



Online Payment Instructions

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Have a Question?

Have a question or concern that wasn't answered in this instructional booklet? Please feel free to contact us. ClickPay's offices are open from Monday to Friday, 9:00am to 5:30pm EST.

Visit: www.ClickPay.com/Help

Email: support@clickpay.com

Getting Started

The ClickPay Online Payment Portal allows you to pay your rent, HOA fees, common charges, late fees and more. You may make online payments one of two ways, either as a one-time payment or as a recurring payment to be automatically withdrawn from your account each month.

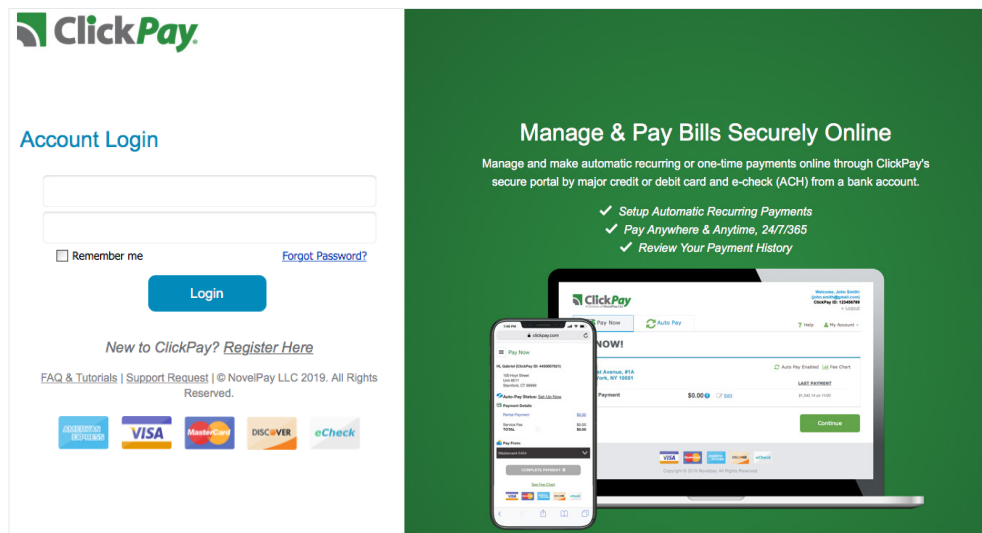
Residents can make e-check (ACH) payments directly from a checking or savings account, just like a paper check, but without all the hassle. Some properties also offer credit and debit card payments. Please note fees may apply for online payments. To find out if your property offers credit card payments or if fees apply, please select the fee chart on the **Pay Now** page.

Creating Your Account

If you haven't used ClickPay to make online payments before, setting up your account is easy and should only take a few minutes. By registering your account, you will be able to:

- Make one-time or recurring payments
- Set up multiple accounts to withdraw from
- View payment history
- Maintain your user and account information

To set up your account, visit www.ClickPay.com/GettingStarted and click **Register Here**. If you received an email from your property management company or ClickPay, your account already exists and can be accessed through the link provided in the email you received. For existing users, simply enter your username and password and **Login**.



Creating Your Account (Continued)

Complete the following registration form in full and click **Create Account**. Please note that once registered, you may log in with either your username or email address. Keep your password in a safe place for later reference.

Create Profile

Please choose a unique username.
If your first attempt is rejected, try adding your full name and/or a number to your desired username.

Username * [Check Username Availability](#)

Password * Confirm Password *

First Name * Last Name *

Email * Confirm Email *

Phone Number * Ext. Mobile Number

This is a Mobile Number

Read And Accept Following

How Did You Learn About Us?

Read and Accept [Electronic Disclosure](#) *

Agreed to [Terms and Privacy](#) *

Upon completion of the registration form, you will be brought to a confirmation page. Please review and confirm that the information you have entered is correct and click **Submit**.

Profile Review


You entered the following. Click "Submit" if correct or "Edit" if you would like to edit the information.

