

## CLICKPAY – STEP BY STEP USER GUIDE

You have 2 options to access ClickPay's website, [login.clickpay.com/firstservice](https://login.clickpay.com/firstservice)

or [www.ClickPay.com](https://www.ClickPay.com) where you can register and create a profile.

Please have your most recent statement handy for the setup process. If you do not have a statement, please have the following information available to create your profile and setup autopay.

- 12-digit HOA account #
- Property address
- Owner name on record (the Last name on file will be verified. If it is a trust or LLC, review the statement to determine what is considered the last name)
- Bank or credit card information (Please note: the bank account or credit card must be United States based. ClickPay does not accept international bank payments)

1. To Create Profile, fill in all \* boxes.

### 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 \*

This is a Mobile Number

How Did You Learn About Us?  
Select

Read And Accept Following

Read and Accept **Electronic Disclosure** \*

Agreed to **Terms and Privacy** \*

Cancel Create Account

2. Once you create your profile, you will be asked to add your unit/s to your profile. If you own multiple units, you can follow the steps below and add these units to your profile, as long as they are in the ClickPay system.

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- Enter your street/building number and Zip Code and click "Search"

### Lookup Unit

Please enter the information below of your property as appears on your mailing address.

- Once your unit is successfully found in ClickPay, please click "Select" to add it to your profile

### Lookup Unit

Please enter the information below of your property as appears on your mailing address.

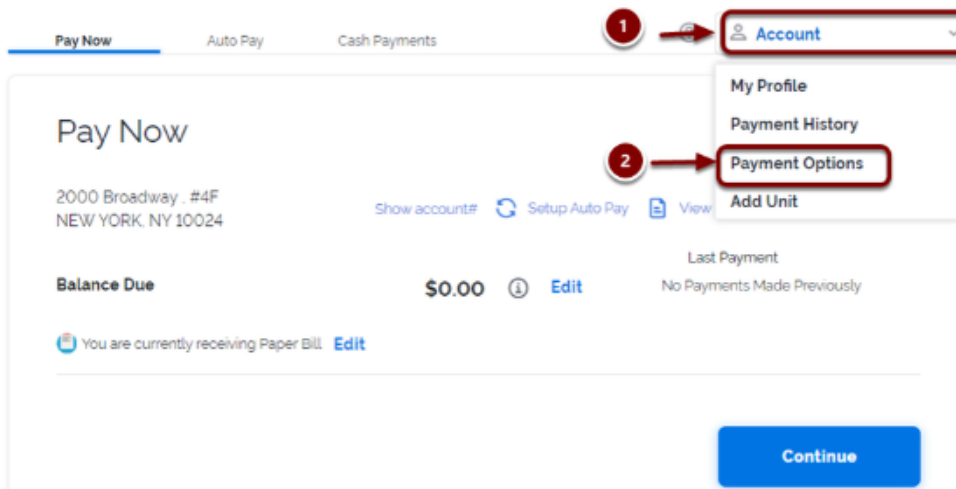
### Select Address

Click 'Select' for the right building, or click 'Search' again to try searching another address.

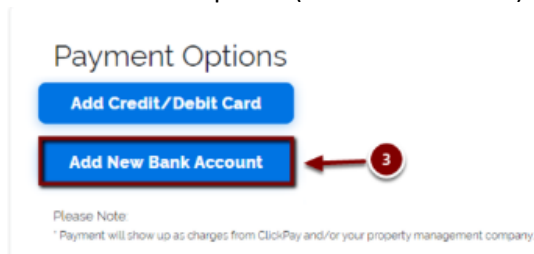
STREET NUMBER	STREET	CITY	ZIP CODE	STATE	
2000	Broadway	NEW YORK	10024	NY	<input type="button" value="Select"/>
20001	Broadway	NEW YORK	10024	NY	<input type="button" value="Select"/>

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- Once you select your account, you will receive a popup screen to confirm the last name. (The last name reflected on your HOA statement)
- Once your profile is created, you will be required to select a new payment option and enter your Bank information (ACH) or Credit/debit card.



You can select to setup ACH (Bank account info) or Credit/Debit card. Please note, no Pre-paid cards.



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### Payment Options

Please enter the Bank Routing Number and Bank Account Number exactly as it appears on your check.

If you have any questions regarding the routing number, please contact your bank to verify the Routing Number for ACH payments.

