

# ClickPay: Add a Unit

## SYMPTOM

Here we will learn how to use the Add Unit page in order to register your property.

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## ENVIRONMENT

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## CAUSE

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## RESOLUTION

## Before You Begin

- If you're having trouble adding your unit, you may want to refer to a prior statement sent to you by your property manager to match the identical format of the unit you are trying to add.
- If our system requires you to add your unit by last name verification and you are having an issue, please reference your statement sent to you by management as well. The name presented on your bill is what will match in ClickPay.
- If our system requires you to add your unit by your account number, please reference your statement sent by management which should have your account number on it.
- If you need assistance adding your unit to your profile, please [create a case \(https://support.clickpay.com/s/contactsupport?language=en\\_US\)](https://support.clickpay.com/s/contactsupport?language=en_US).
- If you are logged into you account and would like to follow on screen instructions please [click here \(https://www.clickpay.com/app#Units?walkme=19-602680\)](https://www.clickpay.com/app#Units?walkme=19-602680).

## Add My Property or Unit

Once you create your profile, you will be asked to add your unit to your profile. Below are the steps to add your unit to your profile.

1. Enter your street/building number and Zip Code and click **Search**

### Lookup Unit

Please enter the information below of your property as appears on your mailing address.

Building Number

Zip Code

Search

2. Once your unit is successfully found in ClickPay, please click **Select** to add it to your profile

### Lookup Unit

Please enter the information below of your property as appears on your mailing address.

Building Number  
2000

Zip Code  
10024

Search

### Select Address

Click 'Select' for the right building, or click 'Search' again to try searching another address.

STREET NUMBER	STREET	CITY	ZIP CODE	STATE	
2000	Broadway	NEW YORK	10024	NY	Select
20001	Broadway	NEW YORK	10024	NY	Select

Cannot Find Property

3. (Only If your property manager requires you to enter an account number for your unit)

Depending upon your management company, you may be asked to enter an account number or "tenant code" in addition to your building number and Zip.

If ClickPay is requesting an account number or tenant code to register, please locate a previous bill to find this number and enter it as directed.

### Lookup Unit

Please enter the information below of your property as appears on your mailing address.

Building Number  
2000

Zip Code  
10024

Search

### Select Address

Click 'Select' for the right building, or click 'Search' again to try searching another address.

STREET NUMBER	STREET	CITY	ZIP CODE	STATE	
2000	Broadway	NEW YORK	10024	NY	Select
20001	Broadway	NEW YORK	10024	NY	Select

Cannot Find Property

### Enter Account Number

Please enter your Account Number as it appears on your statement:

Account Number

Submit

## Where Can I Find My Account Number or Tenant Code?

If you're experiencing an issue with adding your unit to your profile and the system is asking for an account number, tenant code or lease ID and you don't know it, please reference a **monthly statement** sent by management or a **coupon book** if one was provided. You may also reach out to your property manager to retrieve this information as well.

If you need more assistance from ClickPay customer service, please [create a case](#) ([https://support.clickpay.com/s/contactsupport?language=en\\_US](https://support.clickpay.com/s/contactsupport?language=en_US)) and our customer service team will get back to you as soon as possible.

If you're a new resident who just moved in recently, your information may NOT have been transferred over to ClickPay from your property manager. If you moved in within the last 30 days, please reach out to your property manager to inquire if you're information was passed on to ClickPay.

If you have your correct account number and need help navigating the add unit process, please refer to our other articles on how to add a unit below.

For many Property Management companies an account number is needed to register your account on ClickPay. Having your account number ensures all payments will be made correctly to your ledger.

If you need more assistance from ClickPay Resident Support to add your unit, please [create a case](#) ([https://support.clickpay.com/s/contactsupport?language=en\\_US](https://support.clickpay.com/s/contactsupport?language=en_US)) and our support team will get back to you as soon as possible.

## Lookup Unit

Please enter the information below of your property as appears on your mailing address.

Building Number	Zip Code	<b>Search</b>
2000	10024	

## Select Address

Click 'Select' for the right building, or click 'Search' again to try searching another address.

