



FirstService
RESIDENTIAL

Manage & Pay Your Charges & Assessments Online

We provide a convenient and secure way for you to manage and make payments online through **ClickPay**. Get started by following the instructions listed below.

Step 1

Creating Your Profile

Visit www.ClickPay.com/FirstService, click **Register**, and then create your online profile.

? Account Already Exists?

If you receive a message stating that an account already exists, you have already been pre-registered within ClickPay. Click the link within the activation email sent to you or simply request a password reset link to gain you access to your existing profile.

Step 2

Connecting Your Property

Enter the FirstService Residential account number found on your statement or coupon and the Last Name listed on the property agreement.

? Last Name Entered Not Working?

Try the co-owner last name or if a business, the full name of the business associated with your unit.

! Direct-Debit Users

If you're looking to gain access to your existing automatic ACH Direct-Debit profile transition to ClickPay, you will be required to verify your banking details associated with this payment schedule.

Step 3

Make a One-Time Payment

From the home screen, confirm your payment amount and then click **Continue**.

! Adding a Payment Option

*When setting up one-time or automatic payments, you will be required to select a new or existing payment option, including e-check (ACH) for **FREE** or credit and debit card for a nominal fee.*



Step 4

Set Up Automatic Payments

From the home screen, click **Auto Pay** and then select your payment option, payment frequency and amount.

? Full Amount

*Select this option if you want to pay **ALL** charges on your account automatically including assessment charges, special assessments and one-time fees.*

? Pay Recurring Charges and Scheduled Assessments Only

*Select this option if you would prefer to only pay **RECURRING** charges automatically, such as assessment fees, parking, storage, etc. Miscellaneous one-time charges, such as one-time special assessments, late fees or work orders, are **NOT** included.*

? Fixed Amount

*Select this option if you want to pay a **FIXED** amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.*

! Please ensure your payments are scheduled to run no more than 2-3 days prior to your payment being due as your balance may not be available to pull through ClickPay until on or after this date.

Need Additional Help? Visit www.ClickPay.com/GetHelp or call 1.888.354.0135 (option 1).

FREQUENTLY ASKED QUESTIONS

HOW DO I REGISTER?

Visit www.ClickPay.com/FirstService and click "Register". If you received an email from **ClickPay** or FirstService Residential regarding this new payment option, your account already exists and can be accessed by clicking the link emailed to you.

HOW DO I ADD MY HOME(S)?

After you create your profile, you will be required to link your home to your account using the unique access number found on your statement or coupon. If you haven't received your statement or coupon yet or do not know your access number, you can contact **ClickPay** or your community manager for assistance.

WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through **ClickPay** by e-check (ACH) or credit and debit card. There is **no fee** when paying by e-check (ACH) from a checking or savings account.

If you pay by debit or credit card, a 2.95% nominal fee applies to all payments made by Visa, Mastercard, Discover, and American Express.

HOW DO I SET UP AUTOMATIC PAYMENTS?

If you'd like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set payments to run until canceled or have them run for any period of time.

- **Full Amount**

Select this option if you want to pay **ALL charges** on your account automatically including recurring and one-time charges. Miscellaneous one-time charges, such as one-time special assessments, late fees or work orders, **ARE** included by selecting this option.

- **Pay Recurring Charges and Scheduled Assessments Only**

Select this option if you would prefer to only pay **RECURRING charges** automatically, such as assessment fees, parking, storage, etc. Miscellaneous one-time charges, such as one-time special assessments, late fees or work orders, are **NOT** included.

- **Fixed Amount**

Select this option if you want to pay a **FIXED amount** of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.

HOW LONG WILL IT TAKE MY PAYMENTS TO SETTLE/DEBIT?

Payments made by e-check (ACH) before 9:00PM EST on any business day will debit from your bank account and settle the following business day. Payments made by debit or credit card can take 3-4 business days to settle depending on the date/time of the payment and the type of card.

WHAT IF I HAVE A QUESTION OR AN ISSUE?

For help with your account or setting up payments online, please contact **ClickPay** through their help center at www.ClickPay.com/GetHelp or call 1.888.354.0135 (option 1).