

FRONTSTEPS Pay Online Payments

Guide to Making Payments

Simply navigate to your FRONTSTEPS Community portal from your computer or phone and log in.

! Before making a payment, confirm that your *Profile* contains your most up-to-date email address so that you receive email receipts.

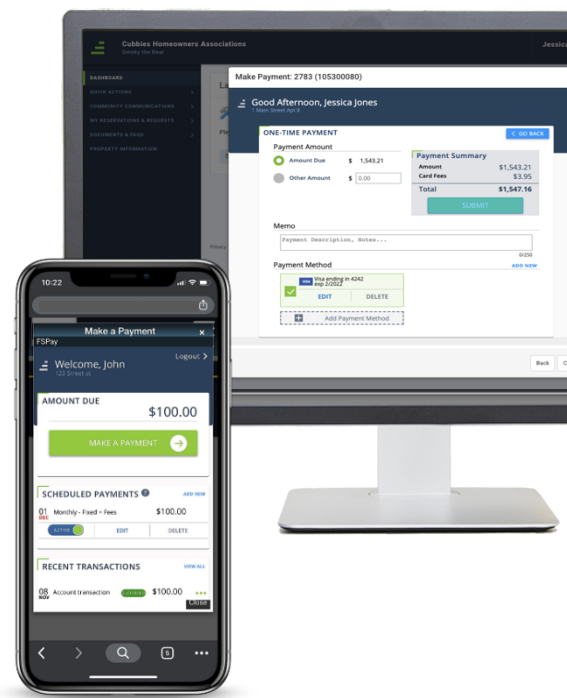


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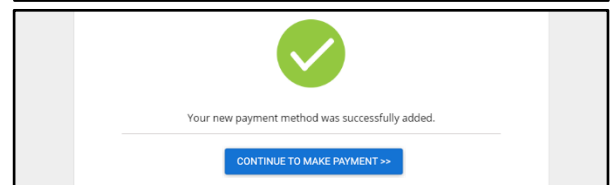
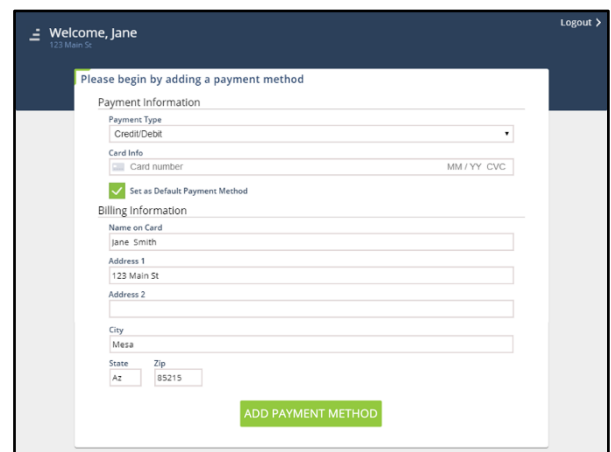
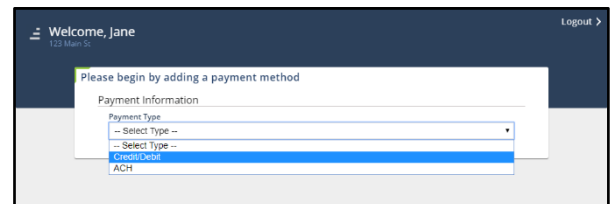
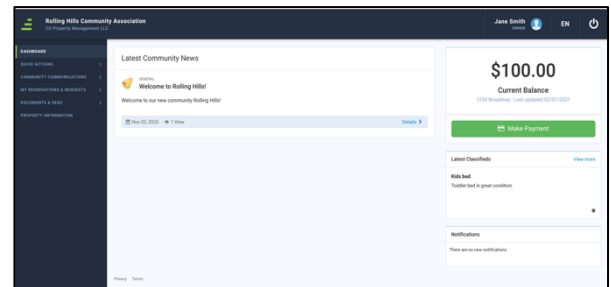
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Contact Us

Do you need assistance or have questions?
Call us at **1-800-690-0984** or email us at **residentpayments@frontsteps.com**

