

The Resident Experience

a. **Pay now:** Pay Now is the User's home page. This is the tab where residents are shown their outstanding balance (if integrated), allowed to view their Electronic Statement and prompted to make payments. Depending on the depth of the integration, bill display capabilities range from the basic display of balance due to itemized charges.

The screenshot shows the 'Pay Now' interface. At the top, there are navigation tabs: 'Pay Now' (selected), 'Auto Pay', and 'Dashboard'. To the right, there are links for 'Help' and 'My Account'. Below the navigation, the main heading is 'Pay NOW!'. On the right side, there is a link 'To System Activity Log'. The main content area displays account information for 'Aegean Management 51 Spring, #1, New York, NY 10012'. It includes a 'Setup Auto Pay' link, a 'View My Statement & Itemized Charges' link, and a 'Fee Chart' link. The 'LAST PAYMENT' section shows a balance of '\$2,200.00' as of '06/08/2016', with an 'Edit' link and the note 'No payments made previously'. A 'PAPERLESS BILLING' notification states 'You are currently not subscribed to Paperless E-Billing' with a 'SUBSCRIBE' button. A large green 'Continue' button is located at the bottom right.

My Profile

Residents are required to fill essential contact information before they can create a profile on ClickPay.

This information provides ClickPay Support Representatives essential tools to communicate with residents as well as providing management additional contact information.

The screenshot shows the 'My Profile' form. At the top, there are navigation tabs: 'Pay Now', 'Auto Pay', and 'Maintenance Request'. To the right, there are links for 'Help' and 'My Account'. Below the navigation, the main heading is 'My Profile'. On the right side, there is a link 'Send the Link for Changing a Password'. The form includes the following fields: 'Username/Login' (schmayley21), 'First Name' (Hayley), 'Last Name' (Schneider), 'Address 1', 'Address 2', 'City', 'State' (dropdown menu with '-- Select --'), 'Zip Code', 'Phone' ((860)-941-9660 x []), 'Cellphone' ([]-[]-[]-[]-[]-[]), 'Email' (hschneider@clickpay.com), and 'Re-enter Email' (hschneider@clickpay.com). There is also an 'Opt-in for Paperless E-Billing' checkbox.

The Resident Experience (Continued)

b. Add/Remove Properties: Residents link their unit or units to their ClickPay Profile. Apartments can be added based on Address or Account Number.

Our system supports multiple users per account (i.e. Roommates) and multiple Accounts per user (owners of multiple Apartments). The latter provides great value for Condo/Co-op/Association clients, because residents can have multiple properties under one single ClickPay profile.

Add Unit

Landlord	Address	Apt/Suite/Unit	Region	LLC	
NorthPeak Property Management	90 E 10th Street	1B	NEW YORK, NY 10003	The Shack Tenants Corp	Remove

[Add Unit](#)

c. Payment Options: In this Section, Residents add Bank Account and Credit and Debit card information. ClickPay supports multiple Bank Accounts and Credit Cards per Resident.

Residents are notified if their payment methods are expiring to allow them ample time to login to update the payment method without missing a payment.

Payment Options

Payment Method	Payment Option	Expiration Date	Remove
eCheck(ACH)	ACH-6789 (Checking)	N/A	Remove

[Add New Bank Account](#)

[Add Credit/Debit Card](#)

The Resident Experience (Continued)

d. Payment History: Payment History allows residents to view and retain a permanent record of their past payments through ClickPay. Residents can see all details for each transaction processed.

The Confirmation number below is the same for residents and management; this is a good tool to reference should there ever be any discrepancy with management's accounting information. This information is updated in real time after each payment.

*Recent Transactions are marked in Bold

**Void Transactions (*Cancelled before being processed*) are marked in Yellow

***Returned Transactions are marked in Red

Pay Now
 Auto Pay
 Maintenance Request

My Account ▾

Payment History

My Profile
Payment History
Payment Options
Add Unit

To Declined Payments

Search Criteria

Units:

Transaction Date: From: To:

Search
Clear

Search Results Summary:
 Total Payments: 3 Total Amount: \$1,085.86 Total Fees: \$4.95 Total Merchant Fees: \$0.00
 Please note that the above totals do not include cash, check payments, adjustments, only online payments.

