



COMMUNITY ASSOCIATION BANKING

# Property Pay User Guide

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Version 23.4

Member FDIC



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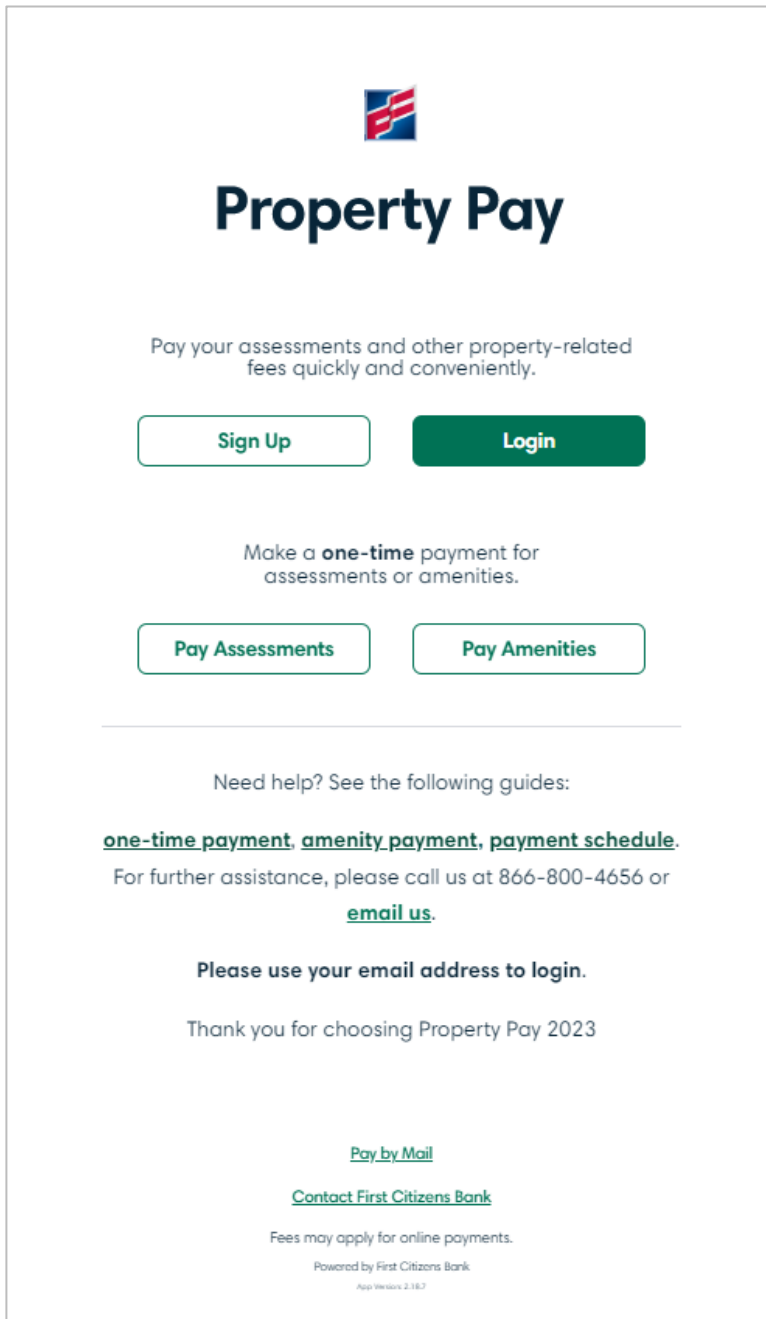
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## Sign Up & Login

To access Property Pay, go to:

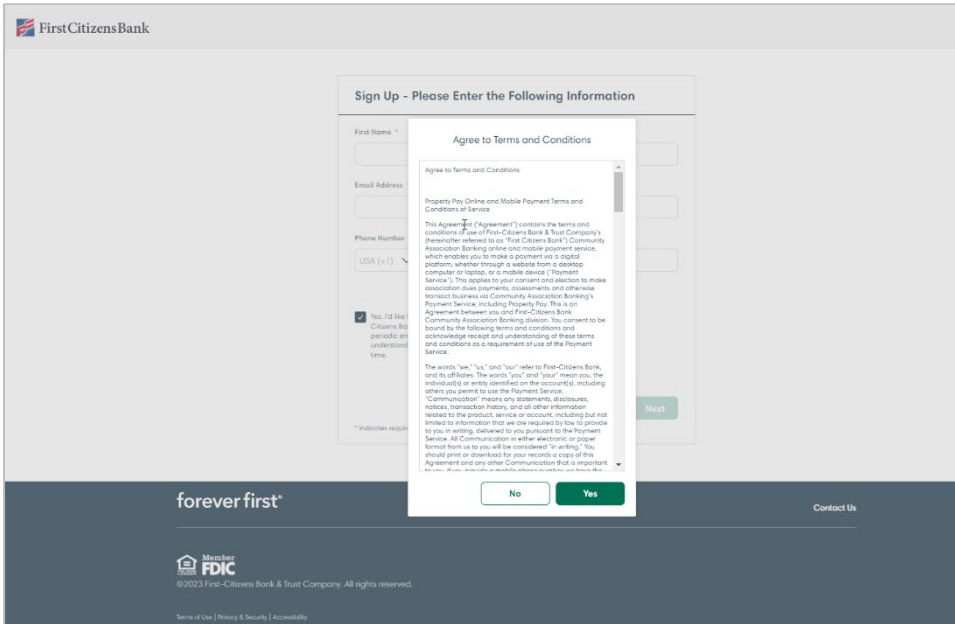
- [PropertyPay.firstcitizens.com](https://PropertyPay.firstcitizens.com)  
**OR**
- [FirstCitizens.com](https://FirstCitizens.com). Select Treasury Management Services and then Community Association Banking. Click on Pay HOA Fees to access the Property Pay home page.

1. Click on **Sign Up** to register as a new user and create an account.



The screenshot shows the Property Pay website interface. At the top center is the First Citizens Bank logo. Below it is the heading "Property Pay" in a large, bold, dark blue font. Underneath the heading is the text "Pay your assessments and other property-related fees quickly and conveniently." There are two buttons: a white button with a green border labeled "Sign Up" and a solid green button labeled "Login". Below these buttons is the text "Make a **one-time** payment for assessments or amenities." There are two more buttons: a white button with a green border labeled "Pay Assessments" and a white button with a green border labeled "Pay Amenities". A horizontal line separates this section from the next. Below the line is the text "Need help? See the following guides:" followed by three links: "[one-time payment](#)", "[amenity payment](#)", and "[payment schedule](#)". Below these links is the text "For further assistance, please call us at 866-800-4656 or [email us](#)." Below this is the text "Please use your email address to login." Below that is the text "Thank you for choosing Property Pay 2023". At the bottom of the page are two links: "[Pay by Mail](#)" and "[Contact First Citizens Bank](#)". Below these links is the text "Fees may apply for online payments." and "Powered by First Citizens Bank" with "App Version 2.18.7" in small text below it.

2. A new window provides the Terms & Conditions; once reviewed, click **Yes** to continue.



3. Enter user information (first & last name, email address, phone number). Click **Next**.

## Sign Up - Please Enter the Following Information

**First Name \***

**Last Name \***

**Email Address \***

**Phone Number \***

USA (+1) ▼

Yes. I'd like to stay in touch with First Citizens Bank and agree to receive periodic email updates and offers. I understand I can unsubscribe at any time.

\* Indicates required field


Cancel
Next

4. Complete the property registration using either the Property Address or Property IDs provided on a coupon or statement.
5. Click on **Find My Property** to continue.


6. Review the property information and click **Register Property** to continue. A successful message will display.

**Note:** The property address may be manually entered if not found.


### Sign Up - Register your property




Enter Property IDs

Management ID \* 

ABC Management Demo Account

Association ID \* 

Sandy Beach HOA

Property / Account Number \* 

Address Line 1 \* Unit #

Address Line 2

City \* State \* Zip Code \*


Property Nickname \*

\* Indicates required field [Cancel](#) [Register Property](#)

### Property Confirmation Successful

---

Select continue to complete your registration.




---

[Continue](#)

7. Create a Password and click on **Create Account**. A Registration Complete message will display and the user is routed to the Property Pay home page to log in.

