



How-to Guide: Registering and Accessing Your Phase and Sea Colony Recreational Accounts (SCRA) on CINC
This guide will walk you through the process of registering and accessing your Phase and SCRA accounts on CINC, your online community management portal. Follow these steps to ensure a smooth registration process.

You must register your accounts first before setting up payments or making payments.

Step 1: Access the CINC Portal

Log in to the Sea Colony Owner’s Site: www.seacolony.com/owners
Once logged in, navigate to the bar at the top of the page that says “CINC.”

Step 2: Register your Sea Colony Phase Account

Click on your **Phase name** to go to your Phase log-in page and click "Register" in the upper right corner.

Enter the following required details:

- **Account Number:** This can be found on the new website announcement letter/email communications or by contacting your property management office.
- **Once you input your Account Number AND your last name, all your contact information should automatically populate.** Double check that all the information is correct. *If for some reason the form does not auto populate, contact your property manager.*
 - **NOTE: If your unit is owned by an LLC, Trust, or Corporation, please contact your property manager for assistance.**

Receive Correspondence

- Ensure **Receive Correspondence By Email** is selected.

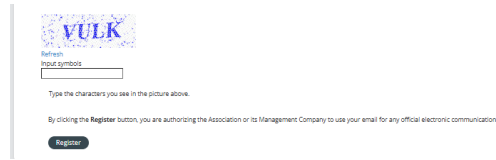
Directory Listing- This option is not activated. Please ignore this section.

Login Information

- Enter your email address. Use the same email address you use to log into www.seacolony.com/owners.

Security Code

- Enter the security code as seen on your screen in the **Input Symbols** box (*your code will differ from the code shown in the image below*).

A screenshot of a registration form. At the top, there is a blue box with the word "VULK" in white, surrounded by a pattern of small blue dots. Below this, the text "Verify:" is followed by "Input Symbols" and a text input field. Underneath the input field, it says "Type the characters you see in the picture above." At the bottom of the form, there is a small line of text: "By clicking the Register button, you are authorizing the Association or its Management Company to use your email for any official electronic communications." Below this text is a dark blue button with the word "Register" in white.

Click the **Register** button when you're finished completing the form. (If required fields were left blank, you'll be notified to add additional information before proceeding.)

Upon registering your account, you will receive an email confirming your account.

You will receive a pop-up confirmation message stating that your registration has been submitted for review. You will then receive a confirmation email after our team has reviewed your registration.

Step 3: Verify Your Email Address and Set a Password

- Check your email inbox for a confirmation message from CINC. If you do not see the email, check your spam or junk folder.
- The email will include instructions to set a password for your account.

Step 4: Log In to CINC

Once you set your password, you'll now be able to log into your homeowner portal. Each Phase has its own website address. To access your Phase Portal:

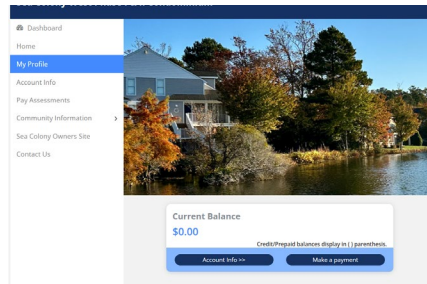
- Log in to the Sea Colony Owner's Site: **www.seacolony.com/owners**
- Once logged in, navigate to the button at the top of the page that says "CINC."
- Click your Phase name to log into your account.
- Click "Sign In" in the upper right corner.
- Enter your registered email address and password.
- Click "Log In" to access your account.

Follow steps on the next page to register and link your Sea Colony Recreational Association (SCRA) account.

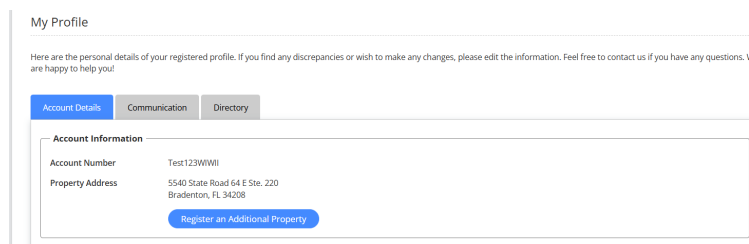
IMPORTANT: Except for owners in Edgewater House, all units have two (2) accounts—one for their phase and one for the Sea Colony Recreational Association (SCRA). **Each unit must register both accounts.** After creating a username and password for your Phase account (as outlined in steps 1-3 above), follow the steps below to register and link your SCRA account.

