

Support When You Need It

In order to provide you and your residents with the highest level of technology and service, ClickPay uses a top-ranked ticketing system called Zendesk that creates service tickets for all inbound *chats, emails and phone calls*.

✓ Help Center

Here you can find **FAQs** as well as walkthroughs and screenshots. Learn how to get the most from the ClickPay platform, including how to find transactions, running reports and locating resident payment data.

✓ Live Chat

ClickPay offers live chat between 9 AM–5:30 PM EST, Monday through Friday. Access live chat on the bottom-right side of the website to speak with a live person. As with phone calls & emails, a service ticket will be created and managed through completion.

✓ Email

Each email sent to support@clickpay.com is greeted with an automatic reply that includes a ticket number for reference. Tickets are automatically routed to the designated support team and are guaranteed a same-day response (before 5:30 PM EST).

✓ Call Center

Each call into ClickPay's support line generates a screen with the caller information, allowing agents to expedite the service experience. Upon completion, the service ticket will either be moved to a solved status or kept open until the issue is resolved. Similar to email, tickets are archived for future reference if necessary.

"It was nice to speak to a live person who could check what you were doing and could respond immediately in an intelligent way - that is unfortunately such a rare experience these days!"

— Nadine O.

Help Center & Live Chat www.ClickPay.com/Help

Monday through Friday 9 AM–5:30 PM EST

Email

Support@ClickPay.com

Phone

1.800.533.7901 Opt 2

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