Adding Your First Payment Method

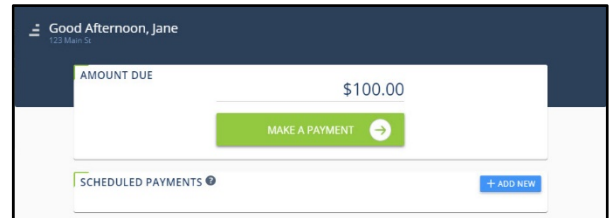
1. From your browser, log in to your community portal.
2. Click **Make a Payment** to access your Payments Dashboard.
3. Select a **Payment Type**: Credit/Debit or ACH (eCheck).
4. Enter your Payment Information.
 - For Credit/Debit: **Card Number**, **Expiration Date** (MM/YY), and **CVC**.
 - For ACH (eCheck): **Routing Number** and **Account Number**.
5. For Credit/Debit, enter your Billing Information: **Name on Card**, **Address**, **City**, **State**, and **Zip**.
6. Click **Add Payment Method**.
7. Click **Continue to Make Payment**.



How to Make a One-Time Payment

1. Click **Make a Payment**.
2. Select **Amount Due** or **Other Amount**. If selecting Other Amount, enter the amount you want to pay.
3. Enter a **Memo**. This will appear on your email receipt and on your Transaction History.
4. Select a previously added **Payment Method** or **Add Payment Method**.
5. Review the payment summary and click **Submit**.
6. Click **Yes, Submit** to confirm your payment.
7. To set up a recurring payment, click **Schedule It Now** and continue to #8.

If you do not want to schedule a recurring payment, click **Done** to return to the Payments Dashboard. You will receive an email confirming your payment.

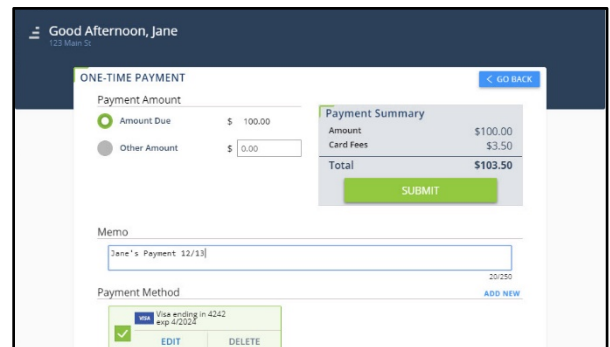


Good Afternoon, Jane
123 Main St.

AMOUNT DUE \$100.00

MAKE A PAYMENT →

SCHEDULED PAYMENTS [+ ADD NEW](#)



Good Afternoon, Jane
123 Main St.

ONE-TIME PAYMENT [← GO BACK](#)

Payment Amount

☒ Amount Due \$ 100.00

☐ Other Amount \$ 0.00

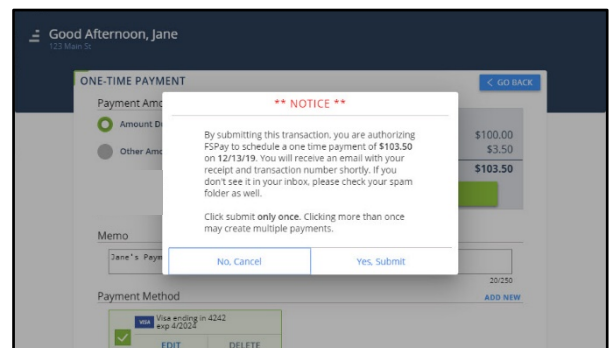
Payment Summary	
Amount	\$100.00
Card Fees	\$3.50
Total	\$103.50

SUBMIT

Memo
Jane's Payment 12/13/19 30/250

Payment Method [+ ADD NEW](#)

☒ Visa ending in 4342 exp. 4/2024 [EDIT](#) [DELETE](#)



Good Afternoon, Jane
123 Main St.