Step 5: Register and Link Your Sea Colony Recreational Association (SCRA) Account

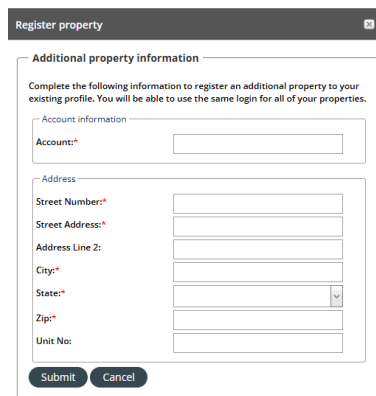
- Log into your Phase Portal using the information from Step 3 above, unless you are already logged in and are continuing from the previous step.
- Click “My Profile” in the left hand menu navigation or by clicking your name in the upper right hand corner and selecting “My Profile.”



- Select the blue “Register an Additional Property” button.



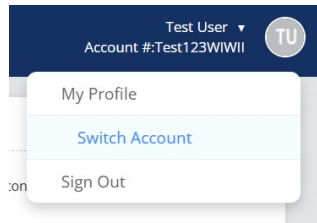
- A pop-up window will appear asking for required information. Enter the below information for your SCRA account:
 - **Account #:** (Enter your SCRA Account number. If you need assistance locating this number, contact your property manager.)
 - **Street Number:** (use your 911 Sea Colony Street Number. [Find your 911 Address here.](#))
 - **Street Address:** (use your Sea Colony Street Name)
 - **City/State/Zip:** (use Bethany Beach, DE 19930)
 - **Unit #:** (leave blank)



Click Submit. Your Phase and SCRA accounts will be linked within the next 24 hrs.

Step 7: Explore Your CINC Dashboard

After registering both accounts, you can easily switch between your Phase and SCRA accounts. Simply click your username in the upper-right corner and select **Switch Account**. A pop-up window will display your accounts, allowing you to select and view another account without logging out.



Step 8: Explore Your Phase and SCRA Portals:

Your **Phase Portal** provides access to essential Phase documents, updates, account details, and the ability to pay assessments. Use the menu navigation to explore and find the information you need.

Your **SCRA Portal** provides access to account details, the ability to pay assessments, and access to the Sea Colony Owner’s Site. Use the menu navigation to explore and find the information you need.

Need Help? Contact your property management office for assistance.

East Property Management:

eastpropertymanagement@seacolony.com
302-541-5825

West Property Management:

westpropertymanagement@seacolony.com
302-541-8857

Accounting:

Accounting@seacolony.com

General Manager:

generalmanager@seacolony.com

***By setting up payments through CINC, you’ll enjoy a hassle-free way to manage your Sea Colony accounts!
Follow the steps on the next pages to set up payments through CINC.***



Online Payment Quick Reference Guide

Payment by Check

Mail your assessment payment to the below processing center for prompt and accurate processing:

Sea Colony Phase [Insert Phase #]
c/o Troon Golf Processing Center
PO BOX 621495
Orlando, FL 32862-1495

1. Include the bottom portion of your bill to ensure your payment is accurately processed to your account.
2. If you are paying for multiple properties, please send a **separate bill coupon and check** for each property.

Pay Online

FIRST TIME USERS must be registered on their CINC account.

We recommend and encourage recurring scheduled e-check payments also known as ACH payments.