Username/Login	JohnSmith12345
First Name	John
Last Name	Smith
Phone	3214569870
Phone Extension	
Mobile	
Email	JohnSmith@test.com

You will then be required to locate your property and unit number(s). If your account was pre-registered, your property information may already exist in your account and this step will be skipped. Please continue to the next page for more information on adding your property.

Adding Your **Property/Unit(s)**

After confirming your profile information, you will be brought to the **Lookup Unit/Account** page seen below.



← ADD UNIT PAGE

Lookup Account

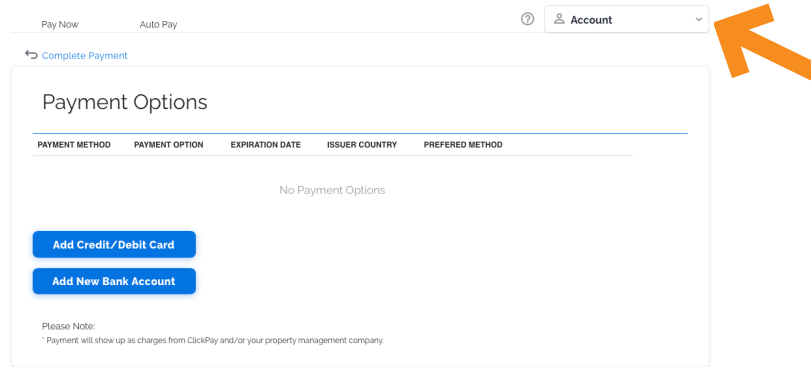
Please enter your Account Number ?

Enter your Account Number as it appears on your statement/bill and click **Submit**. An example of your bill/statement will be below the search box for you to see where you can obtain your unique Account Number. If you do not receive statements/bills you may need to contact your property manager to obtain this number.

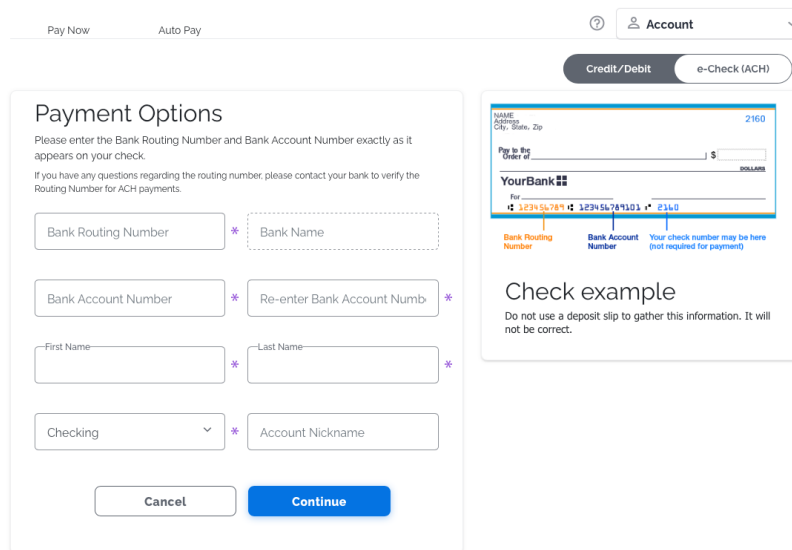
Your unit information has now been connected to your account! You can remove this unit at anytime by visiting **My Account**. Users can also add multiple units or properties to their account by visiting the same tab and clicking on **Add Unit**.

Adding Payment Options

Once you've registered and added a property to your ClickPay account, the next step is to add your preferred payment option before you start making payments. To add a payment method, visit **Payment Options** in the drop down menu.



To connect a checking or savings account to your ClickPay account, simply click **Add New Bank Account**. To connect a debit or credit card to your account, select the **Add Credit Card/Debit Card** option.



To add a bank account, you will need to refer to the routing and account numbers listed on the check for the checking or savings account you wish to use. An example of how to locate these numbers on a check is shown on the payment option page.

