



COMMUNITY ASSOCIATION BANKING

Property Pay User Guide

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Member FDIC



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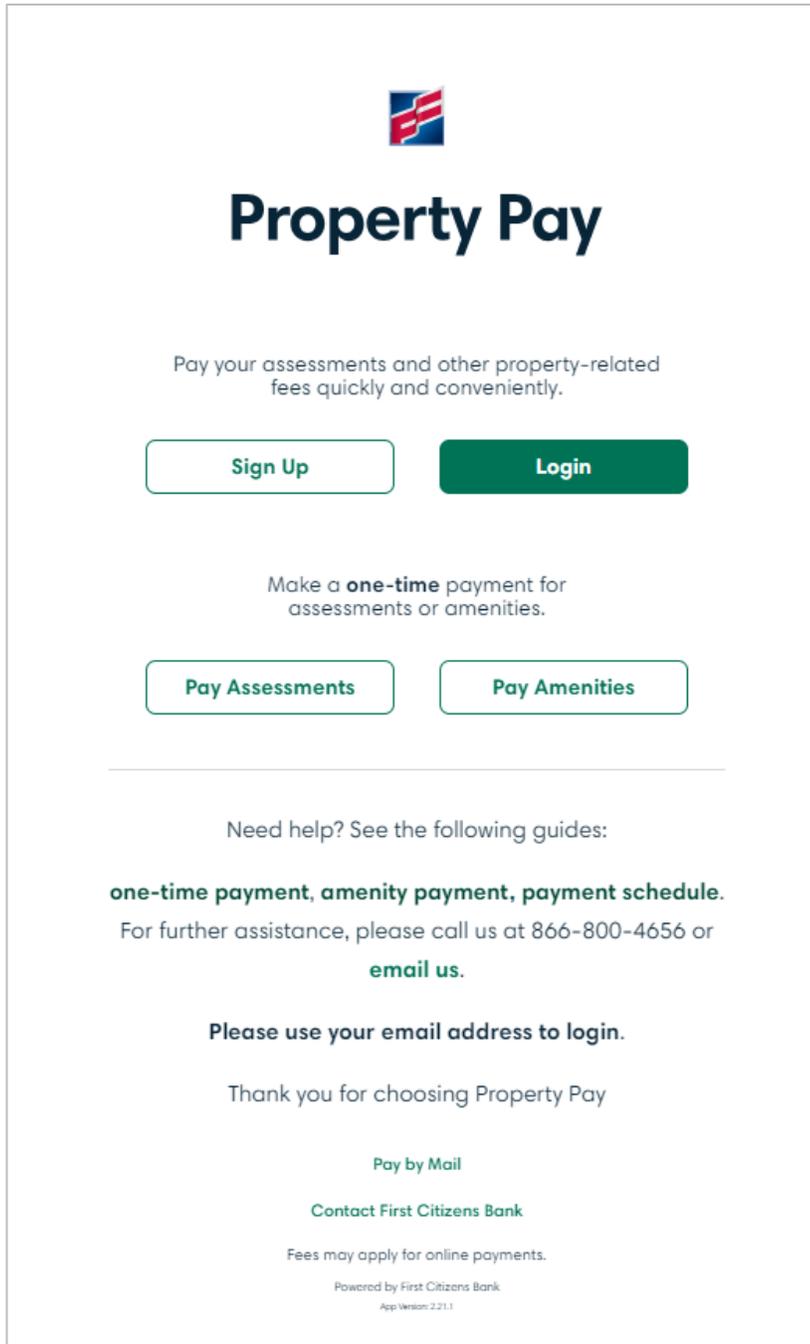
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Sign Up & Login

To access Property Pay, go to:

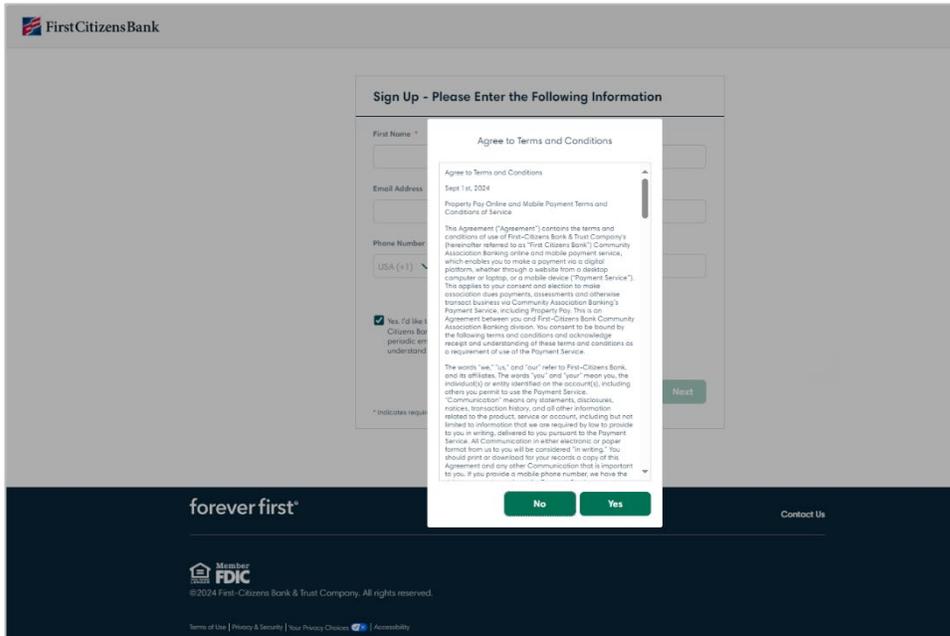
- PropertyPay.firstcitizens.com
OR
- FirstCitizens.com - Select Treasury Management Services and then Community Association Banking. Click on Pay HOA Fees to access the Property Pay home page.

1. Click on **Sign Up** to register as a new user and create an account.



The screenshot shows the Property Pay app interface. At the top is the First Citizens Bank logo. Below it is the title "Property Pay" in a large, bold, dark blue font. Underneath the title is the text "Pay your assessments and other property-related fees quickly and conveniently." There are two buttons: a white button with a green border labeled "Sign Up" and a solid green button labeled "Login". Below these buttons is the text "Make a **one-time** payment for assessments or amenities." There are two more buttons: a white button with a green border labeled "Pay Assessments" and a white button with a green border labeled "Pay Amenities". A horizontal line separates this section from the next. Below the line is the text "Need help? See the following guides:" followed by "one-time payment, amenity payment, payment schedule." Below that is "For further assistance, please call us at 866-800-4656 or **email us.**" Below that is "Please use your email address to login." Below that is "Thank you for choosing Property Pay". At the bottom, there are links for "Pay by Mail" and "Contact First Citizens Bank". At the very bottom, it says "Fees may apply for online payments." and "Powered by First Citizens Bank" with "App Version: 2.21.1" below that.

- A new window provides the Terms & Conditions; once reviewed, click **Yes** to continue.



- Enter user information (first & last name, email address, phone number). Click **Next**.

Sign Up - Please Enter the Following Information

First Name * **Last Name ***

Email Address *

Phone Number *

USA (+1) ▼

(602) 123-4567

Yes. I'd like to stay in touch with First Citizens Bank and agree to receive periodic email updates and offers. I understand I can unsubscribe at any time.

* Indicates required field

Cancel

4. Complete the property registration using either the Property Address or Property IDs provided on a coupon or statement.
5. Click on Find My Property to continue.
6. Review the property information and click **Register Property** to continue. A successful message will display.

Note: The property address may be manually entered if not found.

Sign Up - Register your property ABC MANAGEMENT

Enter Property IDs

Management ID * ?

ABC Management Demo Account

Association ID * ?

Sandy Beach HOA

Property / Account Number * ?

Address Line 1 * Unit #

Address Line 2

City * State * Zip Code *

Property Nickname *

* Indicates required field [Cancel](#) [Register Property](#)

Property Confirmation Successful

Select continue to complete your registration.



[Continue](#)

7. Create a Password and click on **Create Account**. A Registration Complete message will display and the user is routed to the Property Pay home page to log in.

Note: Properties will automatically display when logged in.

Sign Up - Create My Account



First Name *	Last Name *
<input type="text" value="Sample"/>	<input type="text" value="Homeowner"/>
Email Address *	Confirm Email Address *
<input type="text" value="Sample@gmail.com"/>	<input type="text" value="Sample@gmail.com"/>
Password *	Confirm Password *
<input type="password" value="....."/>	<input type="password" value="....."/>

Password Requirements

- ✔ Must be at least 13 characters
- ✔ Does not contain your first name
- ✔ Does not contain your last name
- ✔ Does not contain part of your email
- ✔ A lowercase letter
- ✔ An uppercase letter
- ✔ A number
- ✔ A listed special character: !@# \$ - _ /

Show Password

Confirm Password Requirements

- ✔ Passwords must match

[Cancel](#)

* Indicates required field

Registration Complete

Thank you for registering with Property Pay.

