



**FirstService**  
RESIDENTIAL

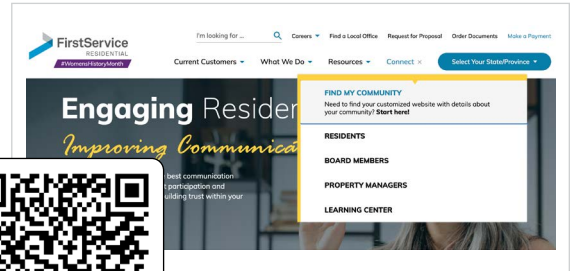
# Make Payments & Stay Connected with the Connect Resident Portal!

Enjoy all the services and amenities our community has to offer through our FirstService Residential Connect™ Resident Portal. Access your strata corporation documents; pay strata corporation fees through our partner, ClickPay; update account information and so much more!

**Step 1**

## Access Your Community Website

Access the Connect Resident Portal via the invitation link emailed to you or visit [www.fsresidential.com](http://www.fsresidential.com) and under the **Connect** tab, click **Find My Community**. Enter the required information to access your community website.

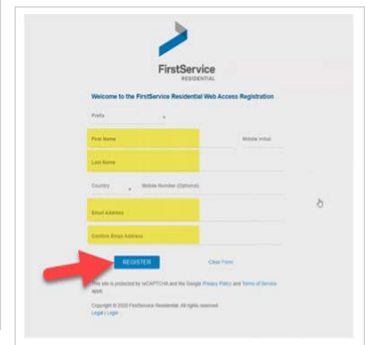
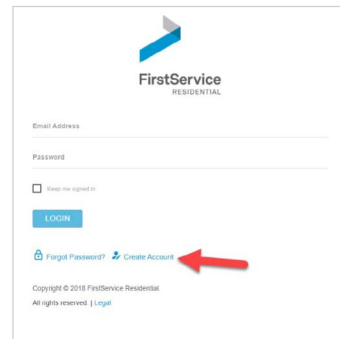
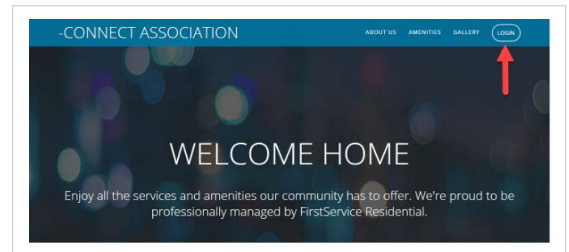


scan here to get started!

**Step 2**

## Create Your Profile

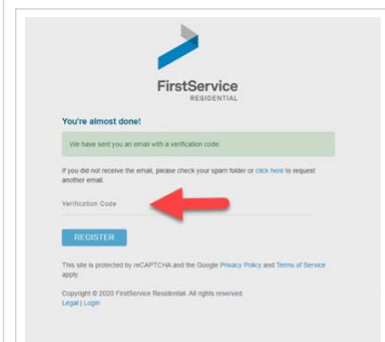
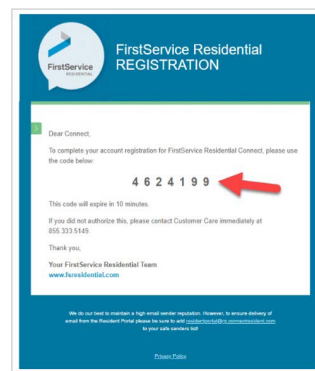
Once you reach your community website, click **Login** on the top-right of your screen. On the log in page, click **Create Account**. Fill in the details in the Registration Form (Highlighted fields are required) and then click **Register**.



**Step 3**

## Complete Your Registration

A Verification Code will be sent to your email that you will be required to enter in order to continue your registration. You can copy and paste the code then click the **Register** button.

