## HOW DO I REGISTER?

To register for online payments, please visit **www.ClickPay.com/FirstService** and click "Register". If you received an email from **Click*Pay*** or FirstService Residential regarding this new payment option, your account already exists and can be accessed by clicking the link provided to you.

## HOW DO I ADD MY ACCOUNT?

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

## WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through **Click*Pay*** by e-check (ACH) or debit and credit card. If you pay by e-check (ACH) from your checking or savings account, **there is no fee for using this option**.

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If you'd like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account.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. **Please note that by using this option, you will still be required to pay the full amount owed by the due date to avoid late fees & interest charges.**

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

Payments made by e-check (ACH) before 9:00PM EST on any given 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?

If you need help with your online account, please contact **Click*Pay*** online at **www.ClickPay.com/GetHelp** or by phone at **1.888.354.0135 (option 1)**.