



KW PROPERTY MANAGEMENT & CONSULTING

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 rent, HOA fees, 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may make online payments one of two ways, either as a one-time payment or as a recurring payment to be automatically withdrawn from your account each month.

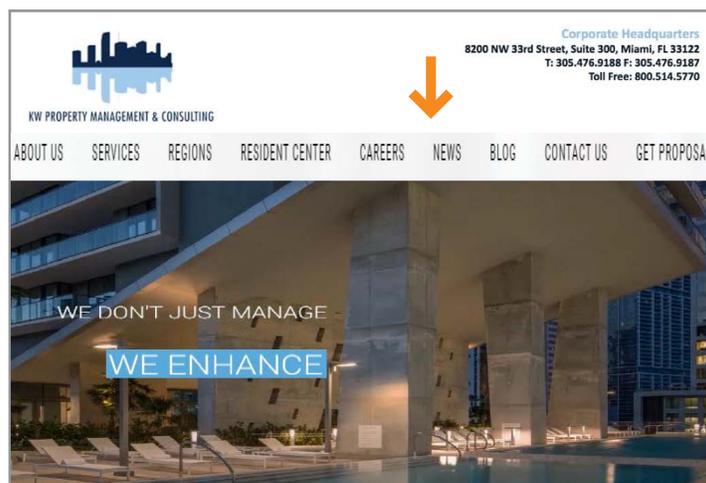
Residents can make e-check (ACH) payments directly from a checking or savings account, just like a paper check, but without all the hassle. Payments can also be made by credit or debit card for a transactional fee. To find out what fees may apply, simply log in to your ClickPay account and select “fee 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 or log in to your existing account, www.kwpmc.com, click **Resident Portal**, and then select **Payment Portal**. If you received an email from your property management company or ClickPay, your account already exists and can be accessed through the link provided in the email you received.





Creating Your Account (Continued)

To register as a first time visitor or log in as a returning registered visitor, please enter at least three characters from your association name in the box, click **submit**, and then select your association.

The screenshot shows the KW Property Management & Consulting website. At the top right, it lists the Corporate Headquarters address: 8200 NW 33rd Street, Suite 300, Miami, FL 33122, with phone numbers T: 305.476.9188, F: 305.476.9187, and Toll Free: 800.514.5770. A navigation menu includes ABOUT US, SERVICES, REGIONS, RESIDENT CENTER, CAREERS, NEWS, BLOG, CONTACT US, and GET PROPOSAL. Below the menu is a banner image of a modern building with the text "WE DON'T JUST MANAGE WE ENHANCE". The main content area is titled "Payment Portal" and contains the following text: "To register as a first time visitor or log in as a returning registered visitor, please enter at least three characters from your association name in the box below and click the button to continue. For example, if your association is called The Sunny Days Association, you could enter 'Sunny Days' (include the space as a character) or you could enter 'Sunny' or 'Days'. The search is not case sensitive." Below this text is a form with a text input field labeled "Property Name:" containing the text "Sunny", and a "Submit" button. An orange arrow points to the "Submit" button. Below the form, the word "Results:" is followed by a blue link "Sunny Days".

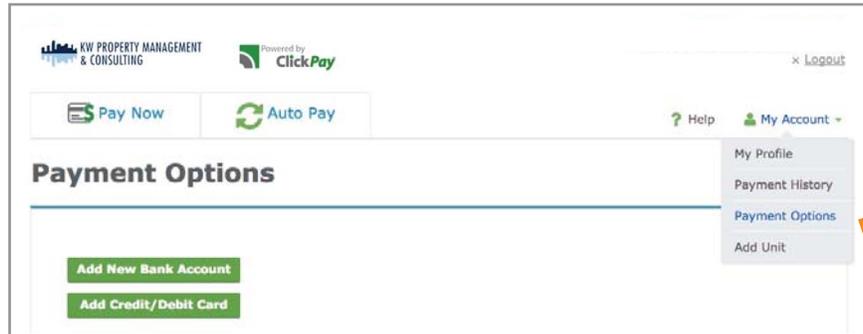
Within your community portal, click **Pay Online** or **Resident Login** and you will be brought to the **Account Login** page. If this is your first time logging in, follow the instructions listed on the **Account Login** page.

The screenshot shows the Sunny Days community portal. At the top left is the Sunny Days logo. To the right are icons for "Report a Problem", "Check your Account", and "Check your Information", along with a search bar. In the top right corner, there is a "Resident Login" button with a key icon, which is highlighted by an orange arrow. Below the navigation bar, there is a section titled "Maintenance Payments" with the text "Maintenance Dues are due on the 1st of every month". At the bottom of the page is a large image of a city skyline at night.



