



C-PropertyPay Reference Guide

External
Version 1.12
09/18/2020

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Pay Now – One-time payment option

Pay Now provides the option to:

- Make a payment as a non-registered user
- Make a one-time payment without logging into C-PropertyPay

To access C-PropertyPay, go to:

- PropertyPay.cit.com
OR
- CIT.com and then select Community Association Banking. Click on Make a Payment

To make a one-timePayment,

1. Click on Pay Now.
2. Click Yes to the Terms and Conditions.
3. Enter Payee information and Property Details.
4. Select Pay by eCheck **OR** Pay by Card.

The screenshot shows the C-PropertyPay logo at the top. Below it, the text reads: "Pay your assessments, dues and other property-related fees quickly and conveniently." There are three buttons: "Sign Up" (white), "Login" (green), and "Pay Now" (white). Below the buttons, it says: "Make a one-time payment at any time by selecting Pay Now." There are two links: "Pay by Mail" and "Contact CIT". At the bottom, it says: "Fees may apply for online payments." and "Powered by CIT".

The screenshot shows the "Pay Now - Confirm Property" form. It has a "Sign Up" link in the top right corner. The form is divided into several sections:

- Personal Information:** First Name (Salley), Last Name (Homeowner), Email Address (Sallyhomeownerpp+2@mail.com), and Phone Number (USA (+1) (602) 221-1234).
- Property Details:** Management ID (146), Association ID (456), and Property / Account Number (1). Below these are the names "ABC Management Demo Account" and "Sandy Beach Test HOA".
- Address:** Address Line 1 (123 Sandy Beach Way), Address Line 2 (optional), City (Phoenix), State (AZ), and Zip Code (85001).
- Payment Method:** Two buttons at the bottom: "Pay by eCheck" (green) and "Pay by Card" (green).

5. Complete payment information and click on Next.

Pay by eCheck

Bank Account Details

Routing Number * [?](#)

PINNACLE BANK

Account Number * [?](#)

 Confirm Account Number *

Is this a savings account?

Payment Details

Payment Amount *

 .

Payment Date *

Payment Summary

Payment Amount	\$5.00
Convenience Fee	\$0.15
Total Amount	\$5.15

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

6. Review summary page and click on Submit Payment. A payment confirmation will appear.

Review and Submit Payment

You are authorizing a payment to be made on 09/18/2020 from your bank account ending in 1000 for the amount of

\$5.15

[Edit](#)

Property Address

123 Sandy Beach Way
Phoenix, AZ 85001

[Edit](#)

[Cancel](#) [Submit Payment](#)


A confirmation email will be sent to email address Sallyhomownerpp+2@mail.com.

Payment Confirmation

Thank you

Your payment for \$5.15 is scheduled to be processed on 09/18/2020.

A confirmation has been sent to Sallyhomownerpp+2@mail.com.
You may also print this confirmation for your records.



Confirmation #51863004

[Print](#) [OK](#)

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

[Cancel Payment](#)

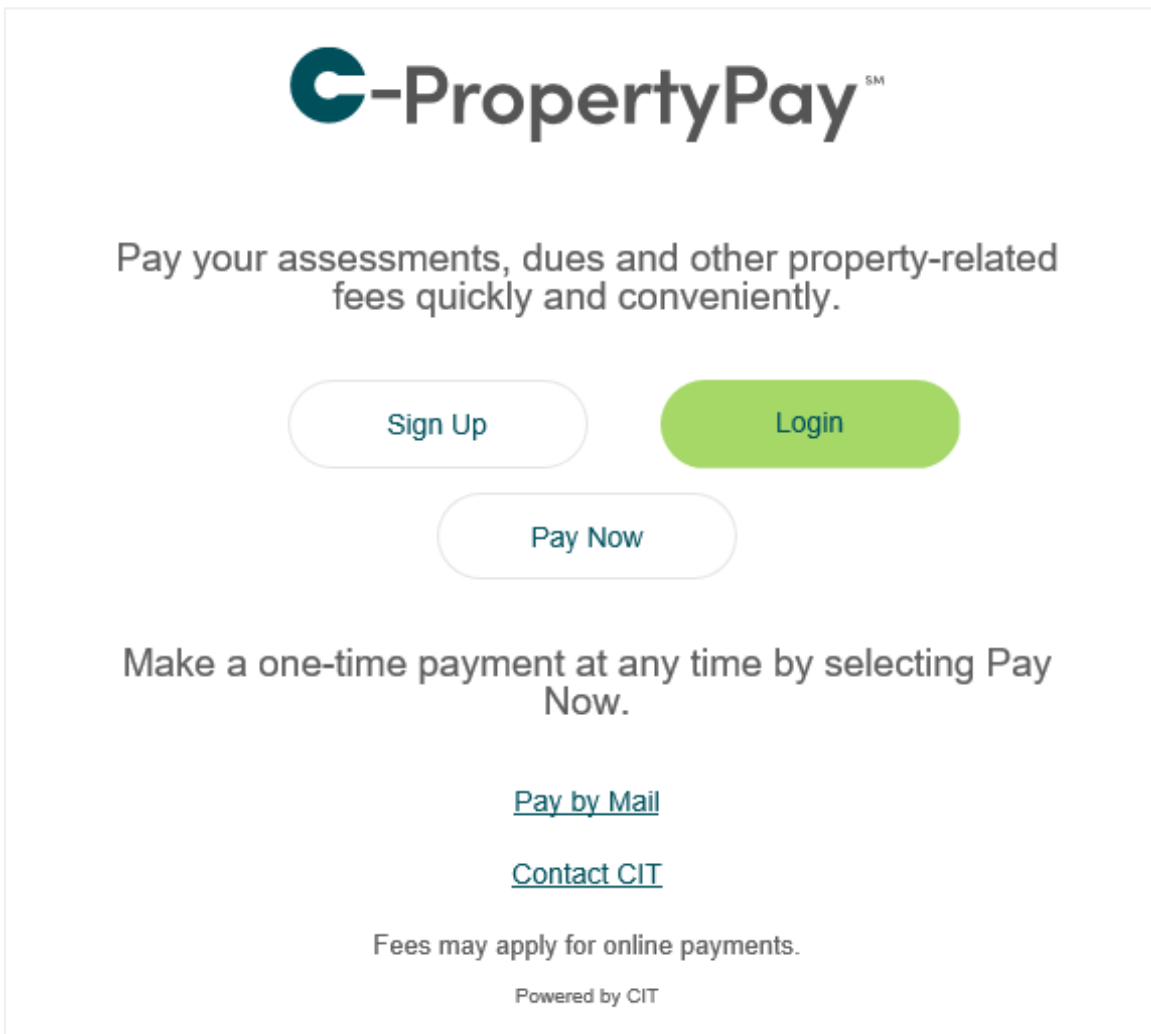
Sign Up & Login

To access C-PropertyPay, go to:

- CIT.com and then select Community Association Banking. Click on Make a Payment to access the C-PropertyPay home page
- **OR**
- PropertyPay.cit.com

