



**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 [login.clickpay.ca/firstserviceca](http://login.clickpay.ca/firstserviceca), 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 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.*

**! Pre-Authorized Debit**

*If you're looking to gain access to your existing Pre-Authorized Debit profile transitioned 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 scheduled payments, you will be required to select a new or existing payment option, including e-check (EFT) for **FREE** or credit and debit card for a nominal fee.*

## Step 4

### Set Up Scheduled 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. You may be provided with the option to set a maximum as well.*

**? 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](http://www.ClickPay.com/GetHelp) or call 1.888.354.0135 (option 1).