**Note:** Properties will automatically display when logged in.

## Sign Up - Create My Account

<b>First Name *</b>	<b>Last Name *</b>
<input type="text" value="Sample"/>	<input type="text" value="Homeowner"/>
<b>Email Address *</b>	<b>Confirm Email Address *</b>
<input type="text" value="Sample@gmail.com"/>	<input type="text" value="Sample@gmail.com"/>
<b>Password *</b>	<b>Confirm Password *</b>
<input type="password" value="....."/>	<input type="password" value="....."/>

**Password Requirements**

- ✔ Must be at least 13 characters
- ✔ Does not contain your first name
- ✔ Does not contain your last name
- ✔ Does not contain part of your email
- ✔ A lowercase letter
- ✔ An uppercase letter
- ✔ A number
- ✔ A listed special character: !@# \$ - \_ /

Show Password

**Confirm Password Requirements**

- ✔ Passwords must match

**Registration Complete**

---

Thank you for registering with Property Pay.

For your security, please log in to make a payment.

---

**Continue**

[Cancel](#) **Create Account**

\* Indicates required field

## Login to Property Pay

To access Property Pay, go to:

- PropertyPay.firstcitizens.com
- OR**
- FirstCitizens.com. Select Treasury Management Services and then Community Association Banking. Select Pay HOA Fees.

Enter your email address and password.

**Property Pay**

Pay your assessments and other property-related fees quickly and conveniently.

[Sign Up](#) [Login](#)

Make a **one-time** payment for assessments or amenities.

[Pay Assessments](#) [Pay Amenities](#)

Need help? See the following guides:  
[one-time payment](#) [amenity payment](#) [payment schedule](#)  
 For further assistance, please call us at 866-800-4656 or [email us](#).

**Please use your email address to login.**

Thank you for choosing Property Pay 2023

[Pay by Mail](#)  
[Contact First Citizens Bank](#)  
 Fees may apply for online payments.  
 Powered by First Citizens Bank  
Member FDIC

**Secure Sign In**

**USERNAME**  
 Verify autopopulated username is for the application you are attempting to access.

**PASSWORD**

Remember Username

[Sign In](#)

[Forgot password?](#)  
[Unlock account?](#)  
[Contact Us](#)

## Log Out

To Log out, click on the More menu, and select Log out.

1012 15th St.

Sandy Beach HOA  
 Managed by 146 ABC Management Demo Account

1012 15th St. [Make a Payment](#)

Questions about your account? Contact your [management company](#).

Scheduled Payments [Add a Schedule](#)  
 You have no scheduled payments.

Payment History  
 You have no payment history.

[Add Property](#)

Navigation: Properties | Wallet | Contact | **More**

My Account  
[Terms and Conditions](#)  
[Errors & Issues](#)  
[Frequently Asked Questions](#)  
[About First Citizens Bank](#)  
[Logout](#)

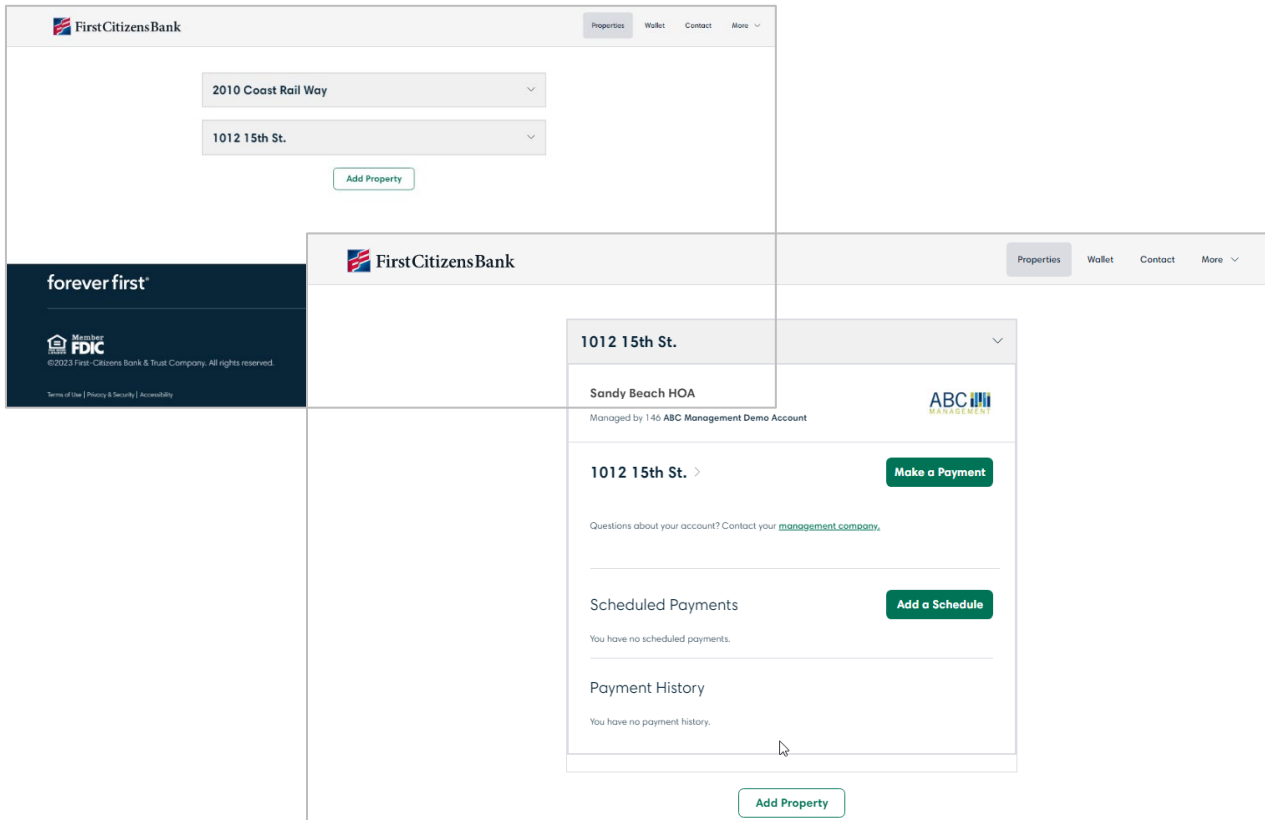
forever first® [Contact Us](#)

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## Home Page Overview

When multiple properties are listed, select the dropdown arrow to view Property Details.

Section	Description
Property Nickname	Click on the property nickname for options to edit or delete the property.
Make a Payment	Select Make a Payment to make a single payment, create a payment schedule and/or purchase an Amenity.
Scheduled Payments	Section will list any payment schedules attached to the property. Select Add a Schedule or click on the Schedule Name hyperlink to view schedule details.
Payment History	Section will list the last five payments. View All provides access to additional history. Select the payment date to view additional details.
Add Property	Click to add a new property address and property IDs.



The screenshot displays the First Citizens Bank interface for property management. At the top, there is a navigation bar with 'Properties', 'Wallet', 'Contact', and 'More'. Below this, two property addresses are listed in dropdown menus: '2010 Coast Rail Way' and '1012 15th St.', with an 'Add Property' button below them.

A second screenshot shows a detailed view of the '1012 15th St.' property. It includes the property name 'Sandy Beach HOA', managed by '146 ABC Management Demo Account', and the 'ABC MANAGEMENT' logo. Below this, there are three main sections:
 

- 1012 15th St. >** with a 'Make a Payment' button.
- Scheduled Payments** with an 'Add a Schedule' button and the text 'You have no scheduled payments.'
- Payment History** with the text 'You have no payment history.'

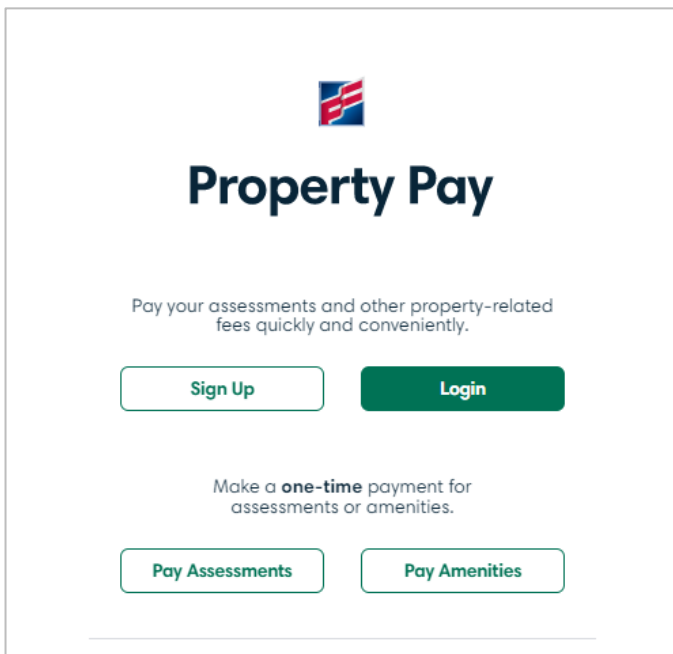
 At the bottom of this detailed view is another 'Add Property' button.