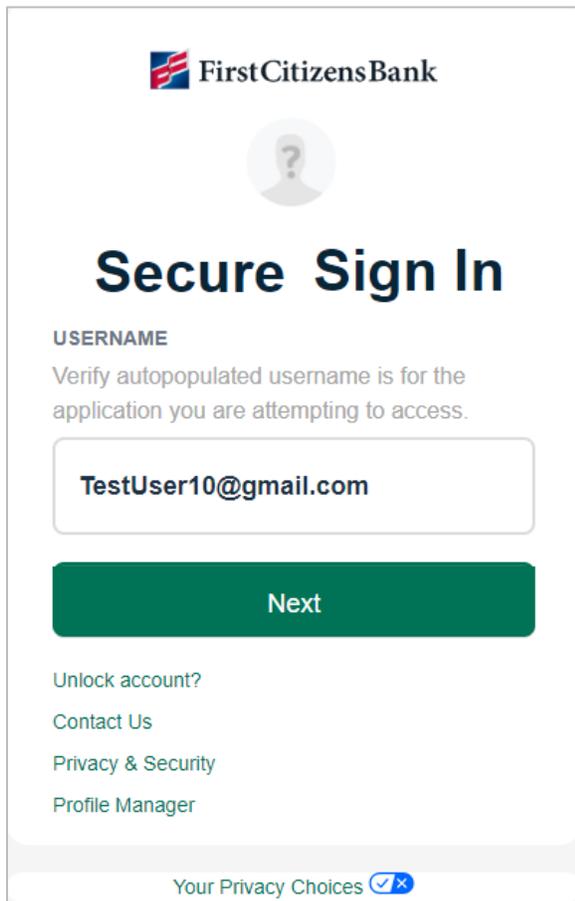
For your security, please log in to make a payment.

Privacy Choices

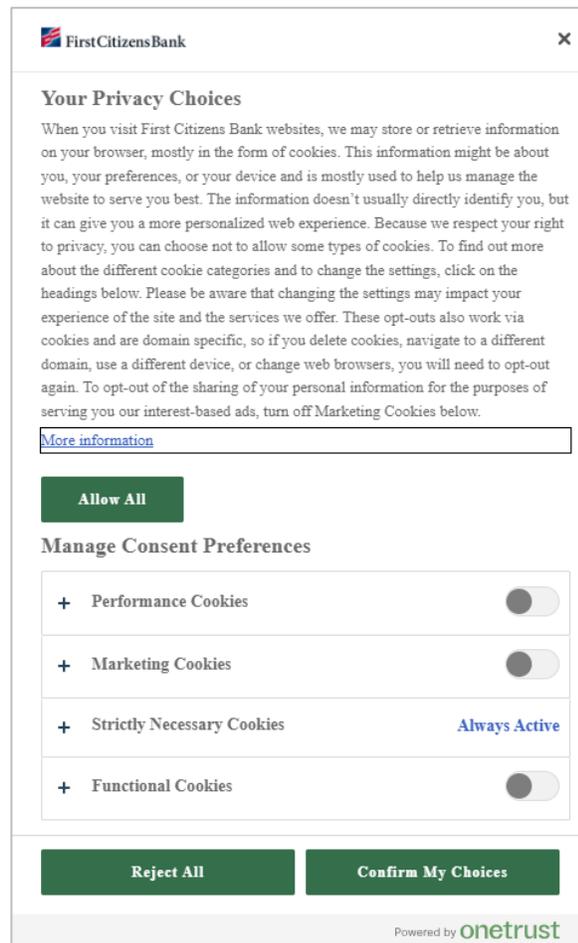
Select Privacy Choices from the Secure Sign In page to manage your consent Preferences. Users can define Cookie settings for Performance, Marketing, Strictly Necessary and Functional Cookies.

From the Secure Sign In page:

1. Select **Privacy Setting**.
2. Review options. Select an action button for Allow All, Reject All or use the toggle switch to activate or deactivate specific cookies.
3. Select **Confirm my Choices**.



The screenshot shows the 'Secure Sign In' page for First Citizens Bank. At the top is the bank's logo. Below it is a placeholder for a user profile picture. The main heading is 'Secure Sign In'. Underneath, there is a 'USERNAME' field with a prompt to verify the autopopulated username. The field contains 'TestUser10@gmail.com'. A large green 'Next' button is positioned below the field. At the bottom, there are links for 'Unlock account?', 'Contact Us', 'Privacy & Security', and 'Profile Manager'. A footer bar at the very bottom indicates 'Your Privacy Choices' with a checkmark and an 'x' icon.



The screenshot shows a 'Your Privacy Choices' dialog box. It features the First Citizens Bank logo and a close button (x) in the top right corner. The title is 'Your Privacy Choices'. The main text explains that cookies are used to manage the website and provide a personalized experience, and offers instructions on how to manage settings. A 'More information' link is provided. Below the text is an 'Allow All' button. The 'Manage Consent Preferences' section lists four categories: 'Performance Cookies' (toggle off), 'Marketing Cookies' (toggle off), 'Strictly Necessary Cookies' (Always Active), and 'Functional Cookies' (toggle off). At the bottom, there are 'Reject All' and 'Confirm My Choices' buttons. The footer indicates 'Powered by onetrust'.

Login to Property Pay

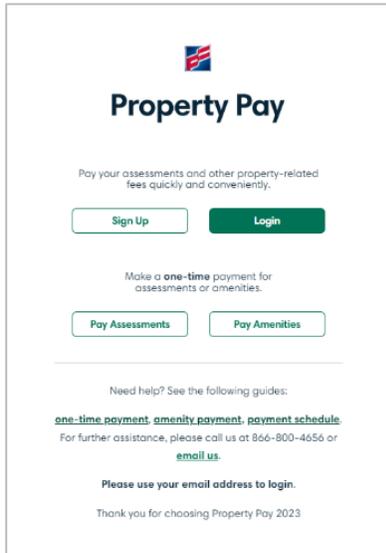
To access Property Pay, go to:

- PropertyPay.firstcitizens.com

OR

- FirstCitizens.com. Select **Treasury Management Services** and then **Community Association Banking**. Select Pay **HOA Fees** from the top menu bar.

Enter your email address and password.



Property Pay

Pay your assessments and other property-related fees quickly and conveniently.

[Sign Up](#) [Login](#)

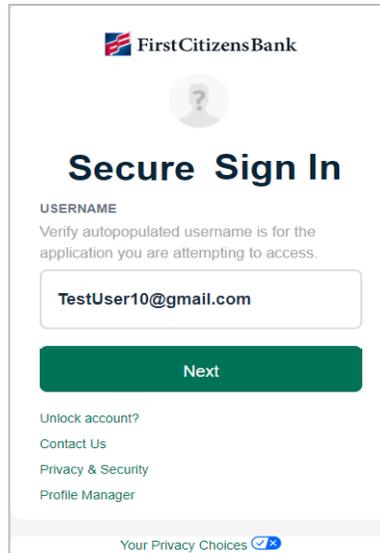
Make a **one-time** payment for assessments or amenities.

[Pay Assessments](#) [Pay Amenities](#)

Need help? See the following guides:
[one-time payment](#), [amenity payment](#), [payment schedule](#).
 For further assistance, please call us at 866-800-4656 or [email us](#).

Please use your email address to login.

Thank you for choosing Property Pay 2023



First Citizens Bank

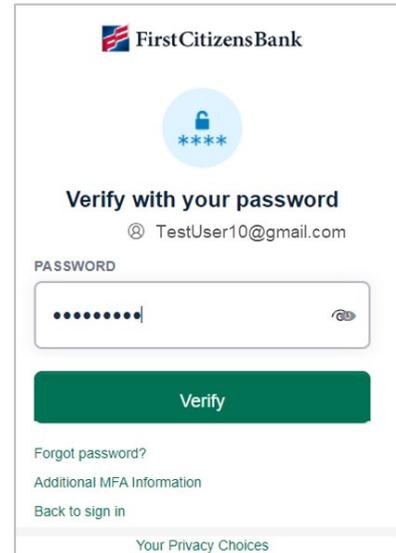
Secure Sign In

USERNAME
 Verify autopopulated username is for the application you are attempting to access.

[Next](#)

[Unlock account?](#)
[Contact Us](#)
[Privacy & Security](#)
[Profile Manager](#)

Your Privacy Choices 



First Citizens Bank

Verify with your password

PASSWORD

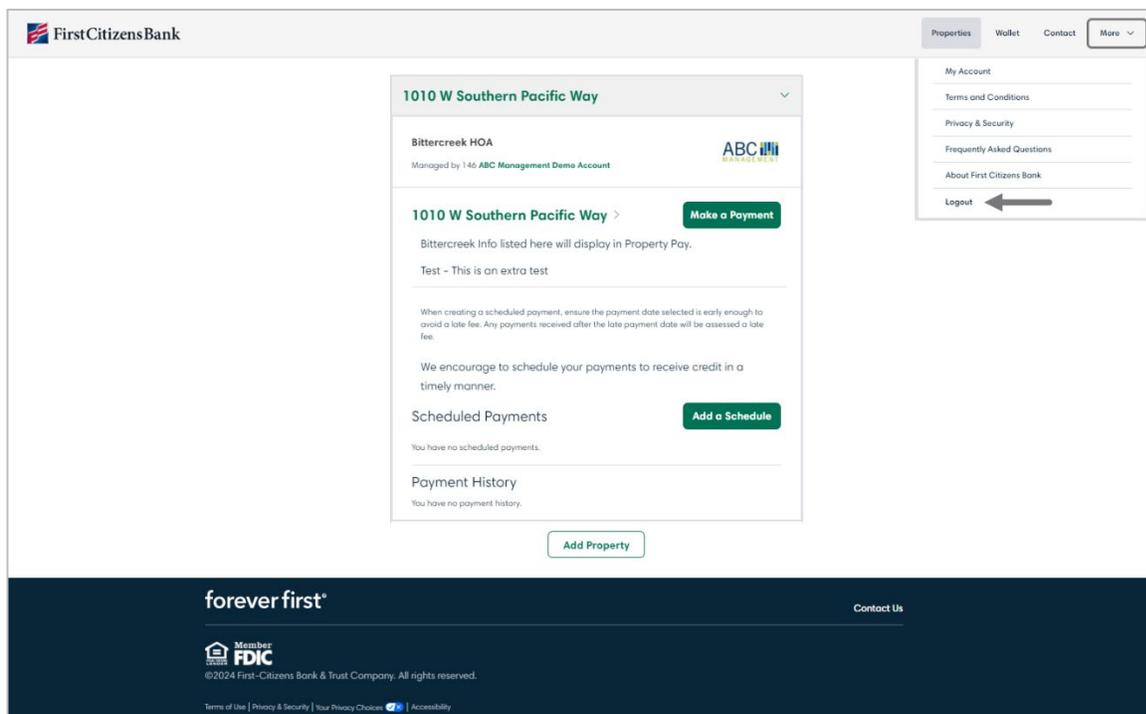
[Verify](#)

[Forgot password?](#)
[Additional MFA Information](#)
[Back to sign in](#)

Your Privacy Choices

Log Out

To Log out, click on the **More** menu, and select **Logout**.