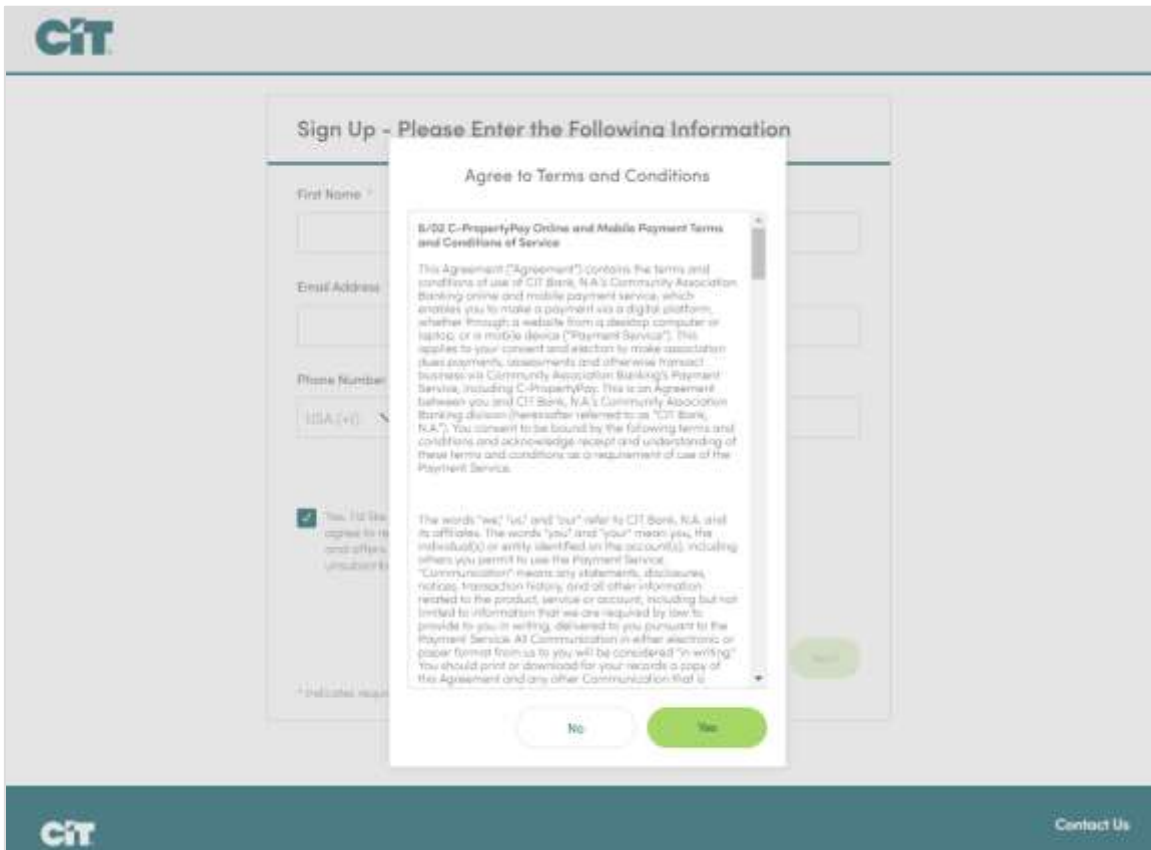
From the C-PropertyPay home page:

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



The screenshot shows the C-PropertyPay home page. At the top is the logo "C-PropertyPaySM". Below the logo is the text "Pay your assessments, dues and other property-related fees quickly and conveniently." There are three buttons: "Sign Up" (white with a grey border), "Login" (solid green), and "Pay Now" (white with a grey border). Below the buttons is the text "Make a one-time payment at any time by selecting Pay Now." There are two links: "Pay by Mail" and "Contact CIT". At the bottom, it says "Fees may apply for online payments." and "Powered by CIT".

2. A new window provides the Terms & Conditions; once reviewed, click YES to continue.



3. 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 *

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

[Cancel](#)

* Indicates required field

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.

Sign Up - Register your property

Enter Property IDs

Management ID * ?

ABC Management Demo Account

Association ID * ?

ABC Demo - Bittercreek Test

Property / Account Number * ?

Cancel Find My Property

Indicates required field

- Review the property information and click Register Property to continue; a Property Confirmation successful message will display.

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

Sign Up - Register your property

Enter Property IDs

Management ID * ?

ABC Management Demo Account

Association ID * ?

ABC, Demo - Bittercreek Test

Property / Account Number * ?

[Find My Property](#)

We were unable to find your complete Property Address, please fill in your address below.

Address Line 1 * Unit #

Address Line 2

City * State * Zip Code *


Property Nickname *

[Cancel](#) [Register Property](#)

* Indicates required field

Property Confirmation Successful

Select continue to complete your registration.



[Continue](#)

7. Personalize your new account with the following information:
 - a. Name
 - b. Email Address
 - c. Password
8. Click on Continue. A Registration complete message will display and the user is routed back to the C-PropertyPay home page to log in.

Note: Properties will automatically display when logged in.

Sign Up - Create My Account

First Name * Last Name *

Email Address * Confirm Email Address *

Password * Confirm Password *

Password Requirements

- Must be at least 8 characters
- 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

* Indicates required field

Registration Complete

Thank you for registering with C-PropertyPay.

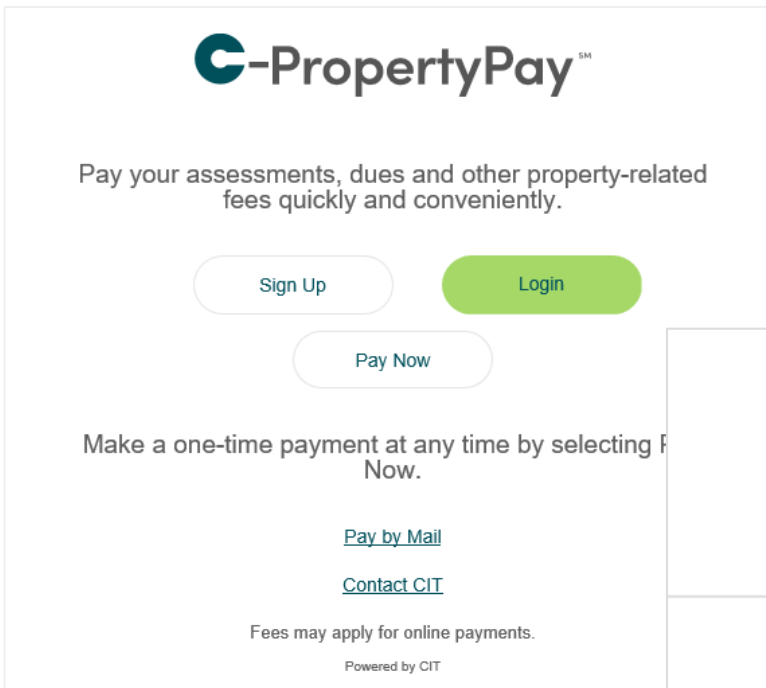
For your security, please log in to make a payment.

Login to C-PropertyPay

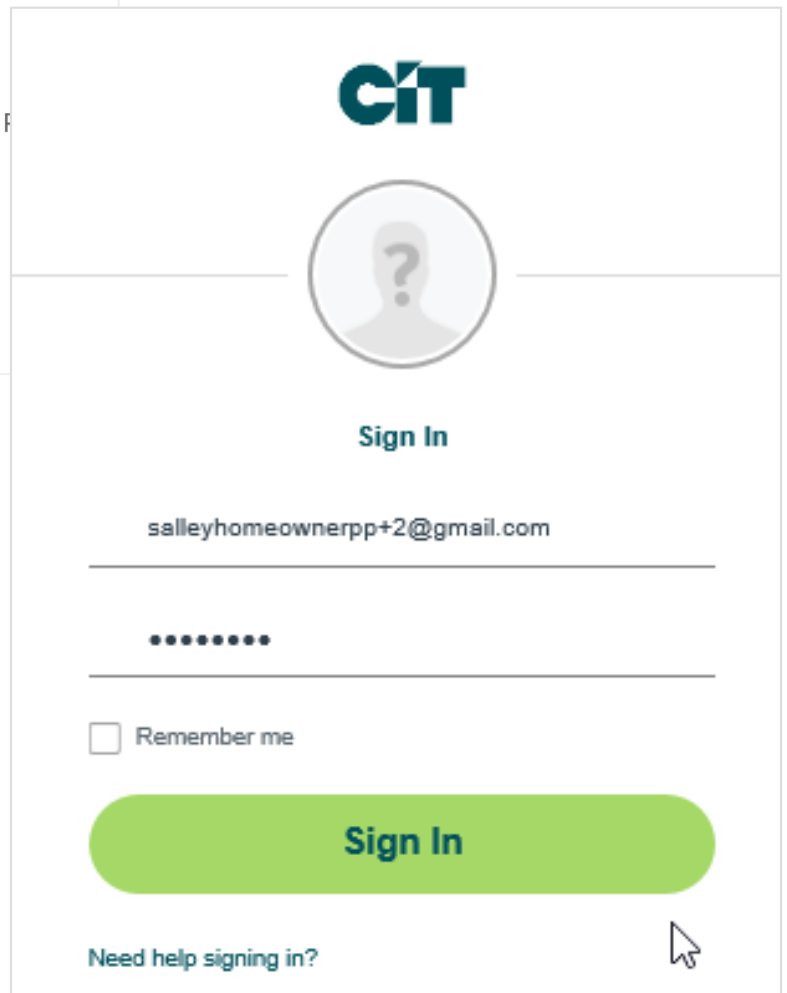
To access C-PropertyPay, go to:

