

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 ClickPay through one of the options listed below. ClickPay's
offices are open from Monday to Friday, 9:00am to 8:00pm EST.

Call: 1.800.533.7901 (option 1)

Visit: www.ClickPay.com/Help

Email: support@clickpay.com

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may make online payments one of two ways, either as a one-time payment or as a recurring payment to be automatically withdrawn from your account each month.

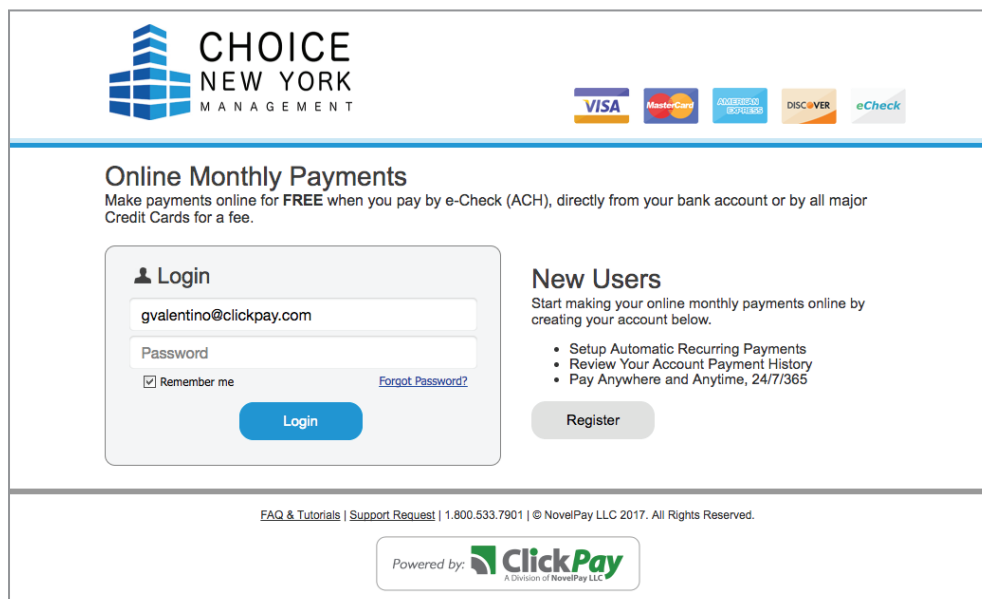
Residents can make e-check (ACH) payments directly from a checking or savings account at no cost, just like a paper check, but without all the hassle. Payments can also be made by major credit and debit card for a transactional fee. To learn more about the payment options available and any fees associated with payments made through ClickPay, log in to your 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

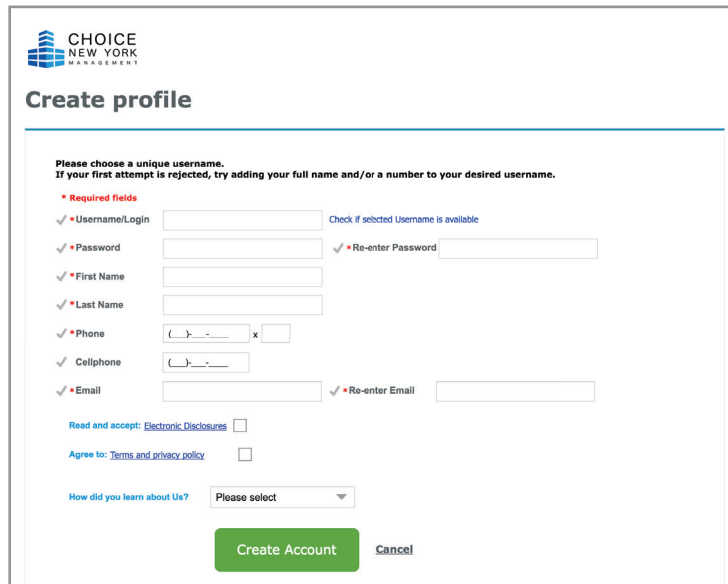
To set up your account, visit www.ClickPay.com/Choice and click the **Register** button. If you received an email from your property management company or ClickPay, your account already exists and can be accessed through the link provided in the email you received. For existing users, simply enter your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



