



# 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 maintenance, 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may make online payments one of two ways, either as a one-time payment or as a recurring payment to be automatically withdrawn from your account each month.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 for **FREE**, just like a paper check, but without all the hassle. You can also make credit and debit card payments for a fee. To find out what fees apply, please select fee chart on the **Pay Now** page.

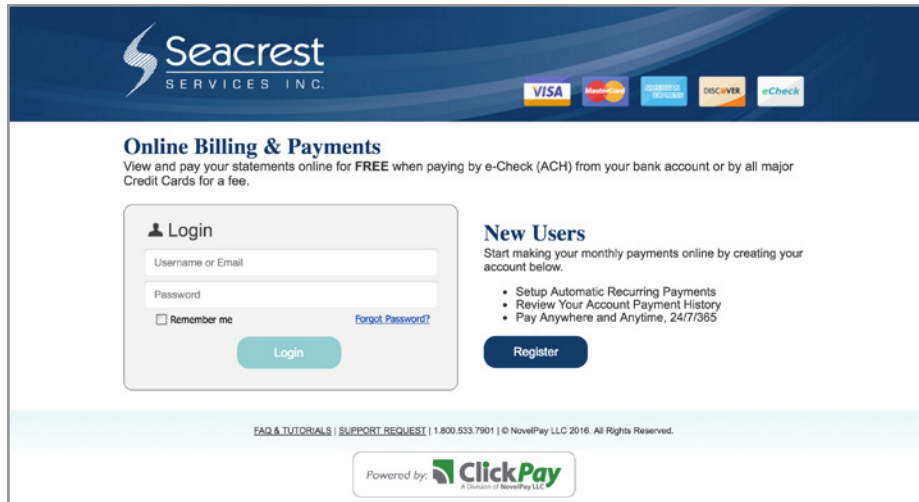
## Creating Your Account

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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, visit [www.seacrestservices.com](http://www.seacrestservices.com), click the **Make a Payment** button and then click **Register**. If you received an email from Seacrest Services Inc. 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**.



Seacrest  
SERVICES INC.

VISA MasterCard AMERICAN EXPRESS DISCOVER eCheck

### Online Billing & Payments

View and pay your statements online for **FREE** when paying by e-Check (ACH) from your bank account or by all major Credit Cards for a fee.

**Login**

Username or Email  
Password  
 Remember me [Forgot Password?](#)

Login


**New Users**

Start making your monthly payments online by creating your account below.

- Setup Automatic Recurring Payments
- Review Your Account Payment History
- Pay Anywhere and Anytime, 24/7/365

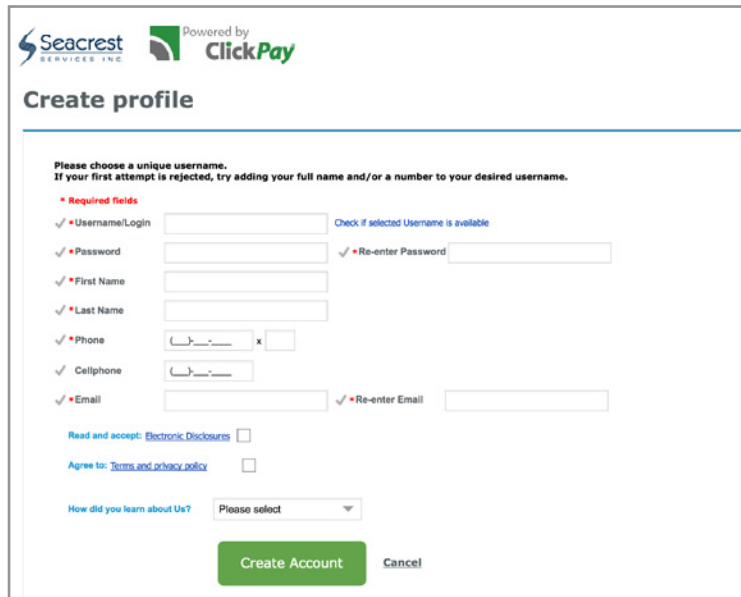
Register

FAQ & TUTORIALS | SUPPORT REQUEST | 1.800.533.7901 | © NovelPay LLC 2016. All Rights Reserved.

