

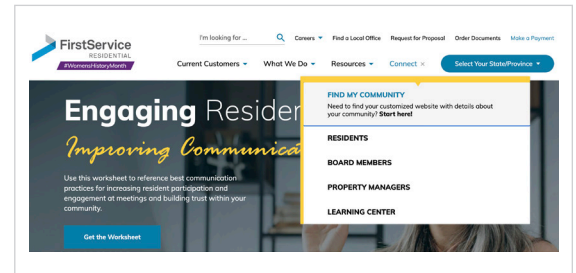
# Make Payments & Stay Connected with the Connect Resident Portal!

Enjoy all the services and amenities our community has to offer through our FirstService Residential Connect Resident Portal. Access community news, communicate with your property manager and neighbors, pay association fees and much more! Get started by following the instructions listed below.

## Step 1

### Access Your Community Website

Access the Connect Resident Portal via the invitation link emailed to you or visit [www.fsresidential.com](http://www.fsresidential.com) and under the **Connect** tab, click **Find My Community**. Enter the required information to access your community website.



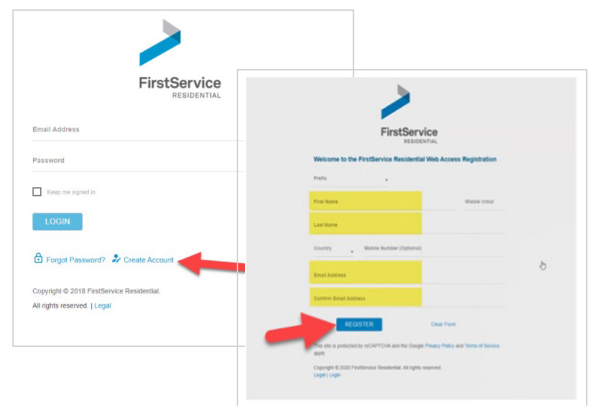
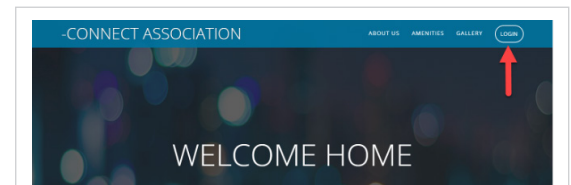
## Step 2

### Create Your Profile

Once you reach your community website, click **Login** on the top-right of your screen.

On the log in page, click **Create Account**.

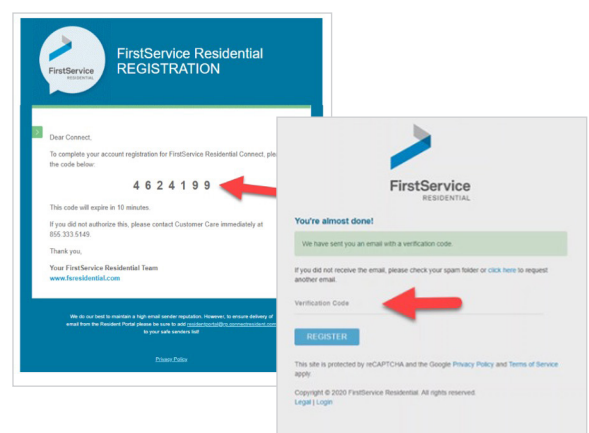
Fill in the details in the Registration Form (Highlighted fields are required) and then click **Register**.



## Step 3

### Complete Your Registration

A Verification Code will be sent to your email that you will be required to enter in order to continue your registration. You can copy and paste the code then click the **Register** button.

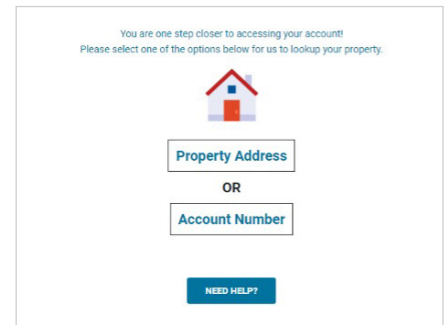


*Instructions continue on the next page.*

#### Step 4

## Connect Your Property

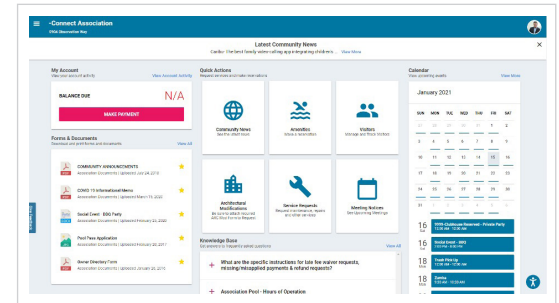
Once registered for the Connect Resident Portal, you will need to link your unit(s). You can choose to connect your unit(s) with either your Property Address or Account Number. After entering the required information, click **Submit**.



#### Step 5

## Access Your Dashboard

After connecting your unit(s), you will automatically be directed to your Dashboard within the Connect Resident Portal. Within your Dashboard, you will have access to many services and amenities including online payments powered by ClickPay via the **Make Payment** button, where you can make one-time or scheduled payments.



! If you experience any issues connecting to the ClickPay payment portal within Connect, please contact ClickPay directly by visiting [www.ClickPay.com/GetHelp](http://www.ClickPay.com/GetHelp) or call 888.354.0135 (option 1)

#### Step 6

## Make a One-Time Payment

Within your Dashboard, click **Make Payment** to access the payment portal. On the **Pay Now** page, you can submit a one-time payment.



### ! 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 recurring e-check (ACH) payments for **FREE** or credit and debit card for a nominal fee.



#### Step 7

## Set Up Scheduled Payments

Within your Dashboard, click **Make Payment** to access the payment portal. Click **Auto Pay** to make scheduled payments.

### ? 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?

For help with the Connect Resident Portal, please contact the Customer Care Center at 855.333.5149

For payment support, visit [www.ClickPay.com/GetHelp](http://www.ClickPay.com/GetHelp) or call 888.354.0135 (option 1).