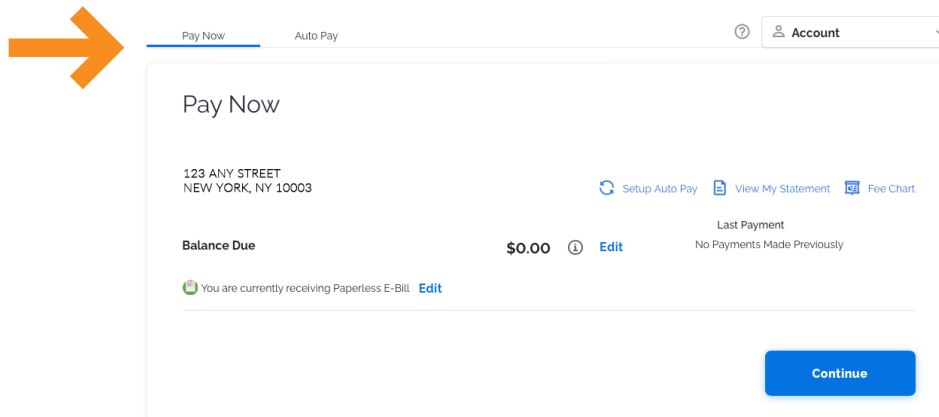
Once you complete this form, click **Continue**. You will be required to confirm this information once more before continuing. You may **Edit** this information or click **Continue** to add this new payment option to your account.

Making a Payment

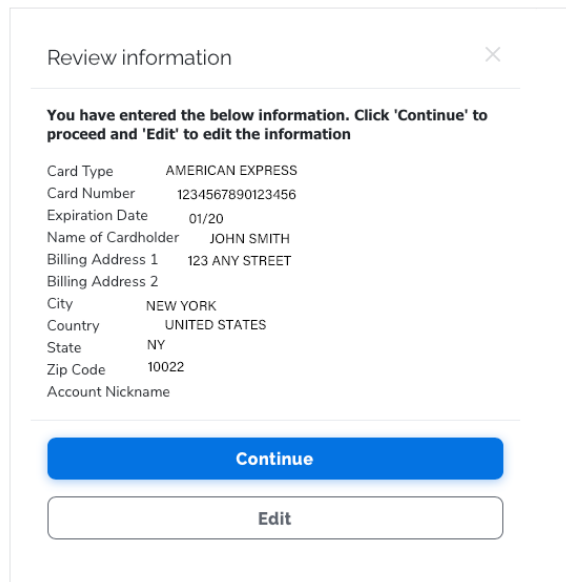
Residents have two options to choose from when making a payment. Residents can make a one-time payment at anytime or schedule recurring payments and have their account debited automatically each month.

One-Time Payments

One-time payments can be made at anytime by visiting the **Pay Now** tab. Each unit or property in your account will be listed.



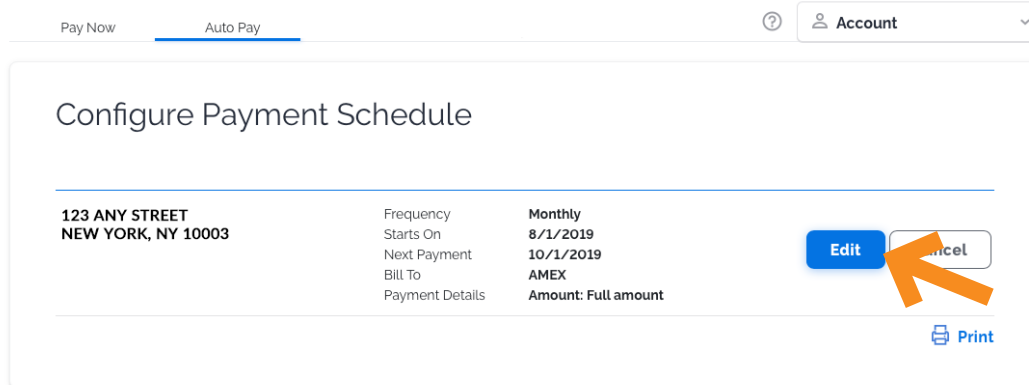
If a balance is not presented, enter your payment amount and select **Continue**. You will have the opportunity to review and confirm the property information and payment amount listed. You can edit this information by selecting **Click Here to Add/Change Payment Options**. Once confirmed, select the payment option you wish to use and click **Authorize Payment**. You will have the chance to confirm this payment before submitting. When ready, click **Yes**. A payment confirmation email will be sent to the email address on file.



