



Online Payment Instructions

These instructions will help you set up an account and pay your HOA dues online. You can make a one-time payment or set up recurring payments (auto-withdrawal) with a bank account at no charge (fees apply with debit or credit cards).

Here are detailed instructions on how to sign up:

1. Go to <https://propertypay.firstcitizens.com>.
2. To create an account, click **"Sign Up"**. Click **"Yes"** to Agree to Terms and Conditions.
3. Enter name, email and phone, click **"Next"**.
4. It will then ask you to enter the following information:
 - a. Enter Management Company ID: **2164**
 - b. Enter Association ID: **AR01**
 - c. Property Account Number: This is going to be **your HOA name and lot number**. For example, if you live at Arrival lot 100 you would type **"Arrival 100"**.
5. Click **"Find My Property"**. Enter address and Property Nickname (just use your property address).
6. Click **"Register Property"** and then click **"Continue"**.
7. Create a username and password, click **"Continue"**. Create your security questions and click **"Create Account"**
8. You will see a message thanking you for creating an account and then it will bring you back to the log in page. Log on and that will bring you to your main account page. You can then set up your payment method.
 - a. At the top right click **"Wallet"**.
 - b. Click to add a checking account or credit card (a 2.95% fee will apply for card payments).
 - c. Add banking information and select **"Make Default"** then click **"Add Checking Account"**.
 - d. If you have more than one method of payment, follow the directions again to add each additional payment method.
9. Now you are ready to make a payment! To get back to the main page you can click on **"Properties"** then click **"Make a Payment"**. If you want to set up recurring monthly payments, you will then click **"Schedule Payments"**.
 - a. Your default payment method will already appear in the box
 - b. Schedule Name: **Monthly HOA Dues**
 - c. Schedule Frequency: **Monthly**
 - d. Start Date: Select the date you would like to start your payments.
 - e. End Date: Select **"No End Date"** if you would like your payment to continue without interruption. You can cancel at any time.
 - f. Enter your monthly payment amount and click **"Continue"**
 - g. Check the box at the bottom and click **"Create Schedule"**.
10. If you have multiple properties, you can add those to your account. Click on **"Properties"** at the top right and then click **"Add Property"** at the bottom of the page.

If you have any questions or need help signing up, please contact our office at accounting@balancedbooksutah.com or 801-770-2545, we will be happy to assist you.