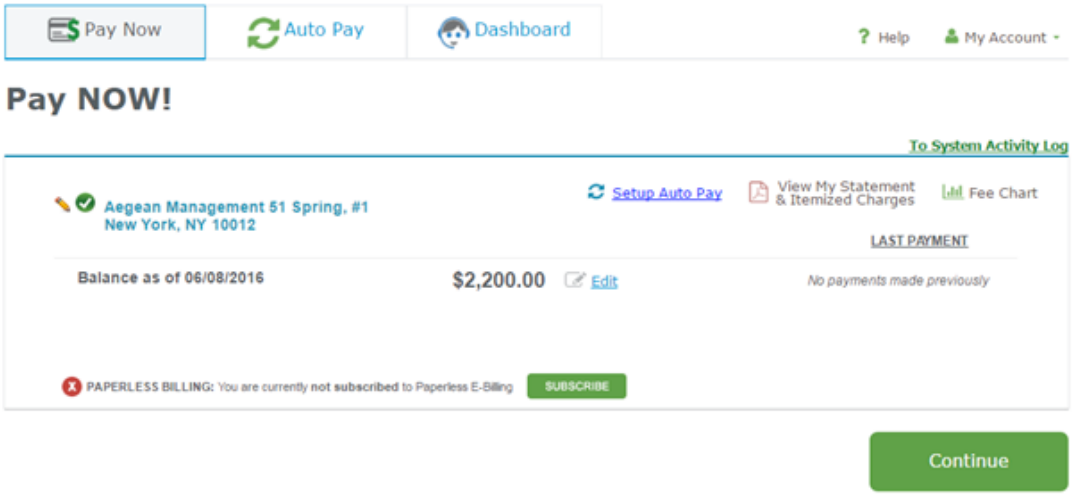
The Resident Experience

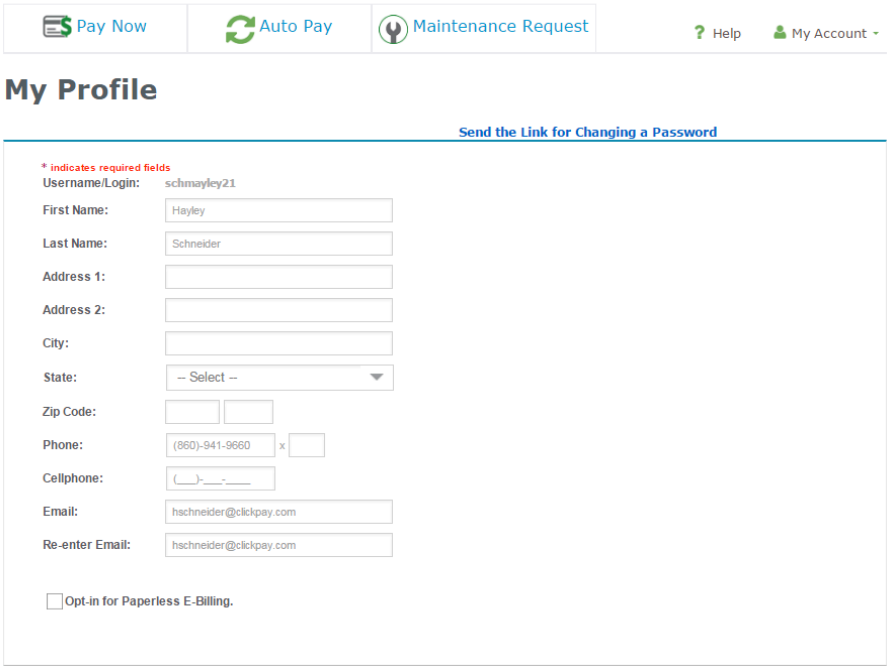
a. Pay now: Pay Now is the User's home page. This is the tab where residents are shown their outstanding balance (if integrated), allowed to view their Electronic Statement and prompted to make payments. Depending on the depth of the integration, bill display capabilities range from the basic display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