The screenshot shows a 'Review information' dialog box. It contains the following text: 'You have entered the below information. Click 'Continue' to proceed and 'Edit' to edit the information'. Below this, the card details are listed: Card Type: AMERICAN EXPRESS, Card Number: 1234567890123456, Expiration Date: 01/20, Name of Cardholder: JOHN SMITH, Billing Address 1: 123 ANY STREET, Billing Address 2: (blank), City: NEW YORK, Country: UNITED STATES, State: NY, Zip Code: 10022, Account Nickname: (blank). At the bottom, there are two buttons: a blue 'Continue' button and a white 'Edit' button.

Recurring Payments

If you wish to set up automatic recurring payments from your account, first select the **Auto Pay** tab. Your property or unit will be listed. Click the **Edit** button for the property or unit for which you'd like to make automatic payments.

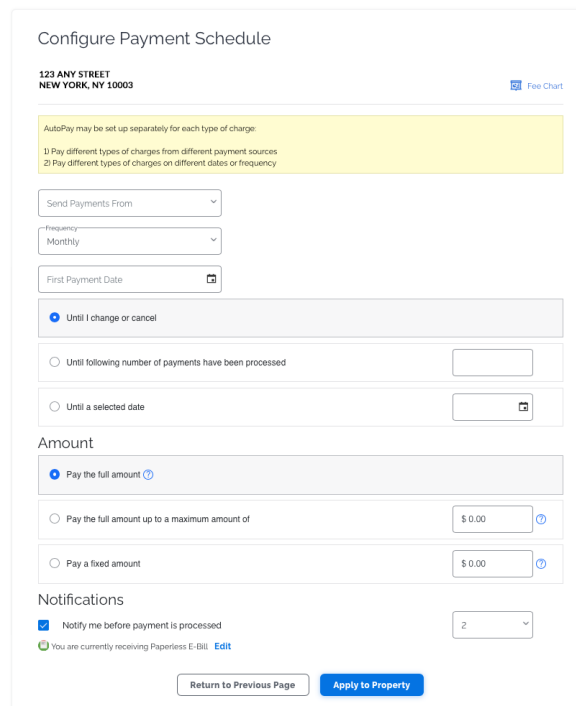


The screenshot shows the 'Configure Payment Schedule' interface. At the top, there are tabs for 'Pay Now' and 'Auto Pay', with 'Auto Pay' selected. A user account dropdown is visible in the top right. The main content area displays a table with the following information:

123 ANY STREET NEW YORK, NY 10003	Frequency Starts On Next Payment Bill To Payment Details	Monthly 8/1/2019 10/1/2019 AMEX Amount: Full amount	Edit Cancel
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An orange arrow points to the 'Edit' button. A 'Print' button is located at the bottom right of the table.

Residents can authorize their monthly payment to be withdrawn from their account on the designated date each month. Select the bank account you wish to withdraw from, the month and date of the first payment to be made and the length you wish to keep automatic payments going. You can even choose to have a reminder sent to you any number of days prior to the withdrawal.



