



FirstService
RESIDENTIAL

Association Dues Made Easy

Pay Your Dues Online

Residents have a convenient and secure way to pay association dues online through our provider, **ClickPay**. If you aren't already taking advantage of this payment option, we request that you create your account today and begin making individual or automatic recurring payments online.

Get Started: www.ClickPay.com/FirstService

- ① Click **Register** and then create your online profile with **ClickPay**
- ② **Link Your Home** using the account number found on your statement or coupon
- ③ Select your preferred **Payment Option** (e-check for FREE or credit card for a fee)
- ④ Set up **Automatic Payments** or click **Pay Now** to make one-time payments

Scan below to sign up for e-payments



Payments by e-check can be made at no cost. Fees apply to payments made by credit or debit card. Please note the date you make your payment on ClickPay is not the date it is reflected on your account. Payments by e-check (ACH) before 9:00PM EST will debit from your bank account and settle the next business day. Payments by debit or credit card can take 3-4 business days to settle.



Benefits & Features

- ✓ Pay for **FREE** by e-Check
- ✓ Set Up Automatic Payments
- ✓ Pay by Credit/Debit Card
- ✓ Pay from Your Phone/Tablet

Online Payment Support

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

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.

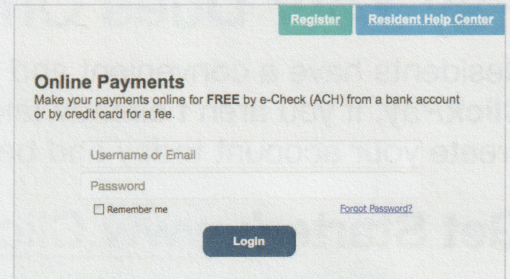
Step 1

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

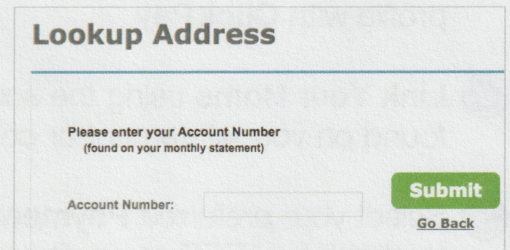
Enter the FirstService Residential account number found on your statement or coupon and the Last Name listed on the property agreement.

? 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.



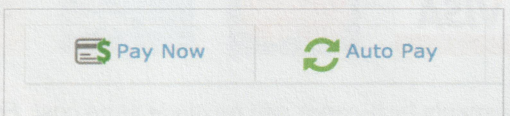
Step 3

Setting Up Payments

From the home screen, select **Auto Pay** in order to set up automatic recurring payments or select **Pay Now** to make one-time payments.

! 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.

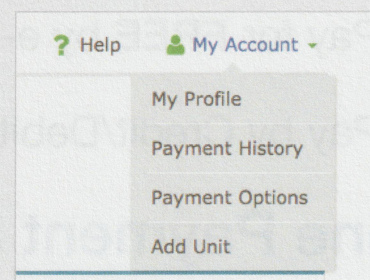



For more information on how to set up an automatic recurring payment through ClickPay, visit www.clickpay.com/gethelp.

Managing Your Account

From the home screen, select **My Account** in order to:

- ✓ Manage or Update Your Profile
- ✓ View Your Online Payment History
- ✓ Manage or Add/Remove Payment Options
- ✓ Add or Remove additional properties



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

Q: Can I share a profile with another resident in my unit?

A: Each resident needs 1 unique email address on file. Residents are unable to share an email address with other residents.

By default, no one can see your name, address, or other information in the Community Directory. Each property owners has the option to “opt-in” to allow other logged-in residents in your community to view your directory information. To “opt-in” to the Community Directory, go to the Community menu, then the Directory tab. Click the ADD ME button next to your listing and select the information that you wish to allow other users to see when they are logged in to the portal.

Q: How do I complete registration?

