



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.*

? 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.

To view your account balance, create an account and login into Connect thru the following link: <https://yourapvcommunity.connectresident.com> For assistance call, 1.844.722.6898

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