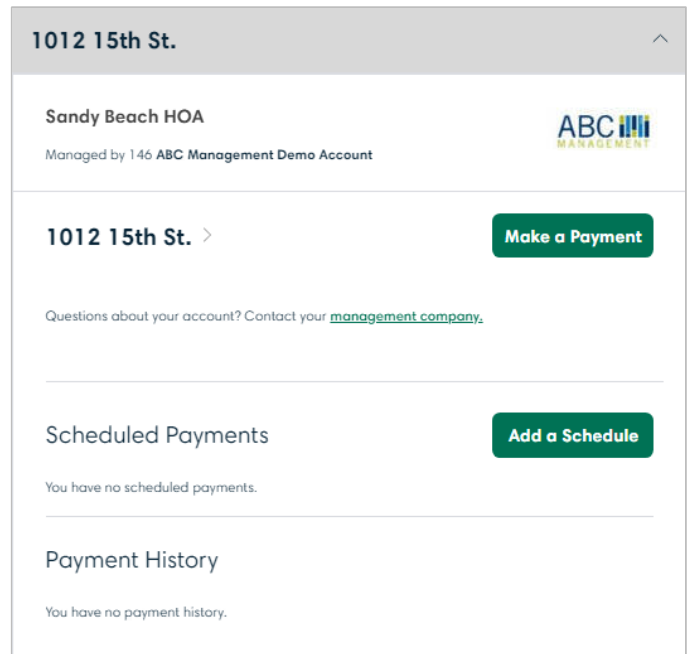
## Make a Payment

Users have multiple options for making a payment, including:

- One-time payment.
- Scheduled Payments – Fixed Amount or Account Balance.
- Purchase Amenities.
- Make a Payment from the login page:
  - Used by non-registered users to make a payment.
  - Registered users can make a payment without signing into Property Pay.



The landing page features the First Citizens Bank logo at the top center. Below it is the heading "Property Pay" in a large, bold font. A sub-heading reads "Pay your assessments and other property-related fees quickly and conveniently." There are two buttons: "Sign Up" (white with a green border) and "Login" (solid green). Below these is a line of text: "Make a **one-time** payment for assessments or amenities." At the bottom, there are two more buttons: "Pay Assessments" and "Pay Amenities", both white with green borders.



The dashboard has a grey header with the address "1012 15th St." and an upward arrow. Below the header, it displays "Sandy Beach HOA" and "Managed by 146 ABC Management Demo Account". The ABC Management logo is in the top right. A section for "1012 15th St." includes a "Make a Payment" button and a link to "management company". A "Scheduled Payments" section shows "Add a Schedule" button and the text "You have no scheduled payments." A "Payment History" section shows "You have no payment history."

## One-Time Payment

From the Properties Page, locate the property and click on Make a Payment.

1. Select the type of payment you want to make – **One Time Payment**.
2. Select a Payment Method from the dropdown list or click on **Add** to create a new payment method.
3. Select a payment date from the calendar. Only available payment dates are selectable.
4. You have the option to enter or adjust the amount if one is listed. The Convenience Fees is listed and the Amount to be Paid will automatically update.
5. Click on **Continue**.
6. The Payment Summary screen will appear. Review for accuracy. Check the Terms and Conditions box. Click on **Submit Payment**.
7. A confirmation screen will appear indicating the payment has been submitted along with a confirmation # and an email is sent.
8. Click **OK** to return to the Properties Page.

### Notes:

- Back – takes you back one page.
- Print – print the payment confirmation.
- Cancel Payment – use to cancel the payment just made.

Payment for  
**1012 15th St.**  
Sandy Beach HOA - ABC Management Demo Account

### Select the Type of Payment You Want to Make

One-Time Payment | or [Switch to Schedule Payments](#) | or [Switch to Amenity Payment](#)

---

### Enter Payment Information

All fields below are required

Payment Method * <span style="float: right; color: green; font-size: small;">Add</span> <div style="border: 1px solid #ccc; padding: 2px; width: 100%;">                     First Citizens Bank &amp; Trust Con <span style="float: right;">v</span> </div> <p style="font-size: x-small; color: gray;">Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.</p>	Payment Date * <div style="border: 1px solid #ccc; padding: 2px; width: 100%;">                     05/24/2023 <span style="float: right;">📅</span> </div> <p style="font-size: x-small; color: gray;">Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.</p>
---	--

---

### Enter the Payment Amount

Amount Due: \$350.00

Amount *	<input style="width: 90%;" type="text" value="350.00"/> x
Convenience Fee	\$0.00
<b>Amount to be paid</b>	<b>\$350.00</b>

[Cancel](#) Continue

\* Indicates required field

### Payment Summary

<b>Property Address</b>	1012 15th St. Phoenix, AZ 85001
<b>Payment Method</b>	First Citizens Bank & Trust Company (6789)
<b>Payment Date</b>	05/24/2023
<b>Convenience Fee</b>	\$0.00
<b>Total Amount</b>	<b>\$350.00</b>

I agree to pay the total amount including any fees as shown above.


[Back](#) Submit Payment

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

### Payment Confirmation

**Thank you**

Your payment for \$350.00 is scheduled to be processed on 05/24/2023.  
You may print this confirmation for your records.



Confirmation #59508285

Print OK

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

[Cancel Payment](#)

## Scheduled Payments

Scheduled Payments are automatically processed based on the frequency and start date selected.

- If a payment date falls on a non-business day, such as a weekend or a holiday, the payment will be processed on a prior business day.
- No expiration date is required. Up to 18 future payment dates will list on the payment schedule.
- When an end date is specified, the number of future payments is limited to 18.

### Create a Fixed Payment Schedule

Locate the property and select Make a Payment. Then select Schedule Payments.

1. Select a payment method and a frequency from the drop-down menu.
2. Select **Fixed Amount** schedule type and enter a schedule name.
3. Select a start date and then select **No End Date** **OR** enter number of payments (maximum is 18).
4. You have the option to enter an amount or adjust the default amount if one is listed. The total amount paid will automatically adjust. Click on **Continue**.
5. A Payment Schedule Summary will display for review. Check the Agreement box and click on **Create Schedule** to continue.
6. A confirmation window will appear. Select **OK** to return to the Property home page.

The new schedule is now listed in the Property Details page.

### Select the Type of Payment You Want to Make

[Switch to One-Time Payment](#) or [Schedule Payments](#) or [Switch to Amenity Payment](#)

---

### Enter Payment Information

All fields below are required

<p>Payment Method * <span style="float: right; color: green; font-size: small;">Add</span></p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>First Citizens Bank &amp; Trust Con</span> <span>▼</span> </div> <p style="font-size: x-small; color: gray;">Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.</p>	<p>Schedule Frequency *</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>Monthly</span> <span>▼</span> </div>
<p>Schedule Type * <span style="float: right; color: gray; font-size: x-small;">?</span></p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>Fixed Amount</span> <span>▼</span> </div>	<p>Start Date * <span style="float: right; color: gray; font-size: x-small;">?</span></p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>05/24/2023</span> <span>📅</span> </div>
<p>Schedule Name * <span style="float: right; color: gray; font-size: x-small;">?</span></p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>Test 2023.4</span> <span>⌵</span> </div>	<p>Select End Date *</p> <div style="border: 1px solid #ccc; padding: 2px; display: flex; justify-content: space-between; align-items: center;"> <span>No End Date</span> <span>▼</span> </div>

---

### Enter the Payment Amount

Amount Due: \$350.00

Enter Payment Amount *	<span>350.00</span> <span>✕</span>
Convenience Fee	\$0.00
Amount to be paid	\$350.00

\* Indicates required field

[Cancel](#) Continue

### Payment Schedule Summary

<b>Property Address</b>	1012 15th St. Phoenix, AZ85001
<b>Schedule Name</b>	Test 2023.4
<b>Schedule Start Date</b>	05/24/2023
<b>Frequency</b>	Monthly
<b>Payment Method</b>	First Citizens Bank & Trust Company (6789)
<b>Schedule Payment Amount</b>	\$350.00


I agree to pay the account balance or total amount due including convenience fees.

[Back](#) Create Schedule

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

Property Pay

10



## Create an Account Balance Payment Schedule

When selecting Account Balance as the schedule type:

- Start date lists the available payment dates to select from.
- The payment amount will be the amount due on the account.
- An email reminder is sent 2 days prior to the payment date and a confirmation email is sent on the payment date.