ONE-TIME PAYMENT [← GO BACK](#)

Payment Amount

☒ Amount Due \$ 100.00

☐ Other Amount \$ 0.00

Payment Summary	
Amount	\$100.00
Card Fees	\$3.50
Total	\$103.50

SUBMIT

Memo
Jane's Payment 12/13/19 30/250

Payment Method [+ ADD NEW](#)

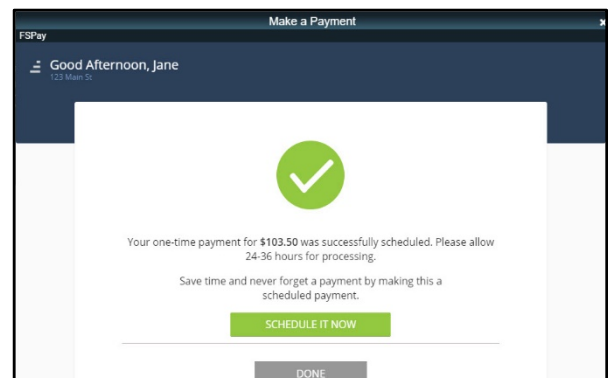
☒ Visa ending in 4342 exp. 4/2024 [EDIT](#) [DELETE](#)

**** NOTICE ****

By submitting this transaction, you are authorizing FSPay to schedule a one time payment of \$103.50 on 12/13/19. You will receive an email with your receipt and transaction number shortly. If you don't see it in your inbox, please check your spam folder as well.


Click submit **only once**. Clicking more than once may create multiple payments.

[No, Cancel](#) [Yes, Submit](#)



FSPay Make a Payment

Good Afternoon, Jane
123 Main St.



Your one-time payment for \$103.50 was successfully scheduled. Please allow 24-36 hours for processing.

Save time and never forget a payment by making this a scheduled payment.

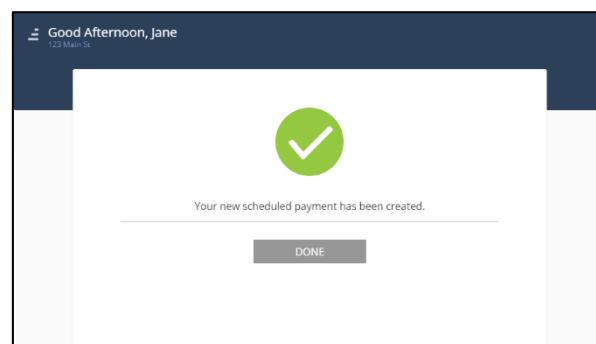
[SCHEDULE IT NOW](#)

[DONE](#)

8. Select a **Frequency** (Monthly, Quarterly, SemiAnnually, or Annually).
9. Select a **Day of the Month** or
10. Select and enter the payment **Amount**. You have the option to pay a **Fixed Amount**, or always pay your **Full Balance**.
11. Enter a **Memo** (if applicable).
12. Select a previously added **Payment Method** or **Add New**.
13. Review the payment summary and click **Submit**.
14. Click **Done** to return to the main Payments screen.

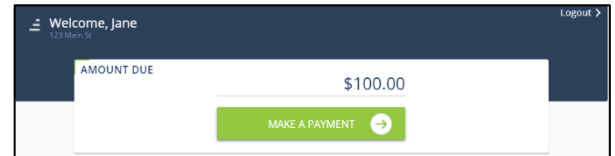
The screenshot shows a 'Payment Schedule' form. It includes a 'Frequency' dropdown set to 'Monthly', a 'Day of the Month' dropdown set to '1', and a 'Payment Amount' section with two radio buttons: 'Fixed Amount' (selected) and 'Full Balance'. A 'Memo' field contains the text 'Jane's AutoPay'. The 'Payment Method' section shows a selected Visa card with 'EDIT' and 'DELETE' buttons, and an 'Add Payment Method' button. A 'Payment Summary' box on the right shows a total of \$103.50 and a 'SUBMIT' button.

