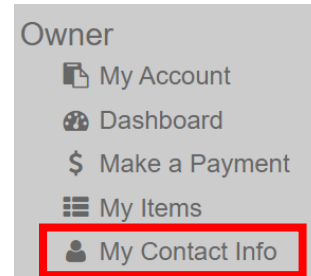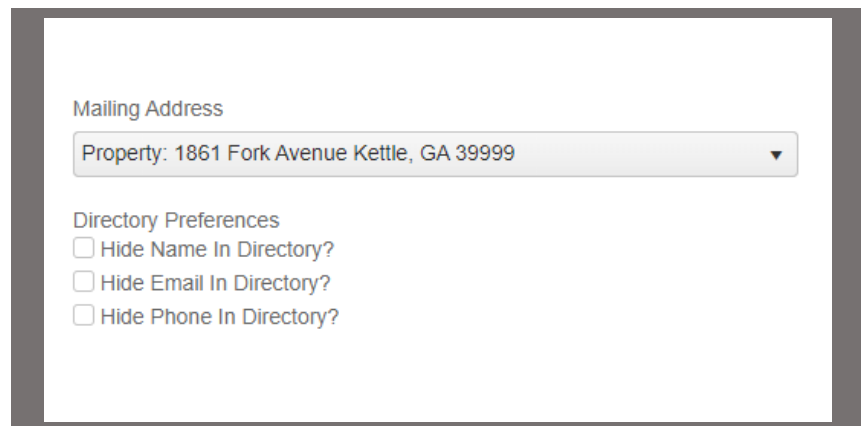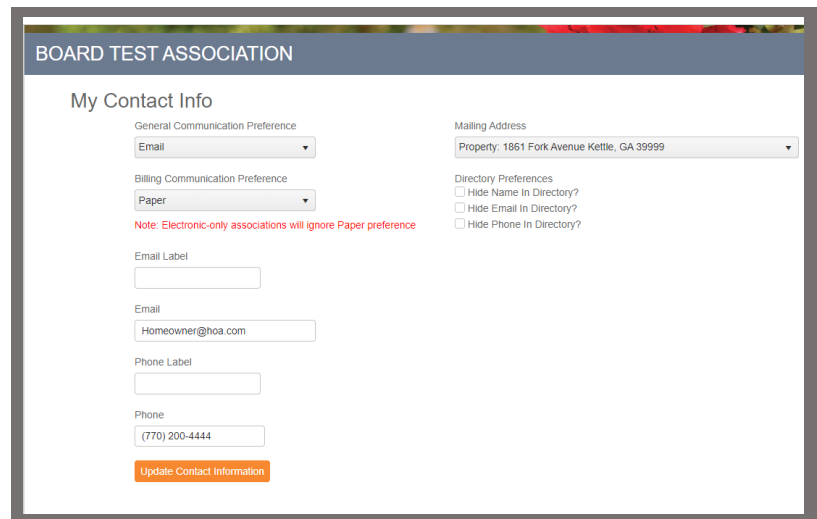1. Click on the "Contact Info" tab under the Owner section of the left-hand menu. This will open the page where you can change how you receive account updates and information.

Owner
- My Account
- Dashboard
- $ Make a Payment
- My Items
- **My Contact Info**

2. General communication preferences are considered broadcast messages, Action Item notifications, and messages to/from Rizzetta. The default option for these messages is Paper. You can change this setting to Text Message or Email.

3. Billing communications are used to send you your coupons and billing statements. The default option for these messages is Paper. You can change this setting to Text Message or Email.

BOARD TEST ASSOCIATION

My Contact Info

General Communication Preference
Email

Billing Communication Preference
Paper
Note: Electronic-only associations will ignore Paper preference

Email Label

Email
Homeowner@hoa.com

Phone Label

Phone
(770) 200-4444

Update Contact Information

Mailing Address
Property: 1861 Fork Avenue Kettle, GA 39999

Directory Preferences
☐ Hide Name In Directory?
☐ Hide Email In Directory?
☐ Hide Phone In Directory?

4. You can change the email address, phone name & number, and mailing address at any time from this screen. Make sure that the mailbox or email address you choose is checked regularly; make sure that the phone number you choose is a cell phone that can receive text messages.

Mailing Address

Property: 1861 Fork Avenue Kettle, GA 39999

Directory Preferences
☐ Hide Name In Directory?
☐ Hide Email In Directory?
☐ Hide Phone In Directory?

5. The portal defaults BOTH communication options to Paper. You must change your preferences on this screen if you would like your communications delivered differently.

6. Communication preferences CAN BE OVERRIDDEN based on the governing documents of your association. Associations who have a specified method of communication in their governing documents will ALWAYS default to that method.

7. You can choose different communication methods for General and Billing communications, but you cannot choose more than one method for the same item (example: General communications CANNOT be set to both Paper and Email. You must choose one or the other).