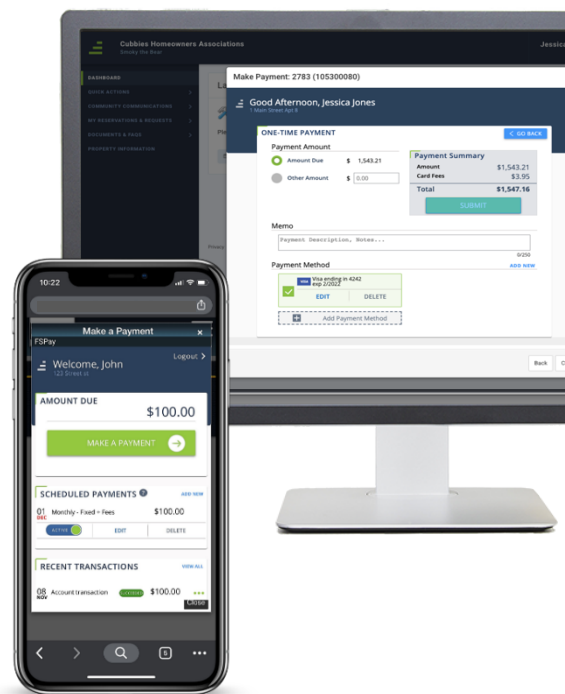


# FRONTSTEPS Pay Online Payments

## 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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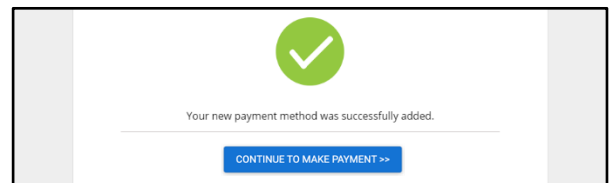
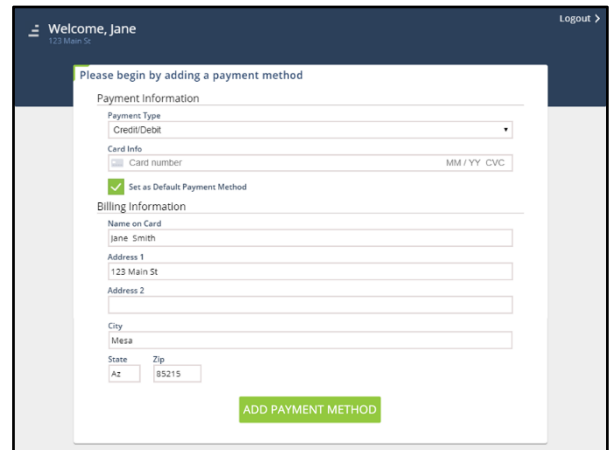
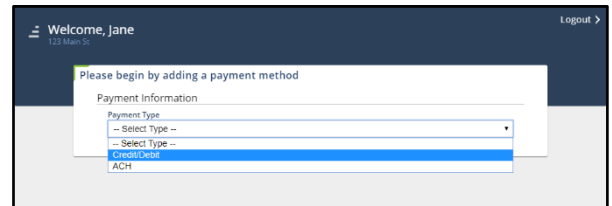
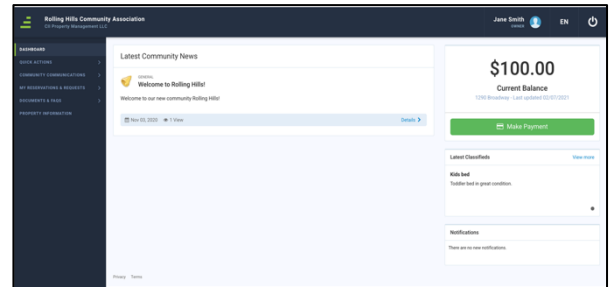
## Contact Us

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

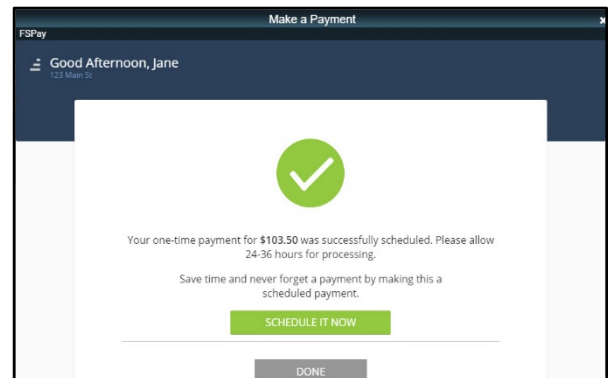
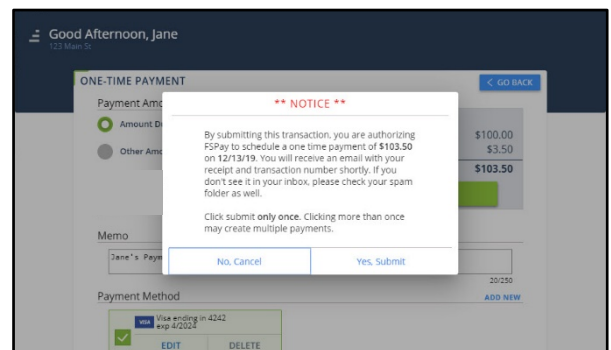
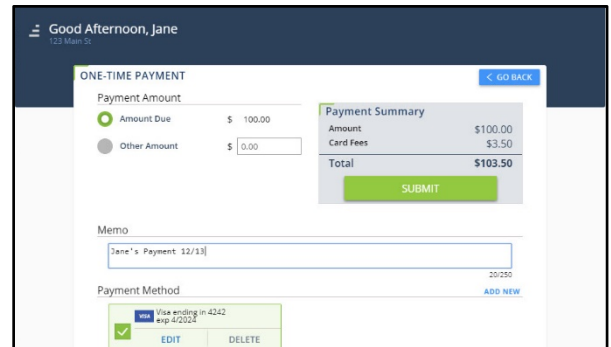
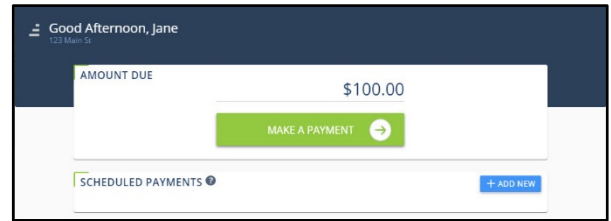
1. From your browser, log in to your community portal.
2. Click **Make a Payment** to access your Payments Dashboard.
3. Select a **Payment Type**: Credit/Debit or ACH (eCheck).
4. Enter your Payment Information.
  - For Credit/Debit: **Card Number, Expiration Date (MM/YY), and CVC.**
  - For ACH (eCheck): **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.



