



# Online Payment Instructions

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## Have a Question?

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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](http://www.ClickPay.com/Help)

**Email:** [support@clickpay.com](mailto:support@clickpay.com)

## Getting Started

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The ClickPay Online Payment Portal allows you to pay your maintenance, HOA fees, rent, 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may make online payments one of two ways, either as a one-time payment or as a recurring payment to be automatically withdrawn from your account each month.

Tenants can make e-check (ACH) payments directly from a checking or savings account for **FREE**, just like a paper check, but without all the hassle. You can also make credit and debit card payments for a fee. To find out what fees apply, please select fee chart on the **Pay Now** page.

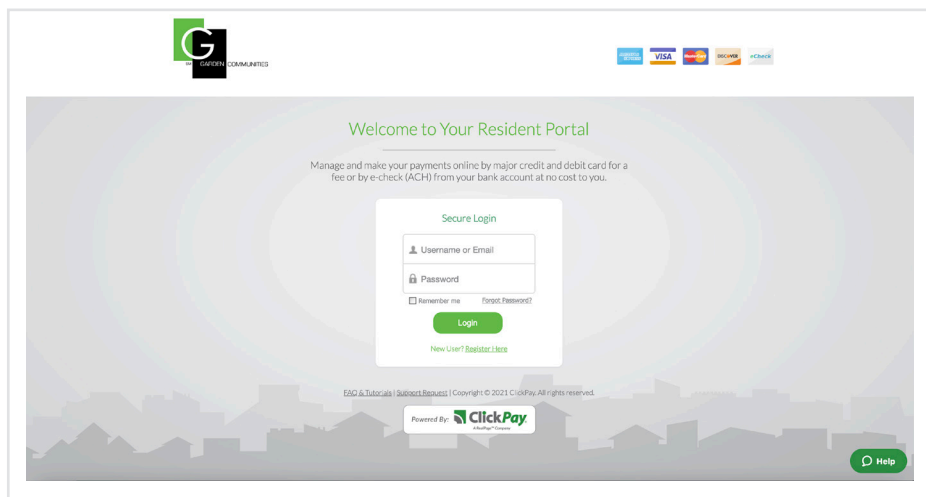
## Creating Your Account

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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 scheduled payments
- Set up multiple accounts to withdraw from
- View payment history
- Maintain your user and account information

To set up your account, visit [login.clickpay.com/gardencommunities](https://login.clickpay.com/gardencommunities) and then click **Register**. If you received an email from Garden Communities 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.

### 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 \*

Phone Number \* Ext. Mobile Number

☐ This is a Mobile Number

Read And Accept Following



☐ Read and Accept [Electronic Disclosure](#) \*

☐ Agreed to [Terms and Privacy](#) \*

How Did You Learn About Us? Select...

Cancel Create Account

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**.

### Profile Review

You entered the following. Click "Submit" if correct or "Edit" if you would like to edit the information.

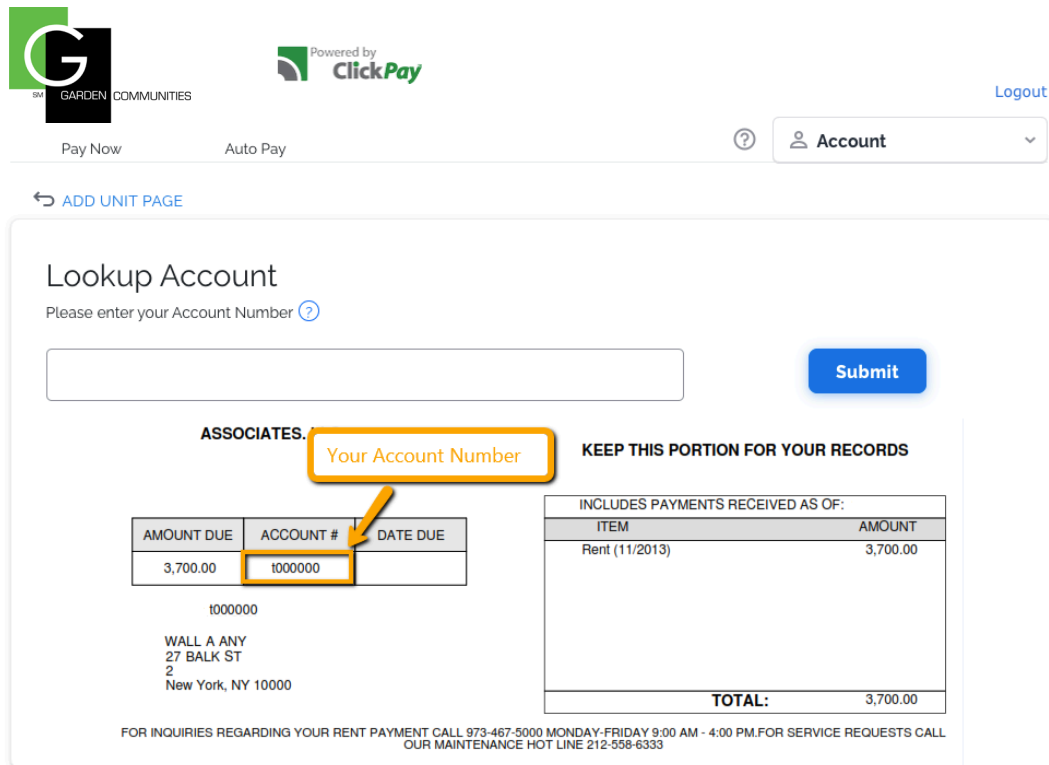
Username/Login	JohnSmith12345
First Name	John
Last Name	Smith
Phone	3214569870
Phone Extension	
Mobile	
Email	JohnSmith@test.com

