

MutualPaySM Property Pay

Getting Started - Step by Step

We are pleased to introduce a new online payment site.

[MutualPaySM Property Pay](#), our new payment site, makes it simple, quick and easy for you to make a one-time payment or create a flexible payment schedule. There is also a mobile application available for payments.

If you are currently making your payments from the Mutual of Omaha Bank online payment site, please delete any bookmarked or saved links and replace with [MutualPaypropertypay.com](#).

It is easy to set up a flexible payment schedule on MutualPay Property Pay. You can now create a schedule for multiple properties, choose from a fixed or variable dollar amount, and choose any end date.

It is easy to create a flexible payment schedule online or in the Property Pay app.

Create a payment schedule

Step 1

Visit [MutualPaypropertypay.com](#)

Step 2

Select **Sign Up** to register



Welcome to MutualPaySM Property Pay

Pay your assessments, dues and other property-related fees quickly and conveniently.

Sign Up

Login

Pay Now

Pay by Mail

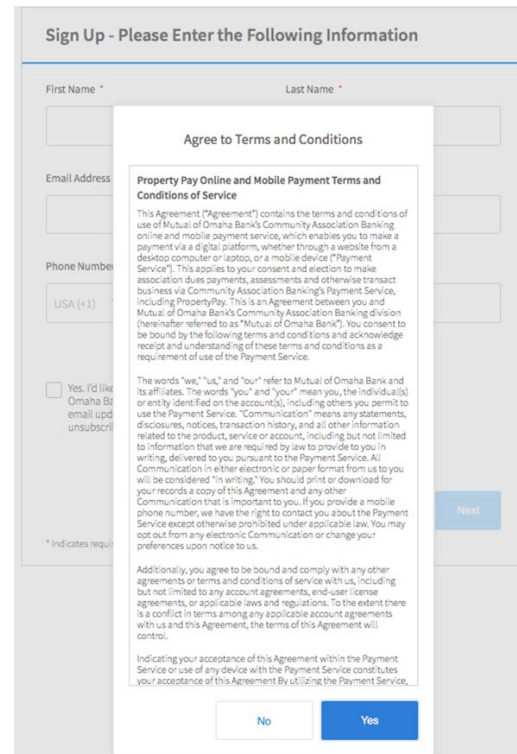
Contact Mutual of Omaha Bank

Fees may apply for online payments. Please contact your management company with any questions.

Powered by Mutual of Omaha Bank

APP 10/25/18 1.4.18

Step 3
Select **Yes** to agree to the Terms & Conditions



Sign Up - Please Enter the Following Information

First Name * Last Name *

Email Address

Phone Number

USA (+1)

Yes, I'd like Mutual of Omaha Bank email updates and offers. I understand I can unsubscribe at any time.

* Indicates required field

Agree to Terms and Conditions

Property Pay Online and Mobile Payment Terms and Conditions of Service

This Agreement ("Agreement") contains the terms and conditions of use of Mutual of Omaha Bank's Community Association Banking online and mobile payment service, which enables you to make a payment via a digital platform, whether through a website from a desktop computer or tablet, or a mobile device ("Payment Service"). This applies to your consent and election to make association dues payments, assessments and otherwise transact business via Community Association Banking's Payment Service, including PropertyPay. This is an Agreement between you and Mutual of Omaha Bank's Community Association Banking division (hereinafter referred to as "Mutual of Omaha Bank"). You consent to be bound by the following terms and conditions and acknowledge receipt and understanding of these terms and conditions as a requirement of use of the Payment Service.