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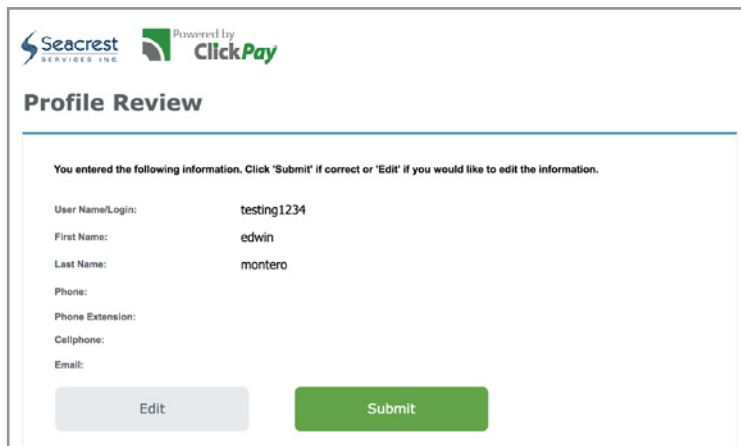
## Creating Your Account (Continued)

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.



The screenshot shows the 'Create profile' registration form. At the top left is the Seacrest SERVICES INC. logo, and at the top right is the 'Powered by ClickPay' logo. The form title is 'Create profile'. Below the title, there is a instruction: 'Please choose a unique username. If your first attempt is rejected, try adding your full name and/or a number to your desired username.' A red asterisk indicates 'Required fields'. The form contains several input fields: 'Username/Login' with a 'Check if selected Username is available' link; 'Password' and 'Re-enter Password'; 'First Name' and 'Last Name'; 'Phone' (with a dropdown for country code and a 'x' for extension) and 'Cellphone'; and 'Email' with 'Re-enter Email'. There are also checkboxes for 'Read and accept: Electronic Disclosures' and 'Agree to: Terms and privacy policy'. A dropdown menu asks 'How did you learn about Us?' with the text 'Please select'. At the bottom are two buttons: 'Create Account' (green) and '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**.