First Citizens Bank

Properties | Wallet | Contact | **More**

1010 W Southern Pacific Way

Bittercreek HOA
 Managed by 146 ABC Management Demo Account

1010 W Southern Pacific Way [Make a Payment](#)

Bittercreek Info listed here will display in Property Pay.
 Test - This is an extra test

When creating a scheduled payment, ensure the payment date selected is early enough to avoid a late fee. Any payments received after the late payment date will be assessed a late fee.

We encourage to schedule your payments to receive credit in a timely manner.

Scheduled Payments [Add a Schedule](#)

You have no scheduled payments.

Payment History
 You have no payment history.

[Add Property](#)

My Account
 Terms and Conditions
 Privacy & Security
 Frequently Asked Questions
 About First Citizens Bank
Logout

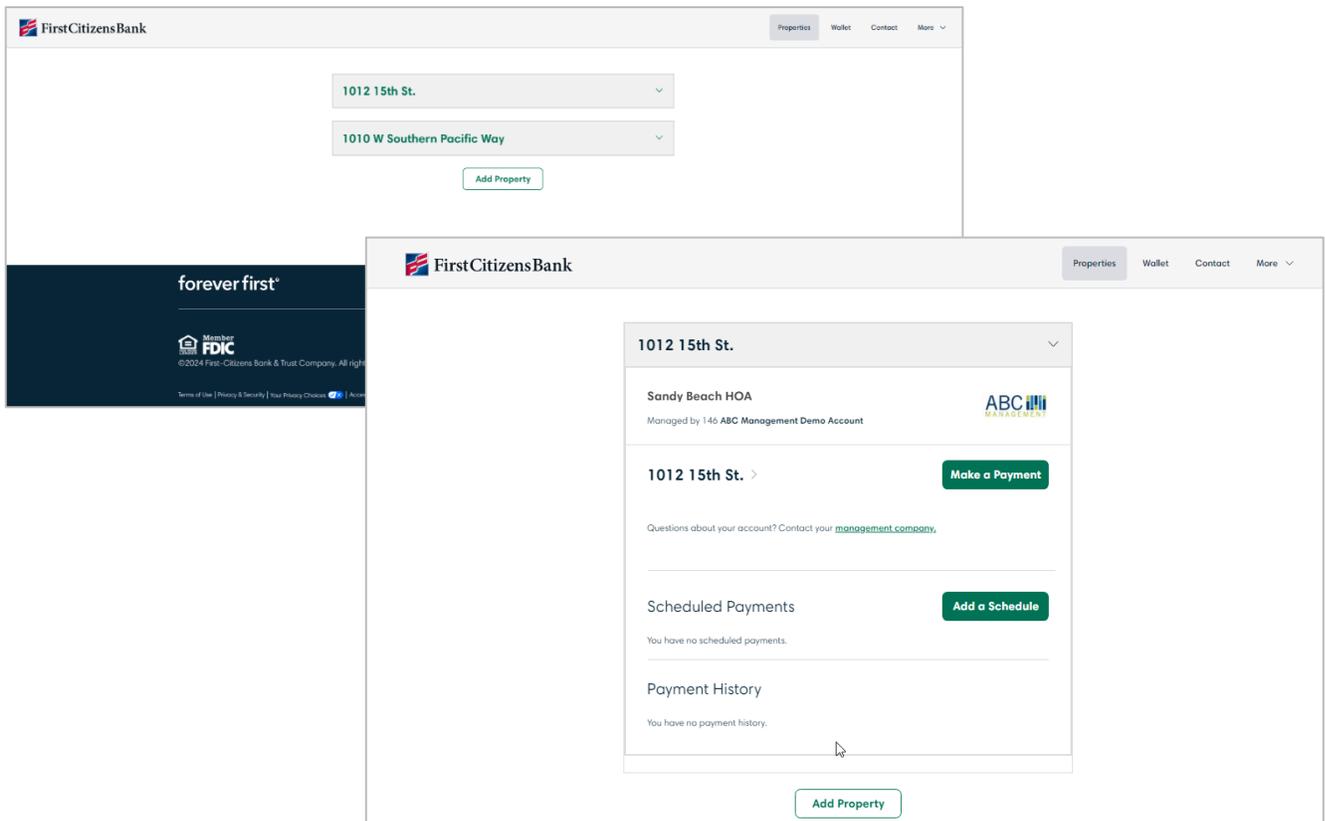
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Home Page Overview

When multiple properties are listed, select the dropdown arrow to view Property Details.

Section	Description
Property Nickname	Click on the property nickname for options to edit or delete the property.
Make a Payment	Select Make a Payment to make a single payment, create a payment schedule and/or purchase an Amenity.
Scheduled Payments	Section will list any payment schedules attached to the property. Select Add a Schedule or click on the Schedule Name hyperlink to view schedule details.
Payment History	Section will list the last five payments. View All provides access to additional history. Select the payment date to view additional details.
Add Property	Click to add a new property address and property IDs.



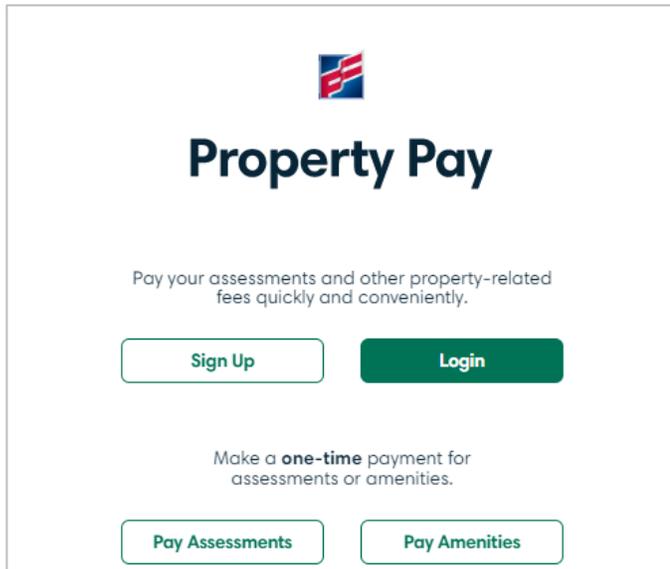
The screenshot displays the First Citizens Bank Property Pay interface. At the top, there is a navigation bar with the First Citizens Bank logo and a menu containing 'Properties', 'Wallet', 'Contact', and 'More'. Below the navigation bar, there are two dropdown menus for property selection, currently showing '1012 15th St.' and '1010 W Southern Pacific Way'. An 'Add Property' button is located below these dropdowns.

The main content area is divided into two sections. The top section shows a list of properties with a dropdown arrow next to the selected property '1012 15th St.'. Below this, there is a 'Make a Payment' button. A note indicates the account is managed by '146 ABC Management Demo Account' and provides a link to contact the management company. The bottom section shows 'Scheduled Payments' and 'Payment History', both with 'Add a Schedule' and 'Add Property' buttons respectively. A 'forever first' banner is visible on the left side of the interface.

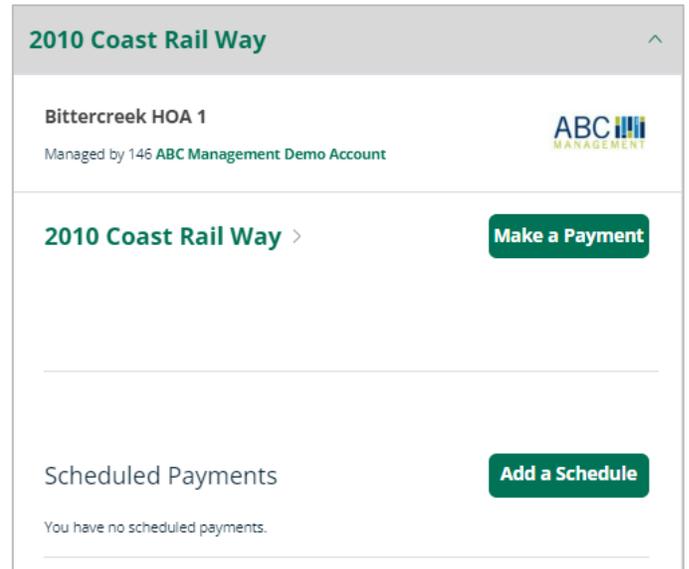
Make a Payment

Users have multiple options for making a payment, including:

- One-time payment.
- Scheduled Payments – Fixed Amount or Account Balance.
- Purchase Amenities.
- Make a Payment from the login page:
 - Used by non-registered users to make a payment.
 - Registered users can make a payment without signing into Property Pay.



The Property Pay landing page features the First Citizens Bank logo at the top. Below it, the text "Property Pay" is prominently displayed. Underneath, a message reads: "Pay your assessments and other property-related fees quickly and conveniently." There are two buttons: "Sign Up" and "Login". Further down, a message says: "Make a **one-time** payment for assessments or amenities." At the bottom, there are two buttons: "Pay Assessments" and "Pay Amenities".



