# Pay Online Guide

Welcome to the Pay Online guide for Key Stone Management, here we will walk you through creating an account and setting your payment options.

To get started, you need to create your account with a username and password.

How to create an account:

1. Please log onto Key Stone Managements pay online portal page at:
   https://smartpay.profitstars.com/express/Key%20Stone

   The below screen will appear.
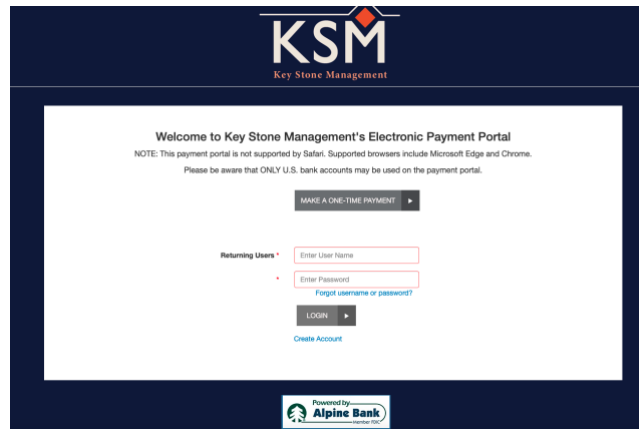
2. Click on "Create Account" link and the below screen will appear:
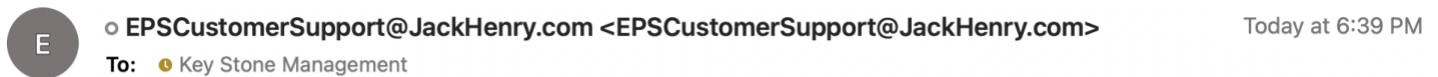
3. Complete all fields (note down your username and secret answer) and click "I'm not a robot" then "REGISTER." You will see the "User Registration Confirmation" message as below.
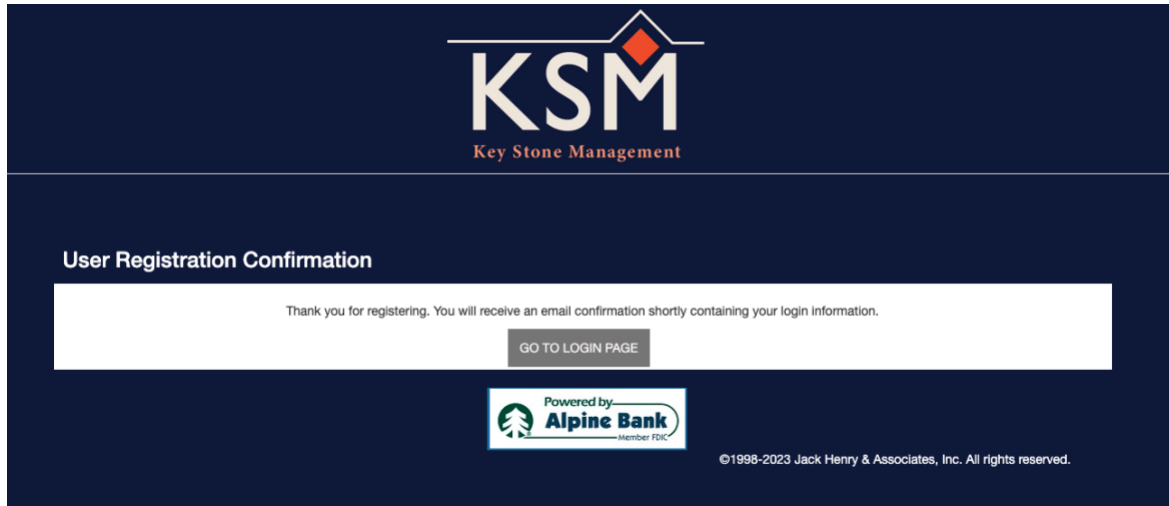
Check your email – You will receive an email from **EPSCustomerSupport@JackHenry as exampled below.

4. Click on the link provided in your email to create your personal password.

5. The following page will open in your browser:

6. Enter your secret Answer and click "Submit Answer".

7. Create your password, confirm it, and click "Update Password."

Update Password

Please enter and confirm a new password.

New Password

Enter New Password

Confirm Password

Enter Confirm Password

Update Password

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8. The below screen will appear, close this page down and return to the login screen.

Password Update Complete

Your password has been updated. Close this browser tab and return to the login page.

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9. Click on "GO TO LOGIN PAGE"

KSM
Key Stone Management

User Registration Confirmation

Thank you for registering. You will receive an email confirmation shortly containing your login information.

GO TO LOGIN PAGE

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Congratulations, your account has now been created!

Let's go ahead and set your account up for payments.

1. If your browser is still open you simply click on the "GO TO LOGIN PAGE", if you closed you browser the you need to go back to https://smartpay.profitstars.com/express/Key%20Stone

2. Now enter your username and password and click "LOGIN", the following screen will appear:

3. Click on the "EDIT PROFILE" tab to add your banking details, scroll down to the bottom of the page and click on "+ Add Payment Option" tab.