Edit Submit

You may 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.

## Adding Your Property/Unit(s)

After confirming your profile information, you will be brought to the **Lookup Account** page seen below.



Pay Now Auto Pay ? Account

ADD UNIT PAGE

### Lookup Account

Please enter your Account Number ?

Submit

**ASSOCIATES:**

**KEEP THIS PORTION FOR YOUR RECORDS**

AMOUNT DUE	ACCOUNT #	DATE DUE
3,700.00	1000000	

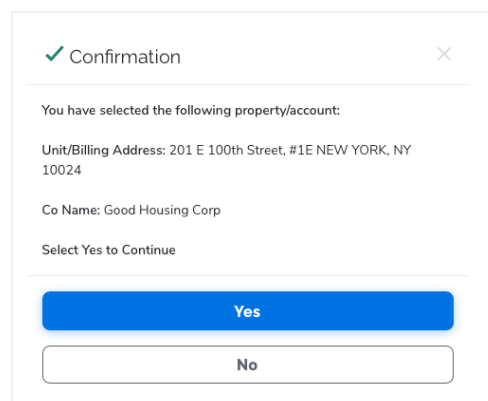
1000000

WALL A ANY  
27 BALK ST  
2  
New York, NY 10000

FOR INQUIRIES REGARDING YOUR RENT PAYMENT CALL 973-467-5000 MONDAY-FRIDAY 9:00 AM - 4:00 PM.FOR SERVICE REQUESTS CALL OUR MAINTENANCE HOT LINE 212-558-6333

INCLUDES PAYMENTS RECEIVED AS OF:	
ITEM	AMOUNT
Rent (11/2013)	3,700.00
<b>TOTAL:</b>	3,700.00

Enter your account number as shown in the example above and click **Submit**. You will then be required to confirm the property address associated with your account number. To continue, select **Yes**.



✓ Confirmation

You have selected the following property/account:

Unit/Billing Address: 201 E 100th Street, #1E NEW YORK, NY 10024

Co Name: Good Housing Corp

Select Yes to Continue

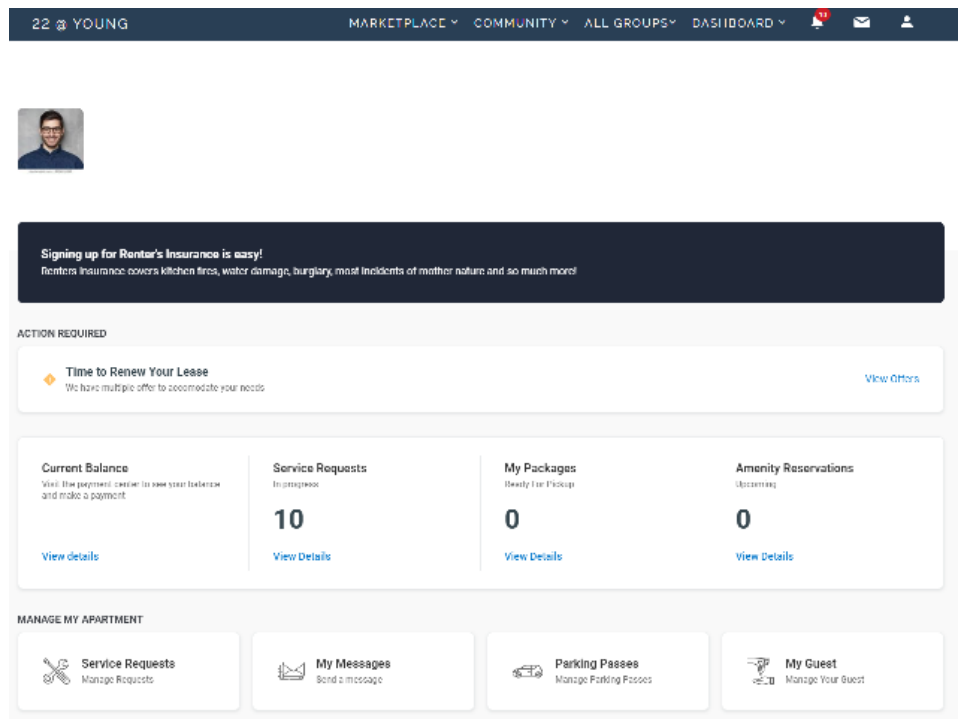
Yes

No

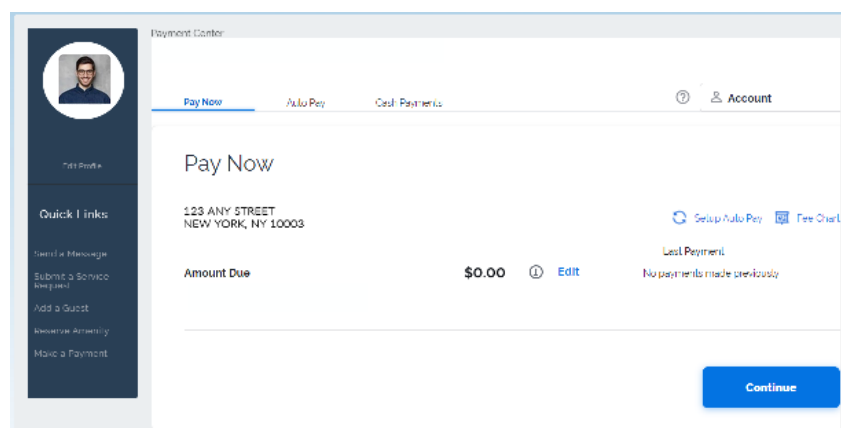
This unit has now been added to your account! You can remove this unit at anytime by visiting **My Account**. Users can also add multiple units or properties to their account by visiting the same tab and clicking on **Add Unit**.

# Portal Dashboard

After confirming your profile and unit information, you will be brought to the **Portal Dashboard** seen below.



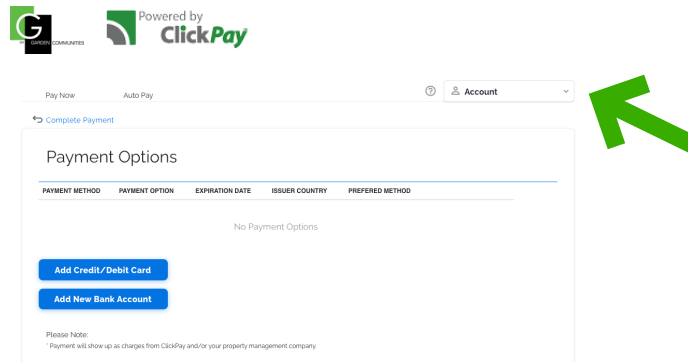
Within the Dashboard, you can access Payments, submit Service Requests, send Messages, and much more. After the initial login you can also go to your app store and download the ActiveBuilding app to your mobile devices.



