



Victoria Ponds  
St. Louis Park, MN 55426

Dear Homeowner/Resident:

Congratulations on your new home and welcome to Victoria Ponds, proudly managed by FirstService Residential. We've put together a bit of information to help you get the most from your Association and us. If, at any time, you have any questions or concerns about your Association, please contact us.

**ASSOCIATION MANAGER & CUSTOMER SUPPORT INFORMATION**

**Erin Jayasuria** is your Association Manager and handles the day-to-day management responsibilities and works with your Board of Directors on our firm's behalf.

There are two ways to reach us with any inquiries or requests for assistance:

1. For all homeowner inquiries the preferred method is to contact us online. Visit our support landing page at [mnsupport.fsresidential.com](https://mnsupport.fsresidential.com) and click on "Submit a Request." Our local customer care team solves all inquiries in less than 8 business hours on average. If our customer care team needs additional assistance, they will reach out to **Erin** on your behalf to solve for the problem.
2. You may also reach us by calling our Customer Care Center at **952-277-2700**. If the Customer Care Center is not able to answer your question, they will relay the question to our local management team who will address it, usually within one business day.

Both communication options will record and track responses while also providing access to our customer support team who assists our Association Managers in providing timely responses to all homeowner inquiries.

**After Hours Emergency:** 952-277-2700 (Press 9 for emergency)

**Medical/Fire Emergency:** 911

**Website:** [www.fsresidential.com](https://www.fsresidential.com)

In the event of a medical or fire emergency always call 911 first. If there is property damage associated with the emergency, please call FirstService's after hours emergency line after reaching safety.

## **COMMUNITY WEBSITE**

One of the things that helps our company stand out from other management firms is FirstService Residential Connect™, our unique and user-friendly community website platform. The Victoria Ponds Resident Portal is integrated with our accounting system and other association management tools and allows you to communicate with your management team, check your account balance and make payments, update your billing address and contact information, view and download forms and documents and much more. Stay up-to-date on happenings within your community through the community calendar, opt-in to the resident directory to share your contact info with others and access the knowledge base to obtain answers to your most common questions. Connect features an updated and responsive design which seamlessly supports desktop, tablet and mobile displays allowing you to access the site anytime, anywhere. We also have a dedicated mobile app – just search for “Connect Resident” in Google Play or the Apple App Store.

To register, simply go to <https://VictoriaPonds.connectresident.com> and click “Resident Access” or the key icon in the top-right corner to sign up.

**Don't wait!** Register today to start taking advantage of all the wonderful features FirstService Residential Connect has to offer.

## **GET TO KNOW US**

We want you to know who is working on behalf of your Association. Find out more about us, our mission and core values by visiting our website and following us on social media.

**Facebook:** FirstService Residential Minnesota

**LinkedIn:** FirstService Residential Minnesota

**Website:** [www.fsresidential.com/minnesota](http://www.fsresidential.com/minnesota)

## **WELCOME FORMS**

- 1.) **Resident Registration** - To help FirstService Residential provide you with the best services possible and to access the community website, please fill out and return this form. This will ensure that you receive updated community information and/or communications in the event of an emergency. All information is kept strictly confidential.
- 2.) **Payment Options** - Outlines several ways to pay your Association Dues.
- 3.) **Pet Registration Form** - Your Association's Rules & Regulations require that all pets be registered. Please fill out and return the attached form.

**Please return the enclosed form(s) in the enclosed envelope, via fax to 952.277.2739, or email to: [info.mn@fsresidential.com](mailto:info.mn@fsresidential.com).**

If you'd like to fill out these forms electronically, please request via email to: [info.mn@fsresidential.com](mailto:info.mn@fsresidential.com).

We look forward to working with you,

FirstService Residential Minnesota, Inc.



# Resident Registration

Please fill in the fields below and make sure to keep this information up to date with our office.  
**All information is kept confidential.**

Today's Date: \_\_\_\_\_

Community Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Unit #: \_\_\_\_\_

Billing Address: \_\_\_\_\_  
(if different than above)

Unit #: \_\_\_\_\_

New Owner

New Renter

New Roommate

Information Update

## RESIDENT #1

Full Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Home: \_\_\_\_\_ Cell: \_\_\_\_\_

Work: \_\_\_\_\_

## RESIDENT #2

Full Name: \_\_\_\_\_

Email Address: \_\_\_\_\_

Home: \_\_\_\_\_ Cell: \_\_\_\_\_

Work: \_\_\_\_\_

## EMERGENCY CONTACTS

Full Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

Full Name: \_\_\_\_\_ Phone: \_\_\_\_\_ Relationship: \_\_\_\_\_

## VEHICLE INFORMATION

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Color: \_\_\_\_\_ Plate: \_\_\_\_\_

