



Owner Portal Guide

aprocap.com · Asociación de Propietarios Cap Cana, Inc. · Version 1.0 · September 2026

The Owner Portal is APROCAP's online space to check your maintenance (HOA) account, review your statement, send requests to the association and download official documents. You sign in at **aprocap.com** with the same account you use in the **Cap Cana App**: there is no separate password.

1. Create your account

If you already use the Cap Cana App, you already have an account: skip to step 2. Otherwise, at aprocap.com choose *Owner Portal* → *Create your account* and follow the steps:

1. **Your mobile number.** You receive a 4-digit code by SMS or WhatsApp to confirm it.
2. **Email and password.** You will use them here and in the Cap Cana App. The password needs at least 8 characters with an upper-case letter, a lower-case letter, a number and a symbol. A code is emailed to you to confirm the address.
3. **Your ID.** Scan or upload a photo of your cédula or passport and the form fills itself; you can also type the details.
4. **Your role and your property.** State that you are an owner and pick your development and your unit.

You can sign in right away. Cap Cana reviews the link to your property; some app features switch on once that review is complete.

2. Sign in

At aprocap.com press *Owner Portal* and enter your Cap Cana App email and password. If you forgot the password, use *Forgot your password?*: a code is emailed to you to set a new one, which also works in the app.

3. Link your client numbers

Your statement is looked up by the **client number** printed on your APROCAP invoice. Go to *My account* → *SAP client numbers*, type the number and press *Link*. The portal checks it before saving and shows the contracts it found.

If you already hold a Cap Cana Payments account under the same email, the portal offers to link, in one step, the numbers already verified there.

The list of linked numbers is shared between the portal and the Cap Cana App.

4. Your statement

Overview shows the outstanding balance of your maintenance fee and *Payments* the detail per contract and invoice. APROCAP bills its fees in **US dollars**; next to each amount you see its peso (RD\$) equivalent as computed by the billing system. Only contracts with an open balance are listed.

5. Pay by card

From *Payments* you can select the invoices to pay, store a credit or debit card and pay without leaving aprocap.com. The card is charged in **Dominican pesos**, for the RD\$ amount shown; your invoice stays in US\$. The receipt shows both figures and remains in your payment history.

Card payments are enabled as soon as the payment processor completes the activation of APROCAP's account; until then the portal says so and the office receives your payment through the usual channels.

6. Other portal services

- **Cap Cana App:** your profile, your Cap Cana ID, your gate passes and events, as they appear in the app.
- **Requests:** report maintenance, landscaping, security or other matters to the association and follow their status.
- **Property releases:** authorization to take belongings out of Cap Cana, with photos of the items and the carrier's details, which security checks at the gate. Valid only for the stated day.
- **Documents:** the association's bylaws, minutes and official forms, in Spanish and English.
- **Notifications:** choose the channels through which you receive APROCAP's communications.

7. Help

For any question about your account, write to **servicios@aprocap.com** with your name, your unit and, if you have it, your client number.