The screenshot shows the ClickPay Online Monthly Payments portal. At the top is the CHOICE NEW YORK MANAGEMENT logo and a row of payment method icons: VISA, MasterCard, AMERICAN EXPRESS, DISCOVER, and eCheck. Below this is the heading "Online Monthly Payments" with a subtext: "Make payments online for FREE when you pay by e-Check (ACH), directly from your bank account or by all major Credit Cards for a fee." The main content area is divided into two sections. On the left is the "Login" section with a "Login" button. It contains input fields for "gvalentino@clickpay.com" and "Password", a "Remember me" checkbox, and a "Forgot Password?" link. On the right is the "New Users" section with a "Register" button. It includes the text "Start making your online monthly payments online by creating your account below." and a list of benefits: "Setup Automatic Recurring Payments", "Review Your Account Payment History", and "Pay Anywhere and Anytime, 24/7/365". At the bottom of the page, there is a footer with links for "FAQ & Tutorials" and "Support Request", a phone number "1.800.533.7901", and a copyright notice "© NovelPay LLC 2017. All Rights Reserved." Below the footer is a "Powered by: ClickPay" logo, with "A Division of NovelPay LLC" written underneath.

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.



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Create profile

Please choose a unique username.
If your first attempt is rejected, try adding your full name and/or a number to your desired username.

*** Required fields**

- ✓ * Username/Login [Check if selected Username is available](#)
- ✓ * Password ✓ * Re-enter Password
- ✓ * First Name
- ✓ * Last Name
- ✓ * Phone x
- ✓ Cellphone
- ✓ * Email ✓ * Re-enter Email

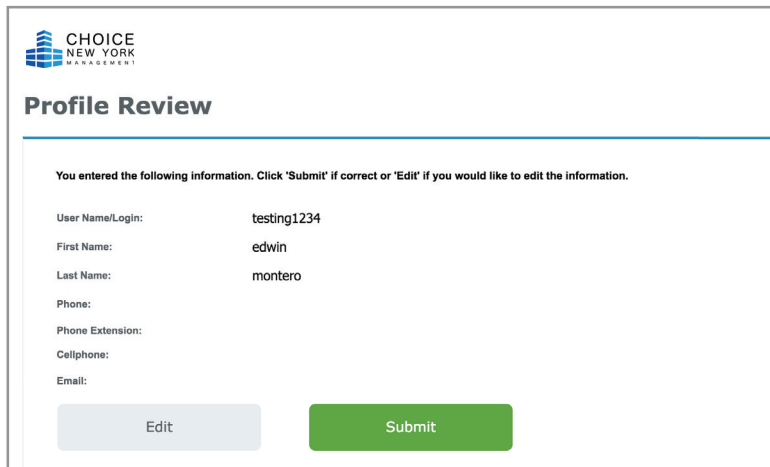
[Read and accept: Electronic Disclosure](#) ☐

[Agree to: Terms and privacy policy](#) ☐

How did you learn about Us?

Create Account [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**.



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Profile Review

You entered the following information. Click 'Submit' if correct or 'Edit' if you would like to edit the information.

User Name/Login:	testing1234
First Name:	edwin
Last Name:	montero
Phone:	
Phone Extension:	
Cellphone:	
Email:	

[Edit](#) **Submit**

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.

Lookup Address


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

Account Number:

Submit

[Go Back](#)

YOUR ACCOUNT NUMBER CAN BE FOUND HERE ON YOUR MONTHLY BILL



220 Fifth Ave Suite 1502, New York, NY 10001

1-23any

John Smith
1-23 Any Street
Unit #1A
New York, NY 10001

DATE DUE	10/01/2015
AMOUNT DUE	\$ 1,000.00
ACCOUNT NO.	10000123

MAKE CHECK PAYABLE TO:
Your Entity/LLC Name Here

All questions about this invoice should be emailed to
accounting@choice-ny.com Thank You

Enter your account number found on your monthly statement and click **Submit**. You will then be required to confirm the property address associated with your account number. To continue, select **Yes**. If you don't know your account number or don't have your bill available, please contact the management office.

Confirmation

You have selected property for account number: 12345678

Unit / Billing Address:
123 Any Street, #3, NEW YORK, NY 10028

Co Name: Entity Street Corp.

Unit: 3

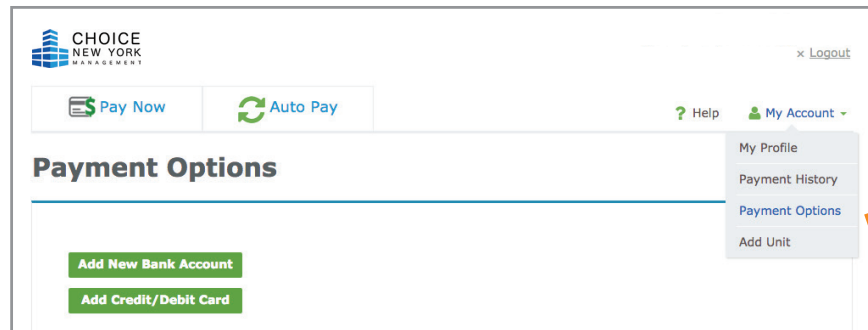
Are you sure?