\* indicates required fields

Bank Routing Number: *	<input type="text"/>	<p>NAME Address City, State, Zip 2160</p> <p>Pay to the Order of _____ \$ _____ DOLLARS</p> <p>YourBank</p> <p>For _____</p> <p>⑆ 123456789 ⑆ 123456789101 ⑆ 2160</p> <p>Bank Routing Number      Bank Account Number      Your check number may be here (not required for payment)</p> <p><b>*Do not use a Deposit Slip for this information*</b></p>
Bank Name:	<input type="text"/>	
Bank Account Number: *	<input type="text"/>	
Re-enter: *	<input type="text"/>	
Checking/Savings: *	Checking <input type="button" value="x"/> <input type="button" value="v"/>	
Name On the Account	<input type="text"/>	
First Name: *	Tim	
Last Name: *	Bailey	
Account Nickname:	<input type="text"/>	
<input type="checkbox"/> Make this my preferred payment method		

### Payment Options

Please enter your credit card information.

\* indicates required fields

Card Number: *	<input type="text"/>	
Expiration Date: *	Month <input type="button" value="x"/> <input type="button" value="v"/> Year <input type="button" value="x"/> <input type="button" value="v"/>	
CVV: *	<input type="text"/> Visa, MasterCard: 3 digits on back American Express: 4 digits on front	?
Cardholder First Name *	Tim	
Cardholder Last Name: *	Bailey	
Billing Address 1: *	<input type="text"/>	
Billing Address 2: *	<input type="text"/>	
City: *	<input type="text"/>	
Country: *	United States <input type="button" value="x"/> <input type="button" value="v"/>	
State/US Territory: *	<input type="text"/> <input type="button" value="x"/> <input type="button" value="v"/>	
Zip Code: *	<input type="text"/> <input type="text"/>	
Account Nickname:	<input type="text"/>	
<input type="checkbox"/> Make this my preferred payment method		

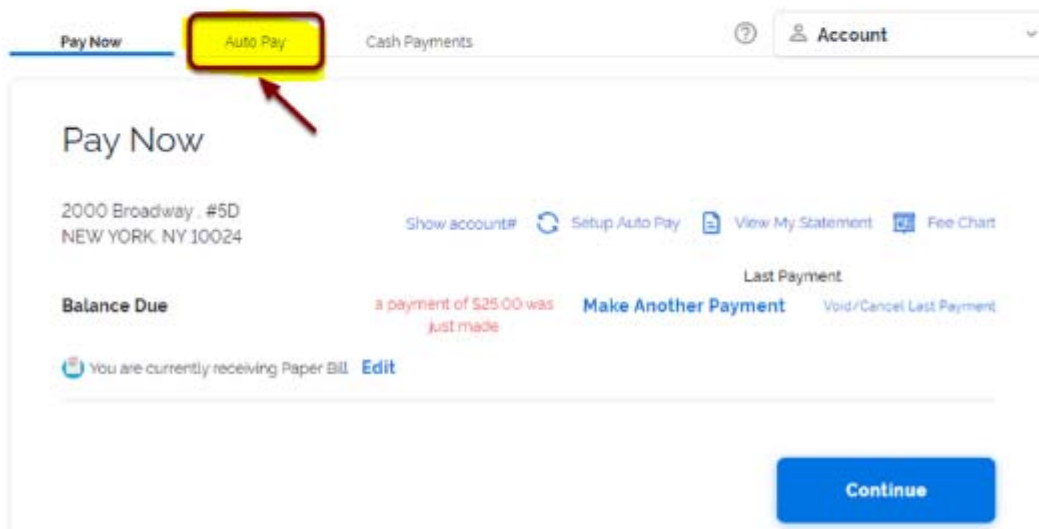
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- Once your bank information is entered, you will then be able to setup Auto Pay by clicking "Setup Auto Pay". (Screen shot below)

**i** Once your profile is created and your unit has been added to your profile along with your bank account or credit/debit card, you can setup Auto payments. Once you login, go to the "Auto Pay" page.



**i** Login to your account and select the "Auto Pay" page. You may also click **Setup Auto Pay**.



Note: below verbiage is displayed when making a one time payment or Auto Pay.

**Please allow 3-5 business days for payments to be applied to your account to avoid any potential late fees. Please take note of your Association's grace period when scheduling your payments. \*\*When scheduling your auto-payments, please ensure your payment withdrawal dates are ON or AFTER the 1st of each Billing Cycle. Your payment(s) will not post to your account if you do not follow this setup criteria\*\***

**The upcoming assessment amount/balance will not reflect until the 1st of the billing cycle. Please review your billing statement for amount due.**

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6. Enter the necessary information below.