The words "we," "us," and "our" refer to Mutual of Omaha Bank and its affiliates. The words "you" and "your" mean you, the individual(s) or entity identified on the account(s), including others you permit to use the Payment Service. "Communication" means any statements, disclosures, notices, transaction history, and all other information related to the product, service or account, including but not limited to information that we are required by law to provide to you in writing, delivered to you pursuant to the Payment Service. All Communication in either electronic or paper format from us to you will be considered "in writing." You should print or download for your records a copy of this Agreement and any other Communication that is important to you. If you provide a mobile phone number, we have the right to contact you about the Payment Service except otherwise prohibited under applicable law. You may opt out from any electronic Communication or change your preferences upon notice to us.

Additionally, you agree to be bound and comply with any other agreements or terms and conditions of service with us, including but not limited to any account agreements, end-user license agreements, or applicable laws and regulations. To the extent there is a conflict in terms among any applicable account agreements with us and this Agreement, the terms of this Agreement will control.

Indicating your acceptance of this Agreement within the Payment Service or use of any device with the Payment Service constitutes your acceptance of this Agreement By utilizing the Payment Service.

No Yes

Next

Step 4
Create an account

Any box with a red * asterisk must be completed to continue

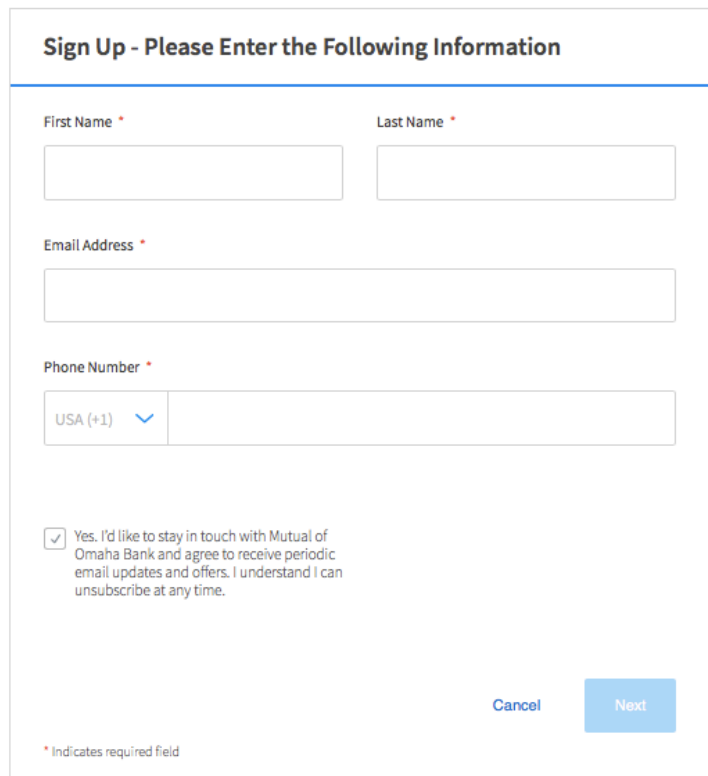
Step 5
Enter your First Name
Enter your Last Name

Step 6
Enter your email address

Step 7
Enter your phone number

Step 8
Check the box to opt-in to marketing emails from Mutual of Omaha Bank or
Uncheck the box to opt-out

Step 9
Select **Next** when complete



Sign Up - Please Enter the Following Information

First Name * Last Name *

Email Address *

Phone Number *

USA (+1) ▾

Yes, I'd like to stay in touch with Mutual of Omaha Bank and agree to receive periodic email updates and offers. I understand I can unsubscribe at any time.

Cancel Next

* Indicates required field

Step 10
Register your property

Step 11
Select your **Property Address** or **Property IDs** to register your property

Sign Up - Register your property

[Property Address](#) or Property IDs

Management ID * ⓘ

Association ID * ⓘ

Property / Account Number * ⓘ

Find My Property

Address Line 1 * Unit #

 (optional)

Address Line 2

 (optional)