- CIT.com and then select Community Association Banking. Click on Make a Payment to access the C-PropertyPay home page
OR
- PropertyPay.cit.com

Enter your email address and password



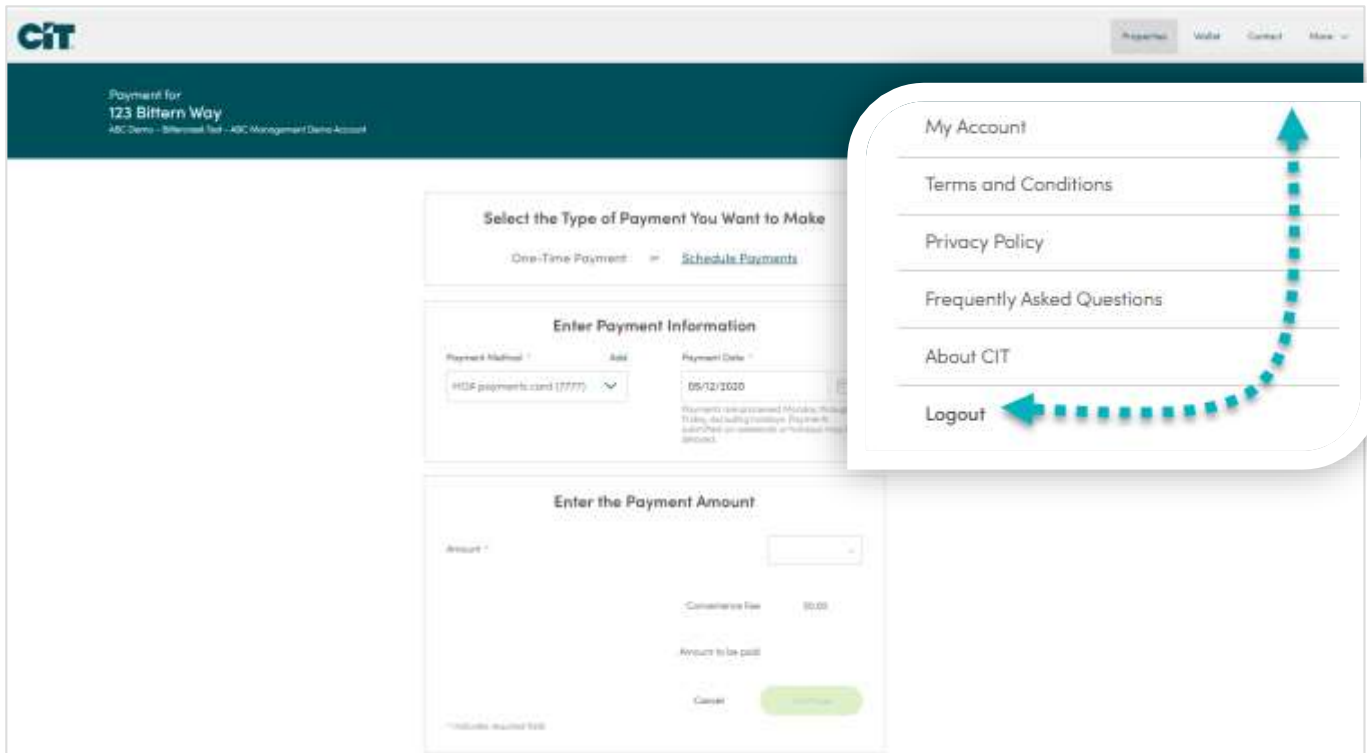
The screenshot shows the C-PropertyPay home page. At the top is the logo "C-PropertyPay™". Below it is the text "Pay your assessments, dues and other property-related fees quickly and conveniently." There are three buttons: "Sign Up" (white with green border), "Login" (solid green), and "Pay Now" (white with green border). Below these buttons is the text "Make a one-time payment at any time by selecting Pay Now." There are two links: "Pay by Mail" and "Contact CIT". At the bottom, it says "Fees may apply for online payments." and "Powered by CIT".



The screenshot shows the login page. At the top is the CIT logo. Below it is a circular icon with a question mark. The text "Sign In" is centered. There are two input fields: the first contains the email address "sallehomeownerpp+2@gmail.com" and the second contains a masked password ".....". Below the password field is a checkbox labeled "Remember me". A large green "Sign In" button is at the bottom. At the very bottom, there is a link "Need help signing in?" and a mouse cursor icon.

Log Out

To Log out – click on the drop-down arrow for more and select Logout.

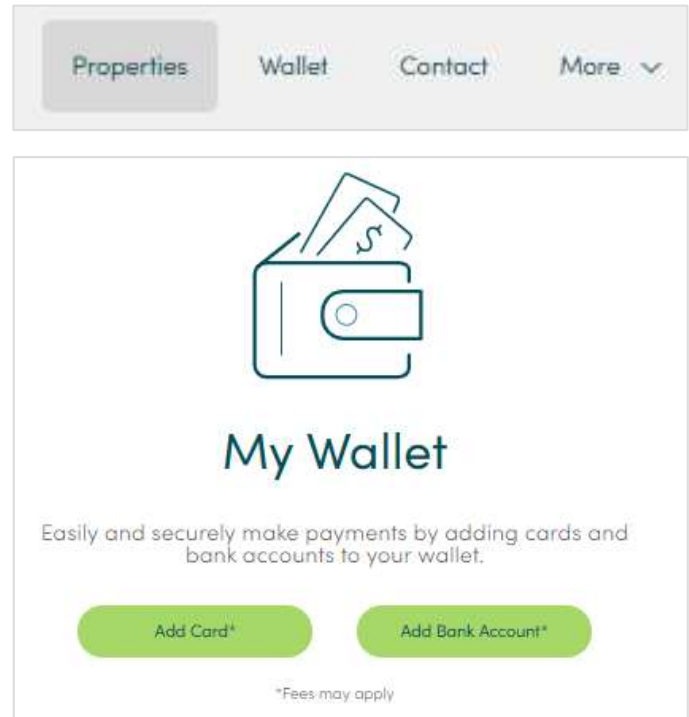


My Wallet

The Wallet is used to manage payment methods.

