

How to Use Vantaca

Welcome, Neighbor!

Logging In

Welcome Neighbor!

On behalf of your Community, we are excited to bring you a new look and enhanced site for your Owners' Association. Our hope is that this community website serves as an effective information resource for your community and as a useful tool for tracking your communications with us.

Login FAQs

If This Website Is Not Recognizing Your Password: Please click the "I forgot My Login/Password" link.

Please allow up to 24 hours for the new password to be sent to your inbox. If you receive an email in which the password appears similar looking to the original password (e.g., the letter O and number 0), please ignore it.

If You Do Not Have an Account: Please click the "I want to Register" link. The Registration process will take you to a page where you will create a new account. If you do not have an account, please click the "I want to Register" hyperlink to begin the registration process. If you have an account, please click the "I forgot My Login/Password" hyperlink to begin the password reset process.

If you do not have an account: Please click the "I want to Register" hyperlink to begin the registration process. If you have an account, please click the "I forgot My Login/Password" hyperlink to begin the password reset process.

Log in to your account

Email

neil.armstrong@inframark.com

Password

Forgot your login?

Log In

Log into Vantaca:
<https://home.inframark.com/login>

Enter your Email

Enter Password

• If you need any assistance with logging in please email Customer Care at CustomerCare@Inframark.com

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Login FAQs

[If This Website Is Not Recognizing Your Password:](#) Please click the "I forgot My Login/Password" link above the Email field (on the right) to generate a new password. Please allow up to 15 minutes for the email with the new password to reach your inbox. If the new password you receive does not work, it is almost always due to a typo in which similar looking characters are mistaken for each other (e.g. lowercase l and capital I, or letter O and number 0).

[If You Do Not Have a Login:](#) Please click the "Sign Up" link on the right. That will take you to the Registration page. Then, fill out the fields that include Email, Name, Phone, Account, Password, Confirm Password, and Registration Key.

[If you do not have a Registration Key:](#) Click the "I Do Not Have a Valid Key" hyperlink to be taken to the Sign Up page. There you will fill out the fields, submit your Sign Up request, and a member of our team will review your request and reply back within 2 business days.

Log in to your account

Email

Password

[Forgot your login?](#)

Log in Page

Your Dashboard

Your Name

Address and
Account Number

The screenshot shows the INFRAMARK Community Management dashboard. On the left is a sidebar with 'User Tabs' including Dashboard, Payments, Requests, Calendar & Events, Documents, FAQs, Help, and My Profile. The main content area has a welcome message 'Welcome, Homeowner Name' with an arrow pointing to it. Below this is an attention message: 'Attention: Account Balances may not be up to date due to software transition. Click Here to Change Your Password'. The dashboard is divided into three main sections: 'Payments' (showing 'Account Balance: \$0.00', 'Account Number: 123', and 'Upcoming Charges: \$0.00'), 'Recent Requests' (showing 'You have no open or recent requests from the last 30 days'), and 'Messages' (showing a 'Broadcast Email Message' dated 4/5/2024 about HOA accomplishments). Arrows point from external labels to these sections: 'Your Account Balance' points to the account balance, 'All messages to you – including community e-blasts' points to the messages section, and 'Your Recent Requests' points to the recent requests section. In the top right corner, there is a dropdown menu for 'Meridiana Community Association' showing 'Address' and 'Account Number'.

User Tabs

Your Account Balance

All messages to you – including
community e-blasts

Your Recent
Requests

Payments

Your Account
Balance

Send an e-check for
balances owed

The screenshot shows the 'Account Overview' page for INFRAMARK Community Management. On the left is a sidebar with links: Dashboard, Payments (highlighted), Requests, Calendar & Events, Documents, FAQs, Help, and My Profile. The main content area has a header 'Account Overview' and a disclaimer. Below this, the 'Account Balance' is shown as '\$0.00' with an annotation arrow pointing to it. To the right of the balance is the 'Account #' and the name 'Meridiana Community Association'. Further right is a blue 'eCheck' button with an annotation arrow pointing to it. Below the balance is a link 'Hide Account Activity'. Underneath is the 'Account Activity' section, which includes a table with columns 'Date', 'Description', 'Amount', and 'Balance'. An annotation arrow points to the table header. To the right of the table is a link 'All Account History' and a button 'Statement' with a download icon, both with annotation arrows pointing to them.

