



Online Payment Instructions

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Have a Question?

Have a question or concern that wasn't answered in this instructional booklet? Please feel free to contact us. ClickPay's offices are open from Monday to Friday, 9:00am to 5:30pm EST.

Call: 1.800.533.7901 (opt 1)

Visit: www.clickpay.com/help

Email: support@clickpay.com

Fax: 201.604.7117

Getting Started

The ClickPay Online Payment Portal allows you to pay your maintenance, HOA fees, rent, common charges, late fees and more. You may make online payments one of two ways, either as a one-time payment or as a recurring payment to be automatically withdrawn from your account each month.

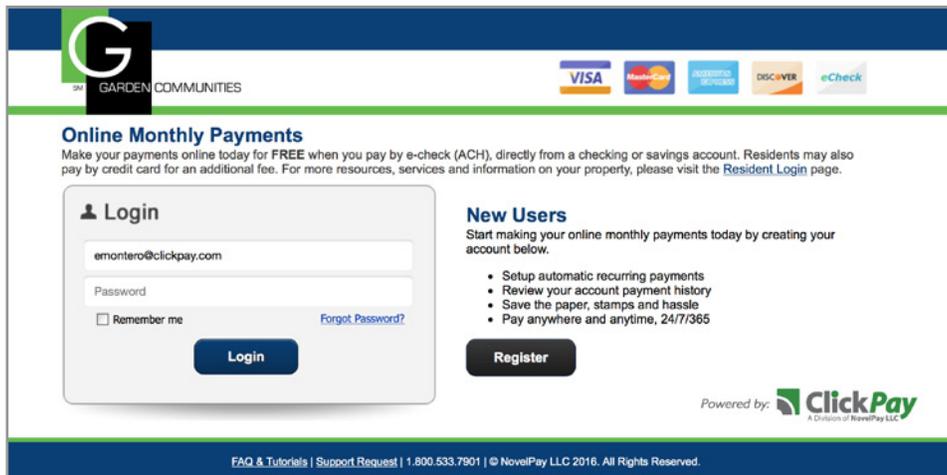
Residents can make e-check (ACH) payments directly from a checking or savings account for **FREE**, just like a paper check, but without all the hassle. You can also make credit and debit card payments for a fee. To find out what fees apply, please select fee chart on the **Pay Now** page.

Creating Your Account

If you haven't used ClickPay to make online payments before, setting up your account is easy and should only take a few minutes. By registering your account, you will be able to:

- Make one-time or recurring payments
- Set up multiple accounts to withdraw from
- View payment history
- Maintain your user and account information

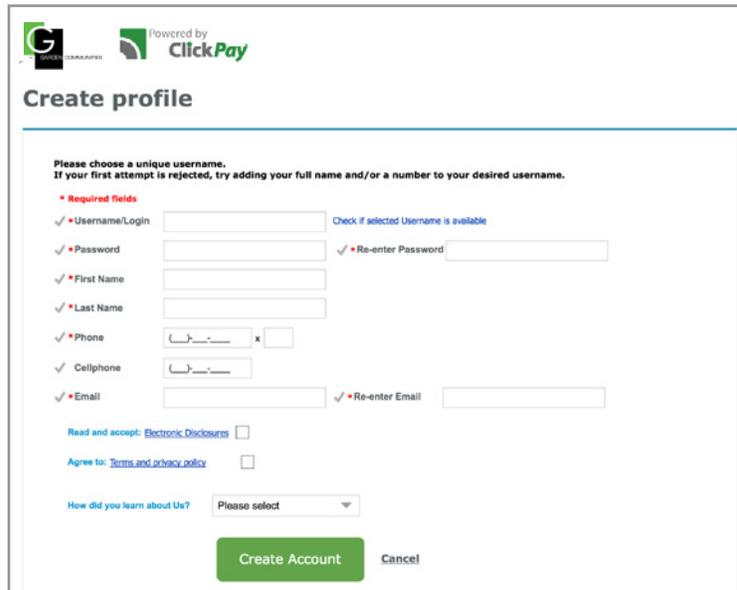
To set up your account, visit www.clickpay.com/gardencommunities and then click **Register**. If you received an email from Garden Communities or ClickPay, your account already exists and can be accessed through the link provided in the email you received. For existing users, simply enter your username and password and **Login**.



