



KW PROPERTY MANAGEMENT & CONSULTING

# Online Payment Instructions

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## Have a Question?

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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](http://www.clickpay.com/help)

**Email:** [support@clickpay.com](mailto:support@clickpay.com)

**Fax:** 201.604.7117



## Getting Started

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may make online payments one of two ways, either as a one-time payment or as a recurring payment to be automatically withdrawn from your account each month.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

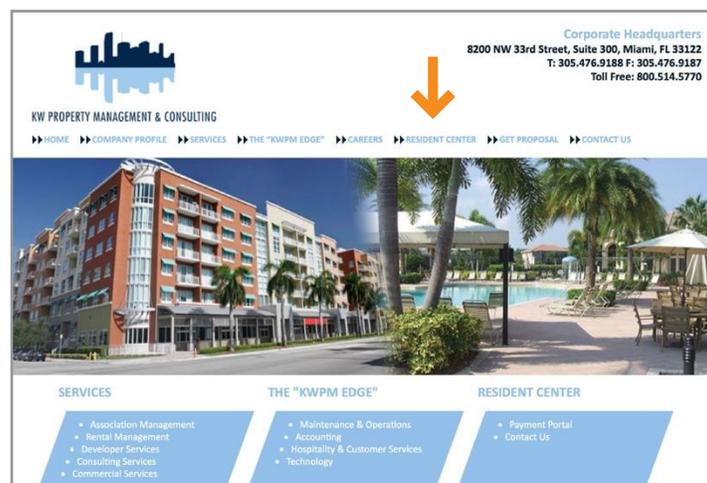
## Creating Your Account

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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](http://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)

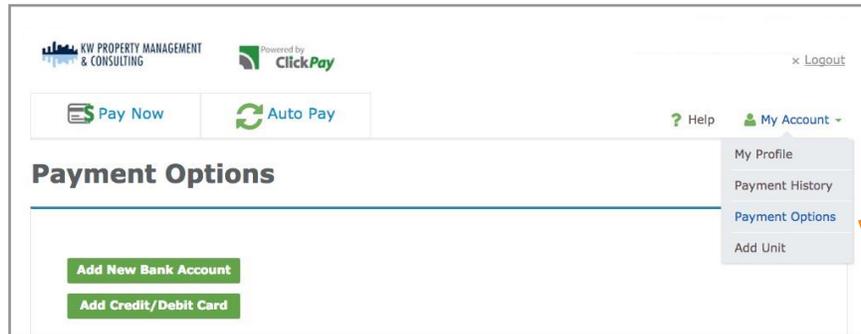
To register as a first time visitor or log in as a returning registered visitor, please enter at least three characters from your association name in the box, click **submit**, and then select your association.

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.



## 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. If you have an international billing address, please enter your unit address as the billing address.

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: *	<input type="text"/>	
Bank Name:	<input type="text"/>	
Bank Account Number: *	<input type="text"/>	
Re-enter: *	<input type="text"/>	
Checking/Savings: *	<input type="text" value="Checking"/>	
Name On the Account	<input type="text"/>	
Firstname: *	<input type="text" value="edwin"/>	
Lastname: *	<input type="text" value="montero"/>	
Account Nickname:	<input type="text"/>	
<input type="button" value="Cancel"/>		
<input type="button" value="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.