City * State * Zip Code *

Property Nickname *

Cancel **Register Property**

* Indicates required field

Register your property with
Property Address

Step 12
Select **Property Address**

Step 13
Enter the address of your
property

Step 14
Enter a Unit #, if applicable

Step 15
Enter additional address
information in Address Line 2, if
needed

Step 16
Enter your city
Enter your state
Enter your zip code

Step 17
Enter a name for your property in
the Property Nickname box

Step 18
Select **Find My Property**

Sign Up - Register your property

Property Address or [Property IDs](#)

Address Line 1 *

Unit #

Address Line 2

City *

State *

Zip Code *

Property Nickname *

Cancel

Find My Property

* Indicates required field

Register your property with Property IDs

Step 12 A
Select **Property IDs**

Step 13 A
Locate your property IDs on your association billing statement or coupon

You can select the? at any time for more information

Step 14 A
Enter the Management ID

Step 15 A
Enter the Association ID

Step 16 A
Enter the Property/Account Number

Step 17
Select **Find My Property**

Sample coupon

Property Confirmation

Step 18
Select **Continue**

Sign Up - Register your property

[Property Address](#) or Property IDs

Management ID * ?

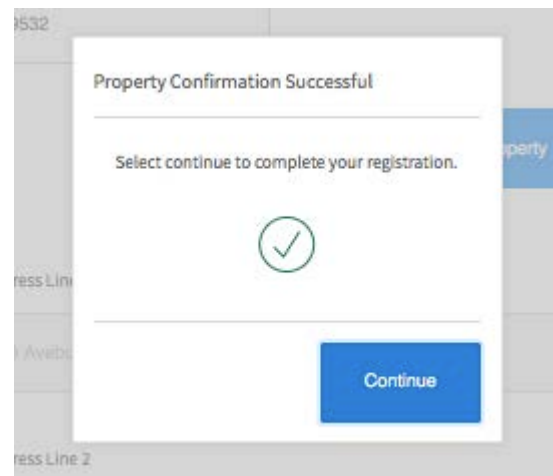
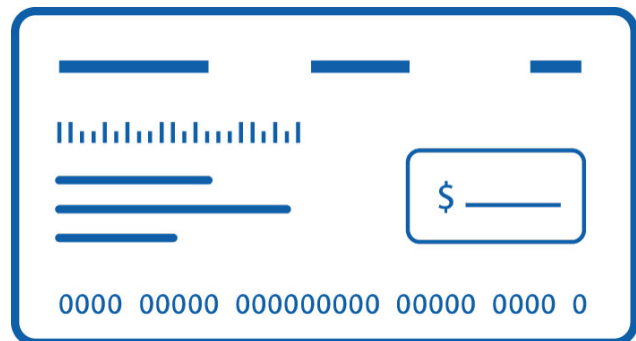
Association ID * ?

Property / Account Number * ?

Cancel

Find My Property

* Indicates required field



Create your Account

Step 19

Enter your email address to confirm your email

Step 20

Enter a Username for your account

Please note the requirements for your Username and Password.

Select the box to Show Password to see the information you enter

Step 21

Enter a password for your account

Step 22

Enter your password again to confirm

Step 23

Select **Continue**

Security Questions

Step 24

Select three security questions

Step 25

Enter the answers to the security questions

Step 26

Select **Create Account**

Sign Up - Create My Account

First Name * Last Name *

Email Address * Confirm Email Address *

Username *

- Username Requirements
- Length between 5 and 14 characters
 - Must start with an alphabetic character
 - Must use only alphabetic and numeric characters

Password * Confirm Password *

- Password Requirements
- Must contain 8-32 characters
 - A lowercase letter
 - An uppercase letter
 - A number
 - A special character: !@#\$%&'*/
- Confirm Password Requirements
- Passwords must match
- Show Password

[Cancel](#) [Continue](#)

* Indicates required field

Sign Up - Security Questions

Mutual of Omaha Bank requires customers to select and provide answers to three security questions for verification purposes.