Yes **No**

This unit has now been added to your account! You can remove this unit at anytime by visiting **My Account**. You can also add multiple units or properties to your account by visiting **My Account** 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.

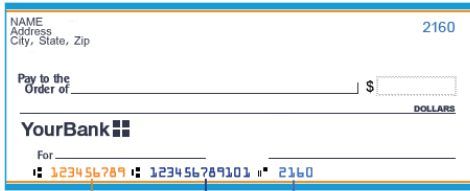


At no cost to you, connect a checking or savings account to your ClickPay account, by clicking **Add New Bank Account**. For a transactional fee, connect a debit or credit card to your account, by selecting the **Add Credit Card/Debit Card** option.

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 1234 56789 1234 56789101 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.

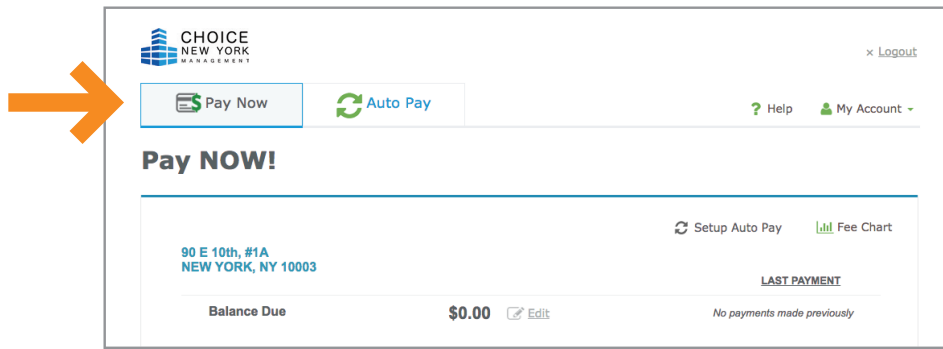
Once you complete this form, click **Continue**. You will be required to confirm this information once more before continuing. You may **Edit** this information or click **Continue** to add this new payment option to your account.

Making a Payment

Residents have two options to choose from when making a payment. You can make a one-time payment at anytime or schedule recurring payments and have your 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.



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× Logout

Pay Now Auto Pay

? Help My Account

Pay NOW!

90 E 10th, #1A
NEW YORK, NY 10003

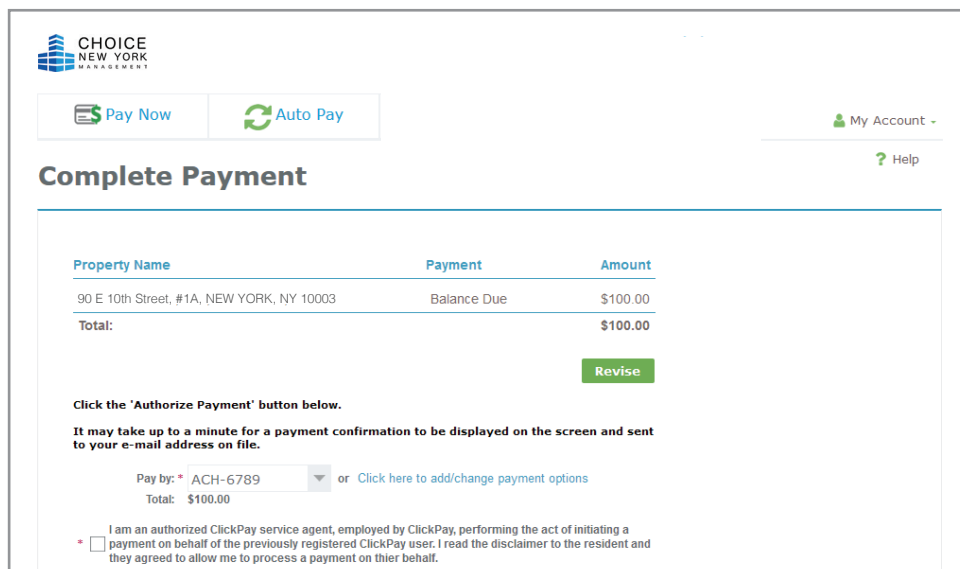
Setup Auto Pay Fee Chart

LAST PAYMENT

Balance Due \$0.00 Edit

No payments made previously

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.