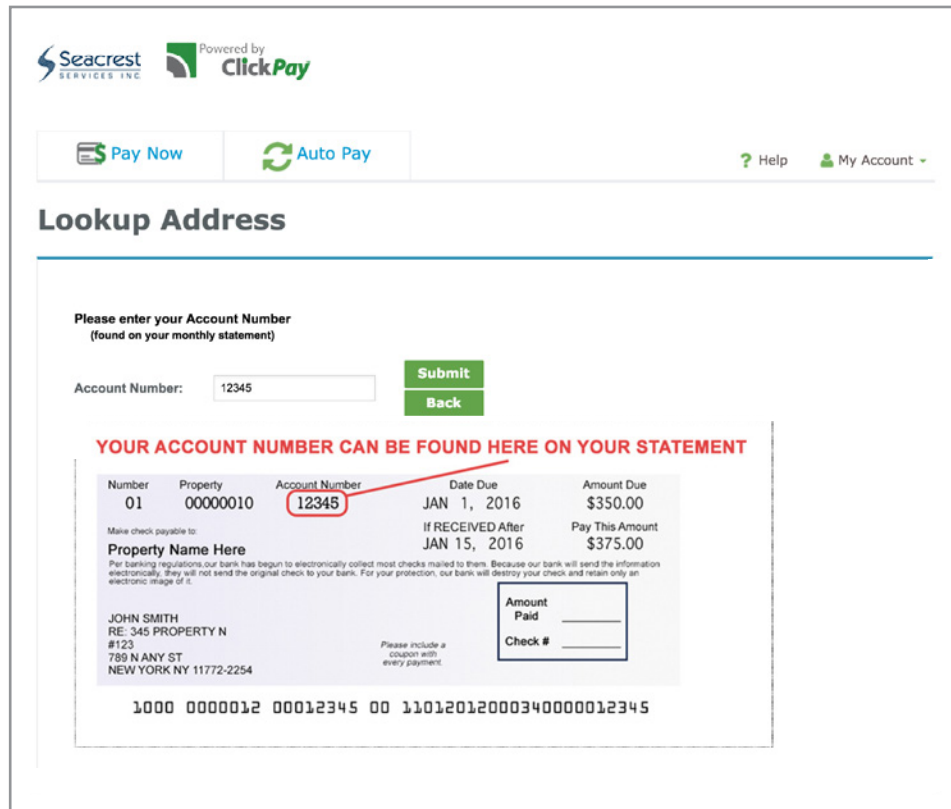


The screenshot shows the 'Profile Review' confirmation page. At the top left is the Seacrest SERVICES INC. logo, and at the top right is the 'Powered by ClickPay' logo. The form title is 'Profile Review'. Below the title, there is a instruction: 'You entered the following information. Click 'Submit' if correct or 'Edit' if you would like to edit the information.' The form displays the entered information: 'User Name/Login: testing1234', 'First Name: edwin', 'Last Name: montero', 'Phone:', 'Phone Extension:', 'Cellphone:', and 'Email:'. At the bottom are two buttons: 'Edit' (grey) and 'Submit' (green).

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.



Seacrest SERVICES INC. Powered by ClickPay

Pay Now Auto Pay Help My Account

### Lookup Address

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

Account Number:

**YOUR ACCOUNT NUMBER CAN BE FOUND HERE ON YOUR STATEMENT**

Number	Property	Account Number	Date Due	Amount Due
01	00000010	12345	JAN 1, 2016	\$350.00

Make check payable to:  
**Property Name Here**  
JOHN SMITH  
RE: 345 PROPERTY N  
#123  
789 N ANY ST  
NEW YORK NY 11772-2254

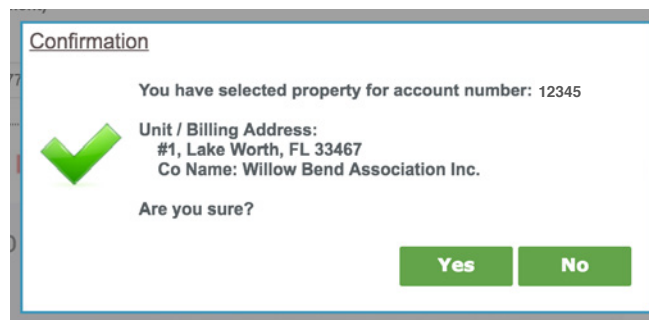
IF RECEIVED After  
JAN 15, 2016  
Pay This Amount  
\$375.00

Amount Paid:   
Check #:

Please include a coupon with every payment.

1000 0000012 00012345 00 11012012000340000012345

Enter your account number as shown in the example above and click **Submit**. You will then be required to confirm the property address associated with your account number. To continue, select **Yes**.



### Confirmation

You have selected property for account number: 12345

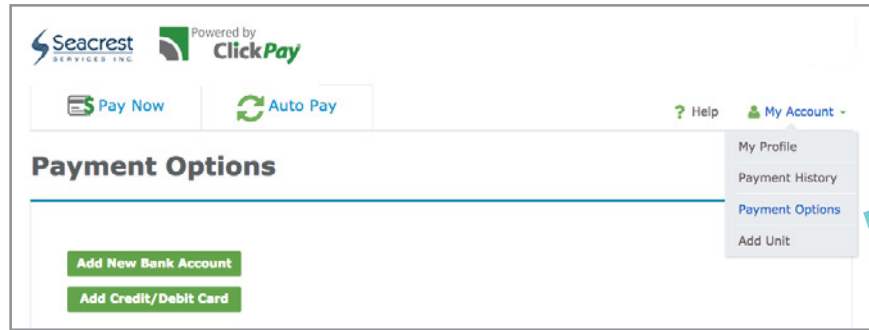
Unit / Billing Address:  
#1, Lake Worth, FL 33467  
Co Name: Willow Bend Association Inc.

Are you sure?

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

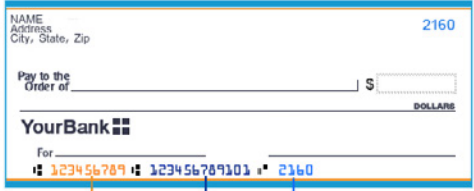


To connect a checking or savings account to your ClickPay account, simply click **Add New Bank Account**. To connect a debit or credit card to your account, select the **Add Credit Card/Debit Card** option.

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

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		
Firstname: *	<input type="text" value="edwin"/>	
Lastname: *	<input type="text" value="montero"/>	
Account Nickname:	<input type="text"/>	

**Bank Routing Number**      **Bank Account Number**      Your check number may be here (not required for payment)

**\*Do not use a Deposit Slip for this information\***

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.