The screenshot shows the ClickPay online payment portal interface. At the top left is the Garden Communities logo. To the right are logos for VISA, MasterCard, American Express, Discover, and eCheck. Below these is a section titled "Online Monthly Payments" with a sub-header "Login". The login form includes a text input field for the email address (pre-filled with "emontero@clickpay.com"), a password field, a "Remember me" checkbox, and a "Forgot Password?" link. A blue "Login" button is at the bottom of the form. To the right of the login form is a "New Users" section with a "Register" button. The "New Users" section contains the text "Start making your online monthly payments today by creating your account below." and a bulleted list of benefits: "Setup automatic recurring payments", "Review your account payment history", "Save the paper, stamps and hassle", and "Pay anywhere and anytime, 24/7/365". At the bottom right, it says "Powered by: ClickPay A Division of NovelPay LLC". The footer contains the text "FAQ & Tutorials | Support Request | 1.800.533.7901 | © NovelPay LLC 2016. All Rights Reserved."

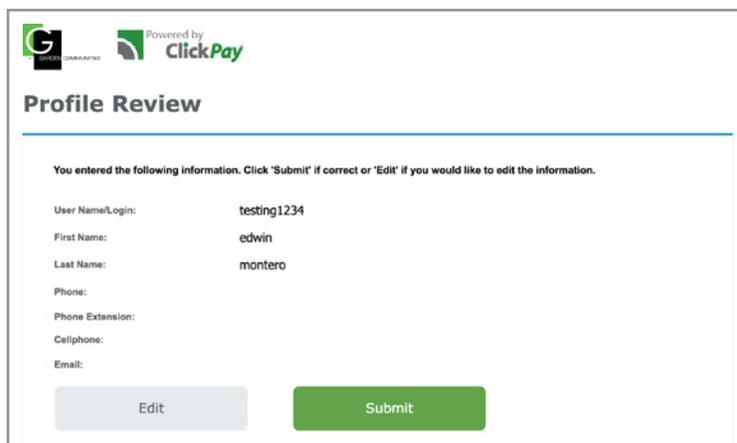
Creating Your Account (Continued)

Complete the following registration form in full and click **Create Account**. Please note that once registered, you may log in with either your username or email address. Keep your password in a safe place for later reference.



The screenshot shows the 'Create profile' registration form. At the top left is the Garden Communities logo, and at the top right is the 'Powered by ClickPay' logo. The form title is 'Create profile'. Below the title, there is a instruction: 'Please choose a unique username. If your first attempt is rejected, try adding your full name and/or a number to your desired username.' A red asterisk indicates 'Required fields'. The form contains several input fields: 'Username/Login' with a 'Check if selected Username is available' link; 'Password' and 'Re-enter Password'; 'First Name' and 'Last Name'; 'Phone' and 'Cellphone' (with a dropdown for country code); and 'Email' and 'Re-enter Email'. There are also checkboxes for 'Read and accept: Electronic Disclosures' and 'Agree to: Terms and privacy policy'. A dropdown menu asks 'How did you learn about Us?' with the option 'Please select'. At the bottom are two buttons: 'Create Account' (green) and 'Cancel'.

Upon completion of the registration form, you will be brought to a confirmation page. Please review and confirm that the information you have entered is correct and click **Submit**.