The user dashboard for Bittercreek HOA 1 shows the account name and "Managed by 146 ABC Management Demo Account". The ABC Management logo is in the top right. A section for "2010 Coast Rail Way" includes a "Make a Payment" button. A "Scheduled Payments" section shows "You have no scheduled payments." and an "Add a Schedule" button.

One-Time Payment

From the Properties Page, locate the property and click on **Make a Payment**.

1. Select the type of payment you want to make – **One Time Payment**.
2. Select a Payment Method from the dropdown list or click on **Add** to create a new payment method.
3. Select a payment date from the calendar. Only available payment dates are selectable.
4. You have the option to enter or adjust the amount if one is listed. The Administrative Fee is listed and the Amount to be Paid will automatically update.
5. Click on **Continue**.
6. The Payment Summary screen will appear. Review for accuracy. Check the Terms and Conditions box. Click on **Submit Payment**.
7. A confirmation screen will appear indicating the payment has been submitted. A confirmation # is provided and an email is sent.
8. Click **OK** to return to the Properties Page.

Payment for
1010 W Southern Pacific Way
Bittercreek HOA 1 - ABC Management Demo Account

Select the Type of Payment You Want to Make
 or [Switch to Schedule Payments](#) or [Switch to Amenity Payment](#)

Enter Payment Information
* All fields below are required

Payment Method * Add <input style="width: 90%;" type="text" value="Sam's Card"/>	Payment Date * <input type="text" value="11/06/2024"/>
--	---

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

Enter the Payment Amount

Amount * <input style="width: 90%;" type="text" value="100.00"/>	Administrative Fee \$2.95 Amount to be paid \$102.95
--	--

* Indicates required field

Payment Summary

Property Address	1010 W Southern Pacific Way Phoenix, AZ 85001
Payment Method	Sam's Card ()
Payment Date	11/06/2024
Administrative Fee	\$2.95
Total Amount	\$102.95

I agree to pay the total amount including any fees as shown above.

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

Payment Confirmation

Thank you
 Your payment for \$102.95 is scheduled to be processed on 11/06/2024.
 You may print this confirmation for your records.



Confirmation #61689434

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

[Cancel Payment](#)

Notes:

- Back – takes you back one page.
- Print – print the payment confirmation.
- Cancel Payment – use to cancel the payment just made.

Scheduled Payments

Scheduled Payments are automatically processed based on the frequency and start date selected.

- If a payment date falls on a non-business day, such as a weekend or a holiday, the payment will be processed on the prior business day.
- No expiration date is required. Up to 18 future payment dates will list on the payment schedule.
- When an end date is specified, the number of future payments is limited to 18.

Create a Fixed Payment Schedule

Locate the property and select **Make a Payment**. Then select **Schedule Payments**.

1. Select a payment method and a frequency from the drop-down menu.
2. Select **Fixed Amount** schedule type and enter a schedule name.
3. Select a start date and then select **No End Date** **OR** enter number of payments.
4. You have the option to enter an amount or adjust the default amount if one is listed. The total amount paid will automatically adjust. Click on **Continue**.
5. A Payment Schedule Summary will display for review. Check the Agreement box and click on **Create Schedule** to continue.
6. A confirmation window will appear. Select **OK** to return to the Property home page.

The new schedule is now listed in the Property Details page .

Payment for
1010 W Southern Pacific Way
Bittercreek HOA 1 - ABC Management Demo Account

Select the Type of Payment You Want to Make

[Switch to One-Time Payment](#) or [Schedule Payments](#) or [Switch to Amenity Payment](#)

Enter Payment Information

* All fields below are required

Payment Method * Add <input type="text" value="First Citizens Bank & Trust C"/> <small>Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.</small>	Schedule Frequency * <input type="text" value="Monthly"/>
Schedule Type * ? <input type="text" value="Fixed Amount"/>	Start Date * ? <input type="text" value="11/06/2024"/>
Schedule Name * ? <input type="text" value="Test Schedule 1"/>	Select End Date * <input type="text" value="Enter Number of Payments"/>
Number of Payments * <input type="text" value="3"/>	End Date * <input type="text" value="01/06/2025"/>

Enter the Payment Amount

Enter Payment Amount *	<input type="text" value="100"/>
Administrative Fee	\$0.00
Amount to be paid	\$100.00

* Indicates required field

Cancel
Continue

Payment Schedule Summary

Property Address	1010 W Southern Pacific Way Phoenix, AZ85001
Schedule Name	Test Schedule 1
Schedule Start Date	11/06/2024
End Date	01/06/2025
Frequency	Monthly
Number of Payments	3
Payment Method	First Citizens Bank & Trust Company (0000)
Schedule Payment Amount	\$100.00

I agree to pay the account balance or total amount due including administrative fees.

Back
Create Schedule

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

Create an Account Balance Payment Schedule

When selecting Account Balance as the schedule type:

- Start date lists the available payment dates to select from.
- The payment amount will be the amount due on the account.
- An email reminder is sent 2 days prior to the payment date and a confirmation email is sent on the payment date.

Locate the property and select **Make a Payment**. Select **Schedule Payments** and enter payment information:

1. Select a payment method and a Frequency from the drop-down menu.
2. Select a Schedule Type of **Account Balance** and enter a schedule name.
3. Select a Start Date from the drop-down menu.
4. Select **No End Date** or enter the number of payments.
5. Click on **Continue**.
6. A Payment Schedule Summary will display for review; check the Agreement box and click on **Create Schedule** to continue. A confirmation window will appear. Select **OK** to return to the Property home page.

The new schedule is now listed under Property Details page.

Payment for
1010 W Southern Pacific Way
Bittercreek HOA 1 - ABC Management, Demo Account

Select the Type of Payment You Want to Make

[Switch to One-Time Payment](#) or [Schedule Payments](#) or [Switch to Amenity Payment](#)

Enter Payment Information

* All fields below are required

<p>Payment Method * Add</p> <p>First Citizens Bank & Trust C ▼</p> <p style="font-size: x-small; color: gray;">Please note: you are making a payment through First Citizens Bank's proprietary ACH payment system.</p>	<p>Schedule Frequency *</p> <p>Monthly ▼</p>
<p>Schedule Type * ?</p> <p>Account Balance ▼</p>	<p>Start Date * ?</p> <p>11/20/24 ▼</p>
<p>Schedule Name * ?</p> <p>Test Schedule 3</p>	<p>Select End Date *</p> <p>Enter Number of Payments ▼</p>
<p>Number of Payments *</p> <p>3</p>	<p>End Date *</p> <p>01/17/2025 📅</p>

Account Balance Notice

I agree to pay Scheduled Payment Amount including any administrative fees. I understand that the scheduled payment may not include any outstanding balance owed to the homeowner's association. I understand that the amount charged may vary if the assessment amount owed changes for future payments. By clicking here, I understand that I am responsible for any late fees, penalties, overdraft or other fees if my payment cannot be processed.

* Indicates required field

Cancel
Continue

Payment Schedule Summary

Property Address	1010 W Southern Pacific Way Phoenix, AZ85001
Schedule Name	Test Schedule 3
Schedule Start Date	11/20/2024
End Date	01/17/2025
Frequency	Monthly
Number of Payments	3
Payment Method	First Citizens Bank & Trust Company (0000)
Administrative Fee (per transaction)	\$0.00
Schedule Payment Amount	Next Assessment Amount
<input checked="" type="checkbox"/> I agree to pay the account balance or total amount due including administrative fees.	
Back Create Schedule	
Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.	

Amenity Payment

Amenity Payment provides the option to purchase an amenity as a registered user in Property Pay. The Amenity Payment link will not display if no amenities for the HOA are listed for purchase.

1. Login to Property Pay, open the property, and select **Make a Payment** and then **Amenity Payment**.
2. Select an amenity from the drop-down list and click on **Add**. Use the Amenity Category field to narrow the list of Amenities. Continue to select additional amenities and click on **Add**, if applicable.
3. Shopping cart will update with the list of amenities selected.
 - a. Use the + and – icons to adjust the number of items to purchase.
 - b. Click on **Delete** to remove an item from the shopping cart.
 - c. Add a note to send with the Payment, if applicable.
4. Once completed, click on **Continue**.
5. Payment Summary screen will display. Review for accuracy. Check the I agree checkbox and **Submit Payment** to continue.
6. Payment confirmation is listed with a confirmation number.

Payment for
1010 W Southern Pacific Way
Bittercreek HOA 1 - ABC Management Demo Account

Select the Type of Payment You Want to Make

[Switch to One-Time Payment](#) or
 [Switch to Schedule Payments](#) or
 [Amenity Payment](#)

Enter Payment Information

* All fields below are required

Payment Method *	Add	Payment Date *
Sam's Card ()	▼	11/06/2024

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

Select Amenity

Category	▼
All	▼
Amenity	▼

Add

Shopping Cart

Pool electronic key access	\$25.00	- 1 +	Delete
Pick up key from Josh in the club house after 5 business days.			
Add Note			
		Order Total	\$25.00
		Administrative Fee	\$0.74
		Amount to be paid	\$25.74

* Indicates required field

Cancel
Continue

Payment Summary

Property Address	1010 W Southern Pacific Way Phoenix, AZ 85001
Payment Method	Sam's Card ()
Payment Date	11/06/2024
Items	
Pool electronic key access	\$25.00
Administrative Fee	\$0.74
Total Amount	\$25.74
<input checked="" type="checkbox"/> I agree to pay the total amount including any fees as shown above.	
Back Submit Payment	
Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.	

Cancel a Payment

A Cancel Payment option is available if a customer wishes to cancel a payment the same day it was submitted from either the Payment Confirmation Screen or the Properties home page.