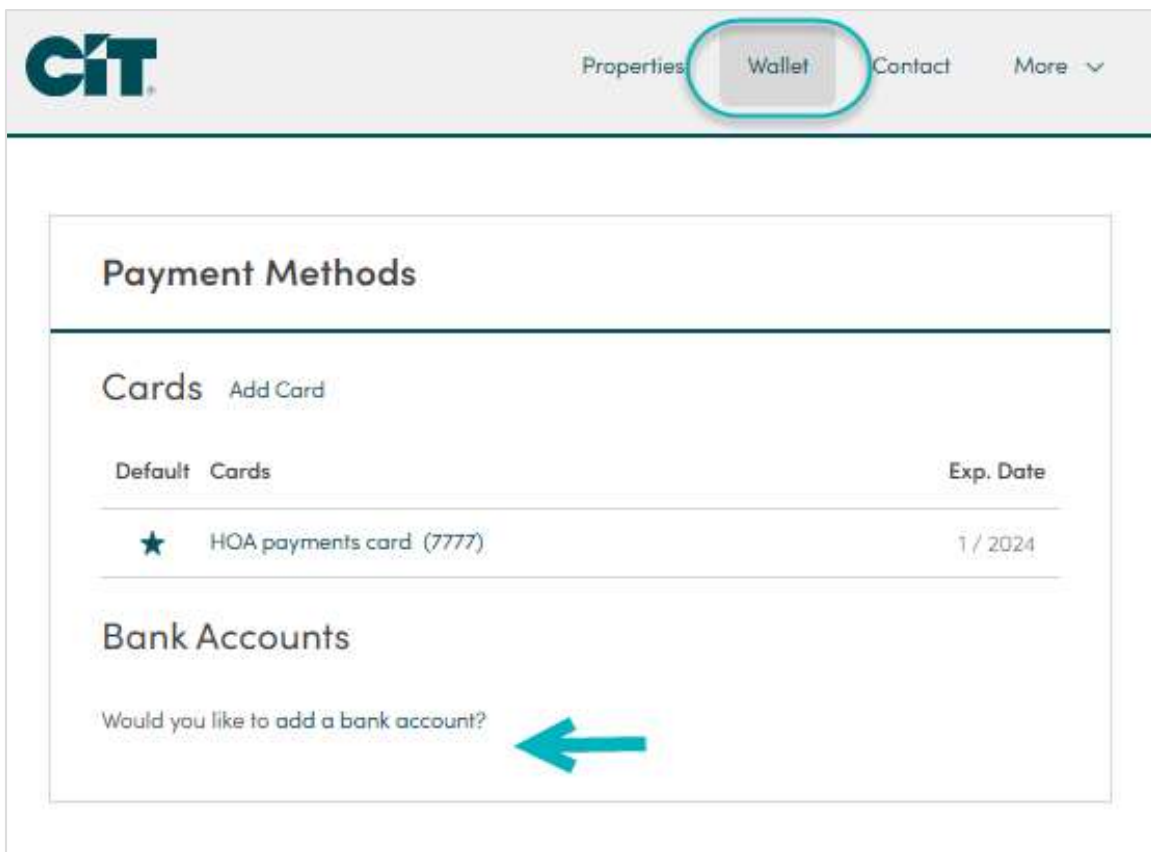
The first time the Wallet is opened, a menu option is provided to add a payment method.

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



Add a Checking Account

1. Select Wallet from the Menu bar.
2. Click on Add Checking 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.

My Account - Add Bank Account

Bank Account Details

Routing Number * ? Make Default

124084834

CIT BANK NA

Account Number * ? Confirm Account Number *

0000100001 0000100001

Is this a savings account?

No ▼

Account Nickname *

CITBank general account

Cancel Add Bank Account

* Indicates required field

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

Payment Methods

Cards Add Card

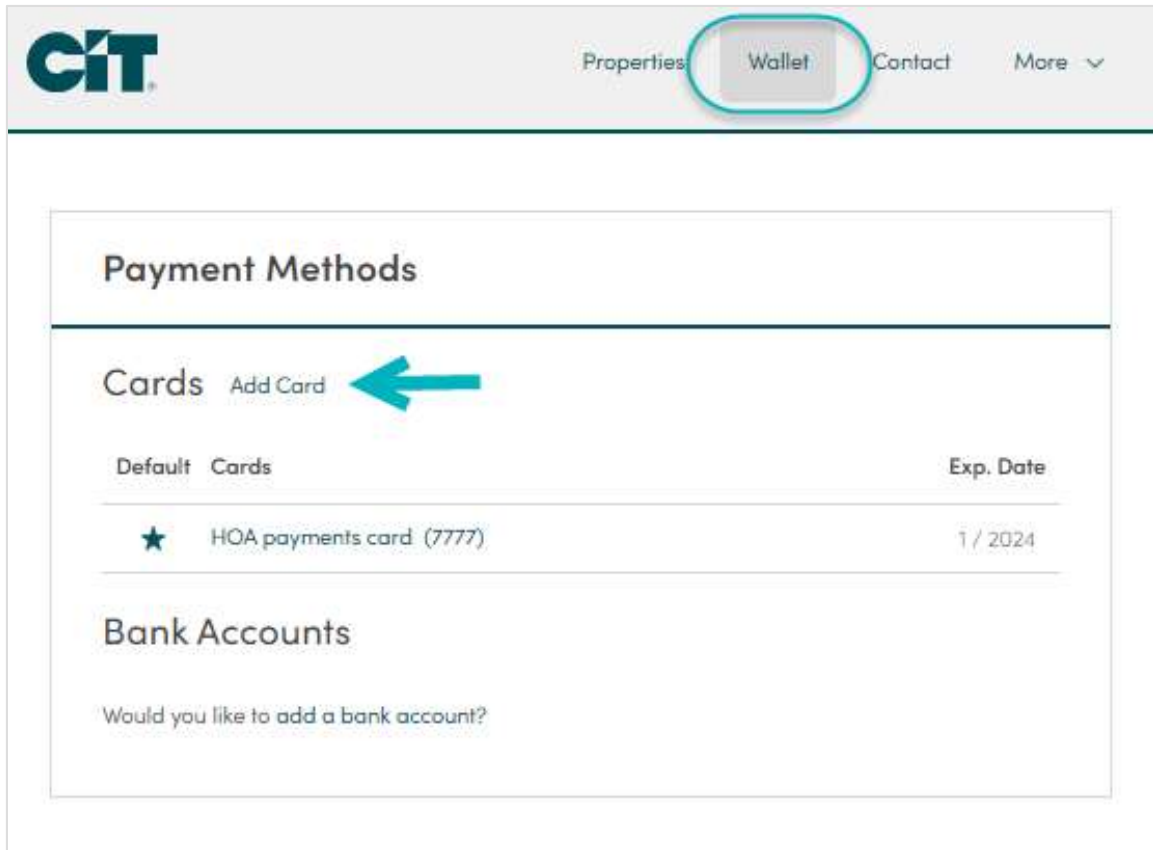
Default	Cards	Exp. Date
	HOA payments card (7777)	1 / 2024

Bank Accounts Add Bank Account

Default	Account
★	CIT Bank general account (0001)

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 #
 - 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 Wallet - Payment Methods screen and the new account is listed.

My Account - Add Card

Card Details

Name as it appears on your card * Make Default

Salley Homewoner

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

'7777 01 2024 123

Card Nickname *

HOA payments card

Card Billing Address

Same as 123 Bittern Way Choose Property 123 Bittern Way

Address Line 1 * Unit #

123 Bittern Way (optional)

Address Line 2

(optional)

City * State * Zip Code *

Phoenix AZ 85001

Country *

USA - United States

Cancel **Add Card**

* Indicates required field

Option to designate as default payment method.

Select billing address from drop-down list.

Delete a Payment Method

From the payment method details page:

- Edit - update and save changes
- Delete Payment Method – remove payment method and confirm
- Back – takes you back to the Wallet Summary page

HOA payments card (7777)

Card Details [Edit](#)

Name on Card
Salley Homewoner

Card Number: xxxx xxxx xxxx 7777 Expiration Date: 1/2024

Card Billing Address
123 Bittern Way
Phoenix, AZ 85001
USA

Scheduled Payments
There is not a scheduled payment set up for this payment method.

[Back](#)

[Delete Payment Method](#)

CIT Bank General Account (0001)

Bank Account Details [Edit](#)

Routing Number: 124084834 - CIT BANK NA ★ Default Payment

Account Number: xxxx0001

Scheduled Payments
There is not a scheduled payment set up for this payment method.