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**.

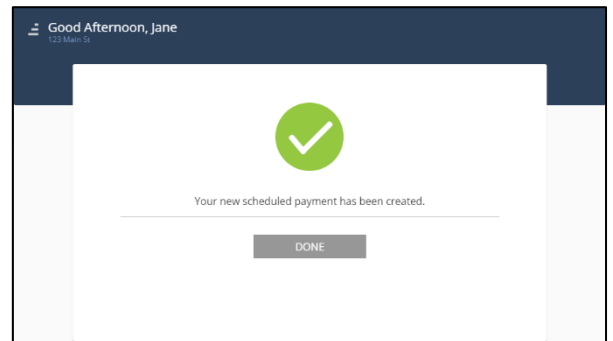
11. Enter a **Memo** (if applicable).

12. Select a previously added **Payment Method** or **Add New**.

13. Review the payment summary and click **Submit**.

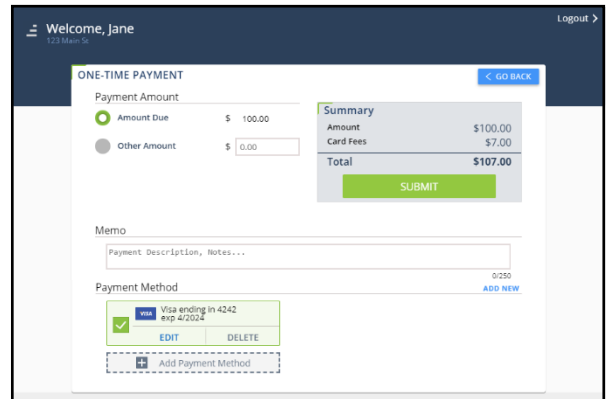
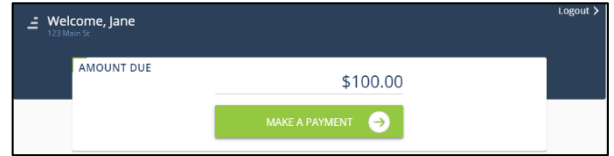
14. Click **Done** to return to the main Payments screen.

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' field. There are two radio button options: 'Fixed Amount' (selected) and 'Full Balance'. A 'Memo' field contains the text 'Jane's AutoPay |'. Below the memo is a 'Payment Method' section showing a selected Visa card with an 'EDIT' and 'DELETE' button, and an 'Add Payment Method' button. A 'Payment Summary' box on the right shows: Amount \$100.00, Card Fees \$3.50, and Total \$103.50, with a 'SUBMIT' button.



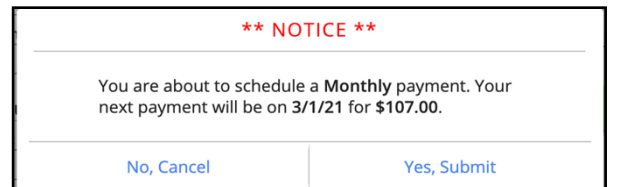
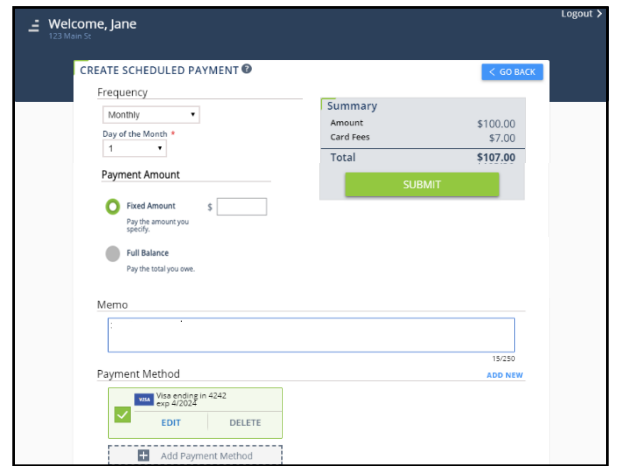
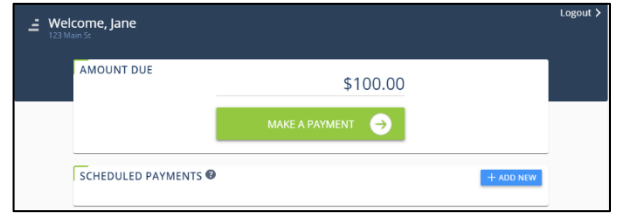
# How to Add, Edit, or Delete a Payment Method

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



## 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**.



## View Recent Transactions

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

