

## Keswick On The River (KOTR) Homeowners Association (HOA)

### PerfectMind Application Payment Manual

#### Introduction

This document aims to help KOTR HOA members set up and pay reoccurring annual HOA fee electronically. KOTR members enrolled in the PerfectMind Application will receive an email with a user Name and temporary password to start the set up process.

#### Getting Started

Members will receive an email (see below screenshot) with an assigned user name, temporary password and PerfectMind URL link. <https://kotr.perfectmind.com>

Your Login Information for: Keswick on the River (HOA).

Keswick on the River (HOA) <communication@perfectmind.com>

Dear First and last name

Welcome to Keswick on the River (HOA).

Your Login Information is:

User Name:  
Password:

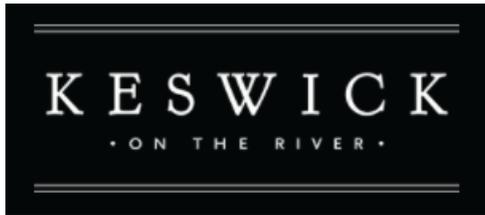
Visit us now at Website info link

You can change your profile information on the following page:



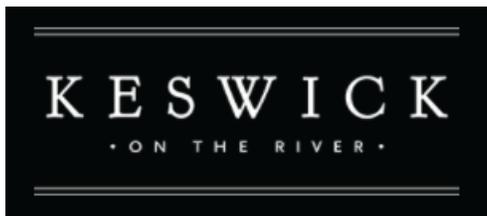
Click on the provided link next to the 'Visit us now at' to arrive at the PerfectMind log in website.  
On PerfectMind log in page enter your assigned email and temporary password and click **'Login'**.

A screenshot of the PerfectMind login page. At the top, the PerfectMind logo is displayed. Below it, the text "Contact the Keswick Board for Portal Login Access" is followed by a blue "Signup" link. The main content area is titled "Login to your account" and contains two input fields: "Email" and "Password". The "Email" field has a blue envelope icon on the right, and the "Password" field has a blue padlock icon on the right. Below the "Password" field is a blue link that says "Forgot your password?". At the bottom of the form is a large blue button with the word "Login" in white text.

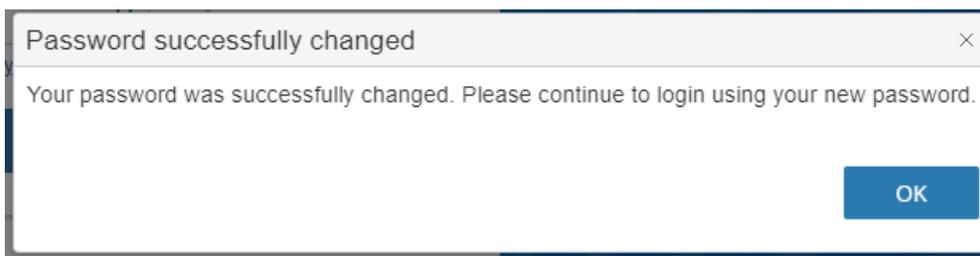


A password reset screen will appear prompting you to enter a new password. Enter a new password and click **'save'**.

A screenshot of a "Password Reset" form. The form has a white background and a blue border. At the top, the title "Password Reset" is displayed in a dark blue font. Below the title, a message reads: "You've logged in with a temporary password. Please enter a new password below." Underneath this message, there are two input fields. The first is labeled "Enter a new password below:" and the second is labeled "Confirm New Password:". Both fields are empty. Below the input fields, there is a blue button with the word "Save" in white text. At the bottom of the form, the text "Update password" is displayed in a smaller, grey font.



A 'Password successfully changed' box will appear. Click '**OK**'



### Start Payment Process

You will be redirected to the main page.

Use <https://kotr.perfectmind.com> to log in if you are not redirected.

On the main page, click on your address (not your first and last name).



My Info KOTR Website

### Clients

<input type="checkbox"/> Full Name Simple ▲	Primary Phone	Email	Mailing Street	Mailing City
<input type="checkbox"/> 666 Keswick Drive		Joe.hi@email.com	888 Keswick Drive	Edmonton
<input type="checkbox"/> Joe Hi	780-XXX-XXX	Joe.hi@email.com	123 Apple street	Edmonton

fb

This page will show the following:

- 1) Your outstanding HOA annual fee amount indicated on the top right corner.
- 2) A green box with the word 'Ongoing' indicates HOA annual fee is currently due.

Click on '**Invoices**' to start the payment process.