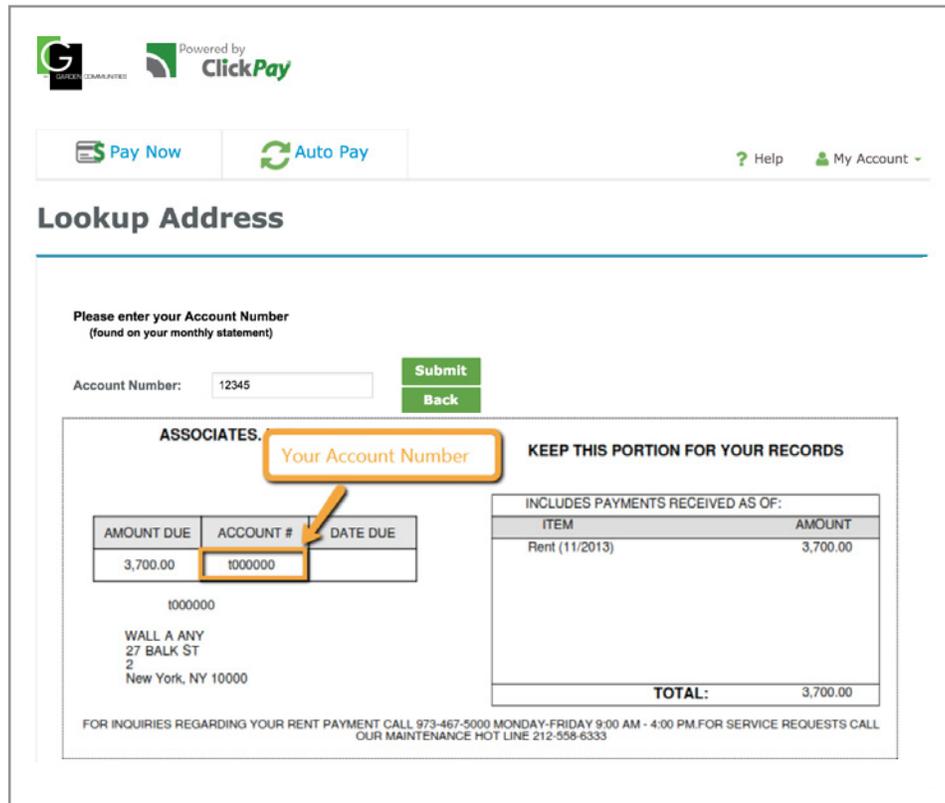


The screenshot shows the 'Profile Review' confirmation page. At the top left is the Garden Communities logo, and at the top right is the 'Powered by ClickPay' logo. The form title is 'Profile Review'. Below the title, there is a instruction: 'You entered the following information. Click 'Submit' if correct or 'Edit' if you would like to edit the information.' The form displays the entered information: 'User Name/Login: testing1234', 'First Name: edwin', 'Last Name: montero', 'Phone:', 'Phone Extension:', 'Cellphone:', and 'Email:'. At the bottom are two buttons: 'Edit' (grey) and 'Submit' (green).

You will then be required to locate your property and unit number(s). If your account was pre-registered, your property information may already exist in your account and this step will be skipped. Please continue to the next page for more information on adding your property.

Adding Your Property/Unit(s)

After confirming your profile information, you will be brought to the **Lookup Address** page seen below.



Powered by **ClickPay**

Pay Now Auto Pay Help My Account

Lookup Address

Please enter your Account Number
(found on your monthly statement)

Account Number: **Submit** **Back**

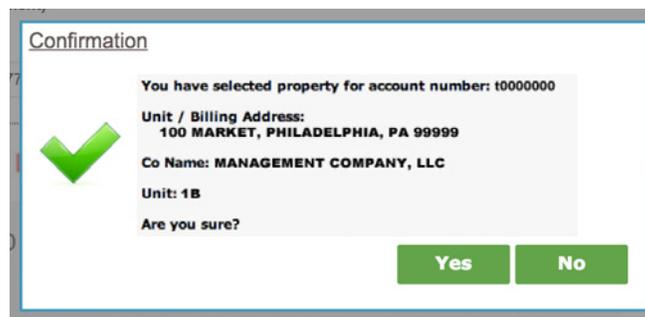
AMOUNT DUE	ACCOUNT #	DATE DUE
3,700.00	1000000	

1000000
WALL A ANY
27 BALK ST
2
New York, NY 10000

INCLUDES PAYMENTS RECEIVED AS OF:	
ITEM	AMOUNT
Rent (11/2013)	3,700.00
TOTAL:	3,700.00

FOR INQUIRIES REGARDING YOUR RENT PAYMENT CALL 973-467-5000 MONDAY-FRIDAY 9:00 AM - 4:00 PM.FOR SERVICE REQUESTS CALL OUR MAINTENANCE HOT LINE 212-558-6333

Enter your account number as shown in the example above and click **Submit**. You will then be required to confirm the property address associated with your account number. To continue, select **Yes**.