STREET NUMBER	STREET	CITY	ZIP CODE	STATE	
2000	Broadway	NEW YORK	10024	NY	<a href="#">Select</a>
20001	Broadway	NEW YORK	10024	NY	<a href="#">Select</a>

**Cannot Find Property**

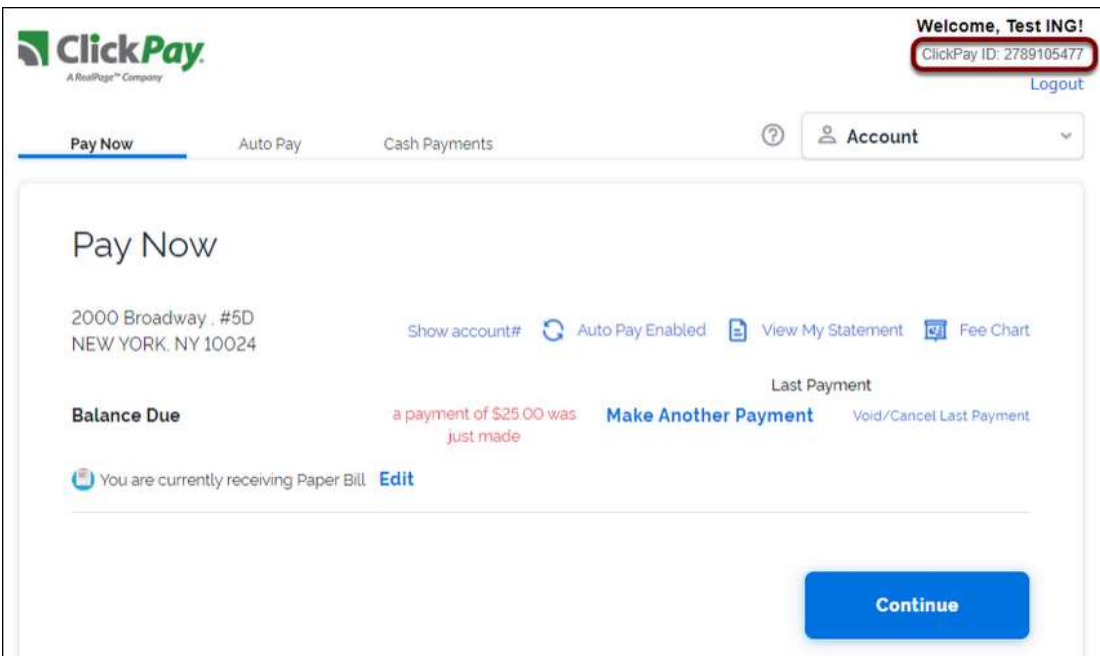
## Enter Account Number

Please enter your Account Number as it appears on your statement:

Account Number	<b>Submit</b>
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## What is My ClickPay ID?

Your ClickPay ID is your unique identifier. You can use this ID during your email and call interactions with our ClickPay agents to help them identify you faster!

