

WEBSITE READINESS CHECK

IS YOUR WEBSITE READY FOR PAYMENT SEASON?

Your website is the first place most owners go when it's time to pay. When paying and registering are easy to find, owners take care of it themselves, and your team gets fewer calls during the busiest weeks of the year.

Use this checklist to review your company and community websites before the January rush. **Start with the Must Haves. They make the biggest difference.**

MUST HAVE

MAKE PAYING EFFORTLESS

Owners should be able to pay in a click or two, from anywhere, with or without an account.



Quick Pay at the top of your homepage. Place a Pay Now button where owners see it first, without scrolling.



Quick Pay on every page. Add a Pay link to your navigation and footer, so it's always one click away.



Quick Pay on your portal login page. Put it at the top, so owners can pay even if they haven't registered.



Register on your portal login page. Add a Register Now button so new owners can sign up on their own. Keep Contact Us at the bottom, below Quick Pay and Register.



QR codes on your statements. Add a QR code to printed and emailed statements that takes owners straight to Quick Pay.

SHOULD HAVE

MAKE LOGGING IN EASY

Once owners register, they need to find their way back, on any device.



A clear Resident Login link. Make it easy to spot on your homepage and link it directly to your company login page.



Mobile access instructions. Let owners know how to log in from their phone, using the copy below.

READY-TO-USE MOBILE ACCESS COPY

To log in to your portal from your phone or mobile device, visit the website on your device and follow the instructions to download your community's mobile app. The mobile app is required to access your account on a mobile device.

Download on the
App Store

GET IT ON
Google Play

NICE TO HAVE

ANSWER QUESTIONS BEFORE THEY'RE ASKED

These extras help owners help themselves and keep common questions off your phones.



A payment and registration FAQ. Explain which portal your community uses and how to register and pay.



A short how-to video. Show owners how to register and make a payment, step by step.



Pay links in your email signatures. Add Pay and Resident Portal links to every manager's email signature.

HELPFUL LINKS

FRONTSTEPS PAYMENTS KNOWLEDGEBASE
support.frontsteps.com/Payments/s/

FRONTSTEPS COMMUNITY KNOWLEDGEBASE
support.frontsteps.com/frontsteps/s/

Want a second set of eyes? Contact your Customer Success Manager for a personalized website review.