Once clicked, the area will expand to the below. Enter your banking details according to the account you want the dues payments to be paid from. Once done click "ADD PAYMENT".

A confirmation will now be seen, Checking: xxxxxxxxxxx1234 – Checking Account ending in 1234

4. Go back to the top of the page and click the "BACK" button.
    You should now be on the Welcome page.

5. Now you ready to make your payment and set up a recurring payment if you wish to.

*****Scroll down to follow a step-by-step guide to make your payments.

Let's make your first payment!

1. If you closed your browser, you need to open the online payment link again and enter your newly created username and password and click "LOGIN"

2. Once logged in you will be on the Welcome (your Name) page. Click "MAKE A PAYMENT" and the below screen will open.

Make Payment

Pay This Amount *	Required
Pay to *	-- Select -- ▾ ☐ Remember this selection
Pay From Account *	-- Select -- ▾ ADD PAYMENT OPTION
Payment Date	3/30/2023 📅

Click here if you would like to make this a recurring payment ▾

Please click continue. You will be able to review your payment before submitting.

CANCEL   CONTINUE ►

3. "Pay This Amount", enter the selected amount to pay.

4. Pay To: There is a dropdown menu with various associations to choose from, please choose your relevant association name to ensure your payment goes directly into your associations Bank Account.

5. The next line says "Customer Account #" please enter your physical HOA address. Key Stone Management may allocate a unique customer number account number that be reflected on your statement which you can enter if you wish to. **Once you receive this account number you can edit your payment profile by including the unique customer account # moving forward.

6. **NOTE:** The next line is "Payment Date", if you **do not want a recurring payment plan** then click on the small calendar tab. The recurring payment option will disappear. You can now choose the date you wish to pay and proceed to click "CONTINUE".

7. If you want to establish a recurring payment, then click **"Click here if you want to make this a recurring payment"** straight away after selecting "Pay From Account". The following screen will appear:

Click here if you would like to make this a recurring payment

Frequency *	Once a Month ▾
Payment Day	Last Day ▾
Start Date	4/30/2023 📅
# Of Payments *	12
Next Payment Date	4/30/2023 📅
Infinite Payment	☐
Include a Single Payment Now	☐ ❓

8. "Frequency" select "Once a Month"

9. "Payment Day" select the day of the month that you want to make payment. You can select any day of the month, however, the specific day may affect whether you need to select the "Include a single Payment Now" block or not.

10. The "Start Date" will automatically update to the day you selected above it.

11. In the "# of Payments" space, enter the number of months remaining for this year if you want to only pay for that year. The onus will be on you to update this at the beginning ofeach year. To avoid remembering to do this we would suggest you tick the "Infinite" option which will ensure that your payments always continue and will only discontinue upon you not been a member of the association.

12. Verify the "Next Payment Date" to ensure when the payment is scheduled for.

13. When do you need to select the "Include a single Payment Now" tab? See examples below.

EXAMPLES

In the 2 examples below we will assume the following information:
Current date is March 29th, 2023, and I have not paid my April dues yet.

Example 1:
I want to pay dues monthly on the 5th day of each month for that given month. i.e., I'm paying on the 5th of April for April's dues and so on.
Do the following: Select once a month frequency, payment day will be 5, start date will be 4/05/2023, make 9 recurring payments on April 5, May 5, June 5, July 5, August 5, September 5, October 5, November 5, and December 5. This will make sure I'll be paid up until the end of December 2023 without the need to select "Include a single Payment Now".

** Your scheduled payments will be as below:

Click here if you would like to make this a recurring payment	
Frequency *	Once a Month ▼
Payment Day	5 ▼
Start Date	4/5/2023 📅
# Of Payments *	9
Next Payment Date	4/5/2023 📅
Infinite Payment	☐
Include a Single Payment Now	☐ ❓

Example 2

I want to pay dues monthly on the 26th day of each month for the next month. i.e., I want to pay 4 to 5 days before the 1st of the month when my assessment is due as invoiced.

Do the following: Select once a month frequency, payment day will be 26, start date will be 4/26/2023, make 8 recurring payments on April 26, May 26, June 26, July 26, August 26, September 26, October 26, and November 26. This will make sure I'll be paid up until the end of December 2023, however, I still need to pay for April. You **must** select "**Include a single Payment Now**" for April 2023.

** Your scheduled payments will be as below:

Click here if you would like to make this a recurring payment

Frequency *	Once a Month ▼
Payment Day	26 ▼
Start Date	4/26/2023 📅
# Of Payments *	8
Next Payment Date	4/26/2023 📅
Infinite Payment	☐
Include a Single Payment Now	☑ ❓

NOTE: Dues are payable in full on or before the 1st day of each month. Please refer to your associations Collection Policy to determine when assessments are due and by which date they will be regarded as late.

14. Once done, click "CONTINUE" to review your payment t before submitting.

15. Review your choices and if satisfied, click "AGREE AND SUBMIT", if not, go back and make adjust your choices.

16. Both you and the management company will be notified via email that payment was made.

**If you need further assistance, please email us at office@keystoneman.com

Congratulations are now setup for online payments!