INFRAMARK
COMMUNITY MANAGEMENT

Dashboard
Payments
Requests
Calendar & Events
Documents
FAQs
Help
My Profile

Account Overview

Please note that if your account is in collections/with legal, the transactions below may not reflect all current charges.
If you have a question about your owner account, please visit the [Submit a Request](#) page and submit a Billing Question.

Account Balance: **\$0.00**

Account #:
Meridiana Community Association

[eCheck](#)

[Hide Account Activity](#)

Account Activity

[All Account History](#) [Statement](#)

Date	Description	Amount	Balance
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All Past
Payments

Copy of Your
Assessment Statement

Submit a Request

General Request

INFRAMARK
COMMUNITY MANAGEMENT

Dashboard
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New Request

Submit a Request My Items

Select the type of request you would like to submit:

☐ General Request

☐ ARC Request

ARC Request – Property Improvement Modification

POWERED BY

Privacy Policy Help

General Request

Types of Requests

INFRAMARK
COMMUNITY MANAGEMENT

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Submit A Request

Thank you for using your Owner's Portal! Here you will be able to easily select from the options below to help communicate with your management company about association related matters.

Billing Question: For questions related to your account balance, select "Billing Question" from the drop down menu as your request type.

Fee Waiver Request: If you feel that there is an erroneous charge on your account, please submit a "Fee Waiver Request" and indicate the specific fee and amount you request to be waived.

Please note that fees and interest charged by your association may require approval from your board of directors before being waived. You will continue to incur interest and fees if your account is delinquent.

Work Order: Service/Maintenance Requests are a great way to report property damage or maintenance concerns specific to your unit or common areas within the community. Please be sure to describe the problem with plenty of detail including specific location or area of concern. Submit separate requests for each individual issue reported.

General Question: For all other inquiries, or if you are unsure where to start, please submit a "General Question" and we will be happy to help guide you!

Report a Violation: To report a violation in your community, please use this request type.

Property
▼

Choose a Type of Request
(Choose a Request Type)
▼

Subject

Please provide a detailed description of your request.

Attach documents to help describe your request


Select files...

Submit Form

Add additional
information

Add Attachments

Calendar and Events



Dashboard

Payments

Requests

Calendar & Events

Documents

FAQs

Help

My Profile

Community Calendar

Meridiana Community Association

Community Calendar

Stay up to date with events going on in your community.

Today < > April, 2024

Day Week Agenda Month

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
31	01	02	03	04	05	06
07	08	09	Movie Night	10	11	12
14	15	16	17	18	19	20
21	NATIONAL POP-CON DAY	22	23	24	25	26
28	29	30	01	02	03	04
05	06	07	08	09	10	11

View upcoming meetings and events

Documents

The screenshot shows the 'Documents' section of the INFRAMARK Community Management interface. A sidebar on the left contains navigation links: Dashboard, Payments, Requests, Calendar & Events, Documents (highlighted), FAQs, Help, and My Profile. The main content area is titled 'Documents' and features a search bar and a table of document categories. Three orange arrows point from descriptive text to specific rows in the table: 'Forms' (Request pool card, guest pool passes, etc.), 'Public Library' (View all community governing documents), and 'Resident Library' (View Meeting minutes, financials, etc.).

Name	Number of files	Last Update
Forms	1	04/05/2024
Public Library	0	04/09/2024
Resident Library	0	04/09/2024

Forms: Request pool card, guest pool passes, etc.

Public Library: View all community governing documents

Resident Library: View Meeting minutes, financials, etc.

FAQ – How to Videos

The screenshot displays the Inframark Community Management interface. On the left is a navigation sidebar with the following items: Dashboard, Payments, Requests, Calendar & Events, Documents, FAQs (highlighted), Help, and My Profile. The main content area is titled 'FAQs' and features two video thumbnails. The first video is titled 'How do I change my password?' and shows a 'Changing Your Password' video player with the text 'Change your Login Email or Password'. The second video is titled 'How do I update my contact information?' and shows an 'Updating Contact Info' video player. Both videos are attributed to 'Vantaca Video'. At the bottom left, a logo indicates the system is 'POWERED BY Vantaca'.

Additional Questions

- ▶ Please email Customer Care at CustomerCare@Inframark.com