Online Payment Instructions

Getting Started .................................................................................................................................................. 2
Creating Your Account .................................................................................................................................... 2-3
Adding Your Property/Unit(s) .......................................................................................................................... 4
Adding Payment Options .................................................................................................................................. 5
Making a Payment .............................................................................................................................................. 6-7
  One-Time Payments ....................................................................................................................................... 6
  Recurring Payments ....................................................................................................................................... 7
Edit/Cancel Payments ......................................................................................................................................... 8
View Payment History ....................................................................................................................................... 8

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may make online payments one of two ways, either as a one-time payment or as a recurring payment to be automatically withdrawn from your account each month.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.

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.

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.

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.
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.

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.

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.

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.

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