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

<p>Bank Routing Number: *</p> <p>Bank Name:</p> <p>Bank Account Number: *</p> <p>Re-enter: *</p> <p>Checking/Savings: * Checking</p> <p>Name On the Account</p> <p>Firstname: * edwin</p> <p>Lastname: * montero</p> <p>Account Nickname:</p>	<p>NAME Address City, State, Zip 2160</p> <p>Pay to the Order of _____ \$ _____</p> <p>YourBank</p> <p>For _____</p> <p>⑆ 123456789 ⑆ 123456789101 ⑆ 2160</p> <p>Bank Routing Number Bank Account Number Your check number may be here (not required for payment)</p> <p>*Do not use a Deposit Slip for this information*</p>
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Cancel Continue

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.

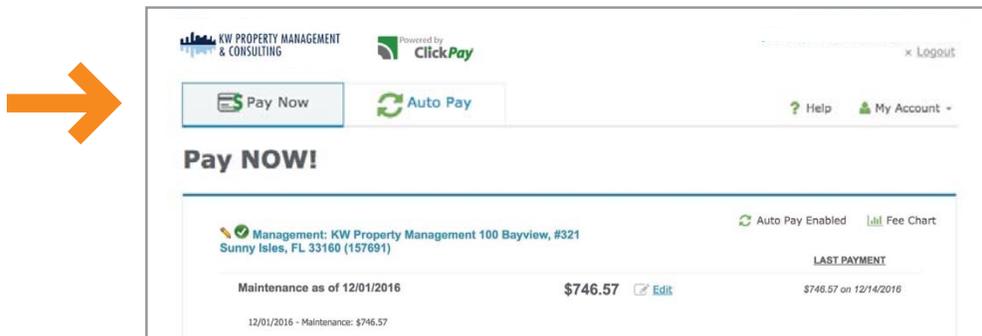


Making a Payment

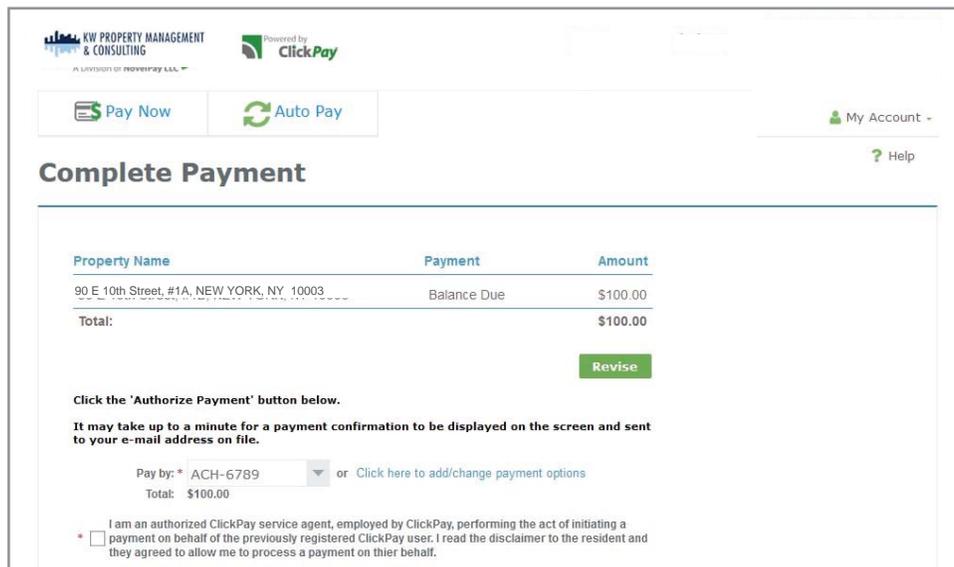
Residents have two options to choose from when making a payment. Residents can make a one-time payment at any time or schedule recurring payments and have their account debited automatically each month.

One-Time Payments

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



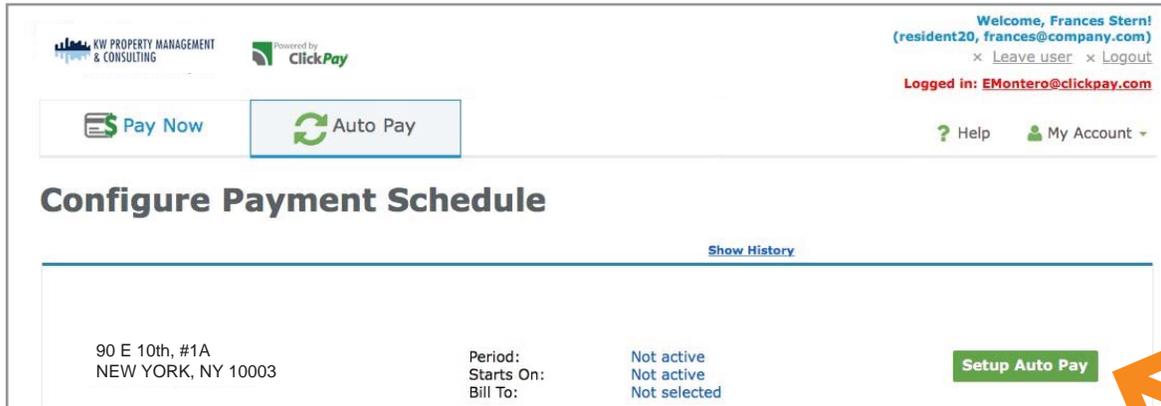
If a balance is not presented, enter your payment amount and select **Continue**. You will have the opportunity to review and confirm the property information and payment amount listed. You can edit this information by clicking **Revise**. Once confirmed, select the payment option you wish to use and 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.



