Current Residents - How to Make a Payment

Southpaw Village resident portal · quick step-by-step guide

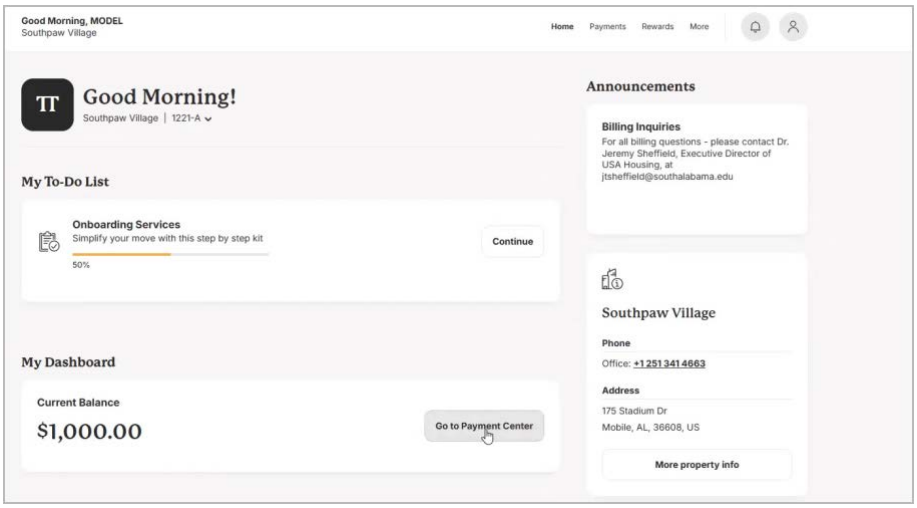
This guide walks through paying your balance online. Part 1 covers adding a payment account, Part 2 a one-time payment, Part 3 setting up automatic recurring payments, and Part 4 how to see what your balance is made of.

Part 1 · Add a payment account

You only need to do this once. After your account is saved you can skip straight to Part 2 next time.

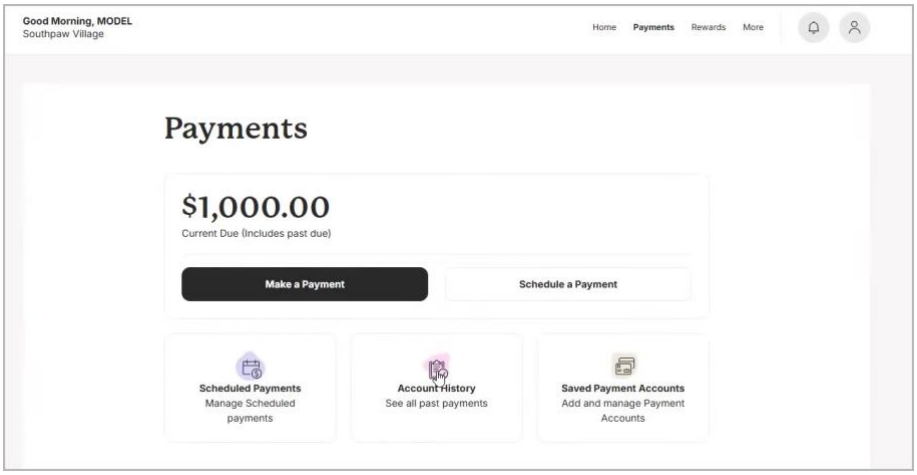
Step 1 — Open the Payment Center

From the home screen, find Current Balance under My Dashboard and click Go to Payment Center. You can also click Payments in the top menu bar from any page.



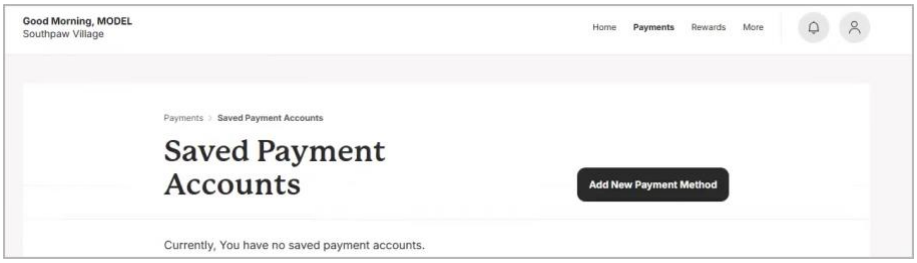
Step 2 — Open Saved Payment Accounts

On the Payments page, click the Saved Payment Accounts tile.