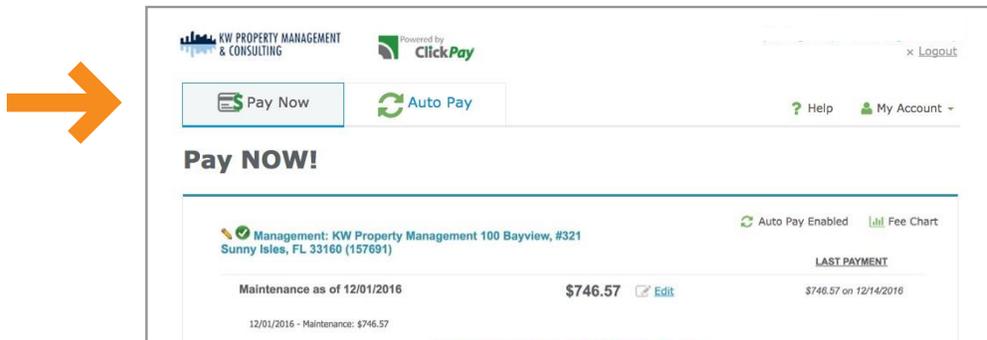


# Making a Payment

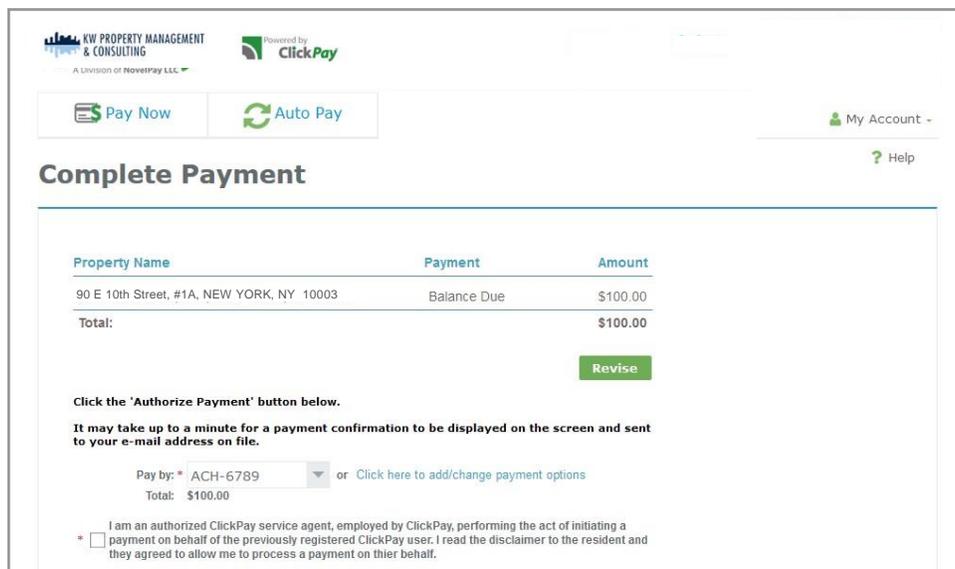
Residents have two options to choose from when making a payment. Residents can make a one-time payment at any time or schedule recurring payments and have their account debited automatically each month.

## 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.



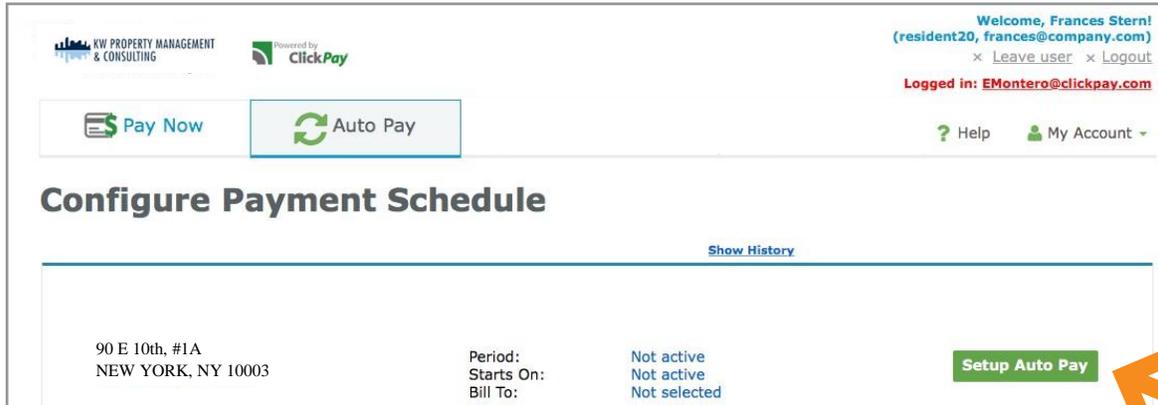
If a balance is not presented, enter your payment amount and select **Continue**. You will have the opportunity to review and confirm the property information and payment amount listed. You can edit this information by clicking **Revise**. Once confirmed, select the payment option you wish to use and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