[Back](#)

[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

Delete Payment Method

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

Bittern Schedule

[No](#)
[Yes](#)

Edit Payment Method Details

Click on My Wallet to access the Payment Methods details page:

1. Click and select a payment method to view.

- A user is unable to update the payment method account number or expiration date
- If a card has expired or the account number needs to be changed, the user will need to create a new payment method and new payment schedule, if necessary

Payment Methods

Cards [Add Card](#)

Default	Cards	Exp. Date
	HOA payments card (7777)	1 / 2025

Bank Accounts [Add Bank Account](#)

Default	Account
★	CIT Bank checking Account (0001)

2. Click on Edit.

3. Fields available to update include:


- Routing Number
- Account Nickname
- Make Default toggle switch

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

Sample:

CIT Bank general account (0001)

Bank Account Details

Edit 

Routing Number ★ Default Payment
124084834 - CIT BANK NA

Account Number
xxxx0001

CIT Bank General Account (0001)

Bank Account Details

Routing Number * ? Make Default

124084834

CIT BANK NA

Account Number xxxx0001

Is this a savings account?
No ▼

Account Nickname *
CIT Bank checking|Account

[Cancel](#) [Save](#)

* Indicates required field

Scheduled

There is not a sche

Card details sample:

Card Details [Clear Card](#)

Name as it appears on your card * Make Default

Card Number * Expiration Date * Security Code * [?](#)

xxxx xxxx

Card Nickname *

Card Billing Address Same as:

Address Line 1 * Unit #

Address Line 2

City * State * Zip Code *

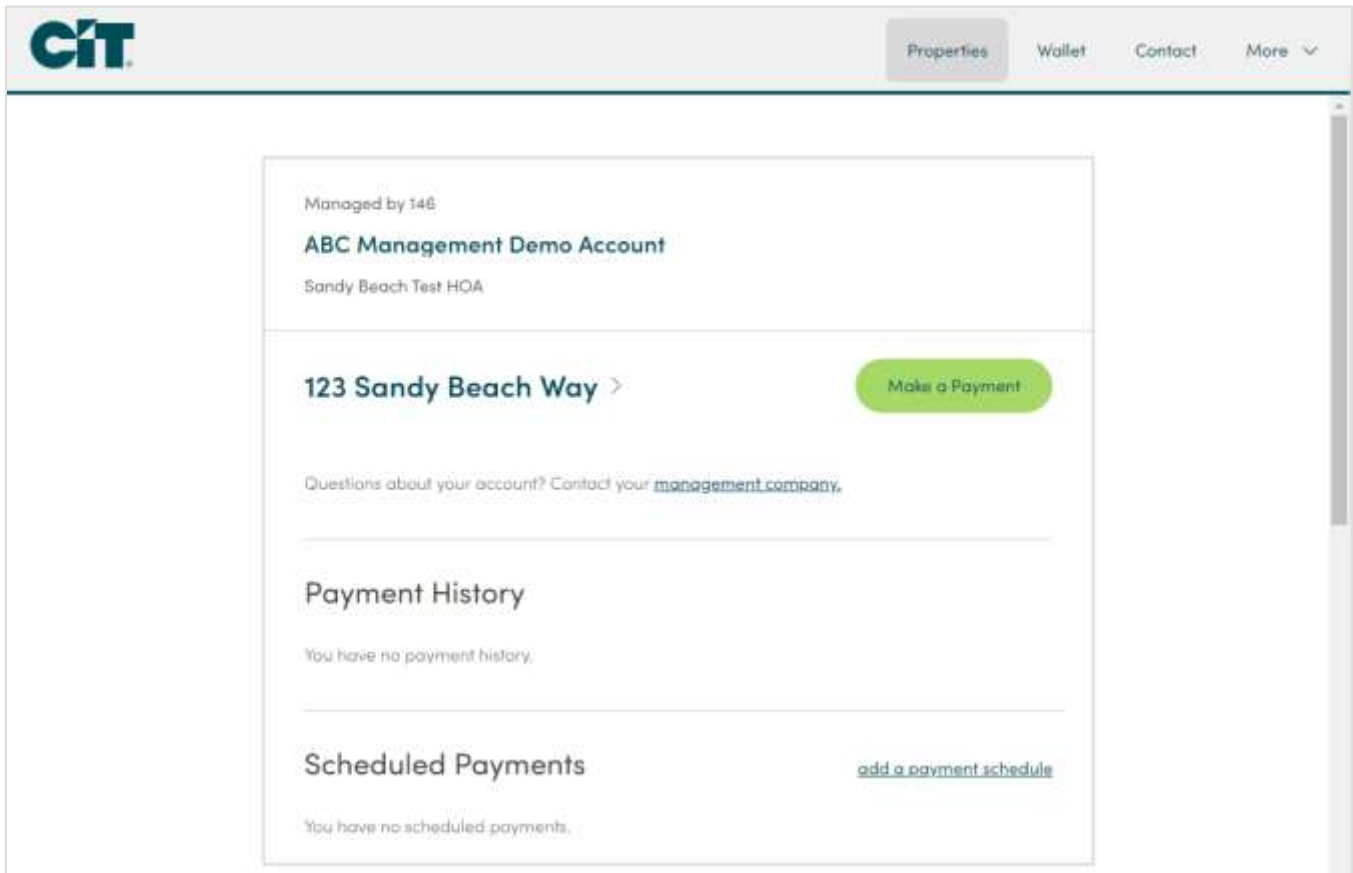
Country *

* Indicates required field

Properties

The Properties homepage provides access to:

- Management Company name, PMC ID and HOA name is listed for each property
- Property Details – the property nickname is a hyperlink to property details and options to:
 - Edit property details
 - Delete Property
 - Have you Moved? instructions
- Make a Payment – click to:
 - Make a single payment
 - Create a payment schedule
- Payment History – up to 5 payments will be listed
 - View All provides access to additional history
 - Click on the payment date hyperlink to view payment details
- Schedule Payments – will list any payment schedules attached to the property
 - Click on the Schedule Name hyperlink to view schedule details
- Add Property – Click to add a new property address and property IDs



Add Property – Property Address

From the Properties home page:

1. Scroll down and click on Add Property.
2. Enter property information provided on statement or coupon:
 - Management ID
 - Association ID
 - Property/Account #
3. Click on Find My Property.
4. Enter or verify, if prefilled, the property address:
 - Address line 1
 - Unit #, if applicable
 - Address line 2, if applicable
 - City, State, Zip Code
5. Property Nickname will prefill.
6. Click on Register Property.

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

Add a Property

Enter Property IDs

Management ID * ?

ABC Management Demo Account

Association ID * ?

ABC Demo – Bittercreek Test

Property / Account Number * ?

Find My Property

Please fill in your address below.

Address Line 1 *	Unit #	
234 Bittern Way	(optional)	
Address Line 2		
(optional)		
City *	State *	Zip Code *
Phoenix	AZ ▼	85001
Property Nickname *		
234 Bittern Way		


Cancel
Register Property

Property Details - Edit Property

From the Properties home page:

1. Click on the Property Nickname hyperlink to access Property Details.

Managed by 146
ABC Management Demo Account
ABC Demo - Bittercreek Test

123 Bittern Way  [Make a Payment](#)

Thank you for your business. For more information about your bill, please visit our website at <https://www.ABCManagement.com/Services> or email your questions to Mailto:CustomerServices@ABCManagement.com

Payment History

You have no payment history.

Scheduled Payments

	Schedule Name	Next Payment	Amount
Edit	Bittern Schedule	05/12/20	\$103.50

[Add Property](#)

2. Adjust details as needed:

- Property Nickname 4
- Management ID
- HOA ID
- Property Account #

3. Click on Save.

Cancel will take you back to the Properties Home Page.

Property Details

Have you moved?

Property Nickname *

Property Details

Address Line 1 * Unit #

Address Line 2

City * State * Zip Code *

Management ID * ?

ABC Management Demo Account

Association ID * ?