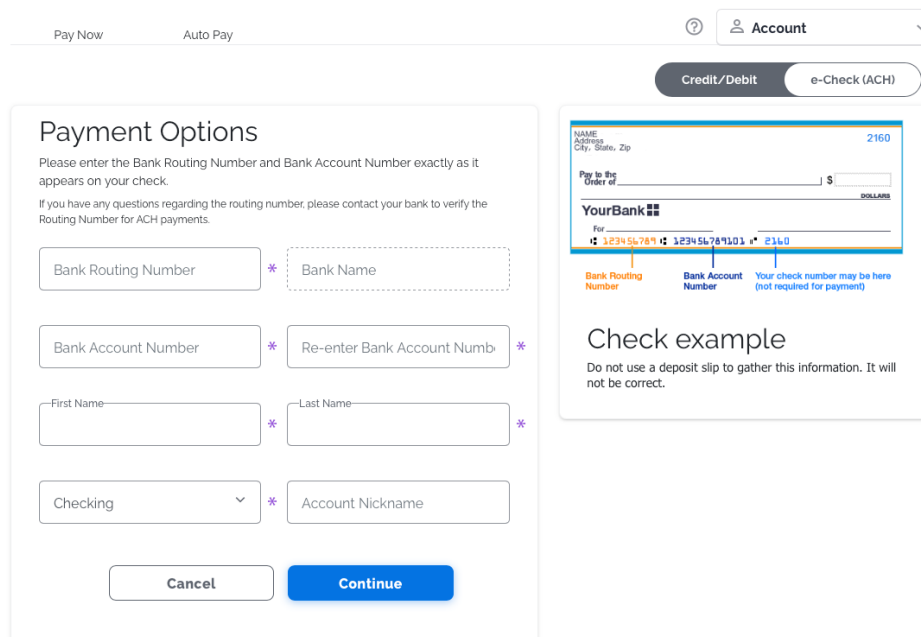
To access payments by ClickPay you will need to click **View Details** under Current Balance. The necessary page will populate and you can set up your desired online payments.

## 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.



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.



The screenshot shows the 'Payment Options' form for adding a new bank account. The form has a title 'Payment Options' and a subtitle 'Please enter the Bank Routing Number and Bank Account Number exactly as it appears on your check.' Below this, there is a note: 'If you have any questions regarding the routing number, please contact your bank to verify the Routing Number for ACH payments.' The form contains several input fields: 'Bank Routing Number', 'Bank Name', 'Bank Account Number', 'Re-enter Bank Account Number', 'First Name', 'Last Name', and 'Account Nickname'. There is also a dropdown menu for 'Checking' and a 'Continue' button. To the right of the form, there is a 'Check example' section showing a sample check with labels for 'Bank Routing Number', 'Bank Account Number', and 'Your check number may be here (not required for payment)'. The 'Check example' section also includes a warning: 'Do not use a deposit slip to gather this information. It will not be correct.'

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.

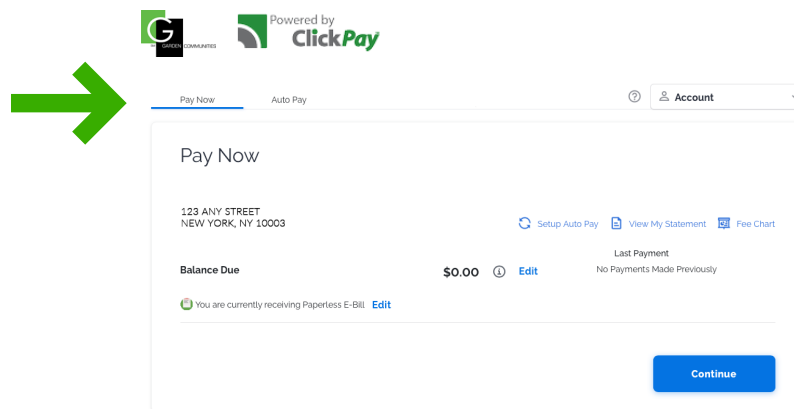
Once you complete this form, click **Continue**. You will be required to confirm this information once more before continuing. You may **Edit** this information or click **Continue** to add this new payment option to your account.

## Making a Payment

Tenants have two options to choose from when making a payment. Tenants 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.

Review information
×

**You have entered the below information. Click 'Continue' to proceed and 'Edit' to edit the information**

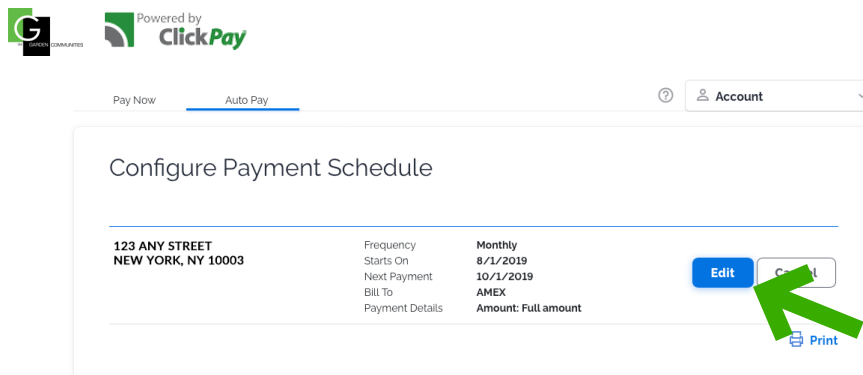
Card Type	AMERICAN EXPRESS
Card Number	1234567890123456
Expiration Date	01/20
Name of Cardholder	JOHN SMITH
Billing Address 1	123 ANY STREET
Billing Address 2	
City	NEW YORK
Country	UNITED STATES
State	NY
Zip Code	10022
Account Nickname	