Address	Amount	LLC	Description	Comment
Date: 2/08/2015 3:16 PM EST – Confirmation #: A1502081516_FQ1AB1 – Total: \$1,081.86 View Transaction Details				
901 80TH Street, #1G, BROOKLYN, NY	\$1,078.91	KGS 80th	Rental Payment	
Date: 10/02/2014 11:40 AM EST – Confirmation #: A1410021140_OB0ZB6 – Total: \$0.00 View Transaction Details				
901 80TH Street, #1G, BROOKLYN, NY	-\$10.50	KGS 80th	Rental Payment	
901 80TH Street, #1G, BROOKLYN, NY	\$10.50	KGS 80th	Rental Payment	test 2
Date: 10/02/2014 11:15 AM EST – Confirmation #: A1410021115_JW7HM4 – Total: \$0.00 View Transaction Details				
901 80TH Street, #1G, BROOKLYN, NY	-\$10.00	KGS 80th	Rental Payment	
901 80TH Street, #1G, BROOKLYN, NY	\$10.00	KGS 80th	Rental Payment	test
Date: 9/22/2012 9:51 PM EST – Confirmation #: T1209222151_OL3VF7 – Total: \$2.00 View Transaction Details				
10 Stove, #18, Clifton, NJ	\$1.00	Rentals	Rental Payment	test payment after reenabled
Date: 4/01/2012 10:29 PM EST – Confirmation #: T1204012229_OV2IN4 – Total: \$2.00 View Transaction Details				
10 Stove, #18, Clifton, NJ	\$1.00	Rentals	Rental Payment	

* Void transactions are marked in red

Print

The Resident Experience (Continued)

e. AutoPay

About: Residents are encouraged to setup recurring monthly payments via AutoPay. These Payments must be setup individually for each Property or Account. AutoPay automates the monthly payment process requiring no user involvement after setup and providing users with confirmation after each payment.

Setup: AutoPay settings vary and can be set to: Full Amount, Full Amount with Max Limit (Maximum Authorized Amount), or a Fixed Amount where a user simply enters the amount they would like to pay each month.

Emails: Reminder emails can be configured to remind a payer of a payment before a payment is made. Email confirmations are sent after each submitted payment.

 Pay Now  Auto Pay  Maintenance Request  My Account ▾  Help

Configure Payment Schedule

[Show History](#)

Landlord: NorthPeak Property Management
90 E 10th, #1B
NEW YORK, NY 10003

Period: Monthly
Starts On: 7/01/2016
Bill To: ACH-6789
Payment Details:
Balance Due \$1,150.00

Edit

Cancel

Print

In the event that any payment made through this Payment Service is made by any Person other than Tenant who signed the Lease, such Person expressly disclaims and waives any and all demand, license, tenancy, occupancy right or privilege, or any other claim in and to the lease between Landlord and Tenant. By clicking continue you certify you are the Tenant who signed the Lease and you agree with these terms.

Customer Support

ClickPay has a bilingual support department that can be reached 5 days a week via phone, email, or live chat. All Support inquiries are run through a customer support management platform called ZenDesk. ZenDesk creates Support tickets for all email and phone inquiries to allow tracking and timely response of each inquiry. Phone calls are recorded and email tickets are stored for future reference.



Welcome, Hayley Schneider!
(schmayley21, hschneider@clickpay.com)
× Leave user × Logout

Logged in: admin@clickpay.com

Navigation bar with buttons: [Pay Now](#) (with dollar sign icon), [Auto Pay](#) (with refresh icon), [Maintenance Request](#) (with wrench icon), [? Help](#) (with question mark icon, highlighted with a green box and arrow), and [My Account](#) (with user icon and dropdown arrow).

How can we help you? You can also call 1.800.533.7901 (option 1)

Question*
Briefly describe your question

Details*
Fill in the details here. Please try to be as specific as possible.

Name* **Your email address***

Phone*

Property Manager*

Address*

Unit #

City*

State*

Zipcode *

Support Software by Zendesk

User Account Help Screen

Customer Support (Continued)

Phone Support: Phone Support is available from 9:00am through 5:30pm Monday through Friday, excluding Federal Holidays.

- **Support Numbers:** (800) 533 – 7901 or (888) 449 – 6919
- **Phone Support for Landlords & Residents:** (800) 533 – 7901 x 2

Email Support: All tickets will be responded to within 24 business hours.

- support@clickpay.com

Live Chat: Live Chat is run through Zopim which is integrated into our ZenDesk platform.

- **Landlords:** Live Chat is available on all pages of the Landlord Dashboard (Landlord Admins / Site Admins / LLC Admins).
- **Residents:** Live Chat is only available on the Add Remove Property (or Account) section of the Resident user interface.