



FirstService
RESIDENTIAL



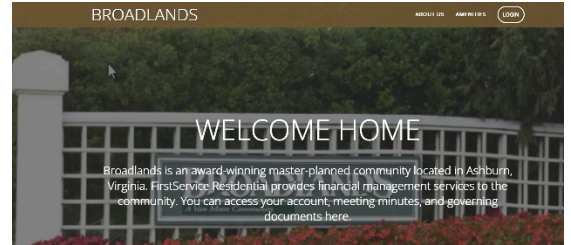
Make Payments & Stay Connected with the Connect Resident Portal!

Through the FirstService Residential Connect Resident Portal, you can pay association fees, access your HOA accounts and review HOA Governing Documents. Get started by following the instructions listed below.

STEP
1

Access Your Community Website

Access the Connect Resident Portal at broadlands.connectresident.com.



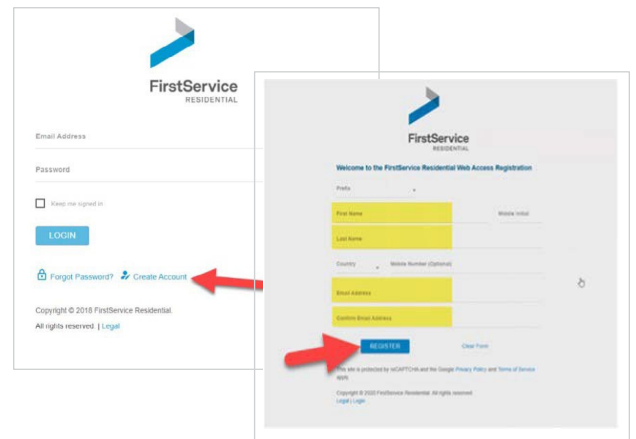
STEP
2

Create Your Profile

Once you reach your community website, click **Login** on the top-right of your screen.

On the login page, click **Create Account**.

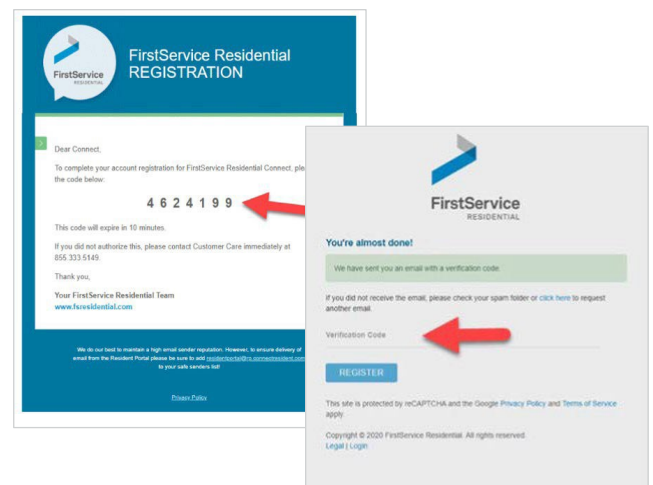
Fill in the details in the Registration Form (Highlighted fields are required) and then click **Register**.



STEP
3

Complete Your Registration

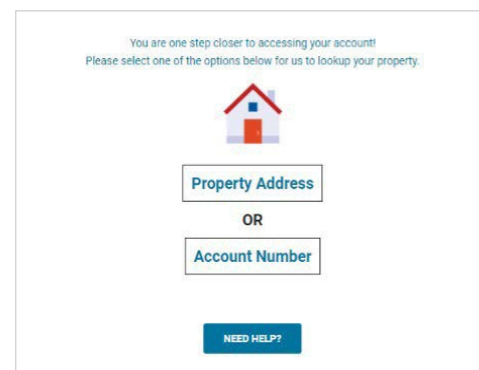
A Verification Code will be sent to your email that you will be required to enter to continue your registration. You can copy and paste the code, then click the **Register** button.



STEP
4

Connect Your Property

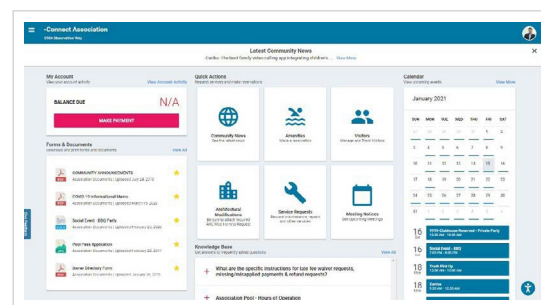
Once registered for the Connect Resident Portal, you will need to link your unit(s). You can choose to connect your unit(s) with either your Property Address or Account Number. After entering the required information, click **Submit**.



STEP 5

Access Your Dashboard

After connecting your unit(s), you will automatically be directed to your Dashboard within the Connect Resident Portal. Within your Dashboard, you will have access to many services and amenities, including online payments powered by ClickPay via the **Make Payment** button, where you can make one-time or scheduled payments.



! If you experience any issues connecting to the ClickPay payment portal within Connect, please contact ClickPay directly by visiting www.ClickPay.com/GetHelp or call 888.354.0135 (option 1)

STEP 6

Make a One-Time Payment

Within your Dashboard, click **Make Payment** to access the payment portal. On the **Pay Now** page, you can submit a one-time payment.

Pay Now

Auto Pay



! Adding a Payment Option

When setting up one-time or scheduled 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 7

Or Set Up Scheduled Payments

To set it and forget it, within your Dashboard, click **Make Payment** to access the payment portal powered by ClickPay. Click **Auto Pay** to make scheduled payments.

? 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. You may be provided with the option to set a maximum as well.

? 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.

Other Payment Options

- **Bank Bill Pay** - Should you choose to make payments using your bank's bill pay service, please submit payments to Broadlands Association, Inc., c/o FirstService Residential, P.O. Box 30403, Tampa, FL 33630-3403. Phone number: 800-870-0010.
- **Checks** - Should you choose to pay by check or money order, please make it payable to Broadlands Association, Inc. and mail it to Broadlands Association, Inc., c/o FirstService Residential, P.O. Box 30403, Tampa, FL 33630-3403. All checks must include a payment coupon and/or the account number or property address to be properly applied to your account.

Need Additional Help?

For help with the Connect Resident Portal, please contact the Customer Care Center at 855.333.5149.

For payment support, visit www.ClickPay.com/GetHelp or call 888.354.0135 (option 1).