

FSPay Resident Support Service

FSPay Resident Support Service will allow your homeowners and residents to call the FRONTSTEPS Resident Support phone number or email for a variety of payment related questions. 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:

Hours of FSPay Resident Payment Support: 6am – 6pm MST

FSPay Resident Payment Support line: (800) 690-0984

FSPay Resident Payment Support email: residentpayments@frontsteps.com

When reaching out to Resident Support, owners should be prepared to provide:

- Property Management Name
- First and Last name
- Account number
- Unit Address

Questions Resident Support can assist with:

- FSC/Caliber Portal Registration and Portal login questions.
- FSPay navigation assistance (e.g., making payments, viewing payment history)
- Assistance adding/modifying FSPay scheduled payment or payment methods.
- Clearing and posting questions (e.g., did my payment go through)
- Submission of cases needing additional research.

Questions Resident Support will not be able to assist with:

- Balance due inquiries
- Portal features
- Owner statement or coupon assistance
- Delinquency status/inquiries