Payment Summary	
Amount	\$100.00
Card Fees	\$3.50
Total	\$103.50



How to Add, Edit, or Delete a Payment Method

1. Click **Make a Payment**.
2. Click **Add Payment Method**, **Edit**, or **Delete** to update a payment method.

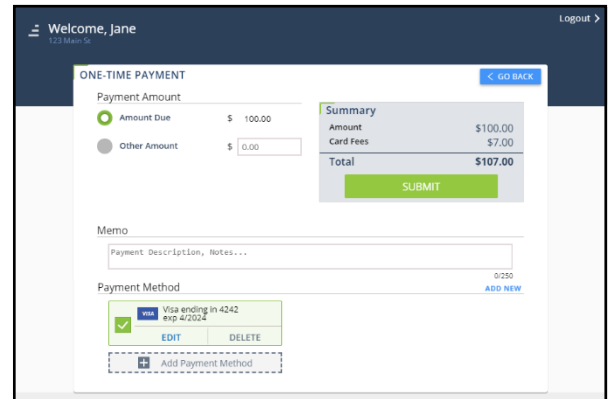


12.3 Main St

Welcome, Jane Logout >

AMOUNT DUE \$100.00

MAKE A PAYMENT →



12.3 Main St

Welcome, Jane Logout >

ONE-TIME PAYMENT < GO BACK

Payment Amount

☒ Amount Due \$ 100.00

☐ Other Amount \$ 0.00

Summary

Amount	\$100.00
Card Fees	\$7.00
Total	\$107.00

SUBMIT

Memo

Payment Description, Notes... 0/250

Payment Method ADD NEW

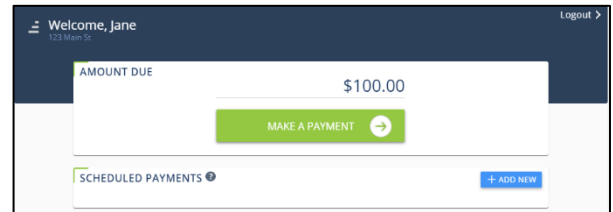
☒ Visa ending in 4242 exp 4/2024

EDIT DELETE

Add Payment Method

How to Add, Edit, or Delete a Scheduled Payment

1. Under Scheduled Payments, click **Add New**.
2. Select a **Frequency** (Monthly, Quarterly, SemiAnnually, Annually, or One-Time).
3. Select a **Day of the Month** or **Start Date**.
4. Select a **Type of Payment**.
5. Enter the payment **Amount**.
6. Enter a **Memo**. This will appear on your email receipt and on your Transaction History.
7. Select a **Payment Method** or **Add New**.
8. Review the details and click **Yes, Submit**.
9. Click **Submit**.

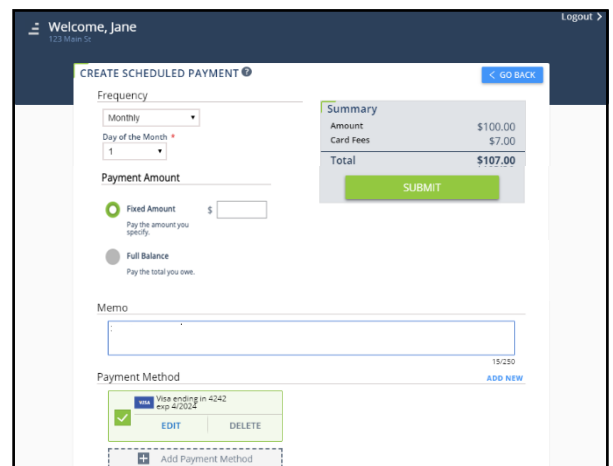


Welcome, Jane
123 Main St

AMOUNT DUE \$100.00

MAKE A PAYMENT

SCHEDULED PAYMENTS + ADD NEW



Welcome, Jane
123 Main St

CREATE SCHEDULED PAYMENT < GO BACK

Frequency
Monthly
Day of the Month 1

Payment Amount

Fixed Amount Pay the amount you specify.
Full Balance Pay the total you owe.

Memo

Payment Method
Visa ending in 4342 exp 4/2024
EDIT DELETE
Add Payment Method

Summary
Amount \$100.00
Card Fees \$7.00
Total \$107.00
SUBMIT

**** NOTICE ****

You are about to schedule a **Monthly** payment. Your next payment will be on 3/1/21 for **\$107.00**.

No, Cancel

Yes, Submit

View Recent Transactions

1. Under Recent Transactions, click **View All**.
2. Click **Previous** and **Next** to navigate the pages of your Transaction History.