## Adding Multiple Units/Properties

If you manage multiple units or properties, you can add these to your account at any time by visiting **My Account** and selecting **Add Unit**.

The screenshot shows the user dashboard for KW Property Management & Consulting, powered by ClickPay. The user is logged in as Edwin Montero. The dashboard includes navigation links for 'Pay Now' and 'Auto Pay', and a 'My Account' dropdown menu. The dropdown menu is open, showing options: 'My Profile', 'Payment History', 'Payment Options', and 'Add Unit'. An orange arrow points to the 'Add Unit' option. Below the navigation, there are two green buttons: 'Add New Bank Account' and 'Add Credit/Debit Card'. The main heading is 'Payment Options'.

In order to add a unit or property, you will be required to enter your account number which can be found on your monthly statement or coupon book as seen below. You will then be required to confirm the unit or property address and submit.

The screenshot shows a form to enter an account number. The form has a text input field for 'Account Number' and two buttons: 'Submit' and 'Back'. Below the form is a sample statement/coupon. The statement/coupon includes the KW Property Management & Consulting logo, the user's name and address (John Smith, 123 Any Street # 1A, Miami, FL 33138), and a table of payment information. A red arrow points to the 'ACCOUNT NO.' field in the table, which contains the value '12345'. The table also includes fields for 'DATE DUE' (\$175.00), 'AMOUNT DUE', 'IF RECEIVED AFTER', and 'PAY THIS AMOUNT' (\$200.00).



## 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](#)

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90 E 10th, #1A NEW YORK, NY 10003	Period: Monthly Starts On: 11/01/2013 Bill To: ACH-7890 Payment Details:	<a href="#">Edit</a> <a href="#">Cancel</a>
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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 [Logout](#)

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

### Payment History

**Search Criteria**

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

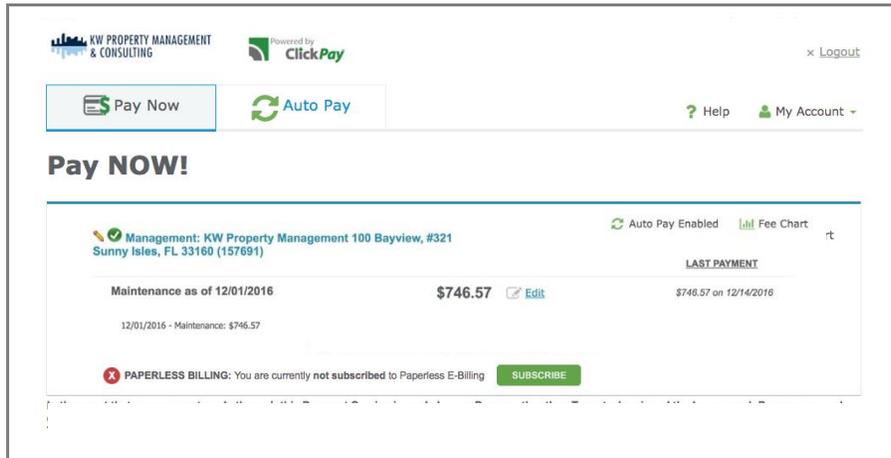
Transaction Date: This Quarter From: 04/01/2016 To: 06/30/2016

[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](http://www.clickpay.com/help)

**Email:** [support@clickpay.com](mailto:support@clickpay.com)