



FAQs

Technical:

Q: Is a server needed to run the software?

A: No. There is no internal server required. The Vantaca Community Management System is 100% cloud hosted.

Q: Is Vantaca compatible with both PC and Mac?

A: Yes. It doesn't matter which type of operating system you have. Our portal is a .net web application, so all you need is a web browser and access to the internet.

Q: How secure is Vantaca?

A: All traffic from Vantaca.net to our servers is encrypted. We leverage third-party providers to process payments and do not store credit card information on our servers.

Q: Do I need other software in addition to Vantaca?

A: No. Vantaca is an all-in-one-solution for banking integration, accounting, management, board and homeowner portals, and more.

Q: Is Vantaca API friendly?

A: Yes. We integrate with industry-leading banks and technology services. See our [Partners page](#) for more information.

Q: How does Vantaca handle personally identifiable information (PII)?

A: All communication and PII in the database is encrypted and secured.

Pricing:

Q: What is your pricing plan structure?

A: We have a simple, straightforward pricing plan. Vantaca pricing is based on a per-user-per-month structure.

Q: How much does Vantaca cost?

A: Our pricing is dependent on how many users and the number of associations you have. Contact our sales team to learn more about what will work best to help you optimize spending.

Features:

Q: Does Vantaca have a mobile application?

A: Yes. Our app has incredible functionality designed for completing inspections, getting signature approvals, paying and entering invoices while on-the-go, and more.

Q: How mobile is the solution?

A: If you have access to cellular data, you can access Vantaca. We have a mobile app and our web application is also tablet friendly.

Q: Is there a training program?

A: Yes. Vantaca University is a learning management system to help you and your team learn and leverage the Vantaca Community Management System for maximum efficiency.

Q: How long does it take to transition to Vantaca?

A: Our migration-made-easy transition is typically 90 days. We understand that switching software takes time, so our implementation and customer success teams are with you every step of the way.

Q: Does Vantaca software only do accounting?

A: No. Vantaca is a full featured, end to end operating system. Learn about the rest of our features [here](#).

Q: Is there a portal for homeowners and board members?

A: Yes. Not only do we have software for association management companies, we also have engaging portals for board members and homeowners.

Q: Can my attorney or CPA access Vantaca?

A: Yes. As a management company, you can provide access to outside accountants, attorneys, and other vendors to suit your needs. You can also track the progress being made with all parties using Vantaca.