ABC Demo - Bittercreek Test

Property / Account Number * ?

Cancel

* Indicates required field

Property Details - Remove Property

From the Properties home page:

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

Property Details

Have you moved?

Property Nickname *
123 Bittern Way

Property Details

Address Line 1 *
123 Bittern Way

Unit #
(optional)

Address Line 2
(optional)

City *
Phoenix

Management
146
ABC Management

Association ID
123
ABC Demo - Bittercreek, Test

Property / Account Number * ?
10

* 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.

Bittern Schedule

No Yes

Select to remove a property from the list.

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
 - Delete the old property

The screenshot shows the 'Property Details' page in C-PropertyPay. At the top right, there is a link 'Have you moved?' with a blue arrow pointing to it. The page contains several input fields for property information:

- Property Nickname ***: 123 Bittern Way
- Address Line 1 ***: 123 Bittern Way
- Address Line 2**: (optional)
- City ***: Phoenix
- Management ID**: 146 (ABC Management Demo Account)
- Association ID ***: 123 (ABC Demo - Bittercreek Test)
- Property / Account Number ***: 10

A modal window titled 'Have you moved?' is overlaid on the page. It contains the following text:

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.

At the bottom of the modal, there are two buttons: 'No' and 'Add Property' (highlighted with a red dashed border).

At the bottom of the main page, there are 'Cancel' and 'Save' buttons, and a 'Delete Property' button at the very bottom.

* Indicates required field

Make a Payment



Users have multiple options within C-PropertyPay for making a payment, including:

- One-time payment
- Payment Schedules
- Pay Now
 - Used by non-registered users to make a payment
 - Registered users can make a payment without signing into C-PropertyPay



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 end date is required when creating a payment schedule
- When no end date is selected, up to 18 future payment dates will list on the payment schedule

Managed by 146

ABC Management Demo Account

ABC Demo - Bittercreek Test

123 Bittern Way  

Thank you for your business. For more information about your bill, please visit our website at <https://www.ABCManagement.com/Services> or email your questions to [Mailto:CustomerServices@ABCManagement.com](mailto:CustomerServices@ABCManagement.com)

Payment History

You have no payment history.

Scheduled Payments

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. Payment Method.

- Click the drop-down arrow to select.

OR

- Click on Add to create a new payment method

3. Payment Date. 

- Click the calendar to select a date
- Only available payment dates are selectable

4. Payment Amount -

- Payment amount may default
- User has option to change or enter a new amount
- If no amount is listed, user will enter the amount

5. Convenience Fee - Fees will default as a fixed amount or % of the payment.

6. Amount to be paid will automatically update.

7. Click on Continue.

Note: Cancel will take you back to the Properties Page.

Payment for
1234 Christiansen Trail
River Run Units - Tideland Property Management

Select the Type of Payment You Want to Make

One-Time Payment Schedule Payments

Enter Payment Information

Payment Method * Add
CIT Bank checking Account (C)

Payment Date * 05/12/2020

Please note: you are making a payment through CIT's proprietary ACH payment system.

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

Enter the Payment Amount

Amount * 100.00

Convenience Fee \$3.50

Amount to be paid \$103.50

Cancel

* Indicates required field

The Payment Summary screen will appear.

8. Review for accuracy.
9. Check the Terms and Conditions box.
10. Click on Submit Payment.

Payment Summary

Property Address	123 Bittern Way Phoenix, AZ 85001
Payment Method	CIT Bank checking Account (0001)
Payment Date	05/12/2020
Convenience Fee	\$3.50
Total Amount	\$103.50

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.

11. A confirmation screen will appear indicating the payment has been submitted along with a confirmation # and an email is sent.
12. Click OK to return to the Properties Page.

Payment Confirmation

Thank you

Your payment for \$103.50 is scheduled to be processed on 05/12/2020.
You may print this confirmation for your records.



Confirmation #49915981

[Print](#) [OK](#)

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

[Cancel Payment](#)

Notes:

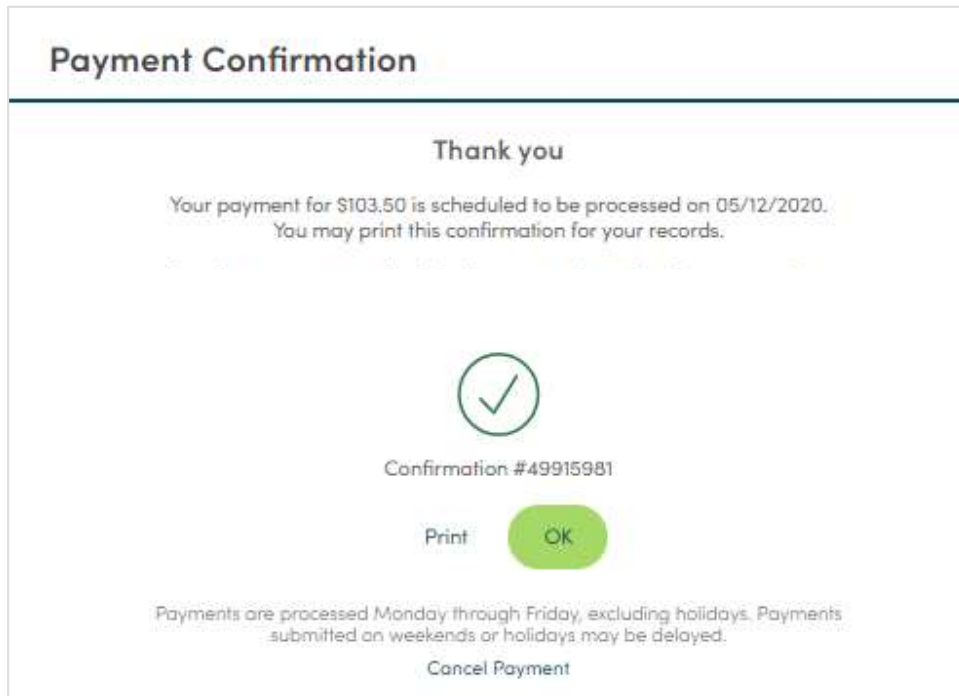
- Back – takes you back one page
- Print – print the payment confirmation
- Cancel Payment – use to cancel the payment just made

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.

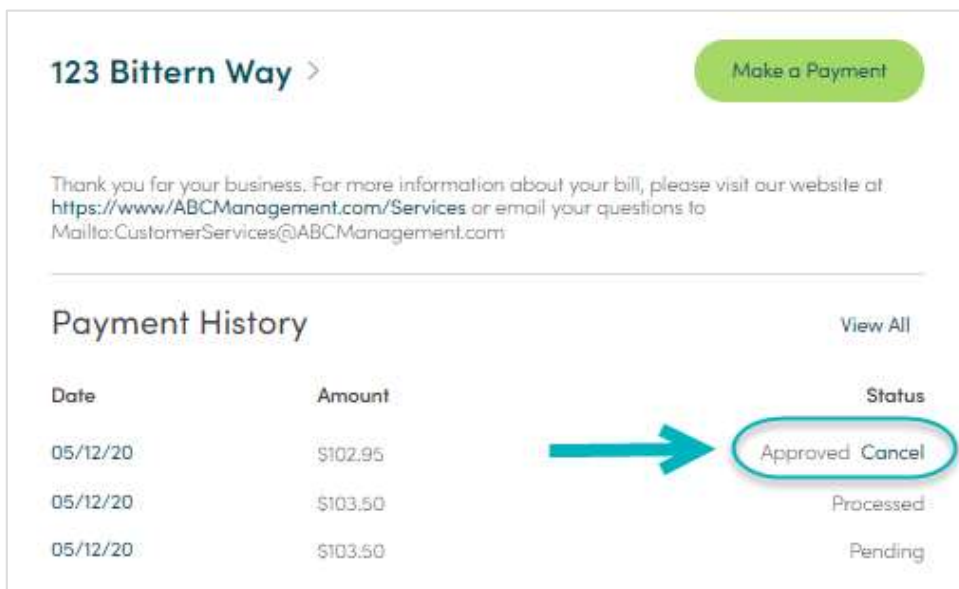
Note: Once the payment status has changed to Processed, cancel is no longer an option.

