



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).