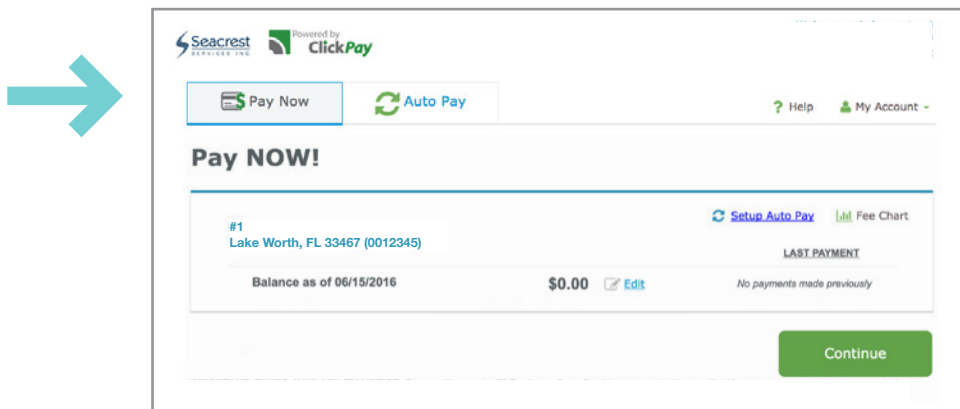
Once you complete this form, click **Continue**. You will be required to confirm this information once more before continuing. You may **Edit** this information or click **Continue** to add this new payment option to your account.

## Making a Payment

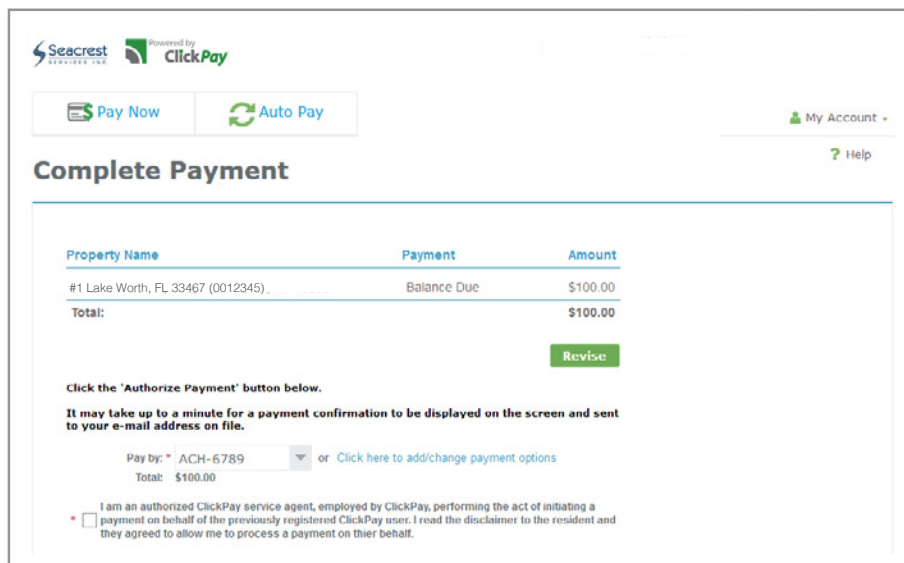
Residents have two options to choose from when making a payment. Residents can make a one-time payment at anytime or schedule recurring payments and have their account debited automatically each month.