Locate the property and select Make a Payment. Select Schedule Payments and enter payment information:

1. Select a payment method and a Frequency from the drop-down menu.
2. Select a Schedule Type of **Account Balance** and enter a schedule name.
3. Select a Start Date from the drop-down menu.
4. Select **No End Date** or enter the number of payments.
5. Click on **Continue**.
6. A Payment Schedule Summary will display for review; check the Agreement box and click on **Create Schedule** to continue. A confirmation window will appear. Select **OK** to return to the Property home page.

The new schedule is now listed under Property Details page.

### Select the Type of Payment You Want to Make

[Switch to One-Time Payment](#) or [Schedule Payments](#) or [Switch to Amenity Payment](#)

---

### Enter Payment Information

All fields below are required

<p><b>Payment Method *</b> <span style="float: right;"><a href="#">Add</a></span></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">First Citizens Bank &amp; Trust Con <span style="float: right;">▼</span></div> <p style="font-size: x-small; color: gray;">Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.</p> <p><b>Schedule Type *</b> <span style="float: right;">?</span></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Account Balance <span style="float: right;">▼</span></div> <p><b>Schedule Name *</b> <span style="float: right;">?</span></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Test 2023.4 Acct Balance Schd</div> <p><b>Number of Payments *</b></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px; width: 100px;">12</div>	<p><b>Schedule Frequency *</b></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Monthly <span style="float: right;">▼</span></div> <p><b>Start Date *</b> <span style="float: right;">?</span></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">06/05/23 <span style="float: right;">▼</span></div> <p><b>Select End Date *</b></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Enter Number of Payments <span style="float: right;">▼</span></div> <p><b>End Date *</b></p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">06/05/2023 <span style="float: right;">📅</span></div>
---	--

---

### Account Balance Notice

Amount Due: \$105.00

By selecting Account Balance, your payment is the amount due on your account. The amount due and your payment amount may vary each month and may include convenience fees. The amount charged may vary due to an increase in assessments or other charges from your management company. Your payment will not exceed the charges from your management company plus any applicable convenience fees.

\* Indicates required field

[Cancel](#) Continue

### Payment Schedule Summary

<b>Property Address</b>	2010 Coast Rail Way Phoenix, AZ85001
<b>Schedule Name</b>	Test 2023.4 Acct Balance Schd
<b>Schedule Start Date</b>	06/05/2023
<b>End Date</b>	05/03/2024
<b>Frequency</b>	Monthly
<b>Number of Payments</b>	12
<b>Payment Method</b>	First Citizens Bank & Trust Company (6789)
<b>Convenience Fee (per transaction)</b>	Calculated
<b>Schedule Payment Amount</b>	Amount Due
<input checked="" type="checkbox"/> I agree to pay the account balance or total amount due including convenience fees.	
<a href="#">Back</a> <span style="background-color: #00726e; color: white; padding: 5px 15px; border-radius: 5px; margin-left: 20px;">Create Schedule</span>	

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

## Amenity Payment

Amenity Payment provides the option to purchase an amenity as a registered user in Property Pay. The Amenity Payment link will not display if no amenities for the HOA are listed for purchase.

1. Login to Property Pay, open the property, and select **Make a Payment** and then **Amenity Payment**.
2. Select an amenity from the drop-down list and click on **Add**. Use the Amenity Category field to narrow the list of Amenities. Continue to select additional amenities and click on add, if applicable.
3. Shopping cart will update with the list of amenities selected.
  - a. Use the + and – icons to adjust the number of items to purchase
  - b. Click on delete to remove an item from the shopping cart
  - c. Add a note to send with the Payment, if applicable
4. Once completed, click on **Continue**.

**Select the Type of Payment You Want to Make**

[Switch to One-Time Payment](#) or [Switch to Schedule Payments](#) or Amenity Payment

---

**Enter Payment Information**

All fields below are required

Payment Method \* Add

First Citizens Bank & Trust Con

Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.

Payment Date \*

05/24/2023

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

---

**Select Amenity**

Category

All

Amenity

Summer Play Fee \$35

**Add**

---

**Shopping Cart**

Gate Remote	\$25.00	- 1 +	<a href="#">Delete</a>
Remote Gate Opener for Entrance to Neighborhood			
<a href="#">Add Note</a>			
Summer Play Fee	\$35.00	- 1 +	<a href="#">Delete</a>
<a href="#">Add Note</a>			
		Convenience Fee	\$0.00
		Amount to be paid	\$60.00

\* Indicates required field

Cancel

**Continue**

5. Payment Summary screen will display. Review for accuracy. Check the I agree checkbox and **Submit Payment** to continue.
6. Payment confirmation is listed with a confirmation number.

**Payment Summary**

<b>Property Address</b>	1012 15th St. Phoenix, AZ 85001
<b>Payment Method</b>	First Citizens Bank & Trust Company (6789)
<b>Payment Date</b>	05/24/2023
<b>Items</b>	
Gate Remote	\$25.00
Summer Play Fee	\$35.00
<b>Convenience Fee</b>	\$0.00
<b>Total Amount</b>	\$60.00

I agree to pay the total amount including any fees as shown above.

[Back](#)

**Submit Payment**

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

**Payment Confirmation**

Thank you

Your payment for \$60.00 is scheduled to be processed on 05/24/2023.  
You may print this confirmation for your records.

Confirmation #59508293

[Print](#)

**OK**

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

[Cancel Payment](#)

## Cancel a Payment

A Cancel Payment option is available if a customer wishes to cancel a payment the same day it was submitted from either the Payment Confirmation Screen or the Properties home page.


**Note:** Once the payment status has changed to Processed, cancel is no longer an option.

1. From Payment Confirmation Screen – Click on **Cancel Payment**.

**Payment Confirmation**

**Thank you**

Your payment for \$106.95 is scheduled to be processed on 05/24/2023.  
You may print this confirmation for your records.



Confirmation #59508295

[Print](#)  

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.


[Cancel Payment](#) ←

## OR

From the Properties page – Locate the payment in Payment history and click on **Cancel**.

**2010 Coast Rail Way** ^

---

**Bittercreek HOA** 

Managed by 146 ABC Management Demo Account

---

**2010 Coast Rail Way** >

Bittercreek Info

---

**Scheduled Payments**

Click on Schedule Name link below to edit an existing schedule

Schedule Name	Next Payment	Type	Amount
<a href="#">Test 2023.4 Acct Balance Schd</a>	06/05/23	Account Balance	Amount Due

---

**Payment History** [View All](#)

Date	Amount	Category	Status
<a href="#">05/23/23</a>	\$106.95	Assessment	Approved <input type="button" value="Cancel"/>

- Click on **Yes** to Cancel - A confirmation screen will appear, and an email is sent to the user.

### Cancel Payment

---

Are you sure you want to cancel this payment for \$106.95?

---

**Yes**

**No**

### Payment Cancelled

---

Your payment for \$106.95 was successfully cancelled.  
 A confirmation email has been sent to email address  
 Samualsample2101+4@gmail.com.


Confirmation #59508295

**Print**

**Continue**

- Payment is now listed as ACH-Void (from a Checking account) or Reversed (with a Card) under Payment History.

**2010 Coast Rail Way** ^

**Bittercreek HOA** 

Managed by 146 ABC Management Demo Account

---

**2010 Coast Rail Way** >

Bittercreek Info

**Make a Payment**

---

**Scheduled Payments**

Click on Schedule Name link below to edit an existing schedule

Schedule Name	Next Payment	Type	Amount
<a href="#">Test 2023.4 Acct Balance Schd</a>	06/05/23	Account Balance	Amount Due

**Add a Schedule**

---

**Payment History** [View All](#)


Date	Amount	Category	Status
<a href="#">05/23/23</a>	\$106.95	Assessment	ACH Void

## View, Edit, or Delete a Scheduled Payment

From Properties, click on the Schedule Name to access Schedule Details. Edit options include:

- Adjust Schedule Name or select a new payment method
- View Schedule Details to view/edit future payments
- Delete a Schedule

**1012 15th St.** ^

**Sandy Beach HOA** 

Managed by 146 ABC Management Demo Account

**1012 15th St.** > Make a Payment

Questions about your account? Contact your [management company](#).