Make: \_\_\_\_\_ Model: \_\_\_\_\_ Color: \_\_\_\_\_ Plate: \_\_\_\_\_



# Resident Registration

Your community **may** have a resident directory that is shared with all residents. Please indicate if you would like any of the information you provided to be included. *Note: This is separate from the online resident directory portion of the community website, in which you must separately 'opt in' if you so choose.*

## RESIDENT #1

Email Address:            Yes            No

Phone Number:        Home        Work        Cell        I do not want my phone number(s) listed

## RESIDENT #2

Email Address:            Yes            No

Phone Number:        Home        Work        Cell        I do not want my phone number(s) listed

**PLEASE RETURN THIS FORM TO FIRSTSERVICE RESIDENTIAL:**  
**FAX: 952.277.2739**  
**EMAIL: [info.mn@fsresidential.com](mailto:info.mn@fsresidential.com)**  
**MAIL: enclosed envelope**

## FOR OFFICE USE ONLY

Resident 1 Entry Fob: \_\_\_\_\_

Resident 2 Entry Fob: \_\_\_\_\_

Lease Amount: \_\_\_\_\_ Start Date: \_\_\_\_\_ End Date: \_\_\_\_\_

Payment Method:            Pay Pal            Check



# Resident Notice

## PAYMENT & BILLING OPTIONS

Dear Resident,

Welcome to FirstService Residential. As the managing agent for your community, we ask that you please review the following information on how we accept your payments.

### Manage & Pay Your Charges Online

As the **preferred way** of accepting payments, we request that you create an account online with our provider, **ClickPay**. Through this convenient platform, you can view your balance due and make one-time or automatic recurring payments from your smartphone, tablet or other media device.

Payments can be made online by recurring e-check (ACH) from a bank account at no cost to you, one-time ACH payments incur a \$3 service fee, or by credit card for a 2.95% fee (\$3 minimum fee) or by debit card for a \$3.00 fee per \$100 with a maximum fee of \$9.95. **Standard payment processing time for e-check is the next business day and 3-4 business days for credit or debit card.** Get started by visiting the web address below and following the instructions listed:

## [login.clickpay.com/firstservice](https://login.clickpay.com/firstservice)

- ① Click **Register** and create your online profile with **ClickPay**
- ② **Connect Your Home** using the account number found on your coupon or statement
- ③ Set up **Automatic Payments** or click **Pay Now** to make one-time payments

For help with your account or setting up payments online, please contact **ClickPay** through their online help center at [www.ClickPay.com/GetHelp](https://www.ClickPay.com/GetHelp) or call 1.888.354.0135 (option 1)

### Mailing Address for Payments

If you choose to submit your payments by paper check, money order or through your bank's Online Bill Pay feature, please mail your payments to the address listed below.

**Association Name**  
**c/o FirstService Residential**  
**P.O. Box 31083**  
**Tampa, FL 33631-3083**

Please make all checks payable to the entity listed on your statement, include the remittance slip with your payments, and write the account number found on your statement in the notes section of your check or Online Bill Pay settings.



**FirstService**  
RESIDENTIAL

# Manage & Pay Your Charges & Assessments Online

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

Step 1

## Creating Your Profile

Visit [login.clickpay.com/firstservice](http://login.clickpay.com/firstservice), click **Register**, and then create your online profile.

### ? Account Already Exists?

If you receive a message stating that an account already exists, you have already been pre-registered within ClickPay. Click the link within the activation email sent to you or simply request a password reset link to gain you access to your existing profile.

Step 2

## Connecting Your Property

Enter the FirstService Residential account number found on your statement or coupon and the Last Name listed on the property agreement.

### ? Last Name Entered Not Working?

Try the co-owner last name or if a business, the full name of the business associated with your unit.

### ! 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), which includes a \$3.00 fee for one-time ACH payments, or credit and debit card for a nominal fee.



Step 4

## Set Up Automatic Payments

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 association dues, 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 association dues, 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.

There is a \$10,000.00 transaction limit.

Payments take 2-3 business days to post. Please plan accordingly.

**Need Additional Help?** Visit [www.ClickPay.com/GetHelp](http://www.ClickPay.com/GetHelp) or call 1.888.354.0135 (option 1).