- Recurring/Scheduled eCheck – Recurring direct debit withdrawal allowing owners to determine the date of the debit; AAB will send a reminder email prior to the debit. No fee.
- One-Time eCheck – One-Time ACH direct debit. \$2.95 per payment
- Credit Card – All credit cards are accepted. Service fee applies and is charged at the time of payment. Credit Card service fee - 3.5%, Debit Card flat fee \$5.00

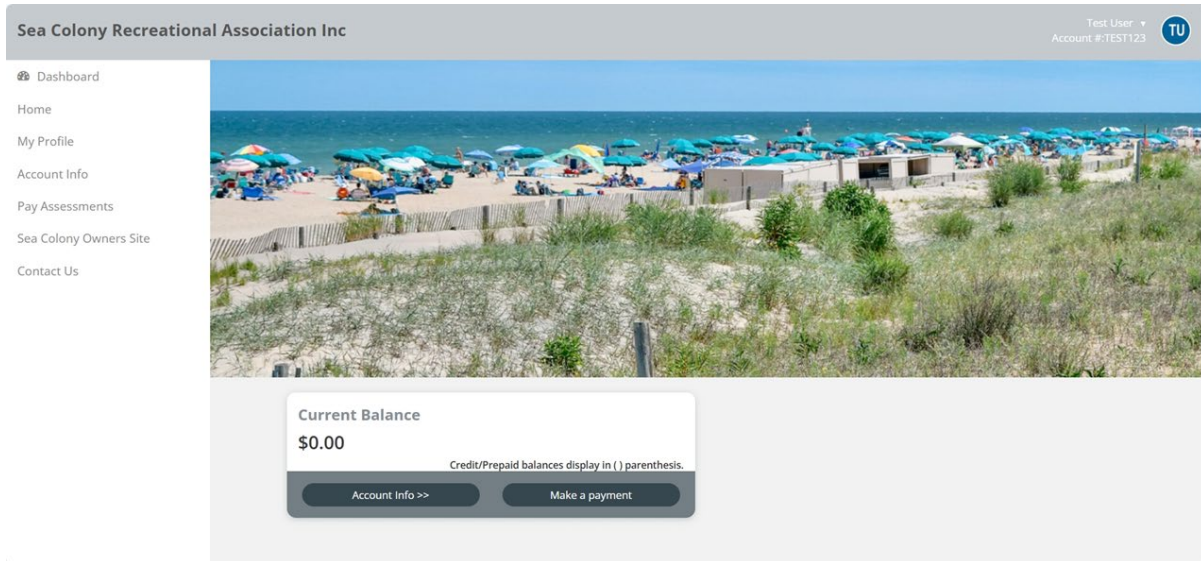
Please follow the instructions in the guide below to pay online.

Sea Colony Online Payment Instructions

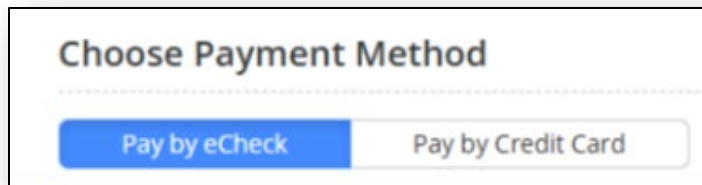
Login to the NEW Sea Colony Payment Portal by clicking on <https://seacolony.com/owners>

and click on the **CINC** button at the top of the page. Click on your Phase name to go to your Phase log-in page. Select **Make a Payment** from the Dashboard or **Pay Assessments** from the left-hand side menu.

Fill in the “Phone” field with your phone number.



Choose your payment method by selecting **eCheck or Credit Card**. Click the Blue button.
(eCheck means one-time payment, recurring payment or ACH)



Fill in your First and Last Name as well as **Phone Number**. Click the small box to accept Terms and Conditions. Click, **Setup Account** to proceed to the payment page.

****This is a one-time setup process only****

Great news, the Alliance Association Bank payment system supports Single Sign On for your homeowner association profile.

Personal Information

First Name: Last Name: Phone Number:

By clicking "I accept", I acknowledge I can access, and agree to be bound and act in compliance with the [CONSENT TO ELECTRONIC RECEIPT OF ELECTRONIC RECORD AND SIGNATURE DISCLOSURES](#) and the [TERMS AND CONDITIONS](#) provided this website; and until or unless I notify AAB at 844-739-2331. I acknowledge by accepting the Terms and Conditions I consent to receive all notices, disclosures, authorizations, acknowledgements, and other documents required by law, through electronic means.

[Cancel](#) [Setup Account](#)

To add your bank account, please include your payment information by clicking **Add Payment Method**. You can choose to pay by eCheck, credit card or debit card (third party fees may apply).