Confirmation

You have selected property for account number: 10000000

Unit / Billing Address:
100 MARKET, PHILADELPHIA, PA 99999

Co Name: **MANAGEMENT COMPANY, LLC**

Unit: **1B**

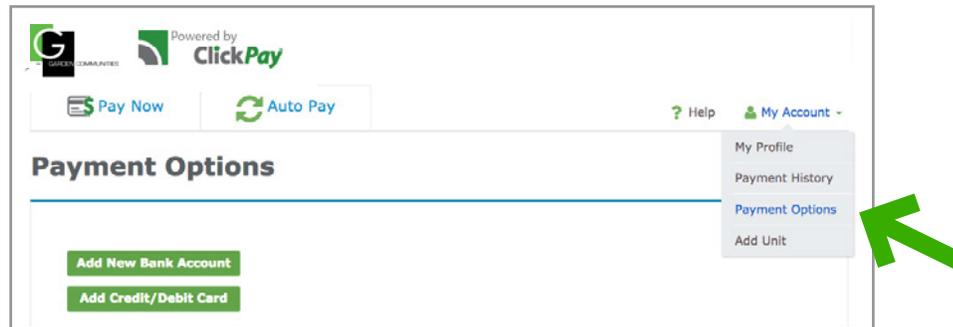
Are you sure?

Yes **No**

This unit has now been added to your account! You can remove this unit at anytime by visiting **My Account**. Users can also add multiple units or properties to their account by visiting the same tab and clicking on **Add Unit**.

Adding Payment Options

Once you've registered and added a property to your ClickPay account, the next step is to add your preferred payment option before you start making payments. To add a payment method, visit the **Payment Options** tab.



To connect a checking or savings account to your ClickPay account, simply click **Add New Bank Account**. To connect a debit or credit card to your account, select the **Add Credit Card/Debit Card** option.

Please enter the Bank Routing Number and Bank Account Number exactly as it appears on your check.

If you have any questions regarding the routing number, please contact your bank to verify the Routing Number for ACH payments.

* indicates required fields

Bank Routing Number: *

Bank Name:

Bank Account Number: *

Re-enter: *

Checking/Savings: * Checking

Name On the Account

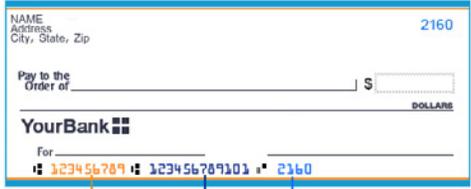
Firstname: * edwin

Lastname: * montero

Account Nickname:

Cancel

Continue



NAME
Address
City, State, Zip 2160

Pay to the Order of _____ \$ _____
DOLLARS

YourBank

For _____

123456789 123456789101 2160

Bank Routing Number Bank Account Number Your check number may be here (not required for payment)

Do not use a Deposit Slip for this information

To add a bank account, you will need to refer to the routing and account numbers listed on the check for the checking or savings account you wish to use. An example of how to locate these numbers on a check is shown on the payment option page.

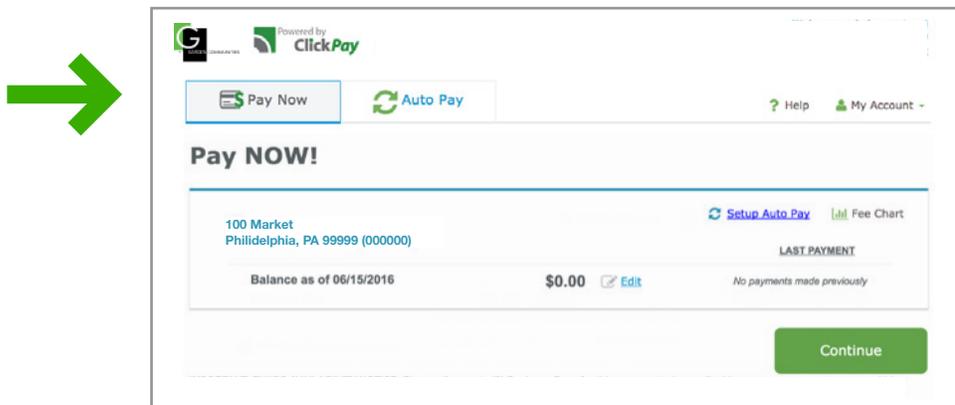
Once you complete this form, click **Continue**. You will be required to confirm this information once more before continuing. You may **Edit** this information or click **Continue** to add this new payment option to your account.