Continue

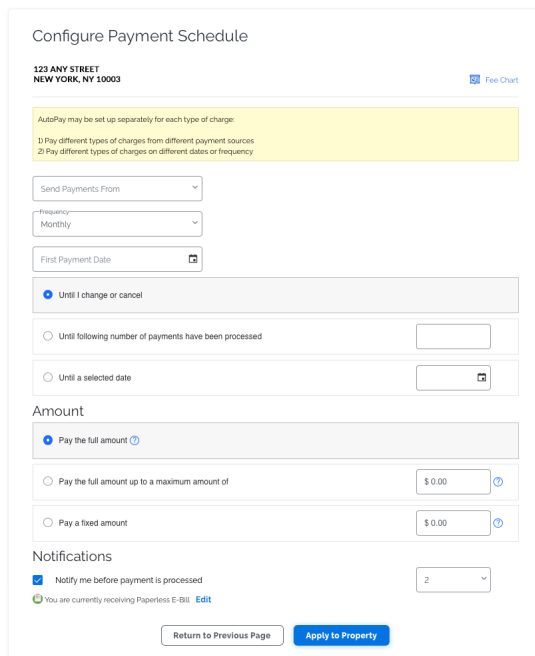
Edit

## 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.



Tenants 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.

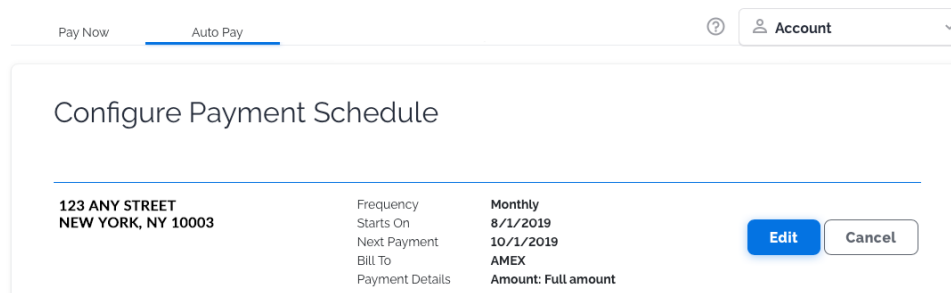


When ready, click **Apply to Property**. You will be given the opportunity to confirm these details. Once reviewed and confirmed, select **Apply**. Your account is now set up to make automatic recurring payments!



## 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** link as seen below. To cancel any scheduled payments altogether, simply click the **Cancel** link.



Pay Now Auto Pay Account

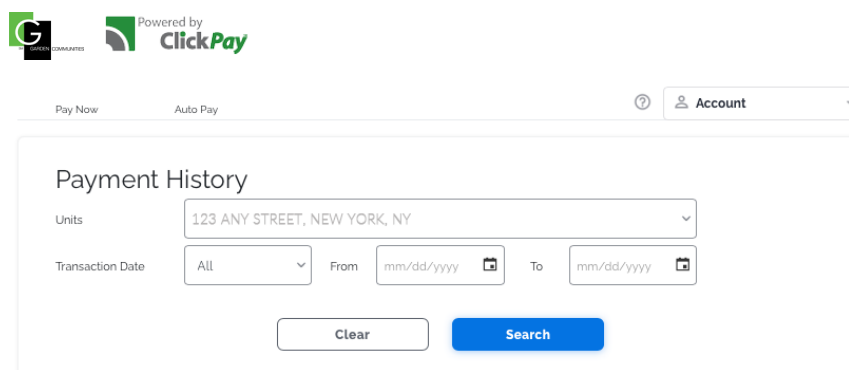
### Configure Payment Schedule

123 ANY STREET NEW YORK, NY 10003	Frequency Starts On Next Payment Bill To Payment Details	Monthly 8/1/2019 10/1/2019 AMEX Amount: Full amount	<b>Edit</b> <b>Cancel</b>
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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. Here you can search for a payment by date or view all of your payments at once.



Powered by ClickPay

Pay Now Auto Pay Account

### Payment History

Units: 123 ANY STREET, NEW YORK, NY

Transaction Date: All From mm/dd/yyyy To mm/dd/yyyy

**Clear** **Search**

## 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](http://www.ClickPay.com/Help)

**Email:** [support@clickpay.com](mailto:support@clickpay.com)