

# ORSID

NEW YORK

## Important Billing Changes

### INTRODUCING AN IMPROVED SERVICE TO PAY BILLS ONLINE

Orsid Realty Corp. is pleased to introduce its new service provider for accepting maintenance and common charge payments online. As the new online payment service provider, we invite you to create your account with **ClickPay** below.

With this new service you can set up auto payments or make one-time payments from your smart phone, tablet or other media device. Pay for free by e-Check (ACH) from your bank. In addition, you may now also pay with a credit card, subject to applicable transaction fees<sup>1</sup>.

**Important Note:** Payments scheduled on or after 10/22/15 through our existing online provider will not be accepted and all online accounts will be deactivated. To continue making payments online, please follow the instructions listed below.

## Getting Started

If you received an email regarding this new payment option, your account already exists and can be accessed by following the link provided to you in the email. You may also create your account by visiting the web address below and following the instructions listed:

**[www.orsidny.com](http://www.orsidny.com)**

- ① Click **Online Payments** and then **Register** to create your online profile
- ② **Add Your Unit** using the account number listed on your monthly statement
- ③ Add your preferred **Payment Option** (e-Check for free or Credit Card for a fee)
- ④ Set up **Automatic Payments** or click **Pay Now** to make one-time payments



For online payment support, please contact **ClickPay** online at [www.clickpay.com/help](http://www.clickpay.com/help), by email at [support@clickpay.com](mailto:support@clickpay.com) or by phone at **1.800.533.7901 (opt. 1)**.

### **\*\*\*IMPORTANT NOTE FOR CLIENTS ENROLLED IN ACH WITHDRAWAL\*\*\***

If you are already enrolled in ACH withdrawal, your payments will continue to be debited *automatically* and will now be listed on your bank statement as “**NovelPay PropertyPay**”.

**Clients enrolled in auto ACH should NOT sign up for ClickPay, as your account may be double charged.** In order to update your banking information or view payment history, please email your request for account access to [support@clickpay.com](mailto:support@clickpay.com) along with your name and account number.

<sup>1</sup> All applicable fees are disclosed as part of the enrollment process. Orsid Realty Corp. is not responsible for the collection of any fees associated with credit card transactions.