Payment Options for Assessments *As of – 9/1/2024*

	Description	How to Sign Up	Cost
ClickPay	ClickPay is an online payment service that allows you to pay your assessments with either an e-check or a major credit card. You may pay your assessments on a one-time occurrence or set up a recurring arrangement (Autopay).	Go to **login.clickpay.com/firstservice** And click on Register at the top right to create your profile. For assistance, call **ClickPay at 888.354.0135.** ****PLEASE NOTE:** When scheduling your auto-payments, please ensure your payment withdrawal dates are ON or AFTER the 1st of each BILLING CYCLE. Your payment(s) will not post to your account if you do not follow this setup criteria.	**AUTOPAY/RECURRING:** **e-Check(checking/Savings account): Free** **Debit Card:** $3.00 for every $100.00 (maximum fee of $9.95) **Credit Card:** $3.00 or 3% of the amount charged (whichever is greater) **ONE TIME PAYMENTS:** **e-Check (checking/savings account):** $3.00 **Debit Card:** $3.00 for every $100.00 (maximum fee of $9.95) **Credit Card:** $3.00 or 3% of the amount charged (whichever is greater) Any payment made by any method (e-Check, Debit Card, Credit Card) via telephone will have an additional fee of $6.95
Bill Pay	Bill Pay is an online banking service that is offered by most banks. Your checking or saving account of your choice will be debited. You may pay your assessments on a one-time occurrence or set up a recurring arrangement.	Go to your bank's website and follow instructions or call your bank for assistance. Remember to include your Association Name, your 12-digit account number, and the lockbox address: **PO Box 30339 Tampa, FL 33630-3339**	Most banking institutions will provide this service at no charge; cost can vary depending on your provider.
Mail	ClickPay has a lockbox collection point for FirstService Residential Arizona: **PO Box 30339 Tampa, FL 33630-3339**	Nothing Required. Just tear off the remittance portion of the monthly statement and mail.	Stamp /Postage

Please allow 3-5 business days for payments to be applied to your account to avoid any potential late fees. Please take note of your Association's grace period when scheduling your payments. **When scheduling your auto-payments, please ensure your payment withdrawal dates are ON or AFTER the 1st of each Billing Cycle. Your payment(s) will not post to your account if you do not follow this setup criteria**

The upcoming assessment amount/balance will not reflect until the 1st of the billing cycle. Please review your billing statement for amount due.

Welcome to Rancho Vistoso
https://ranchovistosohoa.com/

Manage & Pay Your
Charges & Assessments Online

We provide a convenient and secure way for you to manage and make payments online through ClickPay. Get started by following the instructions listed below.
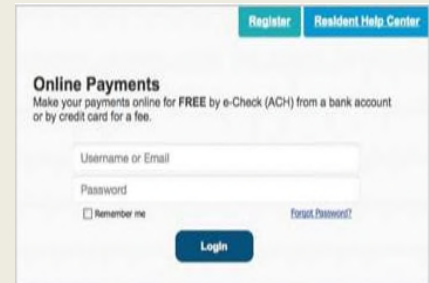
Step 1

Creating Your Profile

Visit login.clickpav.com/firstservice, 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 within ClickPay. Click the link within the activation email sent to you or simply request a password reset link to gain access to your existing profile.
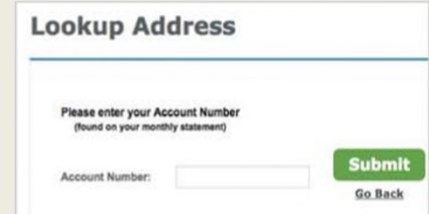
Step 2

Connecting Your Property

Enter the FirstService Residential account number found on your statement or coupon and the Last Name listed on the property agreement.

Last Name Entered Not Working?
Try the co-owner last name or if a business, the full name of the business associated with your unit.

Set Up Scheduled Payments

Direct-Debit Users if you're looking to gain access to your existing automatic ACH Direct-Debit profile transition to ClickPay, you will be required to verify your banking details associated with this payment schedule.
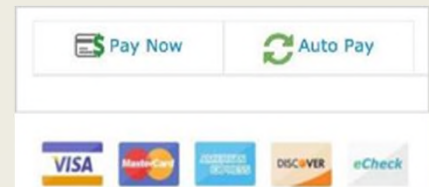
Step 3

Make a One-Time Payment

From the home screen, confirm your payment amount and then click Continue.

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 e-check (ACH) for FREE or credit and debit card for a nominal fee.

Step 4

Set Up Scheduled Payments

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

Full Amount
Select this option if you want to automatically pay ALL charges on your account, including assessment charges, special assessments, and one-time fees. You may be provided with the option to set a maximum as well.

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.

Please ensure your payments are scheduled to run no more than 2-3 days before your payment being due as your balance may not be available to pull through ClickPay until on or after this date.
Need Additional Help? Visit www.ClickPay.com/GetHelp or call 1.888.354.0135 (option 1).

Welcome to Rancho Vistoso
https://ranchovistosohoa.com/

eStatement Quick Reference Guide

We have made registering for eStatements quick and easy.
Just follow four simple steps!

1 Create Your eStatement Account

2 Set Up Password and Security Question

Go to: https://estatements.welcomelink.com/Arizona. You will be required to set up a password as well. Click **"Register Here."** Enter the basic account and answer a security question. The security question information from your most recent statement. It will be used to reset your password if you forget it

3 Verify Your Email Address

4 View Your Statements

After finishing the account setup, a verification email
will be sent to the email address provided.
You must click the link in the email to finish the verification process and receive electronic statements.

To view your statements, click the month and year that correlates to the statement you'd like to view. You may then download the statement to a PDF format.

Contact Customer Support at (855) 325-2016 or email team@welcomelink.com for technical assistance.

Welcome to Rancho Vistoso
https://ranchovistosohoa.com/

Convenient, Secure eStatement from FirstService Residential

FirstService Residential is happy to announce that you can now receive your monthly maintenance bill electronically!

FirstService Residential's new eStatement program is:
- Convenient. Check eStatements anytime, anywhere. Simply log in and view up to 12 months of complete online statements.
- Secure. Choosing eStatements protects users from potential fraud and identity theft by eliminating unnecessary paper statement mailings that include personal account information.
- Green. eStatements reduce paper consumption and carbon footprints, making them the better environmental option.

Register now at: https://secure.welcomelink.com/estatements/mg/rg

eStatements Frequently Asked Questions

Q: **What happens if my email address changes or is discontinued for any reason?**

A: If your email address changes or is discontinued, you will need to log in to the website and update your account information. Click on "My Account" and update your email address. A verification email will be sent to your new email account and eStatement delivery will continue normally.

Q: **What if I have multiple accounts?**

A: You may register all your accounts with one login. Make sure to have all of your account information available when you register, then click "Add Additional Account" until all accounts are set up.

Q: **What if I forget my login password?**

A: Visit the eStatements website and click on "Forgot Your Password?" A password reminder will be sent to your email account.

Q: **Is the website secure?**

A: The eStatement website uses modern encryption technology and is VeriSign Trusted. For more information about encryption security, please visit https://trustsealinfo.verisign.com.

Q: **Who do I contact if I have questions?**

A: If you have questions regarding your account or the contents of your statement, call FirstService Residential's Customer Care Center at (855)333.5149. For technical support with the website or creating your login, call (866) 428-0800 or email team@welcomelink.com.