Security Question 1 * Answer *

Security Question 2 * Answer *

Security Question 3 * Answer *

[Cancel](#) [Create Account](#)

* Indicates required field

Registration Confirmation

Your registration is complete. For security purposes, you will be asked to log in using your newly created username and password.

Step 27
Select **Continue**

The screenshot shows the 'Sign Up - Security Questions' page. A modal window titled 'Registration Complete' is centered on the screen. The modal contains the text: 'Thank you for registering with MutualPay™ Property Pay. For your security, please log in to make a payment.' Below the text is a blue 'Continue' button. In the background, the security question form is visible, showing 'Security Question 1' with a dropdown menu for 'What is your mother's maiden name?' and an answer field containing 'Smith'. Other security questions are partially visible below.

Step 28
Enter your username

Step 29
Enter your password

Step 30
Select **Sign in**

The screenshot shows the login form. It has two input fields: 'Username or email address' and 'Password'. Below the password field is a checkbox labeled 'Show Password'. At the bottom of the form is a blue 'Sign in' button and a grey button labeled 'Forgot your password?'.

Make a Payment

Step 31

From your property page, select **Make a Payment**

*You can also add properties on this page by selecting **Add Property***

Managed by 5
Baldwin Management LLC
Sudden Valley

99887 Testing Street > Make a Payment

Questions about your account? Contact your **management company**.

Payment History
You have no payment history.

Scheduled Payments
You have no scheduled payments.

You will receive a message to create a wallet

Step 32

Select **Next**

Add Property

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Baldwin Management LLC
Sudden Valley

99887 Testing Street > Make a Payment

Questions about

Add a payment method to your wallet

Select **Next** to add a card or checking account to your wallet.
Select **Cancel** to return to your properties.

Payment
You have no pay

Schedule
You have no scheduled payments.

Add Property

Create a Wallet

Step 33

Select either **Add Card** or **Add Checking Account**



My Wallet

Easily and securely make payments by adding cards and checking accounts to your wallet.

Add Card*

Add Checking Account*

*Fees may apply

Add Checking Account

Step 33

Enter the routing number on your checking accounting

Step 34

Enter the account number

Step 35

Re-enter your account number to confirm

Step 36


Enter a name for your account


Step 37

Select **Add Checking Account**

My Account - Add Checking Account

Checking Account Details

Routing Number *  Make Default

Account Number *  Confirm Account Number *

Account Nickname *

Cancel Add Checking Account

* Indicates required field

Add Card

Step 38
Enter your name as it appears on your card

Step 39
Enter your card number

Step 40
Enter the month and year of your expiration date

Step 36
Enter the security code from the back of your card

Step 37
Enter a name for your card

Step 38
Enter your billing address or choose same as property

Step 39
Enter city
Enter state
Enter zip code

Step 40
Select country for the billing address

Step 41
Select **Add Card**

My Account - Add Card

Card Details

Name as it appears on your card * Make Default

Card Number * Expiration Date * Security Code * ?

<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------	----------------------

Card Nickname *

Card Billing Address

Same as

Address Line 1 * Unit #

<input type="text"/>	<input type="text" value="(optional)"/>
----------------------	---

Address Line 2

City * State * Zip Code *

<input type="text"/>	<input type="text"/>	<input type="text"/>
----------------------	----------------------	----------------------

Country *

* Indicates required field

Make a Payment

Step 42

Select [One-Time Payment](#) to make a single payment or [Schedule Payments](#) to create a recurring payment schedule

One-Time Payment

Step 43

Select the payment method

Step 44

Select the date for the payment

Step 45

Enter the payment amount

Step 46

Select [Continue](#)

Review and Submit Payment

Step 47

Review the payment information

Step 48

Select [Submit Payment](#)

Payment Confirmation

Step 49

Select [OK](#)

Select the Type of Payment You Want to Make


One-Time Payment or [Schedule Payments](#)

Enter Payment Information

Payment Method * [Add](#)

Mutual Of Omaha Bank (8058)
▼

Please note: you are making a payment through Mutual of Omaha Bank's proprietary ACH payment system.