# FREQUENTLY ASKED QUESTIONS

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## HOW DO I REGISTER?

To register for online payments, please visit [login.clickpay.com/firstservice](https://login.clickpay.com/firstservice) and click "Register". If you received an email from **ClickPay** or FirstService Residential regarding this new payment option, your account already exists and can be accessed by clicking the link provided to you.

## HOW DO I ADD MY ACCOUNT?

After you create your profile, you will be required to link your home to your account using the unique account number found on your billing statement or coupons. If you haven't received your statement or coupon yet or do not know your account number, you can contact **ClickPay** or your community association manager for assistance.

## WHAT ARE MY PAYMENT OPTIONS?

Payments can be made online through **ClickPay** by e-check (ACH) or debit and credit card. If you pay by recurring e-checks (ACH) from your checking or savings account, **there is no fee for using this option**. One time ACH payments incur a \$3 processing fee.

*If you pay by credit card, a 2.95% nominal fee applies (\$3 minimum fee) or you can use your debit card for a \$3 fee per \$100 with a maximum fee of \$9.95.*

## HOW DO I SET UP AUTOMATIC PAYMENTS?

If you'd like to have your dues or assessment payments withdrawn automatically, simply visit the Auto Pay tab in your account. Select your payment method, the month you would like your payments to start, and the day/frequency for your payments. You can set payments to run until canceled or have them run for any period of time.

## HOW LONG WILL IT TAKE MY PAYMENTS TO SETTLE/DEBIT?

Payments made by e-check (ACH) before 9:00PM EST on any given business day will debit from your bank account and settle the following business day.

Payments made by debit or credit card can take 3-4 business days to settle depending on the date/time of the payment and the type of card.

## WHAT IF I HAVE A QUESTION OR AN ISSUE?

If you need help with your online account, please contact **ClickPay** online at [www.ClickPay.com/GetHelp](https://www.ClickPay.com/GetHelp) or by phone at **1.888.354.0135 (option 1)**.

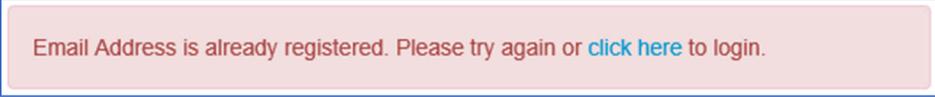
### Register for the Resident Portal

1. Visit your Connect Resident Portal website address.
2. Scroll down the page to the Resident Access section and click “Create Account”.

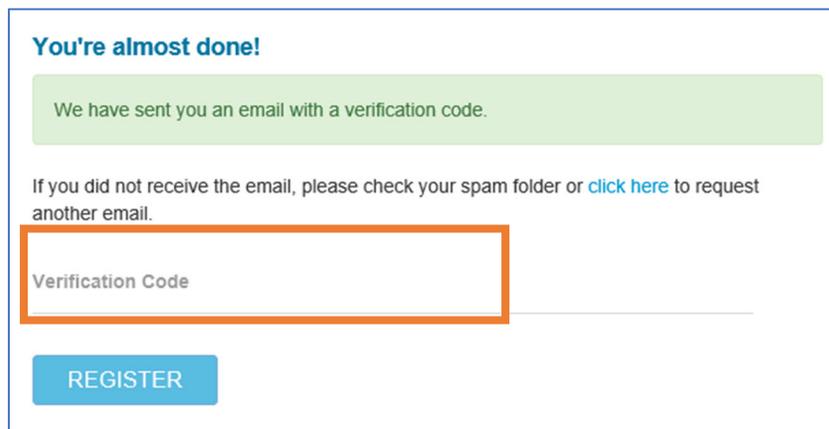


3. Fill in your first and last name, email address and verify that you are not a robot. Click the “Register” button to continue.

**Already Registered?** If you see the message below, it means you already have an account. Please login to continue.



4. You will receive an email from [residentportal@rp.connectresident.com](mailto:residentportal@rp.connectresident.com) titled “Complete your registration” which contains a verification code. Make sure to check your spam folder if an email is not received. **This code is set to expire 10 minutes after it is sent.**
5. Enter your verification code and click “Register” to continue.



**You're almost done!**

We have sent you an email with a verification code.

If you did not receive the email, please check your spam folder or [click here](#) to request another email.

Verification Code

**REGISTER**

6. Create a password using the criteria below and click “Register”. You will arrive at the Resident Portal login page upon success. Use your email address and newly created password to log in.

