



Crescent Ridge Condominium Association
Online & Recurring Payment Instructions

Online payments via First Citizens Bank allows you to create an account to manage all of your payments with ease. 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 instructions on how to sign up:

1. Go to www.propertypay.firstcitizens.com/
2. To create an account, click "**Sign Up**". Click "**Yes**" to Agree to Terms and Conditions.
3. Enter your name, email address and phone number, click "**Next**".
4. It will then ask you to enter the following information:
 - a. Management Company ID: **2166**
 - b. Association ID: **CR01**
 - c. Property Account Number: In this field you will enter the property address street number. For example, if your property address is 1300 Crescent Road then enter "**1300**".
5. Enter Address and Property Nickname (just use your unit number for both of these).
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 4% 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 payments, then click "**Schedule Payments**".
 - a. Your default payment method will already appear in the box
 - b. Schedule Name: **Quarterly HOA Dues**
 - c. Schedule Frequency: **Quarterly**
 - d. Start Date: Select the date you would like to start your payments. Reminder: The quarterly due dates are 2/1, 5/1, 8/1, and 11/1. A \$50 late fee applies if payment is received after the 10th of each of those respective months.
 - 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 quarterly 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 us at 435-731-4095 option 2, we will be happy to assist you.