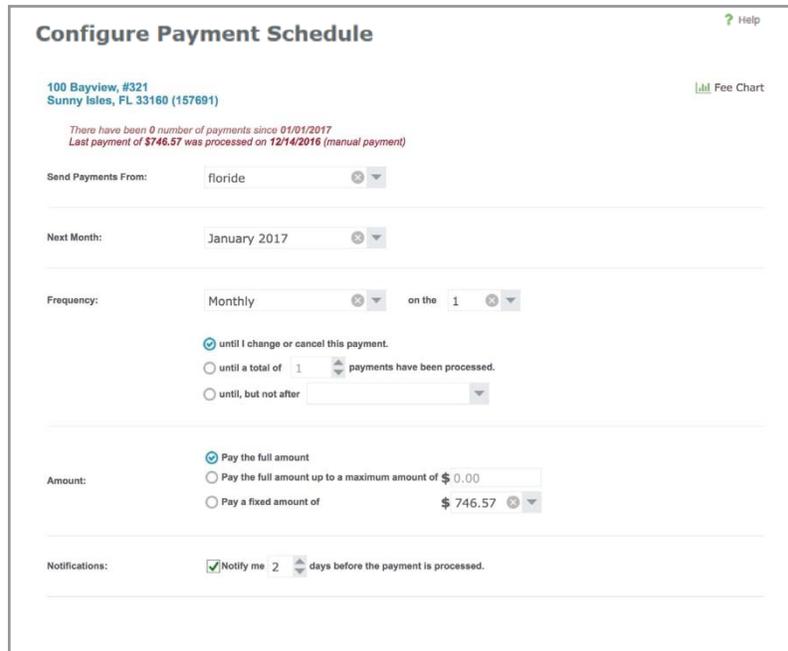


Recurring Payments

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](#)

90 E 10th, #1A NEW YORK, NY 10003	Period: Monthly Starts On: 11/01/2013 Bill To: ACH-7890 Payment Details:	Edit Cancel
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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. To cancel a one-time payment, please call ClickPay at 1.800.533.7901.

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.

KW PROPERTY MANAGEMENT & CONSULTING Powered by ClickPay [Logout](#)

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

Payment History

Search Criteria

Units: 90 E 10th Street, #1A, NEW YORK, NY

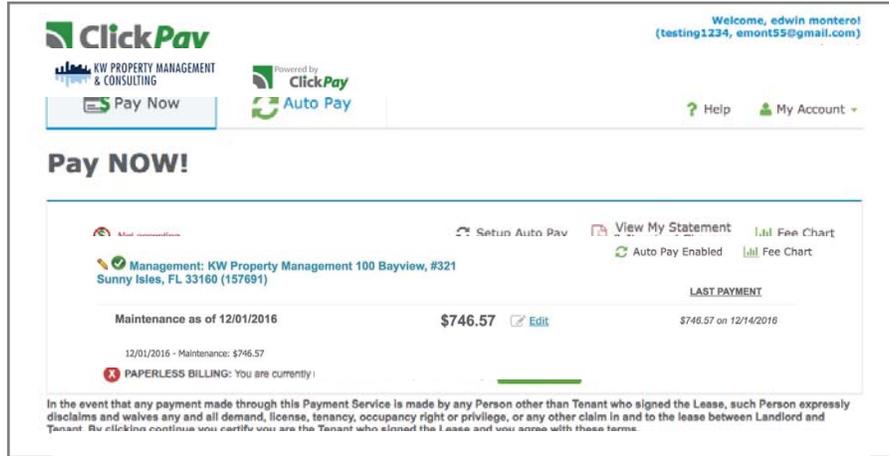
Transaction Date: This Quarter From: 04/01/2016 To: 06/30/2016

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



Managing Paperless Billing

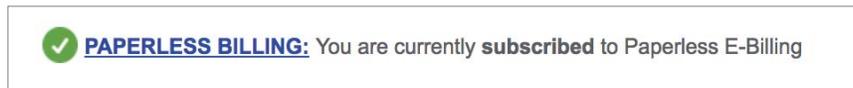
If you would like to sign up to receive your statements electronically, you can opt-in to paperless statements through your ClickPay account.



To opt-in to paperless statements, simply log in to the payment portal. On the **Pay Now** page, under each unit/property you manage, your e-billing status will be presented. To subscribe to paperless billing for a unit/property, simply select the **Subscribe** button as shown in the image below.



If you are already subscribed to paperless billing and wish to opt-out, log in to the payment portal and on the **Pay Now** page, click the **Paperless Billing** link as shown in the image below to unsubscribe.



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