

Is being *Connected* important to you? Of course, it is! That is why FirstService Residential provides the **Connect Resident Portal** (community website) to meet your unique needs. The portal is available in both web-based and mobile applications. To download the app, search "Connect Resident" in your app store.

▶ Use the portal to:

- Submit service requests and view progress updates
- View account balance and transaction history
- Access important association forms and documents
- Find answers to 200+ association-related questions
- Contact the management team
- Opt-in for electronic delivery of documents
- Update mailing address
- View community news and events

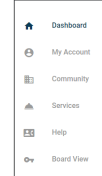
▶ Registration for <https://NepentheHomeOwners.connectresident.com>:

- 1 Click the **"Login"** button in the upper right-hand corner of your community website homepage.
- 2 Select **"Create Account"** and enter the requested information. A verification code will be sent to your email address. You will need to enter this code and create a password to complete your registration.
- 3 Enter your property's account number (listed on the front side of this page) or property address when prompted. *If you own multiple units, you only need to register one time. After registering, you may select "Add New Property" within your profile to add the Account Number(s) for your additional unit(s).*

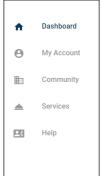
▶ Who Can Register?

Each owner, and renter (if applicable), at each property may set up their own account for the Connect Resident Portal. Owners can register using the same property account number and/or property address. Renters are encouraged to register using the property address.

Board Menu View



Owner Menu View



▶ My Account Tab Features

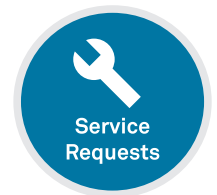
- Opt-in for electronic delivery. Change preference to **"Yes"** to update your mailing preference to electronic delivery of association documents such as the annual budget and annual audit.
- Add or update your mailing address.
- Log, add and edit visitors and vehicles (applicable only for associations tracking visitors).



▶ Service Tab Features

Submit service requests directly through the Portal! Describing the area that needs repair and attach photos to submit a request. View the status and history of submitted requests. Obtain progress updates. *Service requests can also be submitted by calling the 24/7/365 Customer Care Center at 800.428.5588.*

View the history and status of package deliveries (applicable only for associations tracking packages).



Request maintenance, repairs and other services

▶ Communication Tab Features

Contact your management team via phone or message them through the portal's **Help** section.

Nepenthe Association

Your Assessment Payment Options

Please refer to your Welcome Letter for your account information.

How can I pay my assessments?



Pay Assessments Online

You can make one-time or automatic recurring online bill payments by e-check (ACH) from your bank account or with your credit or debit card through ClickPay. There is no cost to you when making payments online by e-check (ACH). Please note that a small fee is charged by ClickPay to pay by credit or debit card.

You can access ClickPay by visiting www.clickpay.com/firstservice and by clicking **Register**. Create your online profile and connect your home using the 8-digit Access Number listed on your statement. Sign up with ClickPay today and enjoy the convenience of online payments!

Please note: if your last name contains “TTEE”, indicating a trust, you will need to include that in the “Last Name” field (i.e. “Smith TTEE”)

- Pay by e-check (ACH) or **FREE** or by credit/debit card for a small fee
- Pay 24/7/365 from your smartphone, tablet or other media device
- Set it and forget it with automatic recurring payments
- Manage and track your online payment history

For help with your account or setting up payments online, visit ClickPay’s support center at www.clickpay.com/gethelp for access to FAQs step-by-step walkthroughs, live chat and email support or call 888.354.0135 (option 1). **Please see the quick registration guide located on the back of this guide.**



Pay Assessments by Check

To mail your assessment payment, please send a check to the address below with the remit slip from your monthly statement.

Nepenthe Association
c/o FirstService Residential
PO Box 62053
Newark, NJ 07101-8060



Pay Assessments Using your Bank’s Bill Pay Service

You may continue to use your own bank’s bill pay service. Please be sure to update the address to the PO Box listed above. You will also need to reference your new 8-digit Access Number, found on your Welcome Letter.



Manage and Pay Your Charges and Assessments Online

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

Step 1

Creating your Profile

Visit www.clickpay.com/firstservice, click **Register**, and then create your online profile.

Step 2

Connecting your Profile

Enter the FirstService Residential 8-digit Access Number found on your statement coupon and the Last Name listed on the property agreement.

? Last Name Entered Not Working?

Try the co-owner last name of if a business, the full name of the business associated with your unit. If your last name contains "TTE" for trust, you will need to include that in the "Last Name" (i.e., "Smith TTEE")

! Direct-Debit Users

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

Step 3

Make a One-Time Payment

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

! Adding a Payment Option

When setting up one-time or automatic payments, you will be required to select a new or existing payment option, including e-check (ACH) for free or credit and debit card for a nominal fee.



Step 4

Connecting your Profile

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

? Full Amount

Select this option if you want to pay **all charges** on your account automatically including assessment charges, special assessments and one-time fees.

? Pay Recurring Charges and Scheduled Assessments Only

Select this option if you would prefer to only pay **recurring** charges automatically, such as assessment fees, parking, storage etc. Miscellaneous one-time charges, such as one-time special assessments, late fees or work orders, are **not** included.

? Fixed Amount

Select this option if you want to pay a **fixed** amount of the total due. Any amount due above the fixed amount will not be paid automatically and you will need to submit a separate, one-time payment for any overage.

! Please ensure your payments are scheduled to run no more than 2-3 days prior to your payment being due as your balance may not be available to pull through ClickPay until on or after this date.