Making a Payment

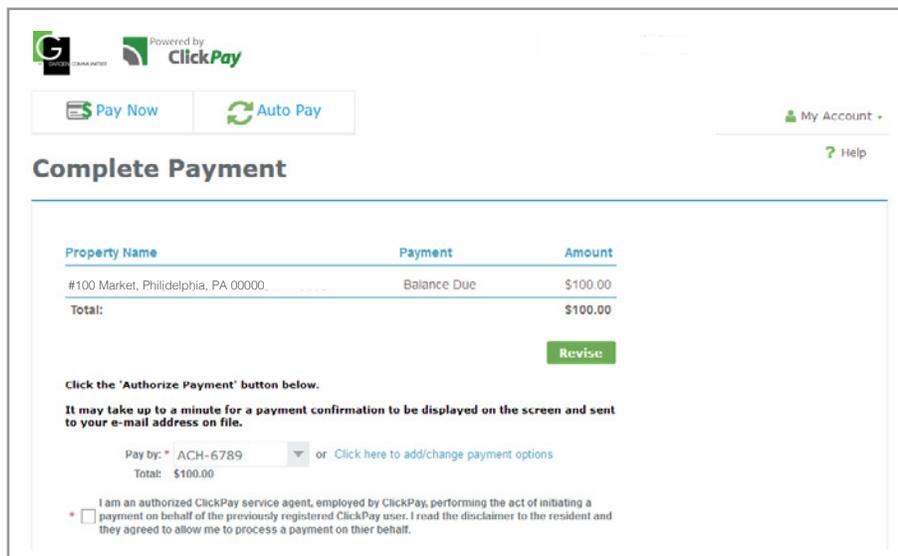
Residents have two options to choose from when making a payment. Residents can make a one-time payment at anytime or schedule recurring payments and have their account debited automatically each month.

One-Time Payments

One-time payments can be made at anytime by visiting the **Pay Now** tab. Each unit or property in your account will be listed.

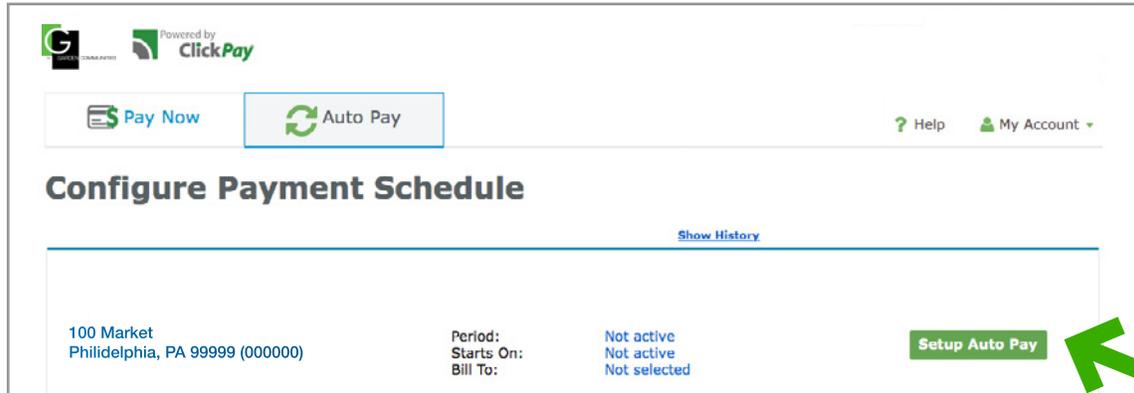


If a balance is not presented, enter your payment amount and select **Continue**. You will have the opportunity to review and confirm the property information and payment amount listed. You can edit this information by clicking **Revise**. Once confirmed, select the payment option you wish to use and click **Authorize Payment**. You will have the chance to confirm this payment before submitting. When ready, click **Yes**. A payment confirmation email will be sent to the email address on file.