**Scheduled Payments** Add a Schedule

Click on Schedule Name link below to edit an existing schedule

Schedule Name	Next Payment	Type	Amount
<a href="#">Test 2023.4</a>	05/24/23	Fixed Amount	\$350.00

**Payment History** [View All](#)

Date	Amount	Category	Status
<a href="#">05/23/23</a>	\$350.00	Assessment	Approved <a href="#">Cancel</a>
<a href="#">05/23/23</a>	\$60.00	Amenity	Approved <a href="#">Cancel</a>

Add Property

**Edit Payment Schedule**
[Delete Schedule](#)

Schedule Name \*

Payment Method \* 

First Citizens Bank & Trust Company (6789)
v

Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.

Payment Day of Month 24 [Edit](#)

Enter Payment Amount

Amount \*  x

(Enter amount to be paid in box)

Convenience fee \$0.00

Amount to be paid \$350.00

I agree to pay the total amount including any fees as shown above.

[Back](#)
Save

\* Indicates required field

[View Schedule Details](#)



## Fixed Payment Schedule – Change Payment Amount

This feature is used to change one specific payment date or to change the payment amount for a fixed payment schedule. When changing a payment for the current month, edit the payment date at least two or more business days prior to the scheduled payment.

1. Locate and select the Schedule Name to edit.
2. Click on **View Schedule Details** hyperlink.
3. Locate the payment date and select to view.

Test 2023.4 (monthly)		<a href="#">Back</a>
Scheduled Payments		
Payment Date <sup>?</sup>	Amount	Status
<a href="#">05/24/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>
<a href="#">06/23/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>
<a href="#">07/24/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>

4. Adjust the payment Date and/or Amount.
5. Check boxes –
  - Check this box to change the payment amount for all future payments in this schedule, beginning with this payment
  - OR**
  - Leave this box unchecked to change the payment amount for this one payment only
  - Check box indicating I agree to pay the total amount including any fees as shown above
6. Click on **Continue**. User is returned to the Schedule payments details screen. The selected payment(s) is updated with the new payment date and/or amount.

**Edit Payment - 06/23/2023**

<p>Amount * <input style="width: 100%;" type="text" value="100.00"/></p> <p>Convenience fee \$0.00</p> <p>Amount to be paid <b>\$100.00</b></p> <p>Payment Method <input type="text" value="First Citizens Bank &amp; Trust"/></p> <p><small>Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.</small></p> <p><input type="checkbox"/> Please check this box if you want to update the payment amount for all future payments in this schedule.</p> <p><input checked="" type="checkbox"/> I agree to pay the total amount including any fees as shown above.</p> <p><small>* Indicates required field</small></p>	<p>Enter Payment Amount</p> <p><input style="width: 100%;" type="text" value="100.00"/></p> <p>Payment Date <input style="width: 100%;" type="text" value="06/23/2023"/></p> <p><small>Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.</small></p>
--	---

[Cancel](#) [Continue](#)

Test 2023.4 (monthly)		<a href="#">Back</a>
Scheduled Payments		
Payment Date <sup>?</sup>	Amount	Status
<a href="#">05/24/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>
<a href="#">06/23/23</a>	\$100.00	Scheduled <a href="#">Cancel</a>
<a href="#">07/24/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>
<a href="#">08/24/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>

## Fixed Payment Schedule – Change Scheduled Payment Date

An option is available to change a Fixed Schedule payment date. Fixed scheduled payment date changes are effective the following month. For example, changes made in May will become effective in June.

The current month payment date will remain the same.

If a current month payment requires changing, use the Payment Details page to adjust the one specific payment date.

1. Locate and select the Schedule Name.

Scheduled Payments
Add a Schedule

Click on Schedule Name link below to edit an existing schedule

Schedule Name	Next Payment	Type	Amount
<a href="#">Test 2023.4</a> ←	05/24/23	Fixed Amount	\$350.00

2. Select the **Edit** hyperlink for Payment Day of Month.

Edit Payment Schedule
Delete Schedule

**Schedule Name \***

**Payment Method \***

First Citizens Bank & Trust Company (6789)
▼

Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.

Payment Day of Month 24 [Edit](#) ←

**Enter Payment Amount**

**Amount \***  
(Enter amount to be paid in box)

Convenience fee \$0.00

Amount to be paid \$350.00

x

I agree to pay the total amount including any fees as shown above.

Back
Save

\* Indicates required field

View Schedule Details

3. Select a new date from the drop-down list and click on **Save**.

As a new date is selected, the list of payment dates will update, displaying the next 12 payments.

Edit Fixed Payment Day
Cancel

Test 2023.4 (monthly)

Calendar Day	Month	Date	Amount
28 ▼	1	05/24/23	\$350.00
26	2	06/28/23	\$100.00
27	3	07/28/23	\$350.00
28	4	08/28/23	\$350.00
29	5	09/28/23	\$350.00
30			
31			

Scheduled payment date changes are effective the following month. For instance, changes made in May are effective with your June payment.

To make a change to this month's scheduled payment date, please edit the date in payment details two or more business days prior to the scheduled payment.

Payments scheduled on weekends or holidays will process on the prior business day.

Cancel
Save

## Cancel/Restore a Future Dated Payment

An option is available to cancel a future dated payment or restore a skipped payment if necessary. A confirmation message will display to confirm the request. Once selected the Restore link will be listed next to the cancelled (skipped) payment. An email notification is sent to the homeowner.

**Note:** When cancelled in ManagerPay by the Bank or a PMC Portal user, the status is still listed as 'Cancelled by CSR'.

This option is available for both Fixed Payment and Account Balance schedules.

1. Locate and select the **Schedule Name**.
2. Click on **View Schedule Details**.
3. Locate the payment and click on **Cancel**.
4. A confirmation message appears. Click **Yes** to continue.
5. The payment is now listed as Cancelled. A link to Restore the payment is available, if needed.

1012 15th St.  
Sandy Beach HOA - ABC Management Demo Account

**Test 2023.4 (monthly)** [Back](#)

Scheduled Payments

Payment Date <sup>?</sup>	Amount	Status
<a href="#">05/24/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>
<a href="#">06/28/23</a>	\$100.00	Scheduled <a href="#">Cancel</a>
<a href="#">07/28/23</a>	\$350.00	Cancelled By User <a href="#">Restore</a>
<a href="#">08/28/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>
<a href="#">09/28/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>

Scheduled payments dated for a weekend or holiday will be processed the prior business day.

[Back](#)

[Delete Schedule](#)

## Delete a Payment Schedule

When deleting a Payment Schedule, verify there are no payments for the current date. The next payment listed in the Schedule must be a future date prior to deleting the schedule.

A few verification steps prior to deleting a schedule will help save time and create a positive experience.

1. Locate and select the **Schedule Name**.
2. Verify this is the correct schedule to delete. Click on **Delete Schedule**.

**OR**

3. Click on **View Schedule Details** for more information.
4. Verify this is the correct schedule to delete.
5. Click on **Delete Schedule**.

**Note:** Same day scheduled payments cannot be deleted or restored during the payment processing window of approximately 12:00 to 2:00 PM Central time. Once payment processing begins, all delete, cancel, or restore attempts will receive an error message. When payment processing is completed, the payment schedule can be deleted.

**Edit Payment Schedule**
Delete Schedule

---

Schedule Name \*

Payment Method \*

Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.

Payment Day of Month: 24 [Edit](#)

Enter Payment Amount:  x

Amount \* (Enter amount to be paid in box): \$0.00

Convenience fee: \$0.00

Amount to be paid: **\$350.00**

I agree to pay the total amount including any fees as shown above.

[Back](#) Save

\* Indicates required field

➔ [View Schedule Details](#)

1012 15th St.  
Sandy Beach HOA - ABC Management Demo Account

---

**Test 2023.4 (monthly)**
Back

---

Scheduled Payments

Payment Date ?	Amount	Status
<a href="#">05/24/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>
<a href="#">06/28/23</a>	\$100.00	Scheduled <a href="#">Cancel</a>
<a href="#">07/28/23</a>	\$350.00	Cancelled By User <a href="#">Restore</a>
<a href="#">08/28/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>
<a href="#">09/28/23</a>	\$350.00	Scheduled <a href="#">Cancel</a>

Scheduled payments dated for a weekend or holiday will be processed the prior business day.

[Back](#)

➔ Delete Schedule

## Guest Pay Assessments – One Time Payment Option

Pay Assessments provides the option to make a one time payment as a non-registered user or without logging in.

