



MCCA SOFTWARE UPDATE

April 2019

NEW HOA SOFTWARE

We are working to update our systems so we can better serve our residents. Our previous 2007 database required replacement so we could expand email communication with our residents, streamline mail communications, reduce administrative costs, and provide online payment options. A more robust system will also increase efficiency in processing time for applications, payments, covenant issues and more. To provide you with better service, we have moved to a new software system called PayHOA.

WHAT CAN I DO WITH MY PAYHOA ACCOUNT?

- Pay your annual dues with ACH (free) or credit card (2.9%fee)
- Update your phone number and email address
- View HOA communications such as the MillStream, invoices, documents, etc.
- View payment information for your account



HOW DO I SIGN UP?

Instructions for signing up for your account on PayHOA:

1. Go to www.payhoa.com.
2. Click on **Join Existing HOA**
3. Type in your email address and click **Next**. The "Search for your home owner association box" opens.
4. Type in "Mill Creek Community Association". The "Join your HOA" box opens.
5. Enter your information to set up your account and click **Join**.
6. You will receive an activation email from PayHOA with a link to create a password and sign into your new account. Check your spam folder.

NOTE: For homes with more than one owner, please choose one email address to use as your login email.

FAQS (FREQUENTLY ASKED QUESTIONS)

Q1: If I sign up for PayHOA, will I still get paper statements mailed to me for my annual dues?

A1: Yes, we will still mail out paper statements for annual dues.

Q2: Why should I sign up?

A2: The PayHOA system will give you the added convenience of being able to make payments online via electronic check or credit card. Our goal is to keep all correspondence related to a property owner in one place within PayHOA, easily accessible by you and the HOA office.

Q3: Do I have to add my email address to PayHOA?

A3: We highly encourage you to sign up with your email address, as this will help us improve our ability to communicate with you. With PayHOA we can send emails to specific homeowners, homeowners on a specific street, all homeowners in a division, etc. We can reduce ACC application processing time by emailing questions, approvals, etc. Once we have enough email addresses in PayHOA, we will stop using Constant Contact. Please add your email address to PayHOA so you can stay informed.

Contact Us
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