Note: Once the payment status has changed to Processed, cancel is no longer an option.

1. From Payment Confirmation Screen – Click on **Cancel Payment**.

Payment Confirmation

Thank you

Your payment for \$25.74 is scheduled to be processed on 11/06/2024.
You may print this confirmation for your records.



Confirmation #61689448

Print OK

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.


Cancel Payment

OR

From the Properties page – Locate the payment in Payment history and click on **Cancel**.

1010 W Southern Pacific Way ^

Bittercreek HOA 1 

Managed by 146 ABC Management Demo Account

1010 W Southern Pacific Way > Make a Payment

Scheduled Payments Add a Schedule

When creating a scheduled payment, ensure the payment date selected is early enough to avoid a late fee. Any payments received after the late payment date will be assessed a late fee.

Click on Schedule Name link below to edit an existing schedule

Schedule Name	Next Payment	Type	Amount
Test Schedule 3	11/06/24	Fixed Amount	\$102.95

Payment History [View All](#)

Date	Amount	Category	Status
11/06/24	\$25.74	Amenity	Approved Cancel
11/06/24	\$102.95	Assessment	Approved Cancel

- Click on **Yes** to Cancel. A confirmation screen will appear, and an email is sent.

Cancel Payment

Are you sure you want to cancel this payment for \$102.95?

Yes

No

Payment Cancelled

Your payment for \$102.95 was successfully cancelled.
A confirmation email has been sent to email address sample2101@gmail.com.

Confirmation #61689434

Print

Continue

- Payment is now listed as ACH-Void (from a Checking account) or Reversed (with a Card) in Payment History.

1010 W Southern Pacific Way ^

Bittercreek HOA 1

Managed by 146 ABC Management Demo Account



1010 W Southern Pacific Way > Make a Payment

Scheduled Payments Add a Schedule

When creating a scheduled payment, ensure the payment date selected is early enough to avoid a late fee. Any payments received after the late payment date will be assessed a late fee.

Click on Schedule Name link below to edit an existing schedule

Schedule Name	Next Payment	Type	Amount
Test Schedule 3	11/06/24	Fixed Amount	\$102.95

Payment History View All

Date	Amount	Category	Status
11/06/24	\$25.74	Amenity	Approved Cancel
11/06/24	\$102.95	Assessment	Reversed



View, Edit, or Delete a Scheduled Payment

From Properties, click on the Schedule Name to access Schedule Details. Edit options include:

- Adjust Schedule Name or select a new payment method.
- View Schedule Details to view/edit future payments.
- Delete a Schedule.

1010 W Southern Pacific Way ^

Bittercreek HOA 1
Managed by 146 ABC Management Demo Account



1010 W Southern Pacific Way >
Make a Payment

Scheduled Payments
Add a Schedule

When creating a scheduled payment, ensure the payment date selected is early enough to avoid a late fee. Any payments received after the late payment date will be assessed a late fee.

Click on Schedule Name link below to edit an existing schedule

Schedule Name	Next Payment	Type	Amount
Test Schedule 3	11/06/24	Fixed Amount	\$102.95

Payment History [View All](#)

Date	Amount	Category	Status
11/06/24	\$25.74	Amenity	Approved Cancel
11/06/24	\$102.95	Assessment	Reversed

Edit Payment Schedule
[Delete Schedule](#)

Schedule Name *

Payment Method *

Payment Day of Month 6 [Edit](#)

Enter Payment Amount

Amount * x
(Enter amount to be paid in box)

Administrative Fee \$2.95

Amount to be paid \$102.95

I agree to pay the total amount including any fees as shown above.

* Indicates required field

Back
Save

View Schedule Details

Fixed Payment Schedule – Change Payment Amount or One Payment Date

This feature is used to change one specific payment date or to change the payment amount for a fixed payment schedule. When changing a payment for the current month, edit the payment date at least two or more business days prior to the scheduled payment.

1. Locate and select the schedule name to edit.
2. Click on **View Schedule Details** hyperlink.
3. Select a payment date to view details.

Edit Payment Schedule
Delete Schedule

Schedule Name *

Payment Method *

Payment Day of Month: 6 Edit

Enter Payment Amount

Amount * x
(Enter amount to be paid in box)

Administrative Fee: \$2.95

Amount to be paid: **\$102.95**

I agree to pay the total amount including any fees as shown above.

* Indicates required field

Back
Save

[View Schedule Details](#)

Test Schedule 3 (monthly)
Back

Scheduled Payments

Payment Date ?	Amount	Status
11/06/24	\$102.95	Scheduled Cancel
12/06/24	\$102.95	Scheduled Cancel
01/06/25	\$102.95	Scheduled Cancel

Scheduled payments dated for a weekend or holiday will be processed the prior business day.

4. Adjust the payment Date and/or Amount and completed the check boxes –
 - Check this box to change the payment amount for all future payments in this schedule, beginning with this payment.
 - Leave this box unchecked to change the payment amount for this one payment only.
 - Check box indicating I agree to pay the total amount including any fees as shown above.
5. Click on **Continue**. User is returned to the Schedule payments details screen. The selected payment(s) is updated with the new payment date and/or amount.

Edit Payment - 01/06/2025

Enter Payment Amount

Amount * x

Administrative Fee: \$3.69

Amount to be paid: **\$128.69**

Payment Method:

Payment Date: 📅

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

Please check this box if you want to update the payment amount for all future payments in this schedule.

I agree to pay the total amount including any fees as shown above.

* Indicates required field

Cancel
Continue

Test Schedule 3 (monthly)
Back

Scheduled Payments

Payment Date ?	Amount	Status
11/06/24	\$102.95	Scheduled Cancel
12/06/24	\$102.95	Scheduled Cancel
01/06/25	\$128.69	Scheduled Cancel

Scheduled payments dated for a weekend or holiday will be processed the prior business day.

Back

Delete Schedule

Fixed Payment Schedule – Change Scheduled Payment Date

An option is available to change a Fixed Schedule payment date. Fixed scheduled payment date changes are effective the following month. For example, changes made in May will become effective in June.

The current month payment date will remain the same.

If a current month payment requires changing, use the Payment Details page to adjust the one specific payment date.

1. Locate and select the Schedule Name.
2. Select the **Edit** hyperlink for Payment Day of Month.
3. Select a new date from the drop-down list and click on **Save**.

As a new date is selected, the list of payment dates will update, displaying the next 12 payments.

Scheduled Payments Add a Schedule

When creating a scheduled payment, ensure the payment date selected is early enough to avoid a late fee. Any payments received after the late payment date will be assessed a late fee.

Click on Schedule Name link below to edit an existing schedule

Schedule Name	Next Payment	Type	Amount
Test schedule 4 ←	12/02/24	Fixed Amount	\$102.95
Test Schedule 3	12/06/24	Fixed Amount	\$102.95

Edit Payment Schedule Delete Schedule

Schedule Name *

Payment Method *

Payment Day of Month
2 Edit ←

Enter Payment Amount

Amount *
(Enter amount to be paid in box)

Administrative Fee \$2.95

Amount to be paid \$102.95

I agree to pay the total amount including any fees as shown above.

Back Save

Edit Fixed Payment Day Cancel

Test schedule 4 (monthly)

Calendar Day	Month	Date	Amount
1	1	12/06/24	\$102.95
2	2	01/06/25	\$102.95
3	3	02/06/25	\$102.95
4	4	03/06/25	\$102.95
5	5	04/04/25	\$102.95
6	6	05/06/25	\$102.95
7	7	06/06/25	\$102.95
8	8	07/03/25	\$102.95
9	9	08/06/25	\$102.95
10	10	09/05/25	\$102.95
11	11	10/06/25	\$102.95
12	12	11/06/25	\$102.95

Scheduled payment date changes are effective the following month. For instance, changes made in May are effective with your June payment.

To make a change to this month's scheduled payment date, please edit the date in payment details two or more business days prior to the scheduled payment.

Payments scheduled on weekends or holidays will process on the prior business day.

Cancel Save

Cancel/Restore a Future Dated Payment

An option is available to cancel a future dated payment or restore a skipped payment if necessary. A confirmation message will display to confirm the request. Once selected the Restore link will be listed next to the cancelled (skipped) payment. An email notification is sent to the homeowner.

Note: When cancelled in ManagerPay by the Bank or a PMC Portal user, the status is still listed as 'Cancelled by CSR.'

This option is available for both Fixed Payment and Account Balance schedules.

1. Locate and select the **Schedule Name**.
2. Click on **View Schedule Details**.
3. Locate the payment and click on **Cancel**.
4. A confirmation message appears. Click **Yes** to continue.
5. The payment is now listed as Cancelled. A link to Restore the payment is available, if needed.

1010 W Southern Pacific Way
Bittercreek HOA 1 - ABC Management Demo Account

Test schedule 4 (monthly) [Back](#)

Scheduled Payments

Payment Date [?]	Amount	Status
12/02/24	\$102.95	Cancelled By User Restore
01/02/25	\$102.95	Scheduled Cancel
01/31/25	\$102.95	Scheduled Cancel
02/28/25	\$102.95	Scheduled Cancel
04/02/25	\$102.95	Scheduled Cancel
05/02/25	\$102.95	Scheduled Cancel
06/02/25	\$102.95	Scheduled Cancel
07/02/25	\$102.95	Scheduled Cancel
08/01/25	\$102.95	Scheduled Cancel

Scheduled payments dated for a weekend or holiday will be processed the prior business day.

[Back](#)

[Delete Schedule](#)

Delete a Payment Schedule

When deleting a Payment Schedule, verify there are no payments for the current date. The next payment listed in the Schedule must be a future date prior to deleting the schedule.