My Profile

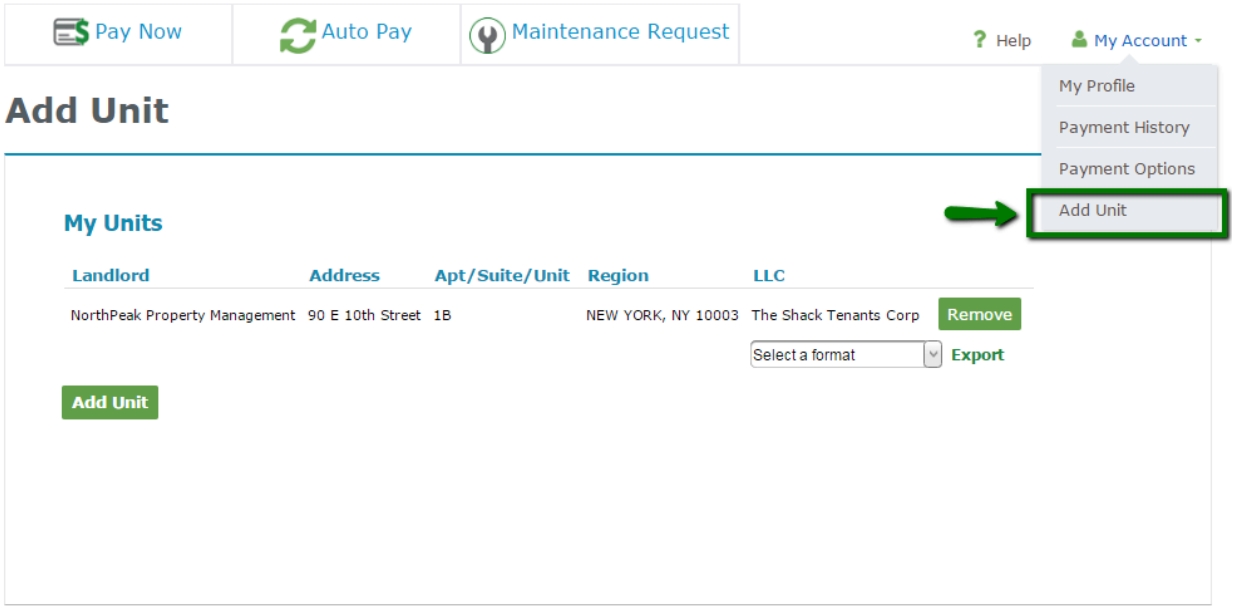
Residents are required to fill essential contact information before they can create a profile on ClickPay.

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



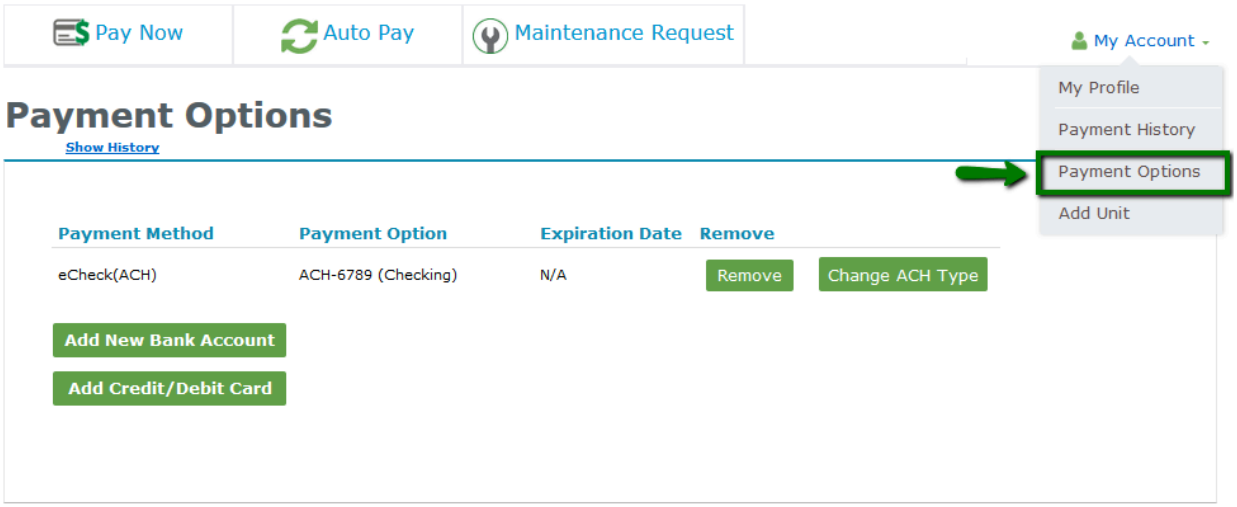
b. Add/Remove Properties: Residents link their unit or units to their ClickPay Profile. Apartments can be added based on Address or Account Number.

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.



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.