## 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.

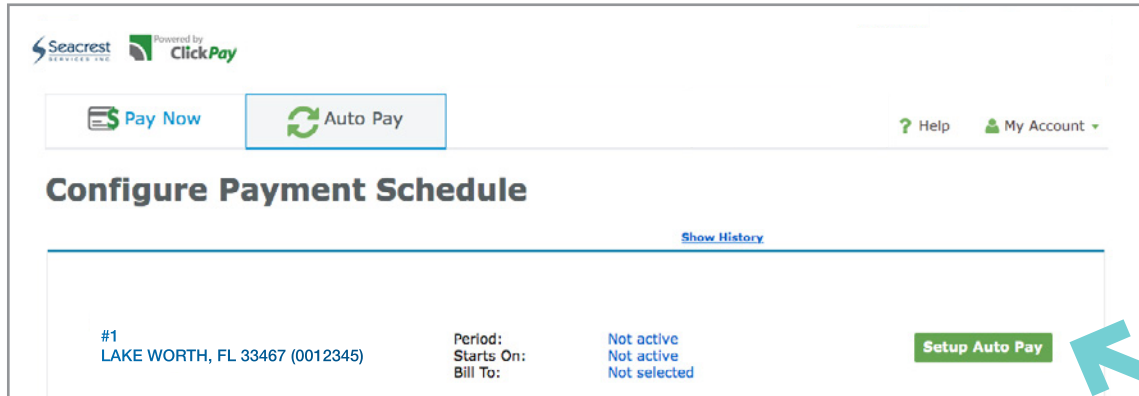


If a balance is not presented, enter your payment amount and select **Continue**. You will have the opportunity to review and confirm the property information and payment amount listed. You can edit this information by clicking **Revise**. Once confirmed, select the payment option you wish to use and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



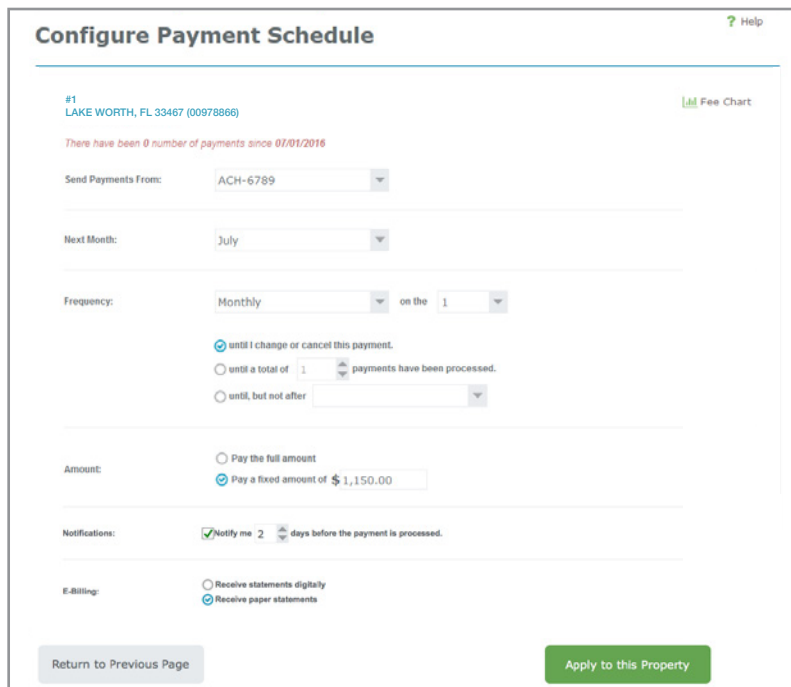
## Recurring Payments

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.



The screenshot shows the 'Configure Payment Schedule' interface. At the top, there are two tabs: 'Pay Now' and 'Auto Pay', with 'Auto Pay' being the active tab. Below the tabs, there are links for 'Help' and 'My Account'. The main heading is 'Configure Payment Schedule'. Below this, there is a table with one row of data for property #1, 'LAKE WORTH, FL 33467 (0012345)'. The table shows the status as 'Not active' for 'Starts On' and 'Bill To'. A green button labeled 'Setup Auto Pay' is located to the right of the table, and a blue arrow points to it.

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.



The screenshot shows the 'Configure Payment Schedule' page with the following configuration options:

- Property: #1 LAKE WORTH, FL 33467 (00978866)
- Send Payments From: ACH-6789
- Next Month: July
- Frequency: Monthly on the 1
- Duration:  until I change or cancel this payment.
- Amount:  Pay a fixed amount of \$ 1,150.00
- Notifications:  Notify me 2 days before the payment is processed.
- E-Billing:  Receive paper statements

Buttons at the bottom: 'Return to Previous Page' and 'Apply to this Property'.

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](#)



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#1 Lake Worth, FL 33467 (0012345)	Period: Starts On: Bill To: Payment Details:	Monthly 11/01/2013 ACH-7890	<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.

## 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.

x Logout  
[Pay Now](#) [Auto Pay](#) [? Help](#) [My Account](#) ▼  

### Payment History

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**Search Criteria**

Units: #1, Lake Worth, FL ▼

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

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