

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. **IMPORTANT NOTE**, if you have a set up a recurring payment on our old payment website (<http://cabpayments.mutualofomahabank.com/>), you will need to cancel that recurring payment to avoid making a double payments once you are set up on the new MutualPay Property Pay site. **If you have questions call MOB customer service at 866-800-4656 for assistance.**

Also, 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.

Member FDIC

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

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

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 * ?

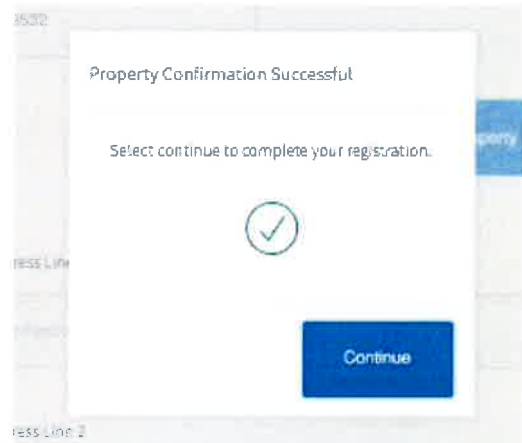
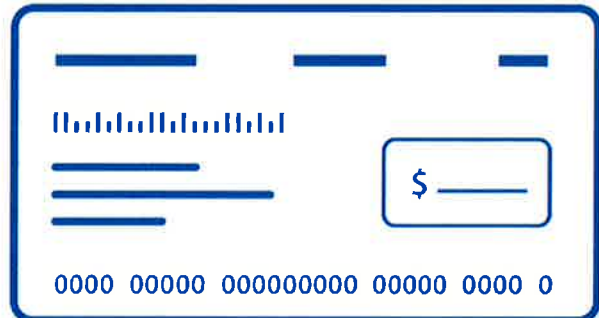
Association ID * ?

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 *
<input type="text" value="chris"/>	<input type="text" value="baldwin"/>
Email Address *	Confirm Email Address *
<input type="text" value="cb@gmail.com"/>	<input type="text"/>

Username *

Username Requirements

- Length between 6 and 14 characters
- Must start with an alphabetic character
- Must use only alphabetic and numeric characters

Password *

Password Requirements

- Must contain 8 characters
- A lowercase letter
- An uppercase letter
- A number
- A special character (e.g. # \$ % ^ &)

Show Password

Confirm Password *

Confirm Password Requirements

- Passwords must match

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 *
<input type="text"/>	<input type="text"/>
Security Question 2 *	Answer *
<input type="text"/>	<input type="text"/>
Security Question 3 *	Answer *
<input type="text"/>	<input type="text"/>

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**

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 **
What is your mother's maiden name?	Smith

Security Question 2: What city was your mother born in?

Security Question 3: What is your favorite color?

Registration Complete

Thank you for registering with MutualPay™ Property Pay.

For your security, please log in to make a payment.

[Continue](#) [Create Account](#)

* Indicates required field. ** Indicates required field.

Step 28
Enter your username

Step 29
Enter your password

Step 30
Select **Sign in**

Username or email address

Password

Show Password

[Sign in](#)

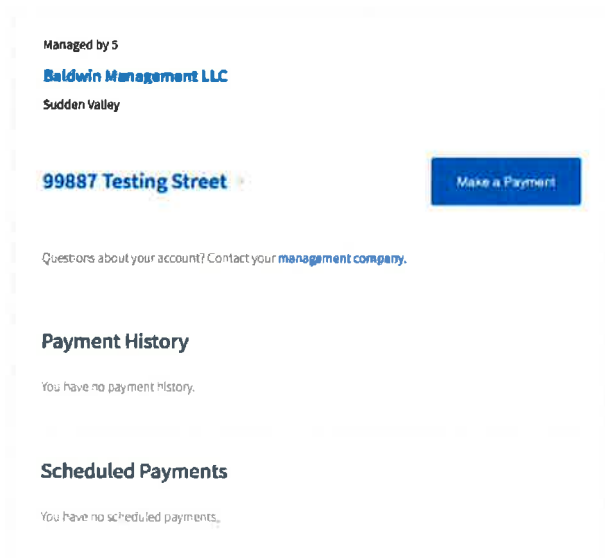
[Forgot your password?](#)

Make a Payment

Step 31

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

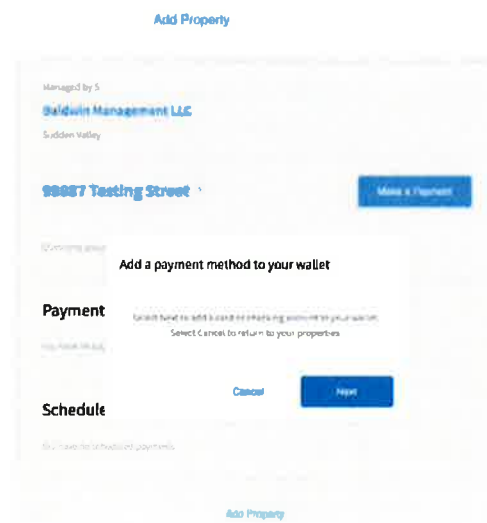
*You can also add properties on this page by selecting **Add Property***



You will receive a message to create a wallet

Step 32

Select **Next**



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.



*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 * ?

Card Nickname *

Card Billing Address Same as Choose Property

Address Line 1 * Unit #
(optional)

Address Line 2
(optional)

City * State * Zip Code *

Country *
USA - United States

Cancel Add Card

*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](#) Payment Date *
 Mutual Of Omaha Bank (8058) 10/24/2018
Please note you are making a payment through Mutual Of Omaha Bank's proprietary ACH payment system. 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](#)

Review and Submit Payment

You are authorizing a payment to be made on 10/24/2018 from your card ending in **** for the amount of

\$214.95
[Edit](#)

Property Address
 623 N Williams St
 Chandler, AZ 85225
[Edit](#)

[Cancel](#) [Submit Payment](#)


A confirmation email will be sent to email address: s4h0w@mutual.com

Payment Confirmation

Thank you

Your payment for \$214.95 was processed.

If you have payments scheduled on our [paydays.com](#), please check for any duplicate payments, if necessary.



Confirmation #42396896

[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 *

Mutual Of Omaha Bank (8058) ▼

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

Set up Schedule

Schedule Frequency *

Monthly ▼

Start Date *

10/19/2018 ▼

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

Select End Date *

No End Date ▼

Enter the Payment Amount

Schedule Type

Fixed Amount ▼ 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 (8054)
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	10/26/18	\$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. The old payment site web address is www.mutualofomahabank.com/community-associations/MakePayment. If you have any questions please contact Mutual of Omaha customer service at 866-800-4656.

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](#)