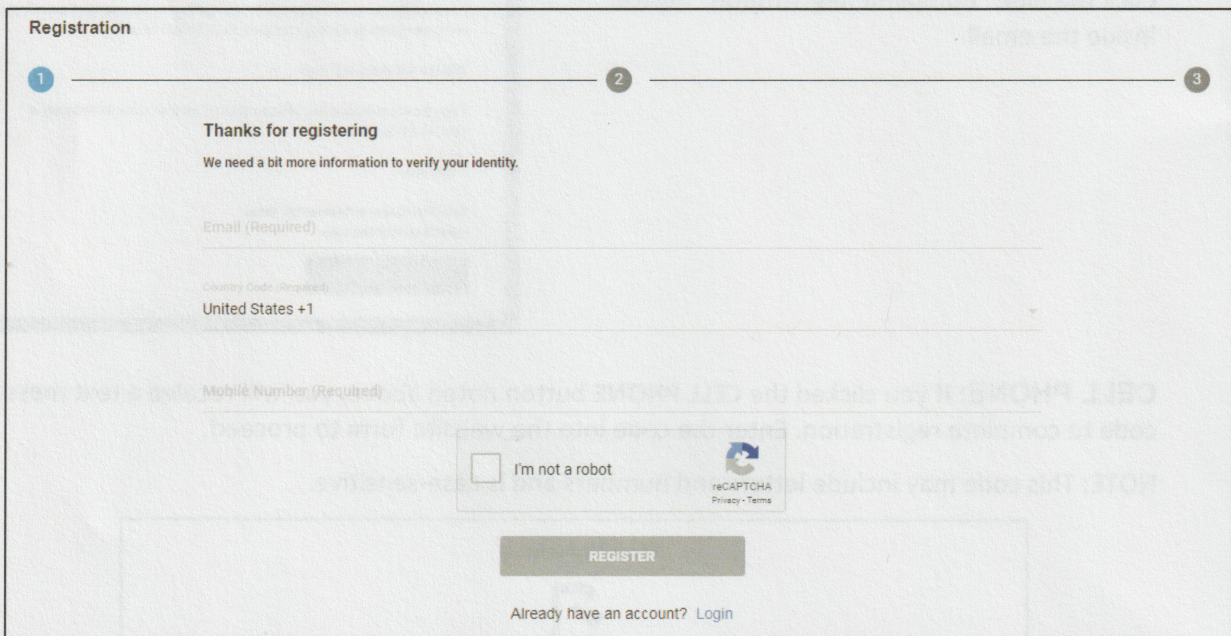
A: Please complete the following steps:

1. Visit your Connect Resident Portal website address
2. Scroll down the page to the Resident Access section and select “Register”



REGISTER

3. Fill in your email address and cell phone number on the form, confirm you are not a robot and click the “Register” button



The screenshot shows a registration form titled "Registration" with a progress indicator at the top showing three steps: 1, 2, and 3. Step 1 is active. The form content includes:

- Text: "Thanks for registering"
- Text: "We need a bit more information to verify your identity."
- Form field: "Email (Required)" with a text input box.
- Form field: "Country Code (Required)" with a dropdown menu showing "United States +1".
- Form field: "Mobile Number (Required)" with a text input box.
- Form field: "I'm not a robot" with an unchecked checkbox and a reCAPTCHA logo.
- Form field: "REGISTER" button.
- Text: "Already have an account? [Login](#)"

Resident Portal Registration FAQ

4. Select your registration method

NOTE: If neither the email address nor the cell phone number are found in our records, you will be prompted to contact Customer Care at 800-870-0010 to provide your contact information for registration.

Email Address and Phone Number Found!

EMAIL:

If we have email on file for you, click this button to use email to complete your registration.



Click here if you would like to complete the registration process by Email.

CELL PHONE:

If we have a cell phone number on file for you, click this button to use your cell phone to complete your registration.

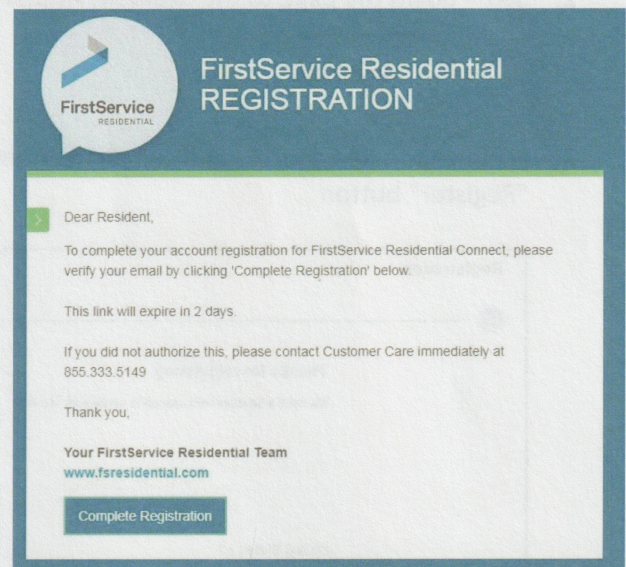


Click here if you would like to complete the registration process by Mobile Phone.

Message & data rates may apply

EMAIL: If you clicked the **EMAIL** registration button noted above, you will receive an email from "Resident Portal – No Reply" / DoNotReply@fsresidential.com titled "Complete Your Registration".


Click the blue "Complete Registration" button inside the email.



CELL PHONE: If you clicked the **CELL PHONE** button noted above, you will receive a text message with a code to complete registration. Enter the code into the website form to proceed.

NOTE: This code may include letters and numbers and is case-sensitive.

You're Almost Done!



We have sent a text message (SMS) with a verification code to your mobile phone.

Please enter the code below within five minutes. If you did not receive the text message [click here](#) to request another one.