To access Property Pay, go to:

- [PropertyPay.firstcitizens.com](https://PropertyPay.firstcitizens.com)
- **OR**
- [FirstCitizens.com](https://FirstCitizens.com). Select Treasury Management Services and then Community Association Banking. Click on Pay HOA Fees to access the Property Pay home page.
- 

To make a one-timePayment as guest user,

1. Click on **Pay Assessments** and then click **Yes** to the Terms and Conditions.
2. Enter Payee information and Property Details.
3. Select **Pay by eCheck** **OR** **Pay by Card**.
4. Complete payment information and click on **Next..**
5. Review summary page and click on **Submit Payment**. A payment confirmation will appear.

**Pay Assessments - Confirm Property**
Sign Up

---

First Name \*

Last Name \*

Email Address \*

Phone Number \*

**Property Details**

Management ID \*

ABC Management Demo Account

Association ID \*

Bittercreek HOA

Property / Account Number \*

Address Line 1 \*  Unit #


Address Line 2

City \*  State \*  Zip Code \*

Pay by eCheck
Pay by Card

\* Indicates required field [Cancel](#)

Payment for  
**1010 W Southern Pacific Way**  
Bittercreek HOA - ABC Management Demo Account

**Pay by eCheck**


---

**Bank Account Details**

Routing Number \*

FIRST CITIZENS BANK & TRUST COMPANY

Account Number \*  Confirm Account Number \*

Is this a savings account?

---

**Payment Details**

Payment Amount \*   Payment Date \*

---

**Payment Summary**

Payment Amount	\$266.00
Convenience Fee	\$1.95
<b>Total Amount</b>	<b>\$267.95</b>

I agree to pay the total amount including any fees as shown above.

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

\* Indicates required field
Back
Next

## Guest Pay Amenities – One Time Payment Option

Pay Amenities provides the option to purchase an amenity as a non-registered user or without logging into Property Pay. A message will display if no amenities are available for purchase.

To purchase an Amenity as a guest user,

1. Select **Pay Amenities** from the Property Pay home page and then Accept Terms and Conditions when presented.
2. Enter payee information and property details. Click on **Next** to continue.
3. Select one or more amenities from the drop-down list and click on **Add**. Use the category field to narrow the list. Enter the quantity for each amenity selected.
4. Select a payment method and complete payment information. Payment summary includes list of amenities selected.
5. Review summary page and click on **Submit Payment**. A payment confirmation will be listed. An option to print or cancel is provided.

**Pay Amenities - Confirm Property**
Sign Up

First Name \*

Last Name \*

Email Address \*

Phone Number \*

USA (+1) ▾

**Property Details**

Management ID \* ?

ABC Management Demo Account

Association ID \* ?

Bittercreek HOA

Property / Account Number \* ?

Address Line 1 \*

Unit #

Address Line 2

City \*

State \*

AZ ▾

Zip Code \*

\* Indicates required field

Cancel

Next

**Amenities Available**

Category

All ▾

Amenity

Parking Space \$20 ▾

Add

**Shopping Cart**

Parking Space	\$20.00	- 1 +	<a href="#">Delete</a>
<small>Monthly parking space at Clubhouse</small>			
<a href="#">Add Note</a>			

**Order Total \*** \$20.00

\* May include convenience fees

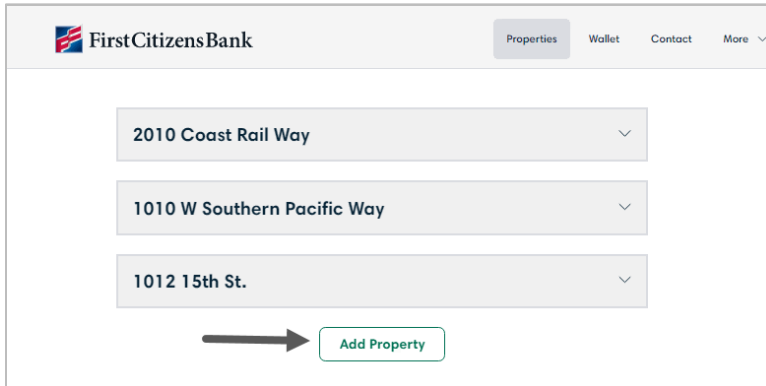
Pay by eCheck

Pay by Card

[Back](#)

## Properties

The property nickname is a hyperlink to property details and options to edit property details, remove a property and look up instructions if a user has recently moved.



## Add Property

From the Properties home page:

1. Scroll down and click on **Add Property**.
2. Enter property information provided on statement or coupon and select **Find My Property**.
3. Enter or verify, if prefilled, the property address.
4. Click on **Register Property**.

The user is returned to the Properties page and the new property is now listed.

### Add a Property

Enter Property IDs

Management ID \* ?  
  
ABC Management Demo Account

Association ID \* ?  
  
Bittercreek HOA

Property / Account Number \* ?

Address Line 1 \*  Unit #

Address Line 2

City \*  State \*  ? Zip Code \*

Property Nickname \*

[Cancel](#)

## Related Accounts

Related properties can be grouped together as a Related Accounts Group.

When adding a new property, related accounts are automatically identified and listed with an option to register and add to a group.

**Note:** This feature may not be available to all users.

### Connect Related Accounts

This address is shared by multiple accounts, each of which require separate payments. To simplify and streamline payment setup, we recommend you 'Register' or 'Add' the account(s) below to link these accounts.

Note you will need to set up separate payments for each account from the Properties page.

Group Nickname \* ?

#### Related Accounts

Account # Association ID	Property Nick Name Association Name
1238100 123	8100 E Union Avenue Master Association

#### Available Accounts

Account # Association ID	Property Nick Name Association Name	
3218100 321	8100 E Union Homeowners Association	<b>Register</b> <span>?</span>

[Cancel](#)

\* Indicates required field

### Related Accounts Group

Group of multiple accounts for the same address, each of which require separate payments.

Use 'Register' to register new account(s) and add them to the group. Use 'Add' to add existing registered account(s) to the group. Use 'Remove' to take accounts out of the group.

Note you will need to set up separate payments for each account from the Properties page.

Group Nickname \* ?

**Save**

#### Related Accounts

Account # Association ID	Property Nick Name Association Name	
1238100 123	8100 E Union Master Association	<b>Remove</b> <span>?</span>
3218100 321	8100 E Union Homeowners Association	<b>Remove</b> <span>?</span>

[Close](#)

\* Indicates required field

Once registered/added to the group, the related accounts are grouped together and identified with a folder icon in the Property list.

[Properties](#)
[Wallet](#)
[Contact](#)
[More](#)

1012 15th St. ▼

📁 8100 E Union Avenue ⬆️

8100 E Union Avenue - Master Association ▼

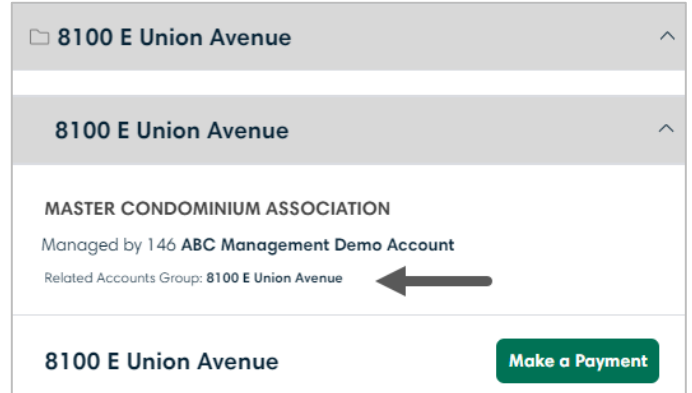
8100 E Union Avenue - HOA ▼

Add Property



To remove a property from a group:

1. Click on the group to access the related accounts.
2. Select the property to view Details and click on **the Managed Accounts Group** hyperlink.



3. Locate the property and click on **Remove**.
4. A confirmation message will display. Click **OK** to remove the property from the Group.

### Related Accounts Group

Group of multiple accounts for the same address, each of which require separate payments.

Use 'Register' to register new account(s) and add them to the group.  
Use 'Add' to add existing registered account(s) to the group.  
Use 'Remove' to take accounts out of the group.

Note you will need to set up separate payments for each account from the Properties page.

Group Nickname \* ?

8100 E Union Avenue

Save

#### Related Accounts

Account # Association ID	Property Nick Name Association Name	
1238100 123	8100 E Union Master Association	<span style="background-color: #00726e; color: white; padding: 5px 10px; border-radius: 3px;">Remove</span> <span style="float: right;">?</span>
3218100 321	8100 E Union Homeowners Association	<span style="background-color: #00726e; color: white; padding: 5px 10px; border-radius: 3px;">Remove</span> <span style="float: right;">?</span>

\* Indicates required field [Close](#)

### Release Managed Account

---

This will remove the currently registered property from the managed accounts group.