Step 3 — Click Add New Payment Method

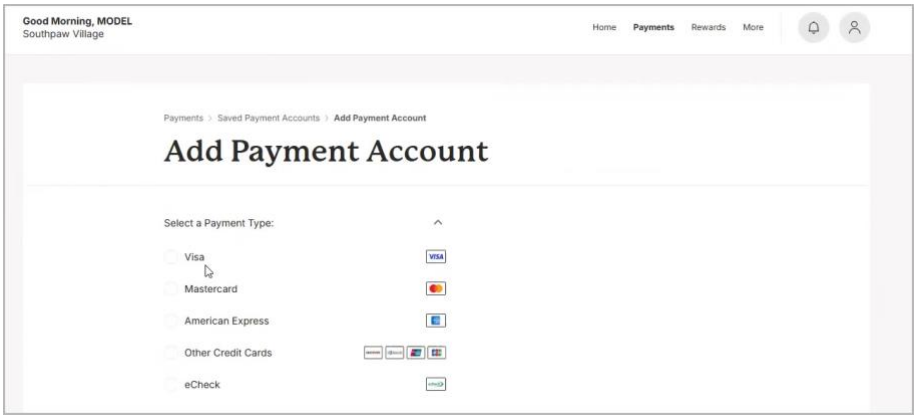
If you have not saved anything yet, the page will say you have no saved payment accounts.



Step 4 — Choose your payment type

Open the Select a Payment Type menu and pick one:

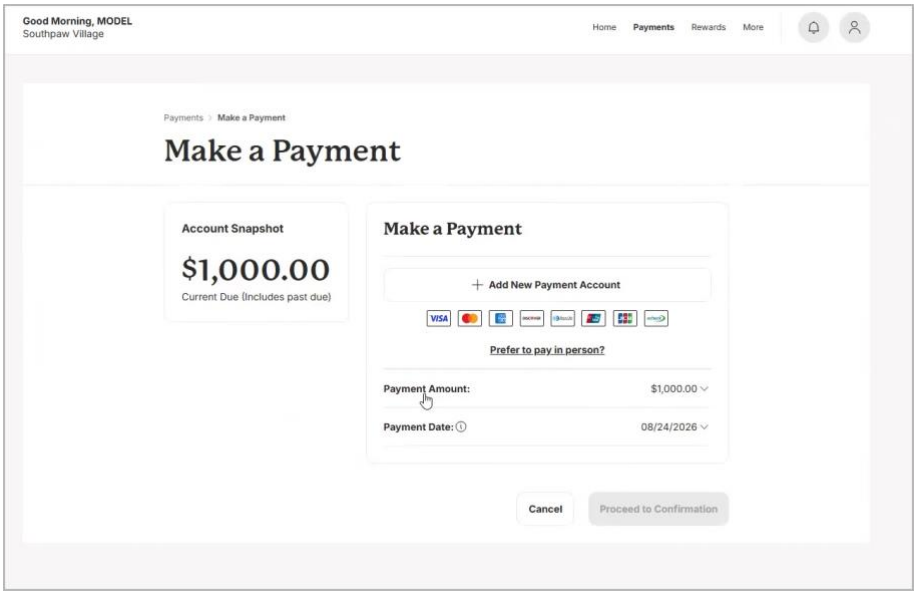
- Visa, Mastercard, American Express, or Other Credit Cards ***Please note any credit card payments will incur a fee charged directly from the credit card company.**
- eCheck — pay directly from a checking or savings account ***NO FEES to use.**



Part 2 · Make a one-time payment

Step 5 — Go to Payments and click Make a Payment

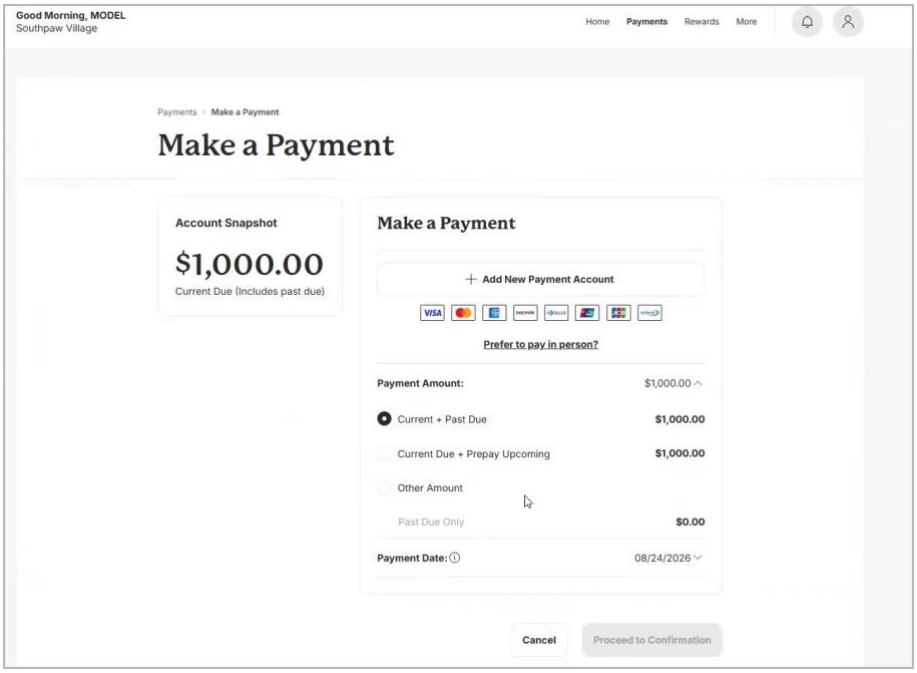
Your current balance shows at the top of the page. Select the saved payment account you want to use, or click Add New Payment Account to add one now.