#### **Password Criteria:**

- **Minimum of 8 characters in length**
- **25 characters maximum**
- **Password must have at least one uppercase letter, at least one lowercase letter, at least one number, at least one special character (! @ # \$ % ^ & \*)**

#### **Thank you for verifying your email!**

Now you just need to create a secure password and you're all set!

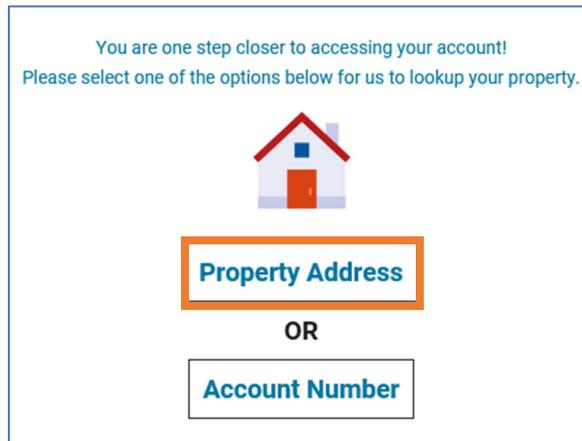
Password  

Confirm Password

**REGISTER**

### Link Your Property

1. Once registered, log in to the Resident Portal and accept the Terms and Conditions.
2. Select “Property Address” to find your property. **Please note that lookup by Account Number is not available in Minnesota.**



You are one step closer to accessing your account!  
Please select one of the options below for us to lookup your property.

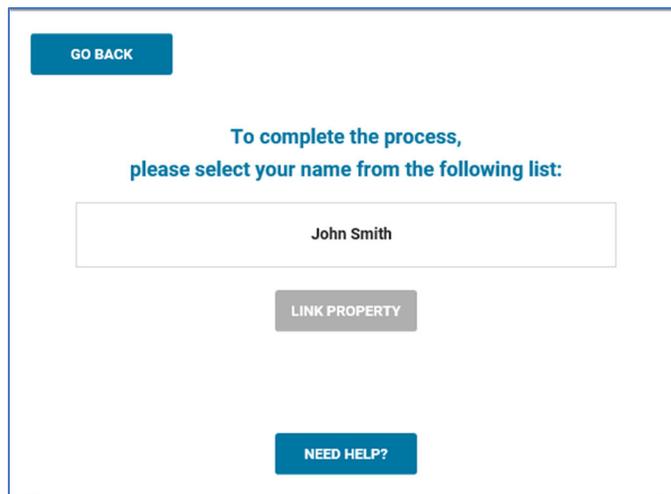


**Property Address**

OR

**Account Number**

3. Fill out the form and click “Submit”.
4. Select your name from the list and click “Link Property”. If your name does not appear, click “Need Help” to speak with a Care Center associate.



**GO BACK**

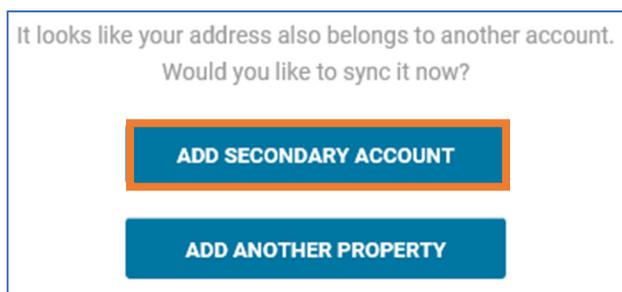
To complete the process,  
please select your name from the following list:

John Smith

**LINK PROPERTY**

**NEED HELP?**

**Master Association?** If you see the message below, it means you are part of a Master association and have access to two profiles. Click “Add Secondary Account” to seamlessly add both your sub-association and master association accounts at once.



It looks like your address also belongs to another account.  
Would you like to sync it now?

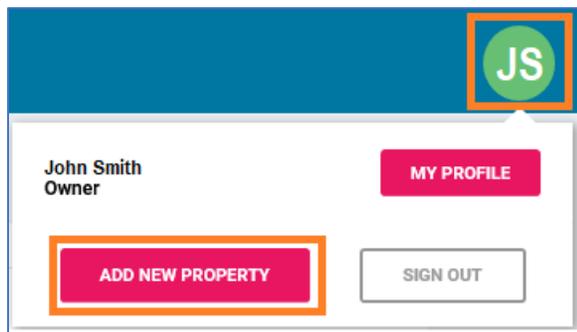
**ADD SECONDARY ACCOUNT**

**ADD ANOTHER PROPERTY**

### **Link Additional Properties**

Other properties managed by FirstService Residential may be added to your profile any time by clicking on the profile bubble in the upper right corner of the page and selecting “Add New Property”.