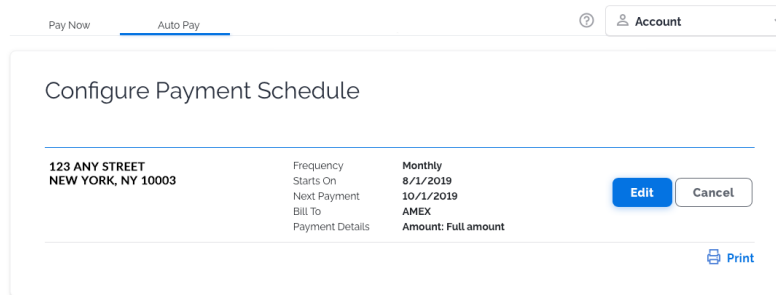
The screenshot shows the detailed 'Configure Payment Schedule' form. It includes the following sections:

- Property Address:** 123 ANY STREET, NEW YORK, NY 10003
- AutoPay Setup:** A yellow box contains instructions: 'AutoPay may be set up separately for each type of charge: 1) Pay different types of charges from different payment sources 2) Pay different types of charges on different dates or frequency'.
- Send Payments From:** A dropdown menu.
- Frequency:** A dropdown menu set to 'Monthly'.
- First Payment Date:** A date picker.
- Duration:** Radio buttons for:
 - Until I change or cancel
 - Until following number of payments have been processed (with a text input field)
 - Until a selected date (with a date picker)
- Amount:** Radio buttons for:
 - Pay the full amount
 - Pay the full amount up to a maximum amount of (with a text input field set to \$ 0.00)
 - Pay a fixed amount (with a text input field set to \$ 0.00)
- Notifications:**
 - Notify me before payment is processed (with a dropdown menu set to 2)
 - You are currently receiving Paperless E-Bill (with an 'Edit' link)
- Buttons:** 'Return to Previous Page' and 'Apply to Property'.

When ready, click **Apply to Property**. You will be given the opportunity to confirm these details. Once reviewed and confirmed, select **Apply**. Your account is now set up to make automatic recurring payments!

Edit/Cancel Payments

To edit or cancel your recurring payment, simply visit the **Auto Pay** tab and locate the recurring payment set for your property. To edit your recurring payment details, click the **Edit** button as seen below. To cancel any scheduled payments altogether, simply click the **Cancel** button.



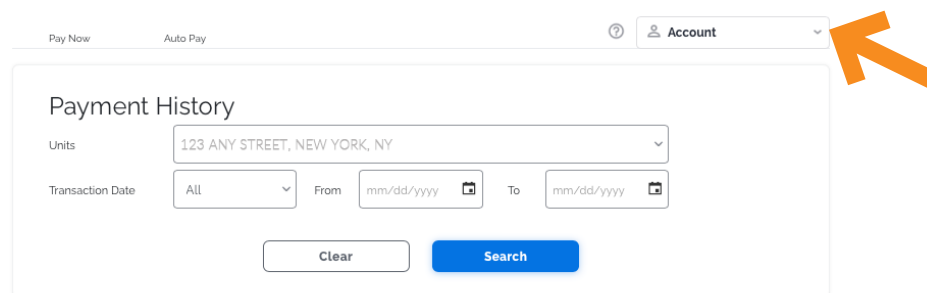
Address	Frequency	Starts On	Next Payment	Bill To	Payment Details	Amount	Actions
123 ANY STREET NEW YORK, NY 10003	Monthly	8/1/2019	10/1/2019	AMEX	Amount: Full amount		Edit Cancel

[Print](#)

Please note that one-time payments can only be cancelled if the request is received and confirmed by ClickPay before 4pm the day a payment is authorized.

View Payment History

If you have made payments through ClickPay before and wish to review them, simply visit **Payment History** in the drop down menu. Here you can search for a payment by date or view all of your payments at once.



Payment History

Units: 123 ANY STREET, NEW YORK, NY

Transaction Date: All

From: mm/dd/yyyy To: mm/dd/yyyy

[Clear](#) [Search](#)

Contact ClickPay

For assistance registering or making a payment online with ClickPay, please contact us through one of the channels listed below:

Visit: www.ClickPay.com/Help

Email: support@clickpay.com