



ONLINE BILLING & PAYMENTS

On behalf of the entire staff, it is with a great deal of pleasure that we welcome you. We are happy to provide you with a convenient and secure way to make your payments online through our payment portal, ClickPay. Through our payment portal, you can conveniently make one-time or scheduled payments online. Payments can be made by major credit and debit card or by e-check (ACH) from a bank account.

GETTING STARTED

As the **preferred way** of accepting payments, we invite you to get started by creating your account below:

Your ClickPay Portal URL

1. Click the activation link emailed to you or visit **login.clickpay.com/jl**
2. Click **Register** and then create your online profile with ClickPay
3. **Connect Your Unit** using the requested information
4. Set up scheduled payments or make one-time payments

Fees may apply to payments made online. To find out which fees apply, consult the Fee Chart in your ClickPay profile. There are no additional fees when paying via E-Check.

FEATURES & BENEFITS



- Set Up Scheduled Payments
- Avoid Late Fees & Save Paper
- Pay by Credit/Debit Card or e-Check
- View Online Payment History

If you pay by check or money order, please mail your payments to the address below moving forward. If you pay through your bank's Online Bill Pay feature, please log in to your online banking account and update the payee's address as listed below. The Payee name must be the name of your Association and the memo/info section should be your property address.

P.O. Box 30402
Tampa FL, 33630-3402

ONLINE PAYMENT SUPPORT

For help with your account, visit ClickPay's support center at **www.ClickPay.com/Help** for access to FAQ's, step-by-step walkthroughs, email and phone support, and live chat.

ClickPay Support Contact Information:

Phone #: 800-533-7901
Email: Support@clickpay.com

TURN PAGE OVER...

ClickPay provides a convenient and secure way for you to manage and make your payments online. Get started by following the instructions listed below.

Step 1

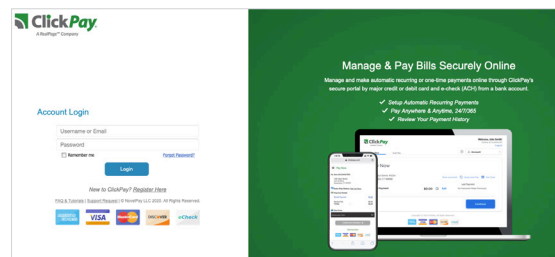
Creating Your Profile

Visit

Click **Register**, and then create your online profile.

? Account Already Exists?

If you receive a message stating that an account already exists, you have already been pre-registered. Click the link within the activation email sent to you or simply request a password reset link to gain you access to your existing profile.



Step 2

Connecting Your Property

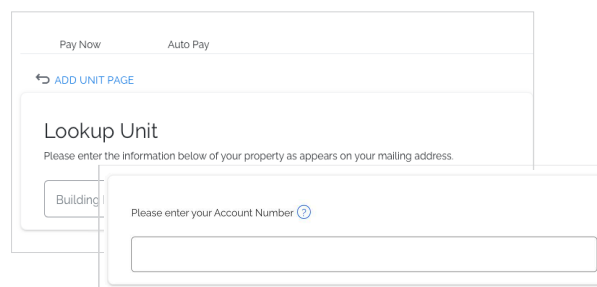
Add your unit(s) using the street address and zip code. You may be required to confirm the account number on your bill and the last name on the property agreement for verification.

? Last Name Entered Not Working?

Try the co-resident last name or if a business, the full name of the business associated with your unit.

! Direct-Debit Users

If you're looking to gain access to your existing ACH Direct-Debit profile transitioned to ClickPay, you will be required to verify your banking details associated with this schedule.



Step 3

Make a One-Time Payment

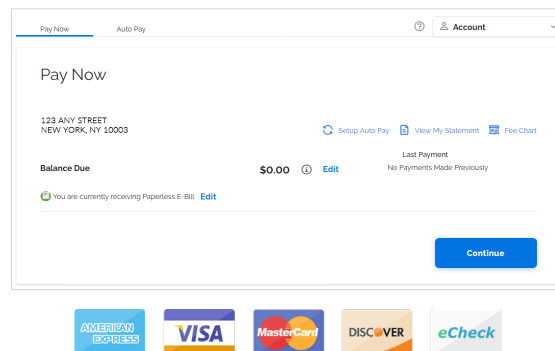
From the Pay Now screen, confirm your payment amount and then click **Continue**.

? No or Incorrect Balance Showing?

Click the 'Edit' link next to your balance and input the amount you would like to pay.

! Adding a Payment Option

When setting up one-time or automatic payments, you will be required to select a new or existing payment option. Payment options and applicable service fees vary by managing agent.



Step 4

Set Up Automatic Payments

From the home screen, click **Auto Pay** and then select your payment option, payment frequency and amount.

? Fixed Amount

Select this option if you want to pay a **FIXED** amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.

? Full Amount

If available, select this option if you want to pay the **FULL** amount due on your account. This may also include any open, one-time fees.

- **Maximum Amount** - Some automatic payment configurations allow you to set a maximum. By selecting this option, your automatic payment will not withdraw above the limit set, no matter what is owed on your account.