Enter Code *



Resident Portal Registration FAQ

5. Fill out your information and create a password.

Password Criteria:

- Minimum of 8 characters in length
- 25 characters maximum
- Password must have at least one uppercase letter, at least one lowercase letter, at least one number, at least one special character (! @ # \$ % ^ & *)

The registration form includes the following fields:

- Prefix: dropdown menu
- First Name: text input
- MI: text input
- Last Name: text input
- Country: dropdown menu
- Mobile Number: text input
- Email: text input
- Confirm Email: text input
- Create Password: text input (with a help icon)
- Confirm your password: text input

6. After you register you will be redirected to the login page. Enter your email address and new password to log in.

The login page contains the following elements:

- Email Address: text input
- Password: text input
- Keep me signed in
- LOGIN** button
- [Forgot Password?](#) and [Not Registered?](#) links
- Copyright © 2018 FirstService Residential.
- All rights reserved. | [Legal](#)

Q: Who do I contact with questions about registering for my new community website?

A: You can contact Customer Care at 800-870-0010 for assistance anytime, day or night.

Q: Which web browsers can I use to access my community website?

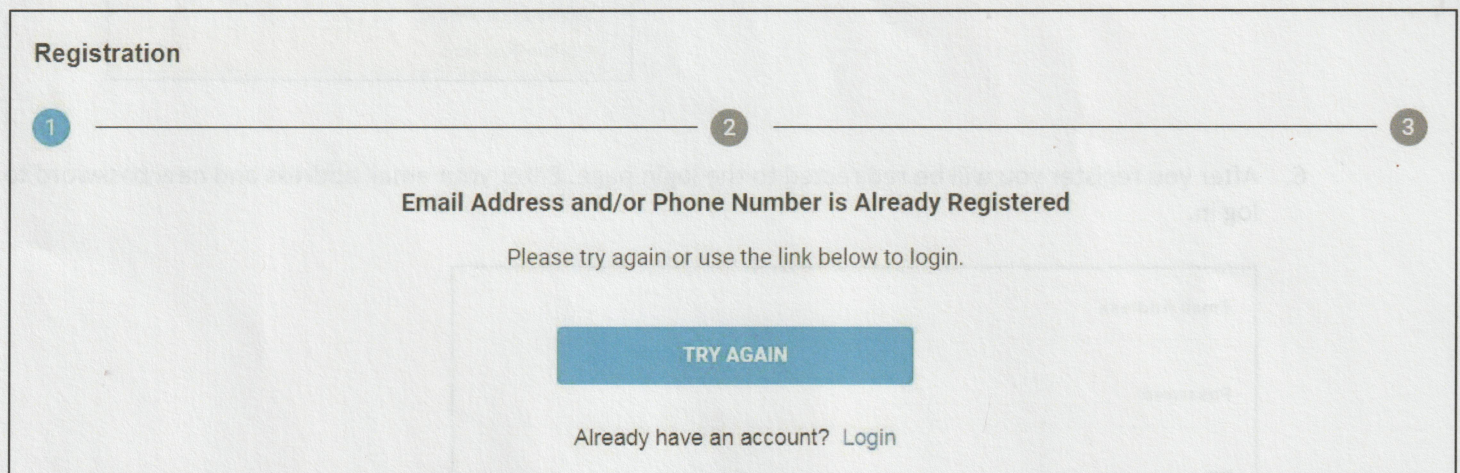
A: You may use Chrome, Edge, Firefox, Internet Explorer, or Safari. Additionally, documents open in a separate window, so you may need to confirm that pop up blockers are not turned on for this site.

Q: What devices or equipment can I use to access my community website?

A: You can easily access your new community website on a desktop, laptop, tablet, or mobile device. Your new site features a responsive design which will match your device's screen size. You can also download the mobile app by searching "Connect Resident" in the Google Play or Apple App Store.

Q: How do I complete registration if the system tells me I already have an account?

A: If you see the message shown below, you may have previously registered for the new platform in one or more communities in which you own a home.



The screenshot shows a registration page with a progress indicator at the top consisting of three numbered steps (1, 2, 3) connected by a horizontal line. Step 1 is highlighted with a blue circle. Below the progress bar, the text reads: "Email Address and/or Phone Number is Already Registered". Underneath this, it says "Please try again or use the link below to login." There is a blue button labeled "TRY AGAIN" in the center. At the bottom, it says "Already have an account? [Login](#)".

1. To proceed, log into the website with your previously set credentials.
2. Once logged in, click your profile bubble in the upper right corner and select "Add new property". The system will then search for your email address. If you own any other homes within your community or own homes in other communities managed by FirstService Residential, we will automatically link any that are identified so that you may use the same set of credentials for all of your accounts.
3. Please note that if you own a home in another community, that community must already be using the new website platform before you'll be able to link/access them with one set of credentials.
4. If you feel that you have reached this message in error or the system is not successful in linking your other properties, please contact Customer Care at 800-870-0010 for assistance.