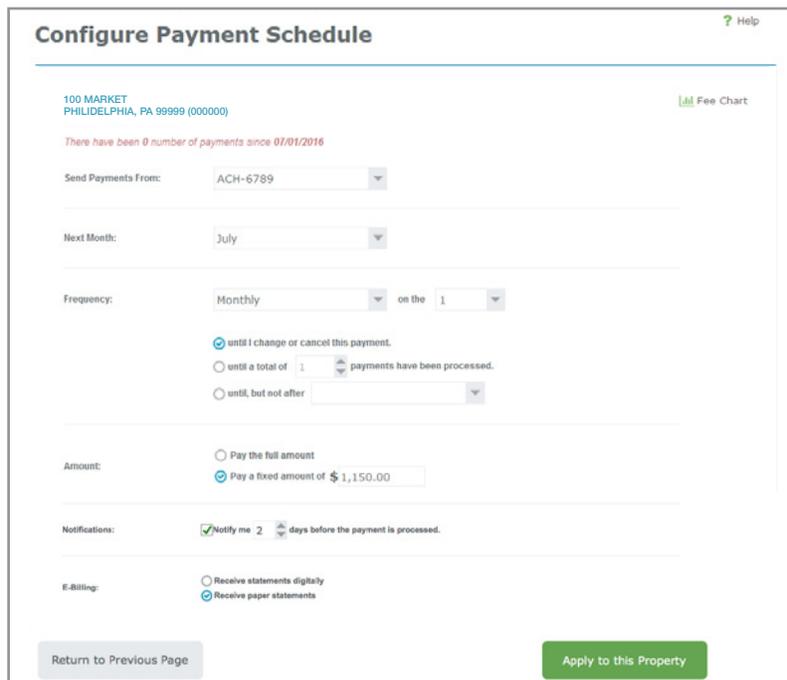


Recurring Payments

If you wish to set up automatic recurring payments from your account, first select the **Auto Pay** tab. Your property or unit will be listed. Click the **Setup Auto Pay** link for the property or unit for which you'd like to make automatic payments.



Residents can authorize their monthly payment to be withdrawn from their account on the designated date each month. Select the bank account you wish to withdraw from, the month and date of the first payment to be made and the length you wish to keep automatic payments going. You can even choose to have a reminder sent to you any number of days prior to the withdrawal.



When ready, click **Apply to This Property**. You will be given the opportunity to confirm these details. Once reviewed and confirmed, select **Apply**. Your account is now set up to make automatic recurring payments!

Edit/Cancel Payments

To edit or cancel your recurring payment, simply visit the **Auto Pay** tab and locate the recurring payment set for your property. To edit your recurring payment details, click the **Edit** link as seen below. To cancel any scheduled payments altogether, simply click the **Cancel** link.



Configure Payment Schedule

[Show History](#)

100 Market
Philadelphia, PA 99999 (000000)

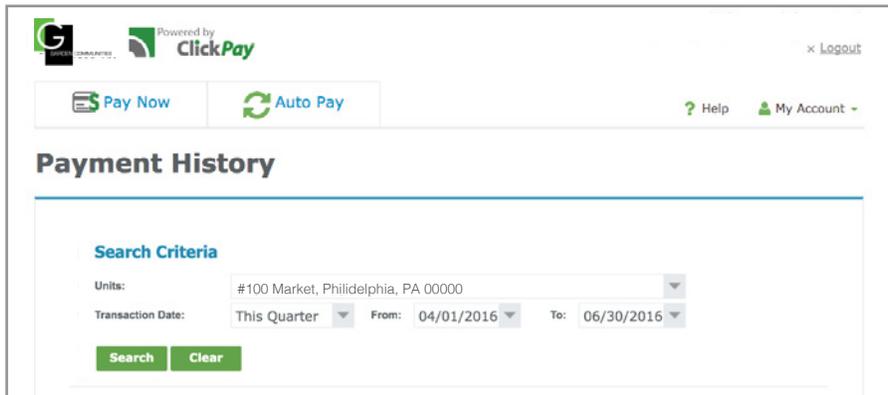
Period: Monthly
Starts On: 11/01/2013
Bill To: ACH-7890
Payment Details:

[Edit](#) [Cancel](#)

Please note that one-time payments can only be cancelled if the request is received and confirmed by ClickPay before 4pm the day a payment is authorized.

View Payment History

If you have made payments through ClickPay before and wish to review them, simply visit the **Payment History** tab. Here you can search for a payment by date or view all of your payments at once.



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[Pay Now](#) [Auto Pay](#) [Help](#) [My Account](#)

Payment History

Search Criteria

Units: #100 Market, Philadelphia, PA 00000

Transaction Date: This Quarter From: 04/01/2016 To: 06/30/2016

[Search](#) [Clear](#)

Contact ClickPay

For assistance registering or making a payment online with ClickPay, please contact us through one of the channels listed below:

Call: 1.800.533.7901 (opt 1)

Visit: www.clickpay.com/help

Email: support@clickpay.com