It will not remove the property or any of the payment schedules or payment history associated with it.

If removing this property leaves only one property in the group, then the managed accounts group will also be deleted.

---

Cancel
OK

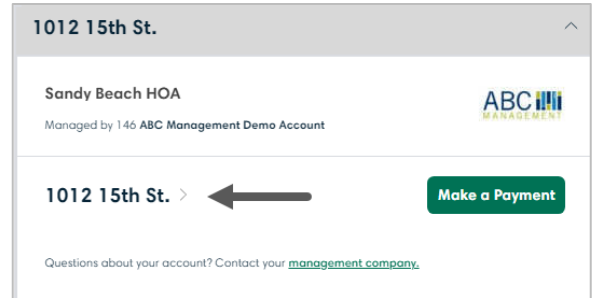
The property is now listed separately within the Property List.

**Note:** If only one property is left in the group, the group is removed and both properties are listed separately within the Property List.

## Edit Property

From the Properties home page:

1. Open the property and click **the Property Nickname** hyperlink to access Property Details.
2. Adjust details as needed: Property Nickname, Management ID, HOA ID, Property Account #.
3. Click on **Save**. Cancel will take you back to the Properties Home Page.



### Property Details

[Have you moved?](#)

Property Nickname \*

#### Property Details

Address Line 1 \*  Unit #

Address Line 2

City \*  State \*  Zip Code \*

Management ID \*  ABC Management Demo Account

Association ID \*  Sandy Beach HOA

Property / Account Number \*

Cancel
Save

Delete Property

\* Indicates required field

## Remove Property

From the Properties home page:

1. Open the Property and click on the **Property Nickname** hyperlink to access Property Details.
2. Scroll down and click on **Delete Property**. A verification window will appear.
3. Click on **YES** to delete. You are returned to the Properties Home page and the property address is no longer listed.

### Property Details

[Have you moved?](#)

Property Nickname \*  
1012 15th St.

#### Property Details

Address Line 1 \*      Unit #  
1012 15th St.      (optional)

Address Line 2  
(optional)

City \*      State \*  
Phoenix      AZ


Management ID \* ?  
146  
ABC Management Demo Account

Association ID \* ?  
456  
Sandy Beach HOA

Property / Account Number \* ?  
4330

[Cancel](#)      [Save](#)

\* Indicates required field

 [Delete Property](#)

### Delete Property Confirmation

Deleting this property will also remove any associated payment schedules. Please confirm that you would like to delete this property.

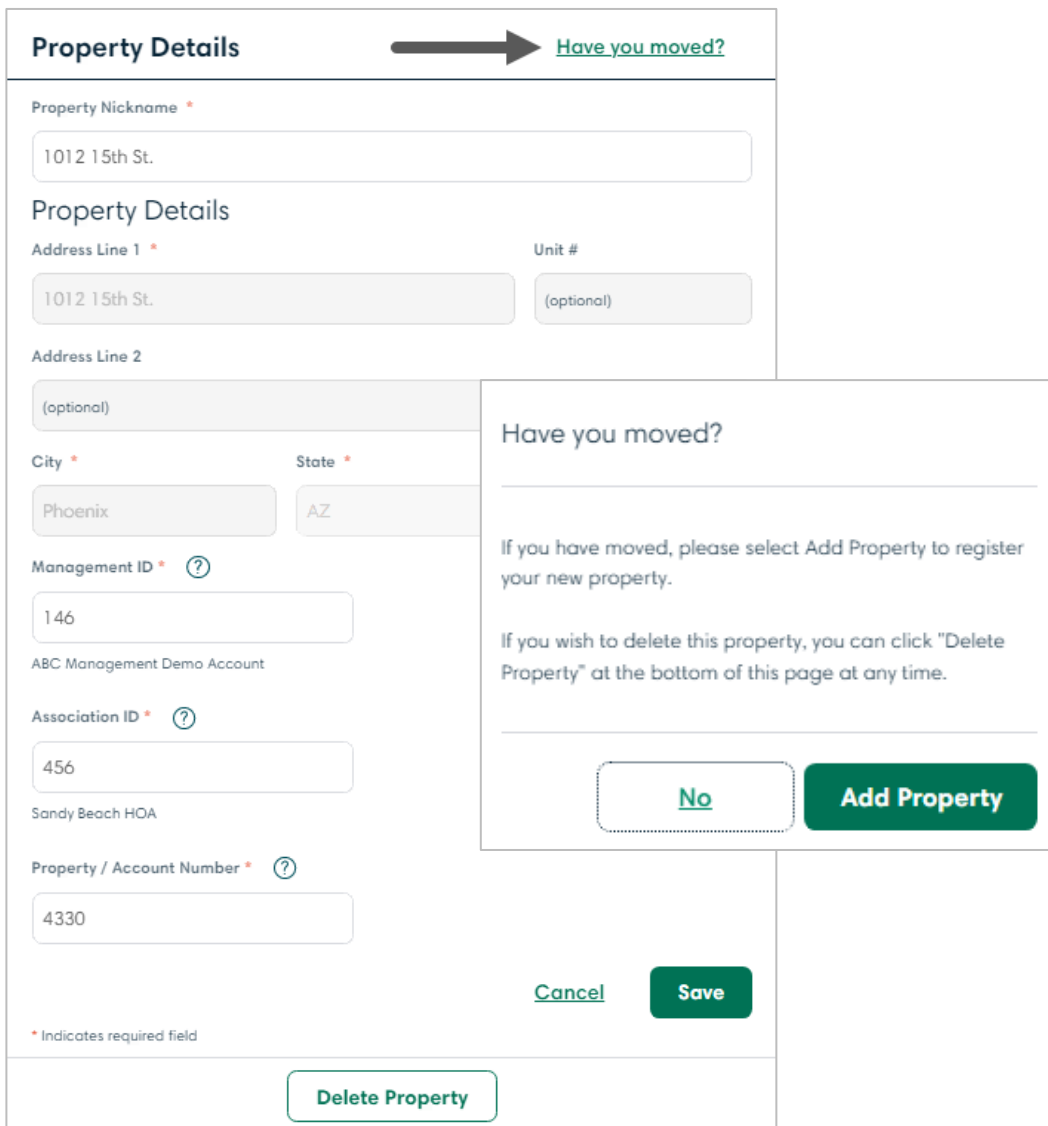
Test 2023.4

[No](#)      [Yes](#)

## Property Details – Have you Moved?

From the Properties home page:

1. Click on the **Property Name** link to access Property Details.
2. Click on the link for **Have you moved?**
3. A verification window will appear with instructions to add a new property or delete the old property.



The screenshot shows the 'Property Details' form with a modal window titled 'Have you moved?' overlaid on the right side. The form contains the following fields:

- Property Nickname \***: 1012 15th St.
- Property Details**
  - Address Line 1 \***: 1012 15th St.
  - Unit #**: (optional)
  - Address Line 2**: (optional)
  - City \***: Phoenix
  - State \***: AZ
  - Management ID \*** ⓘ: 146  
ABC Management Demo Account
  - Association ID \*** ⓘ: 456  
Sandy Beach HOA
  - Property / Account Number \*** ⓘ: 4330
- Buttons**: [Cancel](#), [Save](#), [Delete Property](#)
- \* Indicates required field

The 'Have you moved?' modal contains the following text and buttons:

**Have you moved?**

If you have moved, please select Add Property to register your new property.

If you wish to delete this property, you can click "Delete Property" at the bottom of this page at any time.

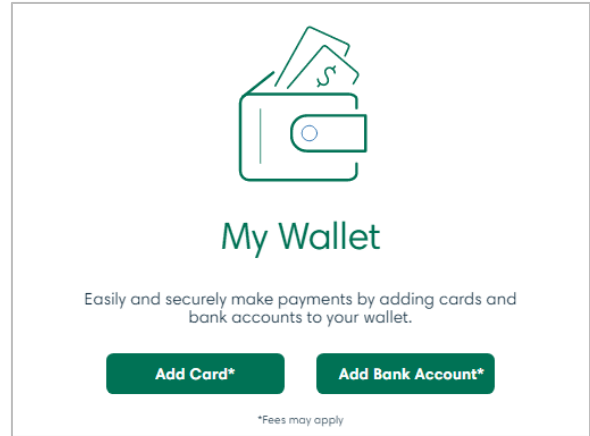
[No](#) [Add Property](#)

## My Wallet

The Wallet is used to manage payment methods.

The first time the Wallet is opened, a menu option is provided to add a payment method.