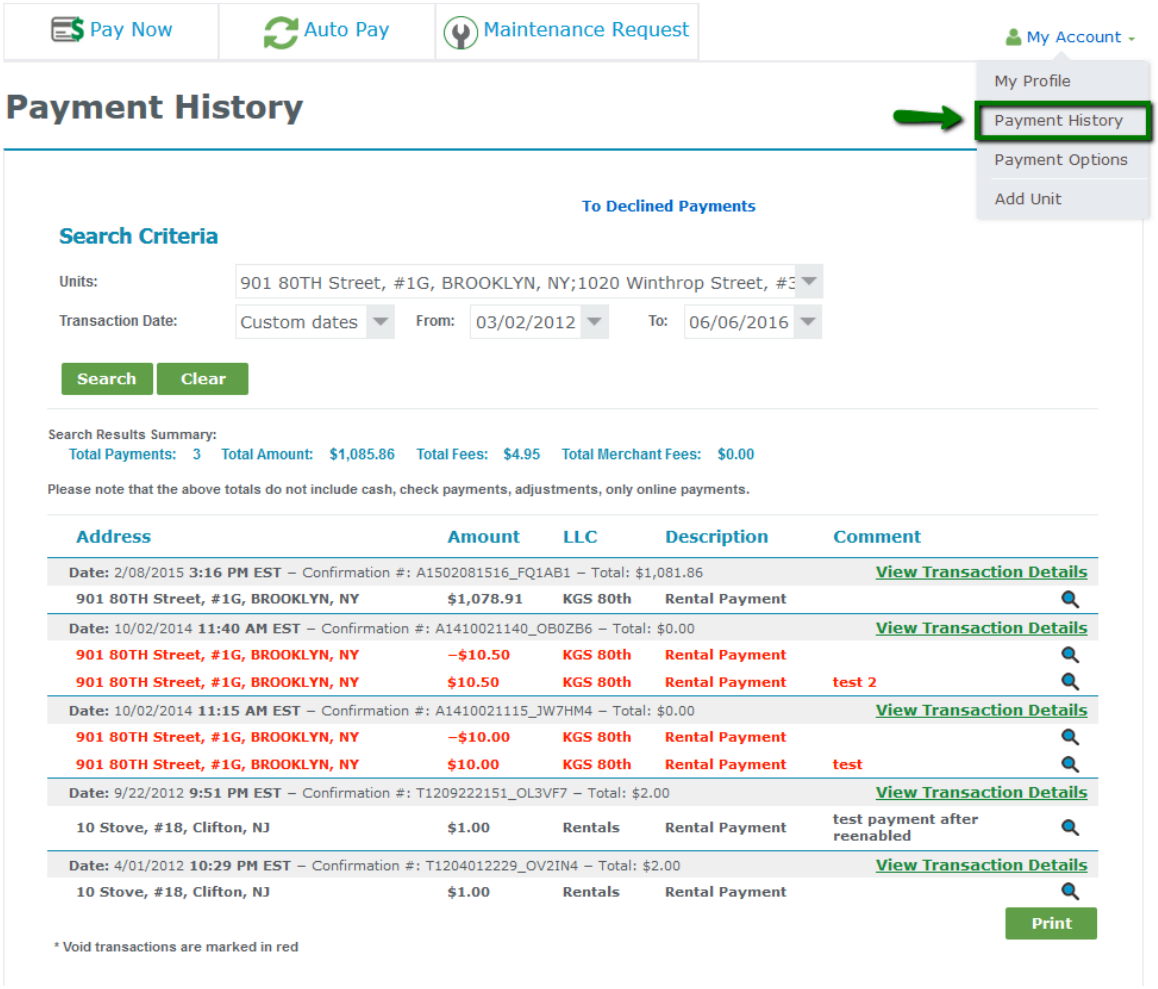
Residents are notified if their payment methods are expiring to allow them ample time to login to update the payment method without missing a payment.



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

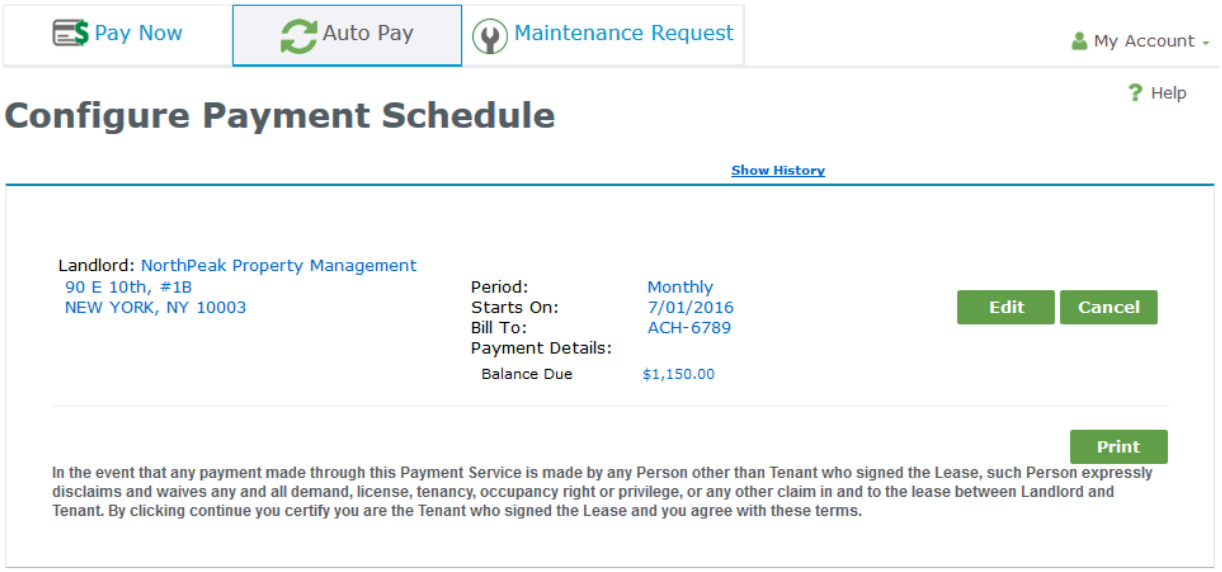


e. AutoPay

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 uses with confirmation after each payment.

