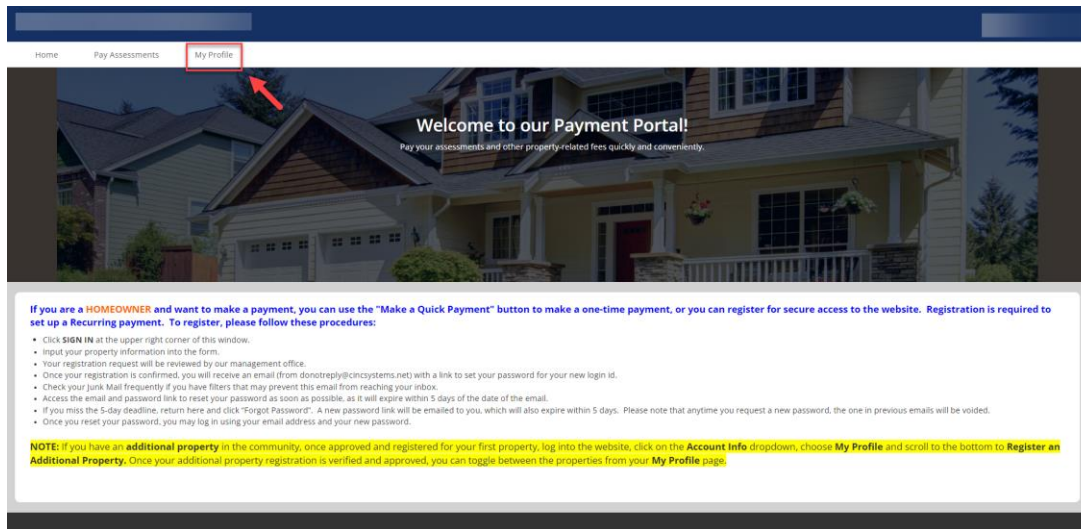
Save Cancel

Minimum Password Requirements

- Minimum Length: 8 characters.
- Maximum Length: 24 characters.
- Must contain at least 1 UPPERCASE character.
- Must contain at least 1 LOWERCASE character.
- Must contain at least 1 NUMBER.
- Must contain at least 1 of the following SPECIAL CHARACTERS:
!@#\$%^&*()_+{}|'"/?<>~
- Must not contain a SPACE
- Must not contain the User First Name, Last Name, or Login ID.

Managing Homeowner Profile

After logging in, you'll have access to verify/edit your information through **"My profile"**.



My Profile: You'll find all your contact information and login details. You'll have the option to update this information as needed. If you have multiple properties or assessments, register them by clicking on **"Register an Additional Property"**. Press the Submit button at the bottom of the screen to save any changes applied.

Home Pay Assessments **My Profile**

My Profile

Here are the details of your profile registered with us. If you find any discrepancy or wish to make any changes, please edit the information and click Save. Feel free to contact us with any questions. We are happy to help you!

Account Information

Account Number:

Property Address:

Name:

[Register an Additional Property](#)

Telephone numbers

Home Phone:

Mobile Phone:

Work Phone:

Login information

Email Address:

Password:

Confirm Password:

[Show Password Requirements](#)

[Submit](#)

[Register an Additional Property](#)

Adding Additional Properties

After clicking on **“Register an Additional Property”**, you will be brought to the register property window, which will require you to add the information below.

Register property

Additional property information

Complete the following information to register an additional property to your existing profile. You will be able to use the same login for all of your properties.

Account information

Account:*

Address

Street Number:*

Street Address:*

Address Line 2:

City:*

State:*

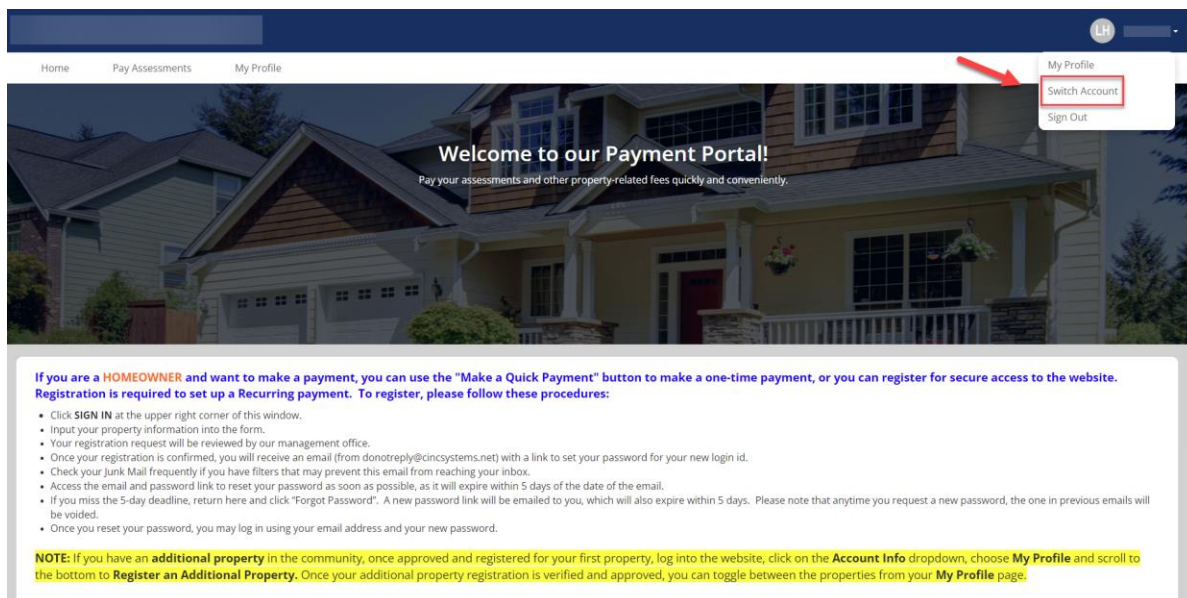
Zip:*

Unit No:

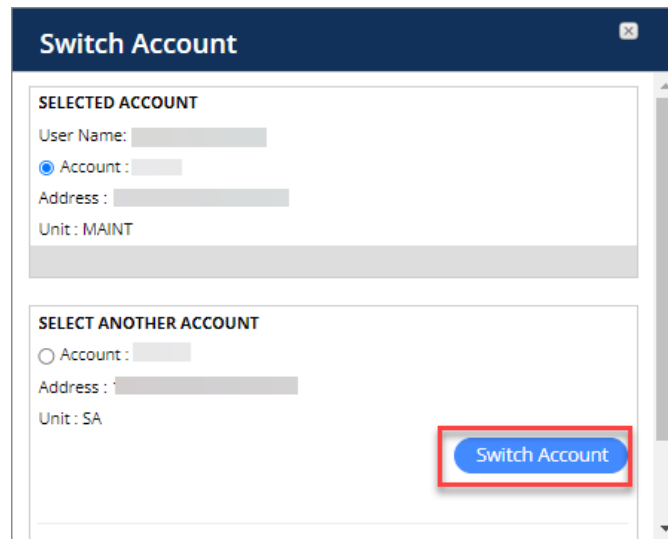
Submit Cancel

Register the additional property to your existing profile by completing the form above. Once submitted, the information for the additional property will be sent to the admin for review and approval. Please note that the review process may take a few days.

To switch between additional properties, locate the **“Switch Account”** option in the dropdown menu on the top right side of the home page, next to your username:



Select the account you want to edit or make a payment and click Switch Account:



Switch Account

SELECTED ACCOUNT

User Name:

☒ Account:

Address:

Unit: MAINT

SELECT ANOTHER ACCOUNT

☐ Account:

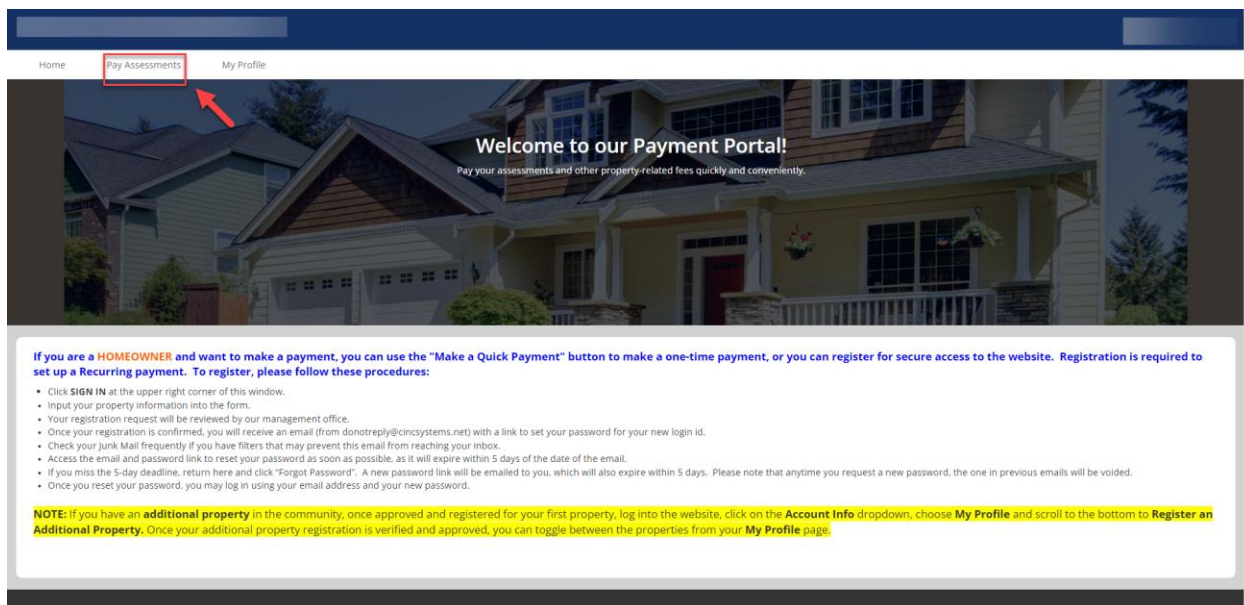
Address:

