

HOW DO I REGISTER?

To register for online payments, please visit www.ClickPay.com/GettingStarted and click “Register”. If you received an email from ClickPay or your managing agent regarding this payment option, your account already exists and can be accessed by clicking the link emailed to you or by requesting a password reset email from the log in page.

HOW DO I ADD MY UNIT(S)?

After you create your profile, you will be required to link your unit(s) to your account using your street number and zip code. Your managing agent may also require you to enter the unique account number found on your billing statement or last name on the lease or property agreement. If you haven't received your statement yet or do not know your account number, you can contact ClickPay or your property manager for assistance.

WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through ClickPay by e-check (ACH) from your checking or savings account, by credit card (Visa, MasterCard, Discover, and American Express) or by debit card (Visa Debit, Mastercard Debit, Discover Debit, and American Express Prepaid).

Payment options and applicable service fees vary by managing agent. To view the payment options and service fees applicable to you, visit the Fee Chart on your Pay Now page.

HOW DO I SET UP AUTOMATIC PAYMENTS?

If you'd like to have your payments withdrawn automatically, simply visit the Auto Pay tab in your account to get started. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set up payments to run until canceled or have them run for any period of time.

Recurring payments can typically be set up as a Fixed Payment or for the Full Amount due.

HOW LONG WILL IT TAKE MY PAYMENTS TO SETTLE/DEBIT?

Payments made by e-check (ACH) before 9:00PM EST on any given business day will typically debit from your bank account and settle the following business day.

Payments made by debit or credit card can take 3-4 business days to settle depending on the date/time of the payment and the type of card.

WHAT IF I HAVE A QUESTION OR AN ISSUE?

For help with your account or setting up payments online, please contact us through our help center at www.ClickPay.com/Help, by email at support@clickpay.com or by phone at 1.800.533.7901 (option 1).