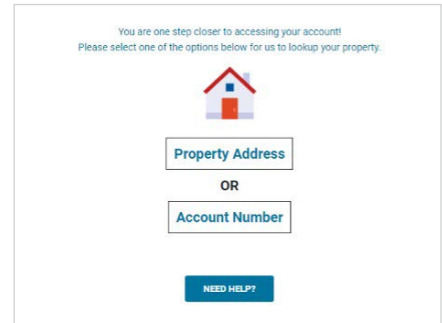


Instructions continue on the next page.

## Step 4

### Connect Your Property

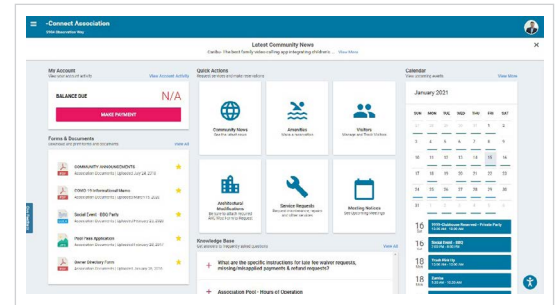
Once registered for the Connect Resident Portal, you will need to link your unit(s). You can choose to connect your unit(s) with either your Property Address or Account Number. After entering the required information, click **Submit**.



## Step 5

### Access Your Dashboard

After connecting your unit(s), you will automatically be directed to your Dashboard within the Connect Resident Portal. Within your Dashboard, you will have access to many services and amenities including online payments powered by ClickPay via the **Make Payment** button, where you can make one-time or scheduled payments.

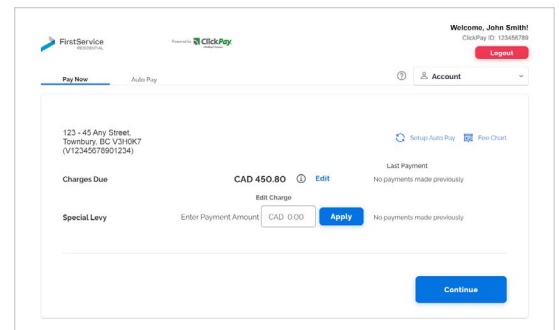


! If you experience any issues connecting to the ClickPay payment portal within Connect, please contact ClickPay directly by visiting [www.ClickPay.com/GetHelp](http://www.ClickPay.com/GetHelp) or call 888.354.0135 (option 1)

## Step 6

### Make a One-Time Payment

Within your Dashboard, click **Make Payment** to access the payment portal. On the **Pay Now** screen, you can submit a one-time payment for your current **Charges Due** and **Special Levies**.



! **Adding a Payment Option**  
When setting up one-time or scheduled payments, you will be required to select a new or existing payment option, including electronic funds transfer (EFT) for **FREE** or credit and debit card for a nominal fee.



## Step 7

### Set Up Scheduled Payments

Within your Dashboard, click **Make Payment** to access the payment portal. Click **Auto Pay** to make scheduled payments for either your Charges Due, Special Levy or both.

- ? **Full Amount**  
Select this option if you want to pay **ALL** charges on your account automatically including strata fees, one-time levies, late fees, etc.
- ? **Recurring Charges and Scheduled Assessments only**  
Select this option if you would prefer to only pay recurring charges and scheduled special levies automatically. Miscellaneous one-time charges, such as late fees or work orders, are **NOT** included.
- ! Please ensure your payments are scheduled to run no more than 2-3 days prior to your payment being due as your balance may not be available to pull through ClickPay until on or after this date.

### Need Additional Help?

For help with the Connect Resident Portal, please call 1.855.273.1967  
For payment support, visit [www.ClickPay.com/GetHelp](http://www.ClickPay.com/GetHelp) or call 888.354.0135 (option 1).

# We're here for you.

For faster service, our local Resident Support Services team is available to answer your inquiries! Our newly formed team can assist with:

- Account updates
- Payments
- Strata corporation general inquiries
- Maintenance inquiries
- Strata corporation document requests
- Strata lot renovation requests
- Document submission
- and much more!

To submit a request, please visit:

[fsresidentialbcsupport.zendesk.com](https://fsresidentialbcsupport.zendesk.com)

Phone: 1.855.273.1967

QR Code:



Life, simplified.