Unit: SA

[Switch Account](#)

Make Your Payment – One-time eCheck or Credit Card

To make a payment by eCheck or credit, go to the homepage and select the **“Pay Assessments”** option.



Home **Pay Assessments** My Profile

Welcome to our Payment Portal!
Pay your assessments and other property-related fees quickly and conveniently.

If you are a **HOMEOWNER** and want to make a payment, you can use the "Make a Quick Payment" button to make a one-time payment, or you can register for secure access to the website. Registration is required to set up a **Recurring payment**. To register, please follow these procedures:

- Click **SIGN IN** at the upper right corner of this window.
- Input your property information into the form.
- Your registration request will be reviewed by our management office.
- Once your registration is confirmed, you will receive an email (from donotreply@cincsystems.net) with a link to set your password for your new login id.
- Check your Junk Mail frequently if you have filters that may prevent this email from reaching your inbox.
- Access the email and password link to reset your password as soon as possible, as it will expire within 5 days of the date of the email.
- If you miss the 5-day deadline, return here and click "Forgot Password". A new password link will be emailed to you, which will also expire within 5 days. Please note that anytime you request a new password, the one in previous emails will be voided.
- Once you reset your password, you may log in using your email address and your new password.

NOTE: If you have an **additional property** in the community, once approved and registered for your first property, log into the website, click on the **Account Info** dropdown, choose **My Profile** and scroll to the bottom to **Register an Additional Property**. Once your additional property registration is verified and approved, you can toggle between the properties from your **My Profile** page.

Pay Assessments: Displays your Account Information, Payment Method Information, and Recurring Payments.

Make your Payment Here !

The physical property address is the account you are paying for. Please verify the billing address below. If it is incorrect, please update your profile information before submitting this payment. * All Billing information fields are required.

Payment Info

Finalize

Confirmation

Account Information

Account #

1050

First Name*

Last Name*

Property Address

Billing Address*

City*

Palm Beach Gardens

State*

FL

Zip*

33403

Phone*

Email*

Choose Payment Method

Pay by eCheck

Pay by Credit Card

Pay by eCheck

Amount*

0

Bank Account Type*

Personal Checking

Bank Routing Number*

Confirm Bank Routing Number*

Bank Account Number*

Confirm Bank Account Number*

Submit eCheck Payment

Recurring Payments

Below are the recurring payments for your account.

New Recurring Payment

#	Created	Payment Day	Amount	Payment Type	Last Payment
Edit Delete	5/14/2024	Monthly payment at day 5	\$2,467.67 + \$0.00 = \$2,467.67 (Assessment + Administrative Fee = Total)	eCheck	

Enter your banking information to by eCheck. Additionally, if the management company has enabled it, pay by credit card will be available. After filling in the payment method, click submit payment to finalize transaction.

Recurring payments section will allow you to add a new recurring payment. If one already exists, the recurring record will show. You can edit the recurring payment by clicking on the edit button.

Make Your Payment – Recurring Payments

To edit and delete current recurring payments, use the buttons next to the recurring payment record:

Recurring Payments

Below are the recurring payments for your account.

[New Recurring Payment](#)

#	Created	Payment Day	Amount	Payment Type	Last Payment
Edit Delete	5/14/2024	Monthly payment at day 5	\$2,467.67 + \$0.00 = \$2,467.67 (Assessment + Administrative Fee = Total)	eCheck	

Click on **New Recurring Payment** to create a recurring payment. The New Recurring Payment form will open. Fill out the information that is required:

New Recurring Payment

Payment Info and Plan

Finalize

Confirmation

Amount:*

\$0.00

Bank Account Type:*

Personal Checking

Bank Routing Number:*

Confirm Bank Routing Number:*

Bank Account Number:*

Confirm Bank Account Number:*

Recurring Details

Frequency:

Monthly

Processing Day Of Month:*

16

By choosing Monthly as the payment frequency, your payment schedule will not

Click **Submit eCheck Payment** after the information has been entered and verified.

By selecting the **Edit** button, it will cause a pop up to open where it'll allow you to edit certain details depending on what kind of recurring payment was made. For example, the payment date(s) can be edited and the amount as well.

Additional Support

You can locate additional support on the bottom right-hand side of the log in payment portal, with contact details of your management company.