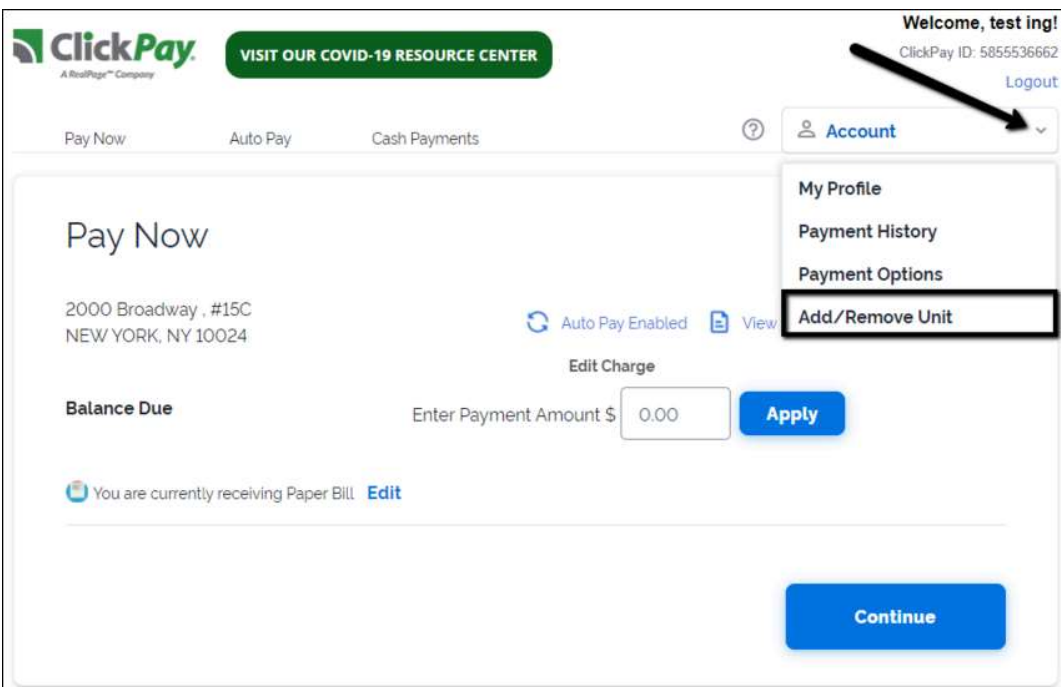


Your ClickPay ID is **not** your account number. This information will be listed on your statement or can be found on your coupon book.

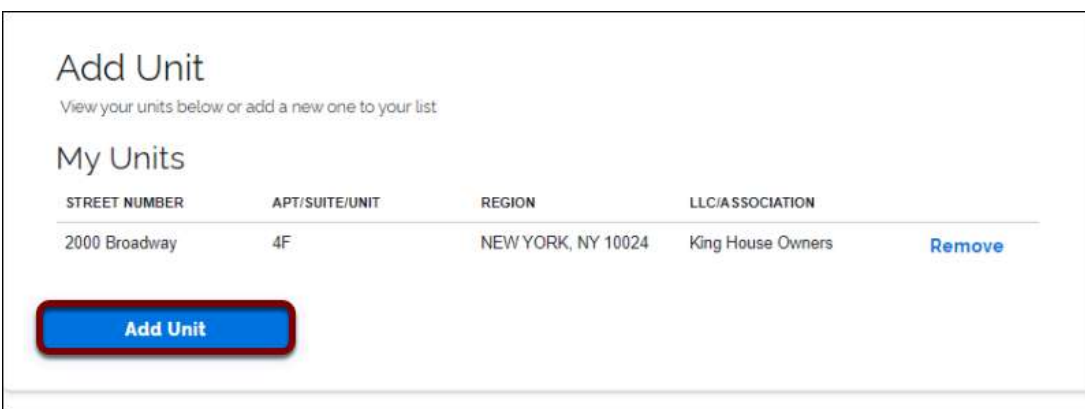
## How Do I Add Another Unit to My Profile?

You can easily add as many units as you own or rent

1. Go to the **Account** dropdown and click **Add/Remove Unit**



2. Click **Add Unit** to begin prompts to add the information for the additional unit.



The screenshot shows a web interface titled "Add Unit" with the subtitle "View your units below or add a new one to your list". Below this is a section titled "My Units" containing a table with four columns: "STREET NUMBER", "APT/SUITE/UNIT", "REGION", and "LLC/ASSOCIATION". The table has one row of data: "2000 Broadway", "4F", "NEW YORK, NY 10024", and "King House Owners". To the right of the table is a blue "Remove" link. Below the table is a blue button with a red border labeled "Add Unit".

STREET NUMBER	APT/SUITE/UNIT	REGION	LLC/ASSOCIATION
2000 Broadway	4F	NEW YORK, NY 10024	King House Owners

[Remove](#)

**Add Unit**

From there, you will repeat the same steps you used to add your first unit.

Even if your properties fall under different management companies, you would be able to add them as long as they are supported by ClickPay.

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## ADDITIONAL INFORMATION

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