A few verification steps prior to deleting a schedule will help save time and create a positive experience.

1. Locate and select the **Schedule Name**.
2. Verify this is the correct schedule to delete. Click on **Delete Schedule**.

OR

3. Click on **View Schedule Details** for more information.
4. Verify this is the correct schedule to delete.
5. Click on **Delete Schedule**.

Notes:

Same day scheduled payments cannot be deleted or restored during the payment processing window, approximately 12:00 to 2:00 p.m. Central time.

Once payment processing begins, all delete, cancel, or restore attempts will receive an error message.

When payment processing is completed, the payment schedule can be deleted.

Edit Payment Schedule
→ Delete Schedule

Schedule Name *

Payment Method *

Payment Day of Month 6 Edit

Enter Payment Amount

Amount * x
(Enter amount to be paid in box)

Administrative Fee \$2.95

Amount to be paid \$102.95

I agree to pay the total amount including any fees as shown above.

* Indicates required field Back Save

→ [View Schedule Details](#)

Test Schedule 3 (monthly)
Back

Scheduled Payments

Payment Date ?	Amount	Status
11/06/24	\$102.95	Scheduled Cancel
12/06/24	\$102.95	Scheduled Cancel
01/06/25	\$102.95	Scheduled Cancel

Scheduled payments dated for a weekend or holiday will be processed the prior business day.

Back

→ Delete Schedule

Guest Pay Assessments – One Time Payment Option

Pay Assessments provides the option to make a one time payment as a non-registered user or without logging in.

To access Property Pay, go to:

- PropertyPay.firstcitizens.com
- FirstCitizens.com - Select Commercial and then Community Association Banking. Click on **Pay HOA Fees** in the top menu bar to access the Property Pay home page.

To make a one-timePayment as guest user:

1. Click on **Pay Assessments** and then click **Yes** to the Terms and Conditions.
2. Enter Payee information and Property Details.
3. Select **Pay by eCheck OR Pay by Card**.
4. Complete payment information and click on **Next**.
5. Review summary page and click on **Submit Payment**. A payment confirmation will appear.

Property Pay is now part of First Citizens Bank

Pay Assessments - Confirm Property
Sign Up

First Name *

Last Name *

Email Address *

Phone Number *

Property Details

Management ID *

ABC Management Demo Account

Association ID *

Bittercreek HOA 1

Property / Account Number *

Address Line 1 *

Unit #

Address Line 2

City *

State *

Zip Code *

Pay by eCheck
Pay by Card

[Cancel](#)

Payment for
1010 W Southern Pacific Way
Bittercreek HOA 1 - ABC Management Demo Account

Pay by eCheck


Bank Account Details

Routing Number *

FIRST CITIZENS BANK & TRUST COMPANY

Account Number *

Confirm Account Number *

Is this a savings account?

Payment Details

Payment Amount * x

Payment Date

Payment Summary

Payment Amount	\$100.00
Administrative Fee	\$2.25
Total Amount	\$102.25

I agree to pay the total amount including any fees as shown above.

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

[Back](#)
Next

* Indicates required field

Guest Pay Amenities – One Time Payment Option

Pay Amenities provides the option to purchase an amenity as a non-registered user or without logging into Property Pay. A message will display if no amenities are available for purchase.

To purchase an Amenity as a guest user,

1. Select **Pay Amenities** from the Property Pay home page and then Accept Terms and Conditions when presented.
2. Enter payee information and property details. Click on **Next** to continue.
3. Select one or more amenities from the drop-down list and click on **Add**. Use the category field to narrow the list. Enter the quantity for each amenity selected.
4. Select a payment method and complete payment information. Payment summary includes a list of amenities selected.
5. Review summary page and click on **Submit Payment**. A payment confirmation will be listed. An option to print or cancel is provided.

Property Pay is now part of First Citizens Bank

Pay Amenities - Confirm Property
Sign Up

First Name *

Last Name *

Email Address *

Phone Number *

Property Details

Management ID * ABC Management Demo Account

Association ID * Bittercreek HOA 1

Property / Account Number *

Address Line 1 * Unit #

Address Line 2

City * State * Zip Code *

Cancel
Next

Payment for
1010 W Southern Pacific Way
Bittercreek HOA 1 - ABC Management Demo Account

Pay by eCheck


Bank Account Details

Routing Number *

FIRST CITIZENS BANK & TRUST COMPANY

Account Number * Confirm Account Number *

Is this a savings account?

Payment Summary

Fob	\$30.00
Items	\$30.00
Administrative Fee	\$2.25
Total Amount	\$32.25

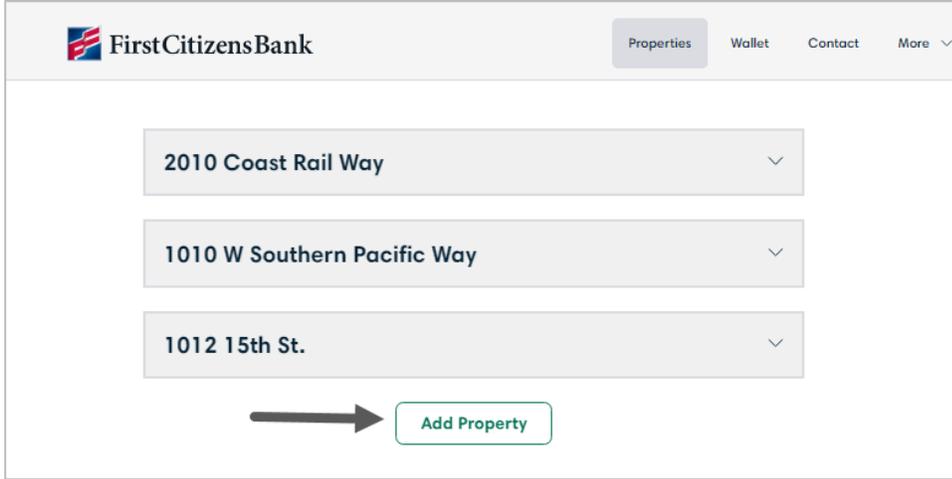
I agree to pay the total amount including any fees as shown above.

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

* Indicates required field
Back
Next

Properties

The property nickname is a hyperlink to property details and options to edit property details, remove a property and look up instructions if a user has recently moved.



The screenshot shows the First Citizens Bank interface with a navigation bar containing 'Properties', 'Wallet', 'Contact', and 'More'. Below the navigation bar, there is a list of three properties, each in a grey box with a dropdown arrow on the right:

- 2010 Coast Rail Way
- 1010 W Southern Pacific Way
- 1012 15th St.

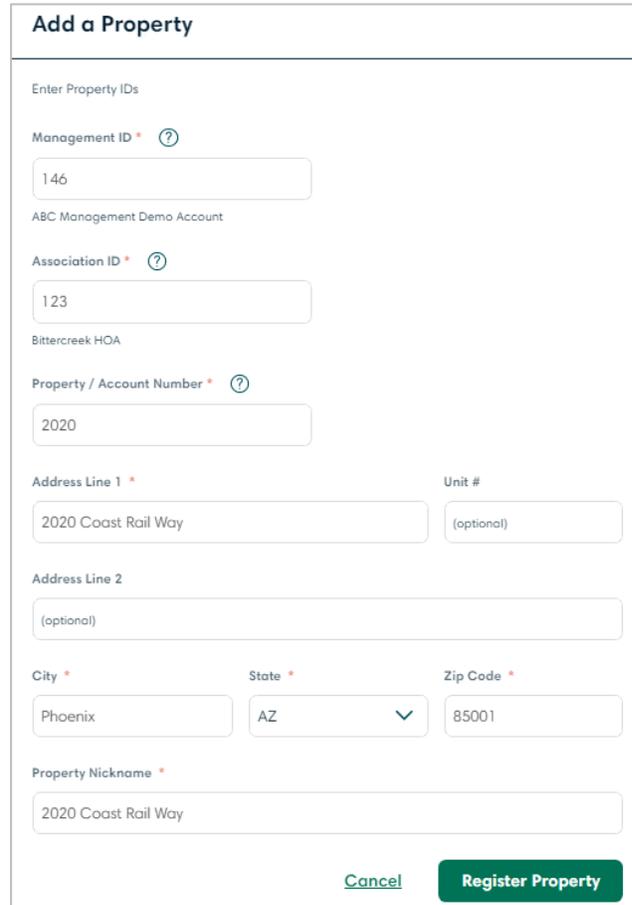
Below the list, there is a green arrow pointing to a green button labeled 'Add Property'.

Add Property

From the Properties home page:

1. Scroll down and click on **Add Property**.
2. Enter property information provided on statement or coupon and select **Find My Property**.
3. Enter or verify, if prefilled, the property address.
4. Click on **Register Property**.

The user is returned to the Properties page and the new property is now listed.



The 'Add a Property' form contains the following fields:

- Enter Property IDs**
 - Management ID * (with a help icon)
 - ABC Management Demo Account
 - Association ID * (with a help icon)
 - Bittercreek HOA
 - Property / Account Number * (with a help icon)
- Address Line 1 *** **Unit #**
- Address Line 2**
- City *** **State *** (with a dropdown arrow) **Zip Code ***
- Property Nickname ***

At the bottom right, there are two buttons: a blue 'Cancel' button and a green 'Register Property' button.

Related Accounts

Related properties can be grouped together as a Related Accounts Group.

When adding a new property, related accounts are automatically identified and listed with an option to register and add to a group.

Note: This feature may not be available to all users.

Connect Related Accounts

This address is shared by multiple accounts, each of which require separate payments. To simplify and streamline payment setup, we recommend you 'Register' or 'Add' the account(s) below to link these accounts.