- **Note:** Name on account cannot contain special characters.

Add Payment Method

Bank Account Debit/Credit Card

Payment Information


Account Type:
 Checking Savings

Name on Account:

Routing Number:

Account Number:

Re-enter Account Number:



Please do not include the check number when entering the account number. The check number appears at the top right corner of the check and at the end of the account number on the bottom right.

Select One Time Payment or Scheduled Payments and enter in the amount to pay. We encourage you to sign up for *Total New Balance* on the Scheduled Payment page.

One Time Payment Scheduled Payment

Payment Amount:

Fee:

Payment Total:

Payment Date:

Select a Payment Option:

Total New Balance:

Will pay the amount due for your Property Account as of 3 days prior to the payment date selected in accordance with the Terms and Conditions. The amount due may include amounts such as late fees, fines for CC&R violations, or charges for ancillary services periodically imposed by your Association. You will receive email notification of the amount to be charged prior to processing.

If you have a technical issue making an online payment, you can contact Alliance Association Bank at (844) 739-2331.

Quarterly payments are due April 1, July 1, October 1, and January 1.

Set the INITIAL scheduled recurring payment date between the 3rd and 30th of the next Quarterly Payment month.

Your Bank's Bill Pay Service

If you currently utilize your bank's Bill Payment Service, please do the following:

1. Assessments are due on the 1st day of the quarter (April 1, July 1, October 1, January 1). Set your bill payment day to arrive before your payment late date.
2. Update your Phase or SCRA assessment amount to the current year's quarterly assessment amount. This must be updated annually when a new budget is approved.
3. **Delete** the existing payment profile (Appfolio). Create a new profile using the address information as follows:

Sea Colony
c/o Troon Processing Center
PO BOX 621495
Orlando, FL 32862-1495

4. Ensure the check is made payable to your association and the memo portion includes the following information/instructions:

Management Co ID: 0351 * Will always be this number

Association ID: *Enter info found in this position on your bill.

Property Number = Account number – enter information found in this position on your bill.

For Example:

0351 000WIIII 00000SCWIIIIIO 8 00351400 00351400 3

This information is found on the very bottom of your bill. Please enter this into your bill pay profile as a memo. (0351 – WIWII – SCWIIIIIOXXX) If you do not have your bill, use the information on the following page to identify your management co ID and Association ID.

Add an Account

You may add an additional account on the payment screen, to easily switch and make payments for your Phase and SCRA accounts.

Select **+ Add a Property** and enter the following information:

Management Company ID (A): 0351

Association ID (B): *Select your ID from the list below:*

Sea Colony Recreational Association Inc.	SCRA
Sea Colony East Phase I	SCEI
Sea Colony East Phase II	SCEII
Sea Colony East Phase IV	SCEIV
Sea Colony East Phase V	SCEV
Sea Colony East Phase VI	SCEVI
Sea Colony East Phase VII	SCEVII
Sea Colony West Phase I & II	WIWII
Sea Colony West Phase III	WIII
Sea Colony West Phase IV	WIV
Sea Colony West Phase V	WV
Sea Colony West Phase VI	WVI
Sea Colony West Phase VII	WVII
Sea Colony West Phase VIII	WVIII
Sea Colony West Phase IX	WIX
Sea Colony West Phase X	WX
Sea Colony West Phase XI	WXI
Sea Colony West Phase XII	WXII
Sea Colony West Phase XIII	WXIII
Sea Colony West Phase XIV	WXIV
Sea Colony West Phase XV	WXV
Sea Colony West Phase XVI	WXVI
Sea Colony West Phase XVII	WXVII
Sea Colony West Phase XVIII	WXVIII
Sea Colony West Phase XIX	WXIX
Sea Colony West Phase XX	WXX
Sea Colony West Phase XXI	WXXI
Sea Colony West Phase XXII	WXXII
Sea Colony West Phase XXIII	WXXIII

Property Account Number (C): *This is found on the bottom of your statement (see visual in previous section) or was provided in the website announcement letter/email communications or by contacting your property management office.*

Property Nickname: *Creating a property nickname may help to differentiate multiple properties.*