Client

Back to Client List

Edit Manage Login Invoices

666 Keswick Drive  
666 Keswick Drive

Shared Credit	Past due	Balance
\$0.00	\$367.50	-\$367.50

KOTR HOA Annual Fee  
Ongoing

Click the box under Reference/Item area so that a **check mark** appears.

Click **Make Payment**



My Info | KOTR Website

Filters [Reset all](#)

Search [Reset](#)  
Invoice#, Contract# or Keyword

Date range [Reset](#)  
dd/MM/yyyy - dd/MM/yyyy

Invoice status [Reset](#)  
Status  
x Scheduled  
x Active

Item type [Reset](#)  
All

← Back

## Invoices

Step 2 - Click 'Make Payment'

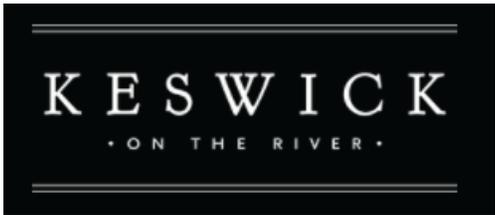
**Make Payment** Receipt

Reference/Item	Due Date	Payee
<input checked="" type="checkbox"/> Invoice - 30 R# 24	01/01/2022	666 Keswick Drive

Items per page 10

Step 1 - Click box 'check mark will appear'

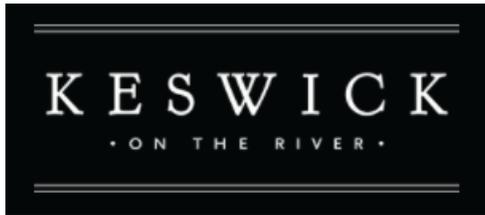
'Pay your invoice' screen will appear. The amount outstanding is indicated on the top right corner. **DO NOT CHANGE THIS AMOUNT.** Failing to pay the entire balance will result in interest and late fee on outstanding balance and sent to KOTR law firm for collection.



A \$10 service charge is applied using PerfectMind Application. This charge does not go towards the KOTR HOA. This is a convenience fee collected by a third party to allow KOTR members to pay via credit card.

Proceed to enter your credit card information. Credit card information is not saved in the system.

A screenshot of a web form titled "Pay Your Invoice". The form has a close button (X) in the top right corner. The "Amount" field is set to "367.50", with a range indicator "Enter amount between \$0.01 - \$367.50" to its right. Below the amount field, a note states: "\* Please note that a \$10 Service Fee will be added to this payment." The form then displays "Service Fee: \$10" and "Total: \$377.5". Under "Payment method", a dropdown menu is open, showing "Credit Card" as the selected option. Below this, there is a section for "Your credit cards" with an "Add a New Card" button. The "New Credit card" section includes fields for: "\*Credit Card Number:", "\*Card Verification Value:", "\*Holder Name:", and "\*Expiry Month:". The "Amount" and "Total" values are circled in red in the original image.



Once you have entered your Credit card information, click **'Complete'**

A screenshot of a credit card information form. The form contains several fields: a text field for "Card Verification Value", a text field for "Holder Name", a dropdown menu for "Expiry Month" (currently showing "Month"), a dropdown menu for "Expiry Year" (currently showing "Year"), and a "Billing Address" section with fields for "Street", "City", "Country" (currently showing "Canada"), "Province" (currently showing "Alberta"), and "Zip/Postal Code". At the bottom of the form, there is a checkbox labeled "Remember card information" which is unchecked. Below the form are two buttons: "Cancel" and "Complete". The "Complete" button is highlighted with a red circle and a mouse cursor is pointing at it.



Once the transaction is completed, you will see the 'balance due' of \$0 on the top right screen. An outstanding balance means payment did not go through or you did not pay the full outstanding amount. Please ensure the full amount is paid off.

Click on 'Receipt' if you wish to print or download a copy for your records.

The screenshot shows the 'Invoices' section of the KOTR website. On the left, there are filter options for 'Search', 'Date range', and 'Invoice status'. The main area displays an invoice table with one entry. The 'Balance due' is highlighted with a red circle and shows '\$0.00'. The 'Receipt' button is also circled in red.

Reference/Item	Due Date	Payee	Status	Paid	Remaining	Total
Invoice - 30 TR# 24	01/01/2022	666 Keswick Drive	Scheduled	\$0.00	\$367.50	\$367.50

### Updated Membership Information

It is important that you keep your contact information updated. Please notify KOTR HOA board via email at [board@kotrhoa.ca](mailto:board@kotrhoa.ca) if you are no longer a member of the community in order for us to update your information. You can enrol in the application for future payments by emailing the board.

Thank You!