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



OR

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



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

Cancel Payment

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

No

Payment for
123 Bittern Way
ABC Demo - Bittercreek Test - ABC Management Demo Account

Payment Cancelled

Your payment for \$102.95 was successfully cancelled.
A confirmation email has been sent to email address
Sallyhomeownerpp+1@gmail.com.

Confirmation #49919425

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

Managed by 146

ABC Management Demo Account

ABC Demo - Bittercreek Test

123 Bittern Way > Make a Payment

Payment History View All

Date	Amount	Status
05/12/20	\$102.95	Reversed
05/12/20	\$103.50	Processed
05/12/20	\$103.50	Pending

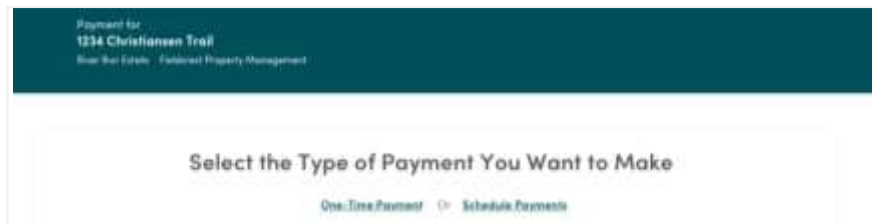
Schedule Payments - Create a Scheduled Payment



From the Properties menu, locate the property and Click on Make a Payment or click on the [Add a scheduled payment](#) hyperlink.

Select Schedule Payments and enter payment information:

1. Select a payment method.
2. Enter a schedule name.
3. Select a frequency from the drop-down menu.
4. Enter a start date.
5. Select No End Date.



OR

Specify End Date – if selected, enter number of payments (maximum is 18).

Enter Payment Information

<p>Payment Method * Add</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">CIT Bank checking Account (C v)</div> <p style="font-size: 0.8em; color: #666;">Please note: you are making a payment through CIT's proprietary ACH payment system.</p> <p>Schedule Type * ?</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Fixed Amount v</div> <p>Schedule Name *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">234 Bittern HOA Pymt</div> <p>Number of Payments *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">12</div>	<p>Schedule Frequency *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">Monthly v</div> <p>Start Date * ?</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">05/28/2020 📅</div> <p>Select End Date *</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;"> v <ul style="list-style-type: none"> Enter Number of Payments No End Date <li style="background-color: #007bff; color: white;">Enter Number of Payments </div> <p>End Date</p> <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 5px;">04/28/2021 📅</div>
--	--

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

6. Select a schedule type.
7. Enter the payment amount; the total amount paid will automatically adjust.
8. Click on Continue.

Note: Cancel will take you back to the Summary page.

Enter the Payment Amount

Enter Payment Amount *

100.00

Convenience Fee

\$3.50

Amount to be paid

\$103.50

Cancel
Continue

* Indicates required field

9. A Payment Schedule Summary will display for review; check the Agreement box.
10. Click on Create Schedule to continue.

Payment Schedule Summary

Property Address	234 Bittern Way Phoenix, AZ 85001
Schedule Name	234 Bittern HOA Pymt
Schedule Start Date	05/28/2020
End Date	04/28/2021
Frequency	Monthly
Number of Payments	12
Payment Method	CIT Bank checking Account (0001)
Convenience Fee (per transaction)	\$3.50
Schedule Payment Amount	\$103.50

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


Back
Create Schedule

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

11. A confirmation window will appear; select OK to return to the Properties page.

Payment Schedule Confirmation

Your schedule for the property at 234 Bittern Way was created.
You may print this confirmation for your records.



Your monthly payments are scheduled to end on April 28, 2021.
To edit your schedule click [here](#).

[Print](#) [OK](#)

The new schedule is now listed under Properties.

Managed by 146

ABC Management Demo Account

ABC Demo - Bittercreek Test

234 Bittern Way > [Make a Payment](#)

Thank you for your business. For more information about your bill, please visit our website at <https://www.ABCManagement.com/Services> or email your questions to [Mailto:CustomerServices@ABCManagement.com](mailto:CustomerServices@ABCManagement.com)

Payment History

You have no payment history.

Scheduled Payments

	Schedule Name	Next Payment	Amount
Edit	234 Bittern HOA Pymt	05/28/20	\$103.50

View Edit or Delete a Scheduled Payment



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

- Edit or Edit Schedule Details – change nickname, payment method, and payment amount
- Delete Schedule - click to delete the entire payment schedule
- View Schedule Details – click to view future payments and to adjust a future payment amount or cancel a future payment

Note: Currently unable to change a scheduled payment date. To change a schedule payment date - delete the old scheduled payment and create a new scheduled payment with the new payment date.

Edit Schedule

1. Locate the property and Schedule Payments, click on Edit.

Managed by 146

ABC Management Demo Account

ABC Demo - Bittercreek Test

234 Bittern Way > Make a Payment

Payment History View All

Date	Amount	Status
05/12/20	\$103.50	Processed

Scheduled Payments

Schedule Name	Next Payment	Amount
Edit 234 Bittern HOA Pymt	05/28/20	\$103.50

Add Property

- From Edit Payment Schedule, options are available to:
 - Change the Schedule Nickname
 - Adjust the payment amount
 - Select a new payment method from the drop-down menu
 - Delete Schedule
 - View Schedule Details – view/edit future dated payments

Adjusted as needed, then click on Save.

Note: When changing the Payment Method, a notification message is provided indicating any convenience fee changes.

Edit Payment Schedule Delete Schedule

Schedule Nickname *
234 Bittern HOA Pymt Updated

Payment Method *
HOA payments card (7777) ✓

Enter Payment Amount

Amount *
(Enter amount to be paid in box) 105.0 x

Convenience fee \$3.10

Amount to be paid **\$108.10**

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

[Back](#) [Save](#)

* Indicates required field

[View Schedule Details](#)

Payment Method Changed

You changed your payment method from CIT Bank checking Account (0001) to HOA payments card (7777). The convenience fee changed from \$3.50 to \$2.95. Please click 'OK' to accept new convenience fee.

[Cancel](#) [OK](#)

View / Edit Future dated Payment Amount



1. Locate the property and payment schedule, click on Edit.
2. Click on view Schedule Details.
3. Locate the future dated payment and select to view.

Note: Up to 18 future payments will display at one time.

234 Bittern HOA Pymt Updated (monthly)
[Back](#)

Scheduled Payments

Payment Date ?	Amount	Status
05/28/20	\$113.25	Scheduled
06/26/20	\$113.25	Scheduled
07/28/20	\$113.25	Scheduled
08/28/20	\$113.25	Scheduled
09/28/20	\$113.25	Scheduled
10/28/20	\$113.25	Scheduled
11/27/20	\$113.25	Scheduled
12/28/20	\$113.25	Scheduled
01/28/21	\$113.25	Scheduled
02/26/21	\$113.25	Scheduled
03/26/21	\$113.25	Scheduled
04/28/21	\$113.25	Scheduled

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

[Back](#)

Delete Schedule

- Adjust the payment amount for the future dated payments
- Check boxes –
 - Check this box to change the payment amount for all future payments in this schedule, beginning with this payment
 - Leave this box Un-checked to change the payment amount for this one payment only
 - Check box indicating I agree to pay the total amount including any fees shown above

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.

- Click on Continue.

Edit Payment - 06/26/2020


Enter Payment Amount

Amount * x

Convenience 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

User is returned to the Schedule payments details screen.

The selected payment(s) is updated with the new payment amount.