- Select Payment method
- Start Month (Select upcoming billing month)
- Frequency
  - Recommended to select associations billing cycle for the Month
  - **Select between the 1<sup>st</sup> and 5<sup>th</sup>** of the month (When making this selection, please consider your Associations grace period)
    - example: If Monthly – Select the Month and always use the frequency date of on or after the 1<sup>st</sup> day of that month or your payments will not apply
    - example: If Quarterly – Select the Month (Jan., April, July or Oct.) and always use the frequency date of, on or after the 1<sup>st</sup> day of that month or your payments will not apply
    - example: If Semi-Annually - Select the Month (generally, January & July but check your association’s billing statement for specific dates) and always use the frequency date of, on or after the 1<sup>st</sup> day of that month or your payments will not apply
    - example: If Annually - Select the Month (January) and always use the frequency date of, on or after the 1<sup>st</sup> day of that month or your payments will not apply
- Amount – you will have 3 option to select from: Full Amount, Recurring Charges and Fixed Amount.
  - **Full Amount** – will pull the full balance on the account (which may include, late fees, violations, special assessment, etc.)
  - **Recurring Charges** – will only pull the recurring assessment (which may include parcel assessment charges – this will NOT include one-time charges or some Utility charges)
  - **Fixed Amount** – will only pull the amount you specify. This option is recommended if you wish to pay prior to the due date.
- Notification – ClickPay will send you a reminder notificaton 2 or 3 days prior to the withdrawal date.
- Select “Apply to this Property”

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Below is a screen shot of Payment Schedule page

### Configure Payment Schedule

2000 Broadway , #5D  
NEW YORK, NY 10024



Last payment of **\$25.00** was processed on **03/27/2020** (manual payment)

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  
Mastercard-2637

Frequency  
Monthly

First Payment Date  
3/31/2020

Process on the Last day of each month

Until I change or cancel

Until following number of payments have been processed

Until a selected date

### Amount

Pay the full amount [?](#)

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### Submitting a One-Time Payment

- Once you are on the Payment page, you can select “Pay Now” to make a one-time payment.
- If the “Charges Due” is \$0.00, click on Edit to enter an Alternate amount.
  - Note: If paying before the assessment due date, the “Charge Due” amount will NOT reflect a balance.

Pay Now

Auto Pay



Account

**Please allow 3-5 business days for payments to be applied to your account to avoid any potential late fees. Please take note of your Association’s grace period when scheduling your payments. \*\*When scheduling your auto-payments, please ensure your payment withdrawal dates are ON or AFTER the 1st of each Billing Cycle. Your payment(s) will not post to your account if you do not follow this setup criteria\*\***

The upcoming assessment amount/balance will not reflect until the 1st of the billing cycle. Please review your billing statement for amount due.

## Pay Now

[REDACTED]  
PHOENIX, AZ 85041  
[REDACTED]

Edit Charge

Charges Due

Enter Payment Amount \$

0.00

Apply



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### NOTES:

The “i” icon has been added for Important Information when scheduling your auto payments.


Frequency: Monthly  on the 1

until I change or cancel this payment.

until a total of 1 payments have been processed.

until, but not after

**IMPORTANT:** When scheduling your auto-payments, please ensure your payment withdrawal dates are ON or AFTER the 1st of each 'Billing Cycle' and within your Association's grace period. Your payment(s) will not post to your account if you do not follow this correct set-up criteria. Please note: Payments may take approx. 3-5 days to apply to your account.



The ClickPay website also has helpful support information, or you can call ClickPay Support at **1.888.354.0135 (option 1)**

- Click on “Support” at the top of the website page and then select “Resident or Homeowner Help Center”

## Resident / Tenant / Homeowner Help Center

### Registration

- How Do I Register with ClickPay?
- How Do I Add a Unit?
- How Do I Reset My Password?
- How Do I Login to My ClickPay Profile?

### Auto Pay

- How Do I Set Up Automatic Payments?
- Can I Edit or Cancel My Automatic Payments?
- What is the Difference Between the “Amount” Options?
- Is There a Fee for Each Auto Payment Every Month?

### Payments

- How to Submit a Payment?
- How to Set Up Payment Options?
- How Do I Confirm My Payment?
- Can I Make a One Time Payment Over the Phone?
- How Can I Send a Check Payment Instead?
- How Do I Set Up Online Bill Pay?

[See all 8 articles](#)

### Payment Issues

- Why is My Balance Incorrect?
- How Do I Void or Cancel a Recent Payment?
- How Do I Request a Refund?
- Why Was My Payment Returned?
- Why Was My Credit Card or Debit Card Declined?
- Why is My ClickPay Profile “Not Accepting” Payments?