Payment Date * 

10/24/2018

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

Enter the Payment Amount

Amount *

Convenience Fee \$0.00

Amount to be paid

Cancel
Continue

* Indicates required field

Review and Submit Payment

You are authorizing a payment to be made on 08/24/2018 from your card ending in 7777 for the amount of

\$214.95

[Edit](#)

Property Address
621 N Williams St
Chandler, AZ 85225

[Edit](#)

Cancel
Submit Payment


A confirmation email will be sent to email address samanthasam@gmail.com.

Payment Confirmation

Thank you

Your payment for \$214.95 was processed.

If you have payments scheduled on our [previous site](#), please cancel any duplicate payments, if necessary.



Confirmation #42306896

[Print](#)
OK

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

[Cancel Payment](#)

Make a Payment

Schedule Payments

Step 50

Select [Schedule Payments](#) to create a recurring payment schedule

Step 51

Select the payment method

Step 52

Enter the payment schedule name

Step 53

Select the frequency of your payments

Step 54

Select the date you want your payments to start

Step 55

Select the date you want your payments to end or select no end date

Step 56

Select the either fixed amount or variable

Step 57

If you selected fixed amount, enter the payment amount

Step 58

Select [Continue](#)

Select the Type of Payment You Want to Make

[One-Time Payment](#) or [Schedule Payments](#)

Enter Payment Information

Payment Method * Add Schedule Name *

Please note: you are making a payment through Mutual of Omaha Bank's proprietary ACH payment system.

Set up Schedule

Schedule Frequency *

Start Date *

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.

Select End Date *

Enter the Payment Amount

Schedule Type

Enter Payment Amount

Convenience Fee \$0.00

Amount to be paid

[Cancel](#) [Continue](#)

* Indicates required field

Payment Schedule Summary

Step 59
Review the information

Step 60
Select the box to agree to pay
the total amount

Step 61
Select **Create Schedule**

Payment Schedule Summary

Property Address	99887 Testing Street Omaha, NE 68116
Schedule Name	monthly schedule
Schedule Start Date	10/24/2018
Payment Method	Mutual Of Omaha Bank (8058)
Convenience Fee (per transaction)	\$1.95
Schedule Payment Amount	\$201.95

I agree to pay the account balance or total amount due including convenience fees.

[Back](#) [Create Schedule](#)

Payments are processed Monday through Friday, excluding holidays. Payments submitted on weekends or holidays may be delayed.


Payment Schedule Confirmation

Step 62
Select **OK** to complete your
payment schedule

Payment Schedule Confirmation

Your schedule for the property at 99887 Testing Street was created.
You may print this confirmation for your records.

If you have payments scheduled on our [previous site](#), please cancel any duplicate payments, if necessary.



To edit your schedule click [here](#).

[Print](#) [OK](#)

Your payment schedule will display on your property page

Managed by 5
Baldwin Management LLC
Sudden Valley

99887 Testing Street > Make a Payment

Questions about your account? Contact your management company.

Payment History

You have no payment history.

Scheduled Payments

Schedule Name	Next Payment	Amount
monthly schedule	10/24/18	\$201.95

Add Property

Action Required

If you have payments scheduled in the [previous payment site](#). To avoid duplicate payments, please take the following steps. After setting up a new schedule at [MutualPay Property Pay](#), please visit the [previous site](#) and delete any payment schedules. You can also print a copy of your payment history for your records.

Online Banking Payments

Sign in

Username:

Password:

Log In [Forgot your password?](#)

Reminder: Your password must be 8 to 16 characters in length and include at least one upper case (A-Z), one lower case (a-z) and one digit (0-9) character.

One-Time Payment

Make a one-time payment without registration

Make Payment

Register

Register for scheduled payments, one-time payment and transaction history

Create an Account