- Select **Add Card** or **Add Bank Account**.
- Complete the required fields.
- Designate a default payment method.
- Click on **Add** to save.



## Add a Bank Account

1. Select **Wallet** from the Menu bar.
2. Click on **Add Bank Account**.
3. Enter required information:
  - Routing number
  - Select as default account (optional)
  - Account Number
  - Confirm Account Number
  - Account Nickname

**Note:** When changing the default payment method, the application will display an option to update any existing payment schedules using the old default payment method.

4. Click on **Add Checking Account**.

You are returned to the Payment Methods screen and the new account is listed.

### My Account - Add Bank Account

**Bank Account Details**

Routing Number \* ? Make Default

122187335

FIRST CITIZENS BANK & TRUST COMPANY

Account Number \* ? Confirm Account Number \*

123456789 123456789

Is this a savings account?

No ▼

Account Nickname \*

First Citizens Bank

\* Indicates required field [Cancel](#) [Add Bank Account](#)

### Payment Methods [Make a Payment](#)

**Cards** [Add Card](#)

Would you like to [add a card](#)?

**Bank Accounts** [Add Bank Account](#)

Default Account

★ [First Citizens Bank \(6789\)](#)

## Add a Card

1. Select **Wallet** from the Menu bar.
2. Click on **Add Card**.
3. Enter required information:
  - Name as it appears on the card
  - #Expiration Date – Month and Year.
  - Security Code.
  - Select a billing address from the drop-down menu **OR** enter a different billing address.
4. Click on **Add Card**.

You are returned to the Payment Methods screen and the new account is listed.

### My Account - Add Card

#### Card Details

Name as it appears on your card \* Make Default

Card Number \*      Expiration Date \*      Security Code \* ?

Card Nickname \*

---

#### Card Billing Address

Same as

Address Line 1 \*      Unit #

Address Line 2

City \*      State \*      Zip Code \*

Country \*

\* Indicates required field [Cancel](#)

## Delete a Payment Method

1. Click on My Wallet to access the Payment Method Details page.
2. Select a Payment Method to view.
3. Click on Delete Payment Method.

### Notes:

Deleting a Payment Method will also delete any payment schedules attached to the Payment Method.

A confirmation screen will appear indicating the payment schedule will be deleted as well.

The user will need to create a new payment schedule with the new payment method, if needed.

**First Citizens Bank & Trust Company (6789)**

---

Bank Account Details [Edit](#)

Routing Number ★ Default Payment  
 122187335 - FIRST CITIZENS BANK & TRUST COMPANY

Account Number  
 xxxx6789

---


Scheduled Payments

Click on Schedule Name link below to edit an existing schedule

	Schedule Name	Next Payment	Type	Amount
<a href="#">Edit</a>	<a href="#">Test 2023.4</a>	05/24/23	Fixed Amount	\$350.00
<a href="#">Edit</a>	<a href="#">Test 2023.4 Acct Balance...</a>	06/05/23	Account Balance	Amount Due

[Back](#)

---


Delete Payment Method

### Delete Payment Method

---

There are existing payment schedules associated with this bank account which will be deleted if you proceed. Are you sure you want to delete this bank account and all of its schedules?

Test 2023.4  
 Test 2023.4 Acct Balance Schd

---

[No](#)
Yes

## Edit Payment Method Details

1. Click on My Wallet to access the Payment Methods details page.
2. Select a payment method to view.
3. A user is unable to update the payment method account number or expiration date. If these changes are necessary, then a new payment method and payment schedule is created.
4. Click on **Edit**. Fields available to update include:
  - Routing Number.
  - Account Nickname.
  - Make Default toggle switch.

**Sample MC (1773)**

---

**Card Details** [Edit](#)

Name on Card  
Sample Homeowner

Card Number Expiration Date  
xxxx xxxx xxxx 1773 10/2028

Card Billing Address  
1012 15th St.  
Phoenix, AZ 85001  
USA

---

**Scheduled Payments**  
You have no scheduled payments. [Back](#)

[Delete Payment Method](#)

**Note:** When changing the default payment method, the application will display an option to update any existing payment schedules using the old default payment method.

5. Click on **Save** to return to the Payment Methods Details screen.

**First Citizens Bank (6789)**

---

**Bank Account Details**

Routing Number \* Make Default

FIRST CITIZENS BANK & TRUST COMPANY

Account Number xxxx6789

Is this a savings account?

Account Nickname \*

[Cancel](#) [Save](#)

\* Indicates required field

**Card Details**

---

**Card Details** [Clear Card](#) Make Default

Name as it appears on your card \*

Card Number \* Expiration Date \* Security Code \* ?  
xxxx xxxx xxxx 1773 10 2028

Card Nickname \*

**Card Billing Address** Same as:

Address Line 1 \* Unit #

Address Line 2

City \* State \* Zip Code \*  
 AZ

Country \*

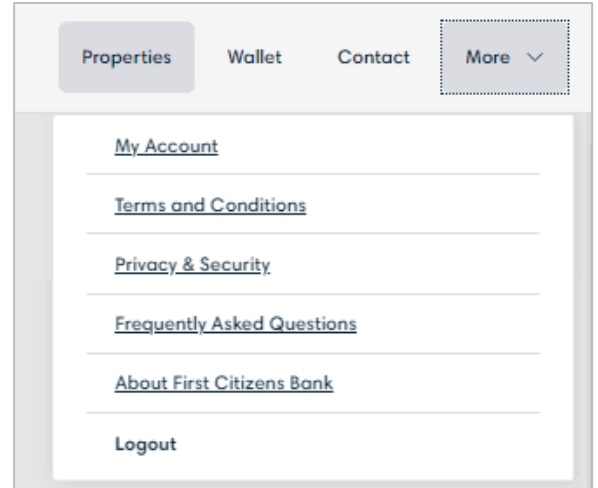
[Cancel](#) [Save](#)



## ‘More’ Drop Down Menu

The More drop-down menu provides access to:

- Update My Account information
- Terms & Conditions
- Privacy Policy
- FAQs
- About First Citizens Bank
- Logout



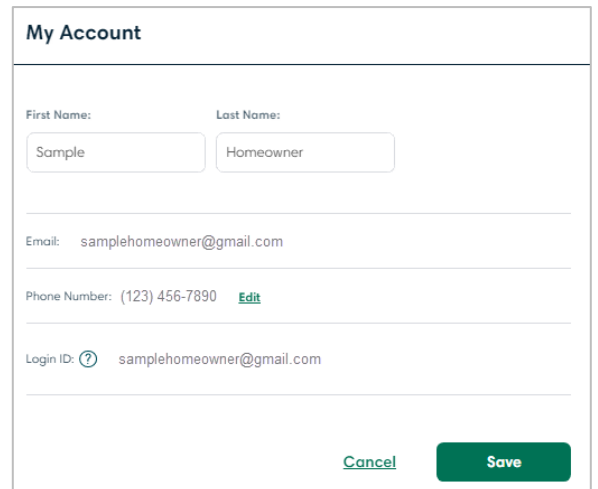
## My Account

1. Select My Account to update the following:
  - First and Last name of account owner.
  - Email address.
  - Phone number.
  - Login ID.
  - Password Reset.
2. Click on the **Edit** link to update.



## Edit Profile Name & Email Address

1. From the My Account page, click on **Edit** to update the following:
  - First and Last Name.
  - Phone number.
  - Email address.
2. Click on **Save**. When changing the email address, a notification message will display.
3. Click **OK** to change the email address and then click **Save**.



## Notes:

- A change of email address notification is sent to both the old and the new email address.
- A registered user has the option to change to previously used guest payer email address.

## Change Password

1. From the My Account page, click on **Reset Password**.
2. Enter current password.
3. Enter new password and confirm new password.
4. Click on **Save**.

### Reset Password

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Current Password:

New Password:

Confirm New Password:

**Password Requirements**

- Must be at least 13 characters
- Does not contain your first name
- Does not contain your last name
- Does not contain part of your email
- A lowercase letter
- An uppercase letter
- A number
- A listed special character: ! @ # \$ % ^ & \* \_ /

**Confirm Password Requirements**

- Passwords must match

Show Password

[Cancel](#)
Save

## Frequently Asked Questions

Select Frequently Asked Questions to view information on:

- One-Time Payments
- Managing Properties
- Managing Payments
- Managing My Wallet
- My Account
- Other

Click on the drop-down menu to view.



### Frequently Asked Questions

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- One-Time Payments ▼

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- Managing Properties ▼

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- Managing Payments ▼

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- Managing My Wallet ▼

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- My Account ▼

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- Other ▼