234 Bittern HOA Pymt Updated (monthly) Back

Scheduled Payments

Payment Date ?	Amount	Status
05/28/20	\$113.25	Scheduled
06/26/20	\$128.69	Scheduled
07/28/20	\$113.25	Scheduled
08/28/20	\$113.25	Scheduled
09/28/20	\$113.25	Scheduled
10/28/20	\$113.25	Scheduled
11/27/20	\$113.25	Scheduled
12/28/20	\$113.25	Scheduled
01/28/21	\$113.25	Scheduled
02/26/21	\$113.25	Scheduled
03/26/21	\$113.25	Scheduled
04/28/21	\$113.25	Scheduled

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

Back

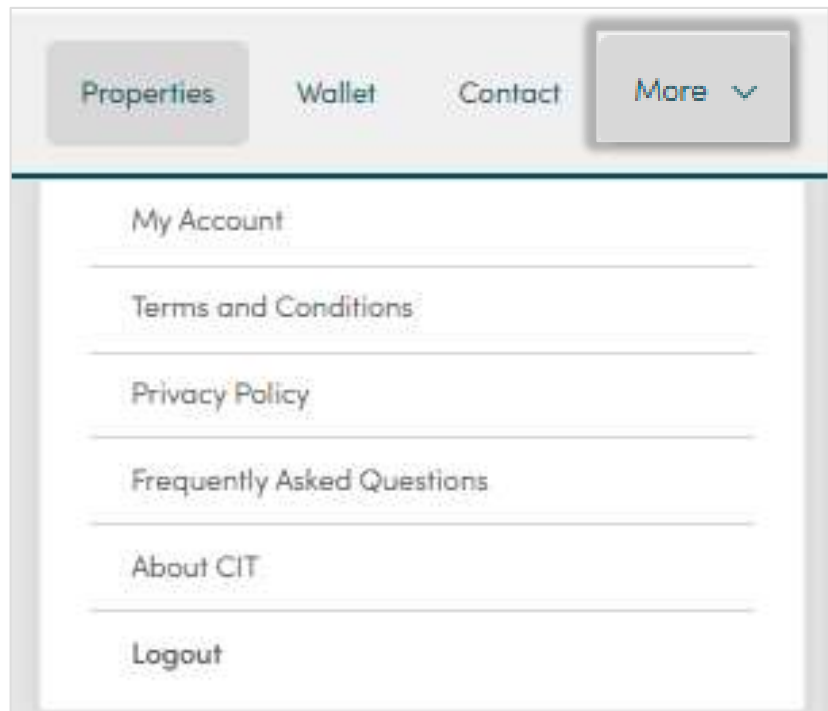
Delete Schedule

'More' Drop Down Menu

Update Account Information

The More drop-down menu provides access to:

- Update My Account information
- Terms & Conditions
- Privacy Policy
- FAQs
- About CIT
- Log out

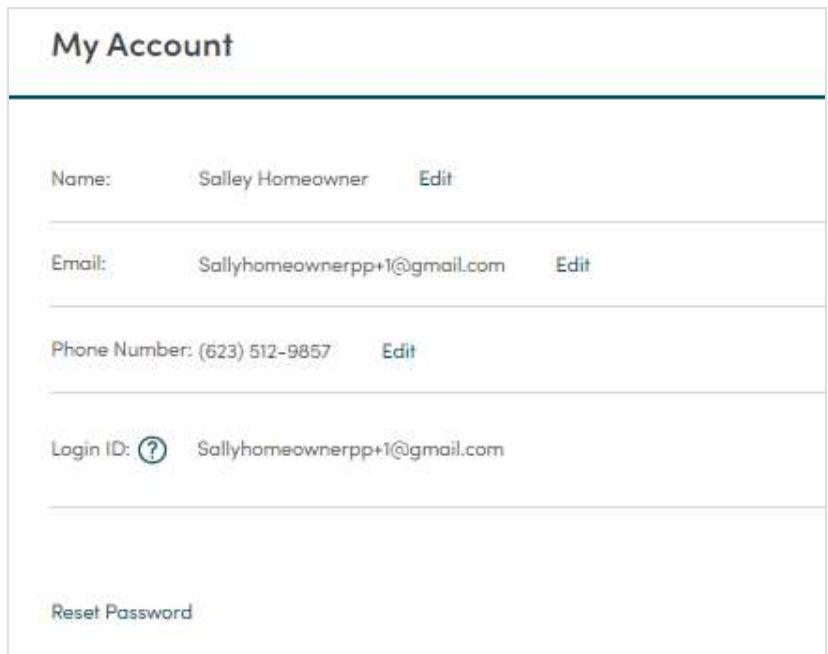


My Account

Select My Account to update the following:

- First and Last name of account owner
- Email address
- Phone number
- Login ID
- Password Reset

Click on the Edit link to update.



Edit Profile Name & Email Address

From the **My Account** page, click on **Edit** to update the following:

- First Name
- Last Name
- Phone number
- Email address

Click on **Save** to save changes.

My Account

First Name: Last Name:

Email:

Country Code: Phone Number:

Login ID: [?](#)

When changing the email address, the following notification message will display.

Click OK to change the email address and then click Save.

Change Email Notification

Changing your email will also change the username you use to login.

Upon successful completion of the email change, this application will attempt to refresh your credentials to your new username.


Please verify your new username in the Login ID field on this page. You may click Cancel to stop this process.

My Account

Name: Salley Homeowner

Email Address

Phone Number: (623) 512-9857

Login ID:  Sallyhomeownerpp+1@gmail.com

Change Password

From the My Account page, click on Reset Password.

- Enter current password
- Enter new password
- Confirm new password


Click on Save to save changes.

My Account

Name: Sally Homeowner

Email: Sallyhomeownerpp+1@gmail.com

Phone Number: (623) 512-9857

Login ID:  Sallyhomeownerpp+1@gmail.com

Reset Password

Current Password:

New Password:

Confirm New Password:

Password Requirements

- Must be at least 8 characters
- 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

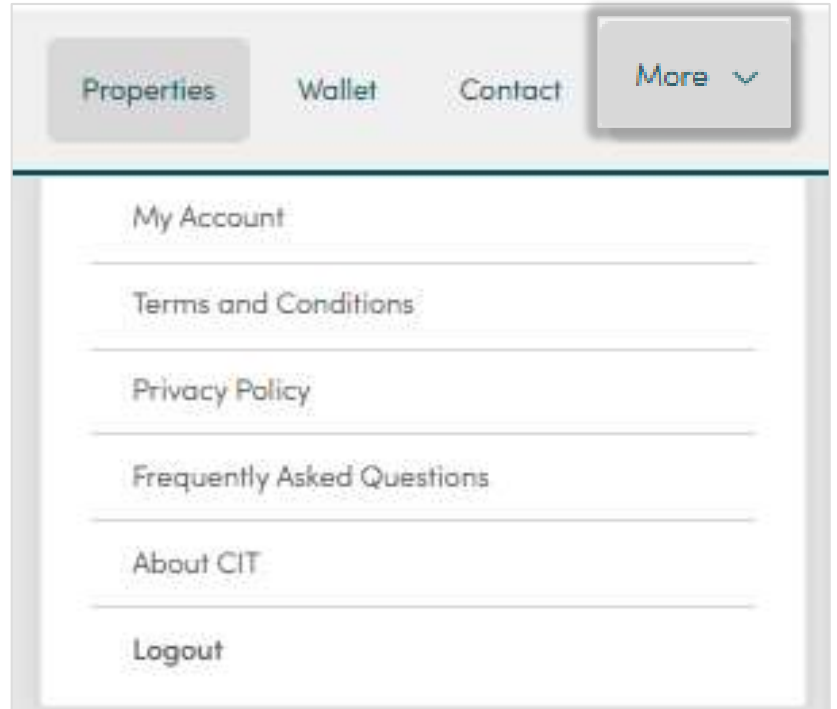
Show Password

Cancel

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.