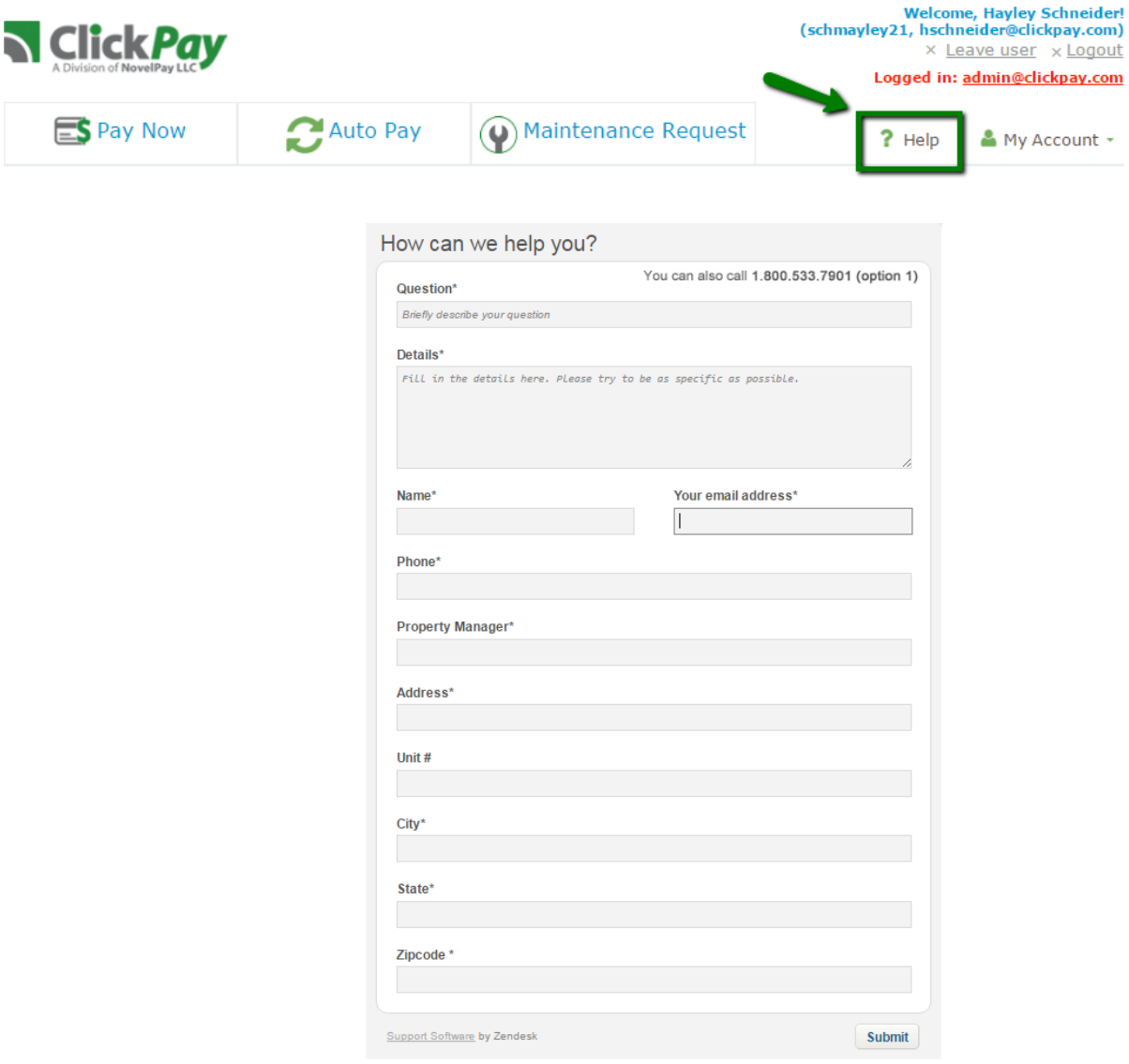
Setup: AutoPay settings vary and can be set to: Full Amount, Full Amount with Max Limit (Maximum Authorized Amount), or a Fixed Amount where a user simply enters the amount they would like to pay each month.

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.



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.



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.