Note you will need to set up separate payments for each account from the Properties page.

Group Nickname * ?

8100 E Union Avenue

Related Accounts

Account # Association ID	Property Nick Name Association Name
1238100 123	8100 E Union Avenue Master Association

Available Accounts

Account # Association ID	Property Nick Name Association Name
3218100 321	8100 E Union Homeowners Association

Register ?

Cancel

* Indicates required field

Related Accounts Group

Group of multiple accounts for the same address, each of which require separate payments.

Use 'Register' to register new account(s) and add them to the group. Use 'Add' to add existing registered account(s) to the group. Use 'Remove' to take accounts out of the group.

Note you will need to set up separate payments for each account from the Properties page.

Group Nickname * ?

8100 E Union Avenue

Save

Related Accounts

Account # Association ID	Property Nick Name Association Name	
1238100 123	8100 E Union Master Association	Remove ?
3218100 321	8100 E Union Homeowners Association	Remove ?

Close

* Indicates required field

Once registered/added to the group, the related accounts are grouped together and identified with a folder icon in the Property list.

Properties
Wallet
Contact
More v

1012 15th St. v

⏏ 8100 E Union Avenue ^

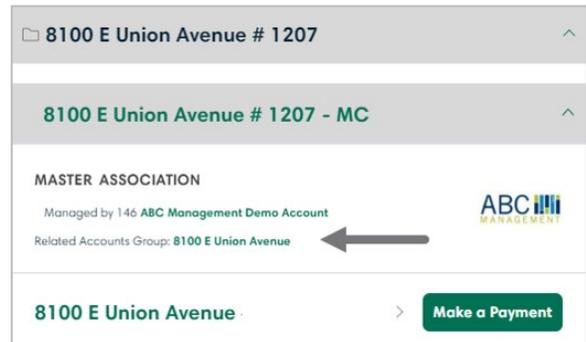
8100 E Union Avenue - Master Association v

8100 E Union Avenue - HOA v

Add Property

To remove a property from a group:

1. Click on the group to access the related accounts.
2. Select the property to view Details and click on **the Managed Accounts Group** hyperlink.



3. Locate the property and click on **Remove**.
4. A confirmation message will display. Click **OK** to remove the property from the Group.

The property is now listed separately within the Property List.

Note: If only one property is left in the group, the group is removed and both properties are listed separately within the Property List.

Related Accounts Group

Group of multiple accounts for the same address, each of which require separate payments.

Use 'Register' to register new account(s) and add them to the group.
Use 'Add' to add existing registered account(s) to the group.
Use 'Remove' to take accounts out of the group.

Note you will need to set up separate payments for each account from the Properties page.

Group Nickname * ?

Save

Related Accounts

Account # Association ID	Property Nick Name Association Name	Remove ?
1238100 123	8100 E Union Master Association	Remove ?
3218100 321	8100 E Union Homeowners Association	Remove ?

* Indicates required field [Close](#)

Release Managed Account

This will remove the currently registered property from the managed accounts group.

It will not remove the property or any of the payment schedules or payment history associated with it.

If removing this property leaves only one property in the group, then the managed accounts group will also be deleted.

Cancel
OK

Edit Property

From the Properties home page:

1. Open the property and click **the Property Nickname** hyperlink to access Property Details.
2. Adjust details as needed: Property Nickname, Management ID, HOA ID, Property/Account Number.
3. Click on **Save**. Cancel will take you back to the Properties Home Page.

2230 Coast Rail Way ^

Bittercreek HOA
Managed by 146 **ABC Management Demo Account**

2230 Coast Rail Way > Make a Payment

Questions about your account? Contact your [management company](#).

Property Details Have you moved?

Property Nickname *
2230 Coast Rail Way

Property Details

Address Line 1 * Unit #
2230 Coast Rail Way (optional)

Address Line 2
(optional)

City * State * Zip Code *
Phoenix AZ 85001

Management ID * ?
146
ABC Management Demo Account

Association ID * ?
123
Bittercreek HOA

Property / Account Number * ?
2230

* Indicates required field Cancel Save

Delete Property

Remove Property

From the Properties home page:

1. Open the Property and click on the **Property Nickname** hyperlink to access Property Details.
2. Scroll down and click on **Delete Property**. A verification window will appear.
3. Click on **YES** to delete. You are returned to the Properties Home page and the property address is no longer listed.

Property Details Have you moved?

Property Nickname *
1012 15th St.

Property Details

Address Line 1 * Unit #
1012 15th St. (optional)

Address Line 2
(optional)

City * State * Zip Code *
Phoenix AZ 85001

Management ID * ?
146
ABC Management Demo Account

Association ID * ?
456
Sandy Beach HOA

Property / Account Number * ?
4330

* Indicates required field

Cancel **Save**

Delete Property

Delete Property Confirmation

Deleting this property will also remove any associated payment schedules. Please confirm that you would like to delete this property.

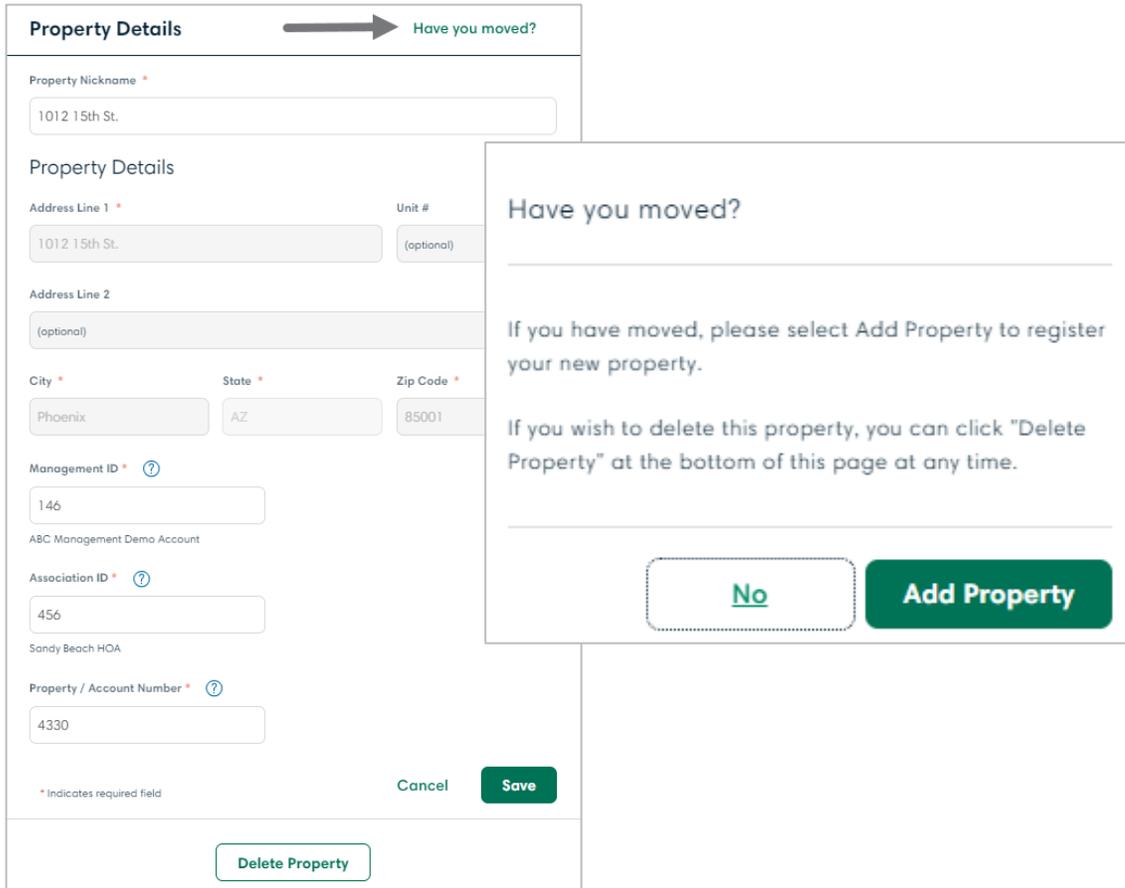
Test 2023.4

No **Yes**

Property Details – Have you Moved?

From the Properties home page:

1. Click on the **Property Name** link to access Property Details.
2. Click on the link for **Have you moved?**
3. A verification window will appear with instructions to add a new property or delete the old property.



The screenshot shows the 'Property Details' form with a modal window titled 'Have you moved?'. The form contains the following fields:

- Property Nickname ***: 1012 15th St.
- Address Line 1 ***: 1012 15th St.
- Unit #**: (optional)
- Address Line 2**: (optional)
- City ***: Phoenix
- State ***: AZ
- Zip Code ***: 85001
- Management ID ***: 146 (ABC Management Demo Account)
- Association ID ***: 456 (Sandy Beach HOA)
- Property / Account Number ***: 4330

Buttons at the bottom of the form: **Delete Property**, **Cancel**, and **Save**.

The 'Have you moved?' modal contains the following text:

Have you moved?

If you have moved, please select Add Property to register your new property.

If you wish to delete this property, you can click "Delete Property" at the bottom of this page at any time.

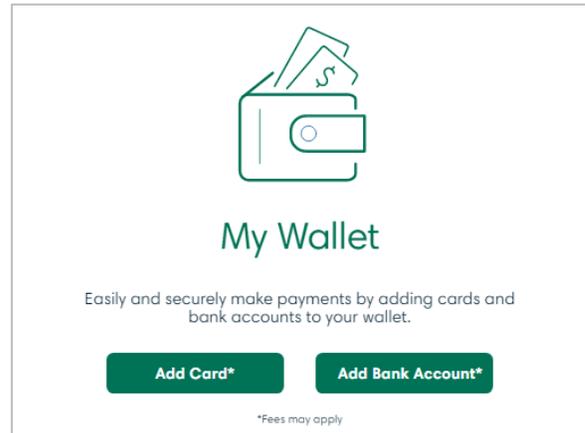
Buttons in the modal: **No** (dashed border) and **Add Property** (solid green).

