

### Your RowCal Association Website: How to Register your account

1. Visit [www.RowCal.com](http://www.RowCal.com) and select the "Homeowner Login" button on the top right of the page.
2. **Once redirected, click on the "Sign In" button** on the top right of the page and then **"Create Account"**, if you have not already signed up.
3. **Using your RowCal Account Number** – fill in the information on the registration page. Once you have completed registration and logged in, you may update any of your information and choose how or if you would like to be visible in your community directory.
4. Your Board also has the ability to send broadcast texts to all owners. If you'd like to opt-in to these texts, just enter your phone number on the "My Profile" page.



After registering for the community website, we encourage you to download the **RowCal App**, which is available on both Android and Apple devices. The app will allow you to view important community updates, make dues payments, put in work orders or ACC applications, view your community calendar and governing documents, and so much more right from your phone or tablet.

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#### The RowCal App:

1. Go to your app store (Google/Android or Apple are supported) and search "RowCal". Click to download the app.
2. Once downloaded, choose to either login with your existing login info (if you already set up your account through the steps above) or you will have the option to register here with your general information and your account number.

Once you have registered, the last step you will need to take is to update your association dues payment information. The different payment options as well as instructions on how to make those payments are outlined below. If you have a current balance or credit with your previous management company, this will transfer automatically to your new account with RowCal.



#### Assessment Payment Options:

1. **Fill out the enclosed Authorization for Direct Debit form** and either email it to our Accounting Team at [Accounting@RowCal.com](mailto:Accounting@RowCal.com) or mail it to the **return address** listed on the form.

*Note: There are no convenience fees for paying via ACH.*

***IMPORTANT NOTE: If you were set up on Direct Debit or Auto Pay through your previous management company, you WILL need to sign up again with RowCal. Previous auto payments will be cancelled and failure to make these updates will result in your association dues going unpaid.***

2. **Log into the RowCal app or the association website** by visiting [www.RowCal.com](http://www.RowCal.com) and following the Client Login button at the top right of the page. You can choose one-time payments or recurring payments through these systems.

*Note: There are convenience fees for paying through these portals, depending on if you are using an e-check or a credit card.*

3. **Update your bank bill pay system** to send your dues payment to the address listed below and please ensure that your new account number – is in the memo line of the check sent.

Your HOA Name Here  
c/o RowCal, LLC  
PO Box 936  
Commerce, GA 30529

4. **Mail in a check** for your association dues to the address below *Note: There are no convenience fees paying by check:*

*Your HOA Name Here  
c/o RowCal, LLC  
PO Box 936  
Commerce, GA 30529*

All checks should be made payable to your HOA and should include your account number – in the memo line of the check.

*Please note that we do not automatically send coupon books to all owners unless specifically requested to do so. This saves your community money! If you would like a coupon book, please request one via our Care Team, and we will send it to you.*

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**Local Care Team Contact Information**

**Monday – Thursday 9am – 5pm**

**Friday from 9am – 1pm**

**719-471-1703/ [CareTeam@RowCal.com](mailto:CareTeam@RowCal.com)**

**For after-hours association related emergencies, please call our after-hours emergency answering service at 719-471-1703 and dial 1 at the prompt. Examples of association related emergencies include Water Intrusion, Storm Damage, Mechanical Failure, etc. Please note there is a cost for this service if the report is deemed a non-emergency.**



## RowCal Homeowner ACH Authorization Form

I hereby authorize **RowCal** and the financial institution listed below to debit my bank account automatically for the **association assessment amount only**, per billing period.

Association Name: \_\_\_\_\_ Account#: \_\_\_\_\_

Homeowner Name: \_\_\_\_\_

Address: \_\_\_\_\_

Phone#: \_\_\_\_\_ Email: \_\_\_\_\_

**The electronic funds transfer will occur on the 8<sup>th</sup> of the month or the previous business day if the 8<sup>th</sup> falls on a holiday or weekend.**

**Forms must be received by the 27<sup>th</sup> of the month to apply to the following month.**

**Please send a check or website payment if not submitted by the 27<sup>th</sup> or contact Care Team for assistance.**

ACH Information		
Financial Institution:		
Branch:		
City:	State:	Zip:
___ CHECKING ___ SAVINGS account (select one)		
Routing Number:		
Account Number:		

This authorization is to remain in full force and effect until RowCal receives written notification from me of its termination in such time and in such manner as to afford RowCal and the financial institution a reasonable opportunity to act on it which we deem this to be 14 days before the next automatic withdrawal.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

***Please attach voided check here:***

***If you are unable to attach a voided check please sign here stating you aware that if the numbers you provided above are inaccurate, you are responsible for any returned payment fees and/or late fees.***

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***Signature for voided check waiver***

Return form to: [CareTeam@RowCal.com](mailto:CareTeam@RowCal.com)

Or mail the completed form to: RowCal Nation, PO Box 421150, Minneapolis, MN 55442