FRONTSTEPS

FRONTSTEPS Payment Resident Support

FRONTSTEPS Payment Resident Support Service will allow your homeowners and residents to call or email in to get payment-related support. Please review this document for the Resident Support contact info, a list of questions Resident Support will be able to assist with, and examples of questions we cannot assist with.

Support Contact Information:

FRONTSTEPS Community Portal: (720) 739-2899

FRONTSTEPS Caliber Portal & 3rd party portals: (800) 690-0984

FRONTSTEPS Quick Pay Only (no FRONTSTEPS Community or Caliber Portal): (608) 820-4991

FRONTSTEPS Contact Support Form: https://kb.frontsteps.com/s/contactsupport

FRONTSTEPS Payment Resident Support email: residentpayments@frontsteps.com

When reaching out to Resident Support, owners should be prepared to provide all or a combination of the below. This information will help the resident support team locate and authenticate the caller.

- Property Management Name
- Community Name
- First and Last name
- Account number
- Unit Address
- Email on file

Questions Resident Support can assist with:

- FRONTSTEPS Community & Caliber Portal Registration and Portal login questions.
- Quick Pay login questions.
- FRONTSTEPS Payment navigation assistance (e.g., Making payments)
- Assistance adding/modifying scheduled payment or payment methods.
- FRONTSTEPS Payment clearing and posting questions (e.g., Did my payment go through?)
- Refund requests – Resident Support will gather owner and payment info to hand off to the Property Mgmt. Co. point of contact.
- Submission of cases needing additional research.

Resident Support will not be able to assist with:

- Balance due inquiries (including fees and fines charged to the ledger)
- Alternative Payment Options outside of FRONTSTEPS Payments
- Submitting payments on the homeowner's behalf
- Portal features/requests
- Owner statement assistance
- Delinquency status/inquiries

- 3rd Party Portal Technical Issues
- Architectural, Violation, and Maintenance items

Frequently Asked Questions

Q: What if the support team receives a question that they cannot answer?

A: If the homeowner or resident's question is outside the scope of Resident Support, then the team is trained to identify those questions and provide residents with an option to hand their questions off to their respective management company using pre-defined contact information. The homeowner or resident has the option to skip this and call their management company directly.

Q: Is there owner-facing documentation?

A: Yes. We've created a space for homeowners to review documentation and videos to guide them through the product.

FRONTSTEPS Knowledgebase

Resident Payments KB:

https://support.frontsteps.com/Payments/s/resident-owner

Community Portal KB:

https://support.frontsteps.com/frontsteps/s/topic/0TO3x000000IE8eGAG/resident