My Wallet

The Wallet is used to manage payment methods.

The first time the Wallet is opened, a menu option is provided to add a payment method.

- Select **Add Card** or **Add Bank Account**.
- Complete the required fields.
- Designate a default payment method.
- Click on **Add** to save.



Add a Bank Account

1. Select **Wallet** from the Menu bar.
2. Click on **Add Bank Account**.
3. Enter required information:
 - Routing number
 - Select as default account (optional)
 - Account Number
 - Confirm Account Number
 - Account Nickname
4. Click on **Add Checking Account**.

You are returned to the Payment Methods screen and the new account is listed.

Note: When changing the default payment method, the application will display an option to update any existing payment schedules using the old default payment method.

My Account - Add Bank Account

Bank Account Details

Routing Number * ? Make Default

FIRST CITIZENS BANK & TRUST COMPANY

Account Number * ? Confirm Account Number * ?

Is this a savings account?

No ▼

Account Nickname *

* Indicates required field

Cancel
Add Bank Account

Payment Methods Make a Payment

Cards Add Card

Default	Cards	Exp. Date
	Sam's Card 	2 / 2025

Bank Accounts Add Bank Account

Default Account

- ★ First Citizens Bank & Trust Company

Add a Card

1. Select **Wallet** from the Menu bar.
2. Click on **Add Card**.
3. Enter required information:
 - Name as it appears on the card.
 - Card # and expiration date – Month and Year.
 - Security Code.
 - Select a billing address from the drop-down menu **OR** enter a different billing address.
4. Click on **Add Card**.

You are returned to the Payment Methods screen and the new account is listed.

My Account - Add Card

Card Details

Name as it appears on your card * Make Default

Card Number * Expiration Date * Security Code * ?

 02 ▼ 2027 ▼

Card Nickname *

Card Billing Address

Same as

Address Line 1 * Unit #

Address Line 2

City * State * Zip Code *

 AZ ▼ 85001

Country *

* Indicates required field

Delete a Payment Method

1. Click on **My Wallet** to access the Payment Method Details page.
2. Select a Payment Method to view.
3. Click on **Delete Payment Method**.

Notes:

Deleting a Payment Method will also delete any payment schedules attached to the Payment Method.

A confirmation screen will appear indicating the payment schedule will be deleted as well.

The user will need to create a new payment schedule with the new payment method, if needed.

Sam's Card (■■■■)

Card Details [Edit](#)

Name on Card ★ Default Payment
Sam's Card

Card Number Expiration Date
xxxx xxxx xxxx ■■■■ 2/2025

Card Billing Address
1010 W Southern Pacific Way
Phoenix, AZ85001
USA

Scheduled Payments

Click on Schedule Name link below to edit an existing schedule

	Schedule Name	Next Payment	Type	Amount
Edit	Account balance	11/20/24	Account Balance	Next Assessment Amount
Edit	Test schedule 4	12/02/24	Fixed Amount	\$102.95
Edit	Test Schedule 3	12/05/24	Fixed Amount	\$102.95

[Back](#)

[Delete Payment Method](#)

Delete Payment Method

There are existing payment schedules associated with this card which will be deleted if you proceed. Are you sure you want to delete this card and all of its schedules?

Account balance

Test schedule 4

Test Schedule 3

No
Yes

Edit Payment Method Details

1. Click on **My Wallet** to access the Payment Methods details page.
2. Select a payment method to view.

Note: A user is unable to update the payment method account number or expiration date. If these changes are necessary, then a new payment method and payment schedule is created.

3. Click on **Edit**. Fields available to update include:
 - Routing Number.
 - Account Nickname.
 - Make Default toggle switch.

Note: When changing the default payment method, the application will display an option to update any existing payment schedules using the old default payment method.

Sam's Card (████████)

Card Details **Edit** ←

Name on Card ★ Default Payment
 Sam's Card

Card Number Expiration Date
 xxxx xxxx xxxx ██████████ 2/2025

Card Billing Address
 1010 W Southern Pacific Way
 Phoenix, AZ 85001
 USA

Scheduled Payments

Click on Schedule Name link below to edit an existing schedule

	Schedule Name	Next Payment	Type	Amount
Edit	Account balance	11/20/24	Account Balance	Next Assessment Amount
Edit	Test schedule 4	12/02/24	Fixed Amount	\$102.95
Edit	Test Schedule 3	12/06/24	Fixed Amount	\$102.95

Back

Delete Payment Method

4. Click on **Save** to return to the Payment Methods Details screen.

First Citizens Bank & Trust Company

Bank Account Details

Routing Number * Make Default

FIRST CITIZENS BANK & TRUST COMPANY

Account Number

Is this a savings account?

Account Nickname *

Cancel **Save**

* Indicates required field

Card Details

Card Details Clear Card

Name as it appears on your card * Make Default

Card Number * Expiration Date * Security Code * (?)
 xxxx xxxx xxxx

Card Nickname *

Card Billing Address Same as

Address Line 1 * Unit #

Address Line 2

City * State * Zip Code *

Country *

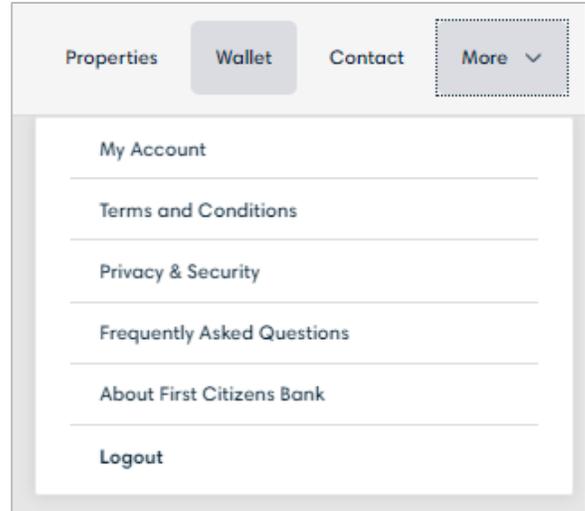
Cancel **Save**

* Indicates required field

'More' Drop Down Menu

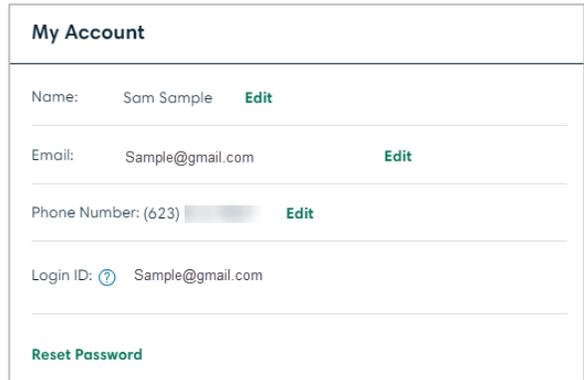
The More drop-down menu provides access to:

- Update My Account Information
- Terms & Conditions
- Privacy Policy
- FAQs
- About First Citizens Bank
- Logout



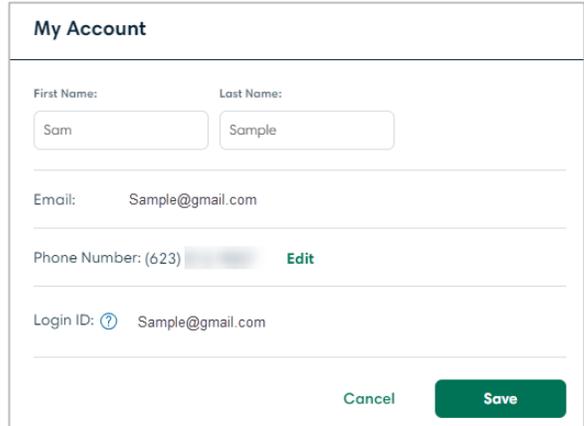
My Account

1. Select My Account to update the following:
 - First and Last name of account owner.
 - Email address.
 - Phone number.
 - Login ID.
 - Password Reset.
2. Click on the **Edit** link to update.



Edit Profile Name & Email Address

1. From the My Account page, click on **Edit** to update the following:
 - First and Last Name.
 - Phone number.
 - Email address.
2. Click on **Save**. When changing the email address, a notification message will display.
3. Click **OK** to change the email address and then click **Save**.



Notes:

- A change of email address notification is sent to both the old and the new email address.
- A registered user has the option to change to previously used guest payer email address.

Reset Password

1. From the My Account page, click on **Reset Password**.
2. Enter current password.
3. Enter new password and confirm new password.
4. Click on **Save**.

Reset Password

Current Password:

New Password:

Confirm New Password:

Password Requirements

- Must be at least 13 characters
- Does not contain your first name
- Does not contain your last name
- Does not contain part of your email
- A lowercase letter
- An uppercase letter
- A number
- A listed special character: ! @ # \$ % ^ & * _ /

Confirm Password Requirements

- Passwords must match

Show Password

[Cancel](#)
Save

Frequently Asked Questions

Select Frequently Asked Questions to view information on:

- One-Time Payments
- Managing Properties
- Managing Payments
- Managing My Wallet
- My Account
- Other

Click on the drop-down menu to view. ▼

Frequently Asked Questions

- One-Time Payments ▼
- Managing Properties ▼
- Managing Payments ▼
- Managing My Wallet ▼
- My Account ▼
- Other ▼