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Pay Now Auto Pay

My Account

? Help

Complete Payment

Property Name	Payment	Amount
90 E 10th Street, #1A, NEW YORK, NY 10003	Balance Due	\$100.00
Total:		\$100.00

Revise

Click the 'Authorize Payment' button below.

It may take up to a minute for a payment confirmation to be displayed on the screen and sent to your e-mail address on file.

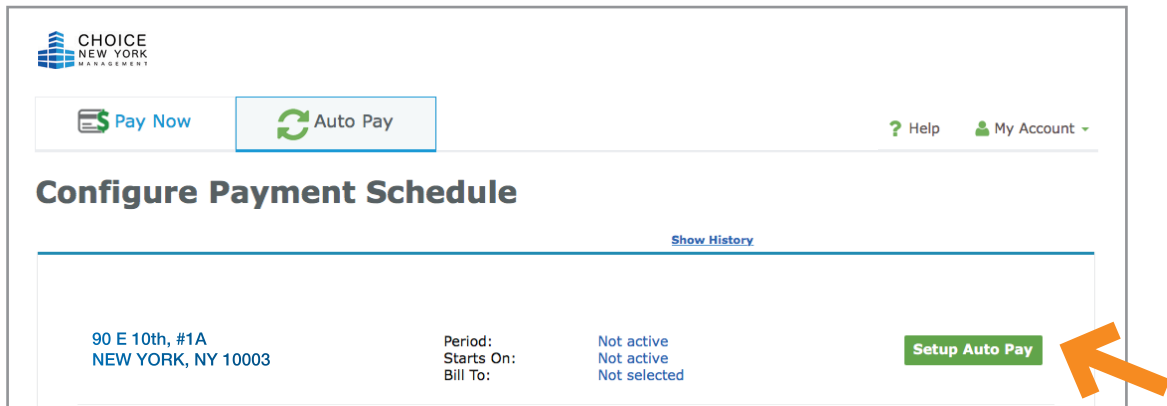
Pay by: ACH-6789 or Click here to add/change payment options

Total: \$100.00

I am an authorized ClickPay service agent, employed by ClickPay, performing the act of initiating a payment on behalf of the previously registered ClickPay user. I read the disclaimer to the resident and they agreed to allow me to process a payment on their behalf.

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.



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Pay Now Auto Pay

? Help My Account

Configure Payment Schedule

[Show History](#)

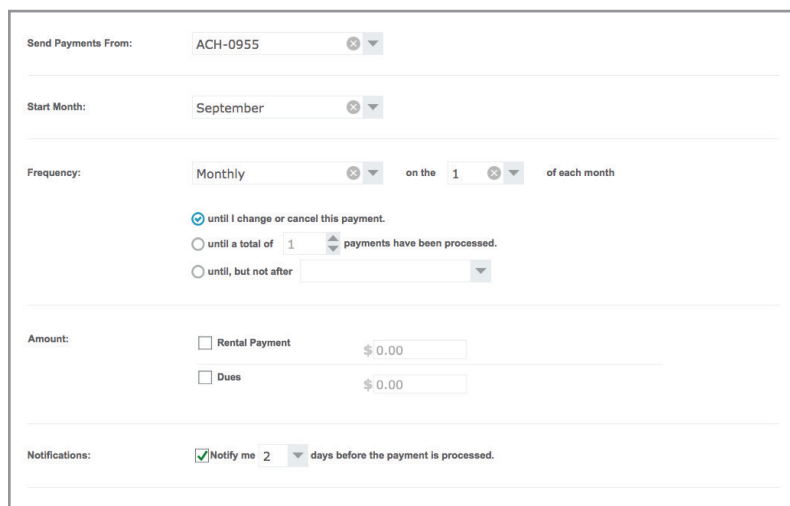
90 E 10th, #1A
NEW YORK, NY 10003

Period:
Starts On:
Bill To:

Not active
Not active
Not selected

Setup Auto Pay

You can authorize your monthly payment to be withdrawn from your 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.



Send Payments From: ACH-0955

Start Month: September

Frequency: Monthly on the 1 of each month

☒ until I change or cancel this payment.
☐ until a total of 1 payments have been processed.
☐ until, but not after

Amount:
☐ Rental Payment \$0.00
☐ Dues \$0.00

Notifications: ☒ Notify me 2 days before the payment is processed.

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:
Starts On:
Bill To:
Payment Details:


Monthly
11/01/2013
ACH-7890

EditCancel

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.

 [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](#)

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