Once linked, you can easily toggle between your units by clicking that same profile bubble and selecting your unit from the dropdown.



### **Receive Assistance Registering or Linking Properties**

If at any point in the process you experience difficulties during registration or while trying to link your properties, please reach out to our Care Center for assistance anytime, day or night at **833-710-6869**.

#### **System Requirements:**

Compatible Browsers: Chrome, Edge, Firefox, Internet Explorer, and Safari.

Compatible Devices: Desktop, laptop, tablet and mobile device.

**Resident Portal Apps:** Available in the Google Play and Apple App Store.

Welcome to the Connect Resident Portal for your community! To help you out, we've provided you with a few website navigation tips, along with information regarding some of the commonly used icons on the website.

## Slide-Out Menu Icon



Click the **Slide-Out Menu** icon with three dashes in the upper left corner to display additional sections of the website. *This icon is available on all pages for easy navigation.*

## Slide-Out Menu – Sub-Section Quick Reference

 <b>Dashboard</b>	Return to your property dashboard
 <b>My Account</b>	<p><b>My Profile:</b> Edit personal contact information and manage emergency contacts</p> <p><b>My Communication Preferences:</b> View and manage your communication preferences</p> <p><b>My Balance:</b> Review your balance and make payments</p> <p><b>My Violations:</b> View any outstanding violations</p>
 <b>Community</b>	<p><b>Community News:</b> Review a listing of news items from Management</p> <p><b>Calendar:</b> View current or upcoming events for your community</p> <p><b>Forms and Documents:</b> Access or download community documents</p> <p><b>Directory:</b> Add yourself to your resident directory or view it</p>
 <b>Services</b>	<p><b>Amenities:</b> (Eligible communities only) Make a reservation for a community amenity</p> <p><b>Delivery:</b> (Eligible communities only) See if you have a delivery awaiting pickup</p> <p><b>Service Requests:</b> View status and history of requests for your unit</p>
 <b>Help</b>	Contact Management or complete a search for information regarding your community

## Sub-Section Tabs



After making a selection from the **Slide-out Menu** you'll find sub-section tabs at the top of the page. Refer to the *Slide-Out Menu – Sub-Section Quick Reference* on the previous page for a navigation snapshot.

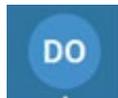
From there, you can easily navigate between sub-sections by clicking on them.

## Dashboard Links

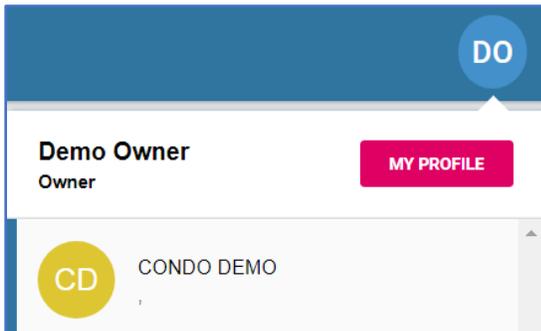


The **View More** and **View All** links on the main dashboard appear next to the **Account Balance, Forms and Documents**, and **Calendar** sections to offer quick access to one of these commonly used areas of the website.

## Profile Bubble Icon



Click the **Profile Bubble** with your initials in the upper right corner to access **My Profile**, to Sign Out or to add or switch to another account you are linked to within the same community.



## Editing/Adding Information

Throughout the website you may see **Pencil** icons which allow you to edit existing information, while the **Plus** icons allow you to add new information.



## Adding Yourself to the Directory



While on the **Directory** page, click the **Add Me** button to opt-in to the Resident Directory and select which information you'd like to share with other residents in your community.

## Downloading Documents

On the **Forms and Documents** page, select which folders(s) you'd like to view by checking or unchecking the appropriate boxes.

The **Search** bar at the top of the page will allow you to search for documents by name. For example, you may type "Rules", "Declaration" or "Budget".

Forms and Documents	
<input checked="" type="checkbox"/>	All
<input checked="" type="checkbox"/>	Association Documents <span>▼</span>
<input checked="" type="checkbox"/>	Board Meeting Minutes <span>▼</span>
<input checked="" type="checkbox"/>	Financial Documents <span>▼</span>
<input checked="" type="checkbox"/>	Weekly Management Report

 To **download** a document, click the Download icon



***Still need help? Please contact our Customer Care line day or night at 833-710-6869!***