Step 6 — Choose how much to pay

Click the Payment Amount line to open the options:

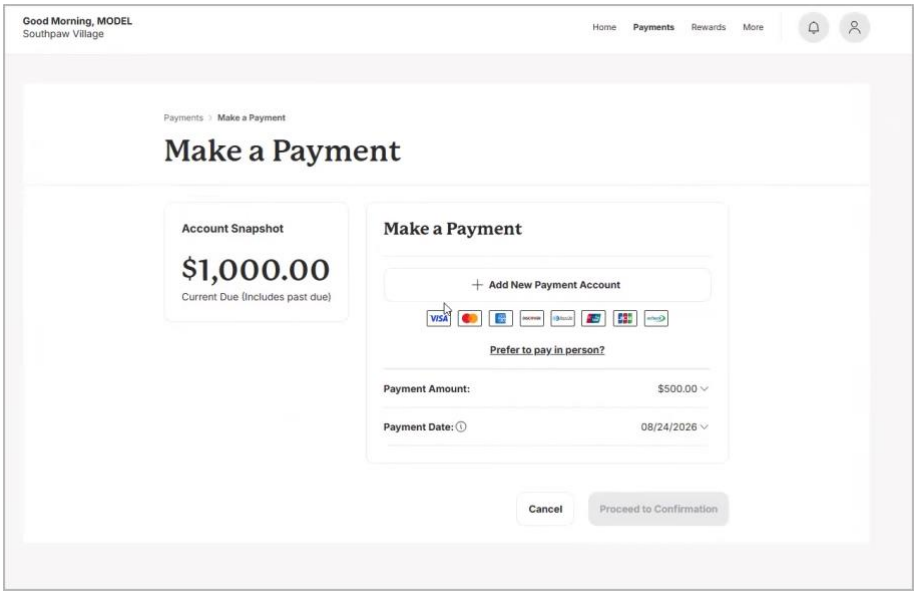
- Current + Past Due — everything you owe right now
- Current Due + Prepay Upcoming — pay ahead on next period
- **Other Amount — type in any amount you choose (Recommended)**
- Past Due Only — appears when you have a past due balance



Step 7 — Confirm the payment date, then submit

Payment Date defaults to today. Review the amount and the account, then click Proceed to Confirmation and follow the prompts to finish.

> **Heads up** The Proceed to Confirmation button stays greyed out until a payment account and an amount are both selected.

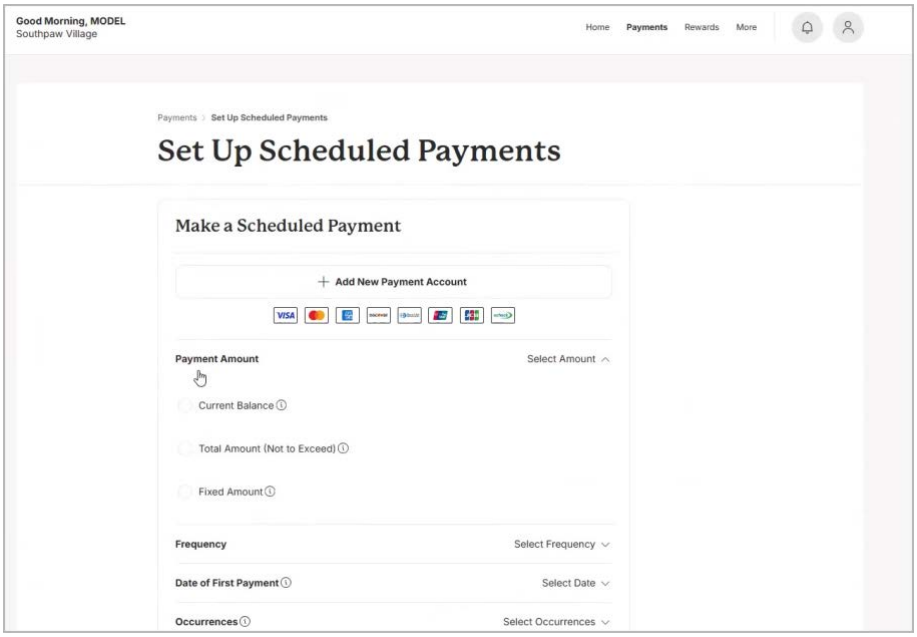


Part 3 · Set up recurring payments

Prefer not to log in every month? Use Schedule a Payment on the Payments page to have it happen automatically.

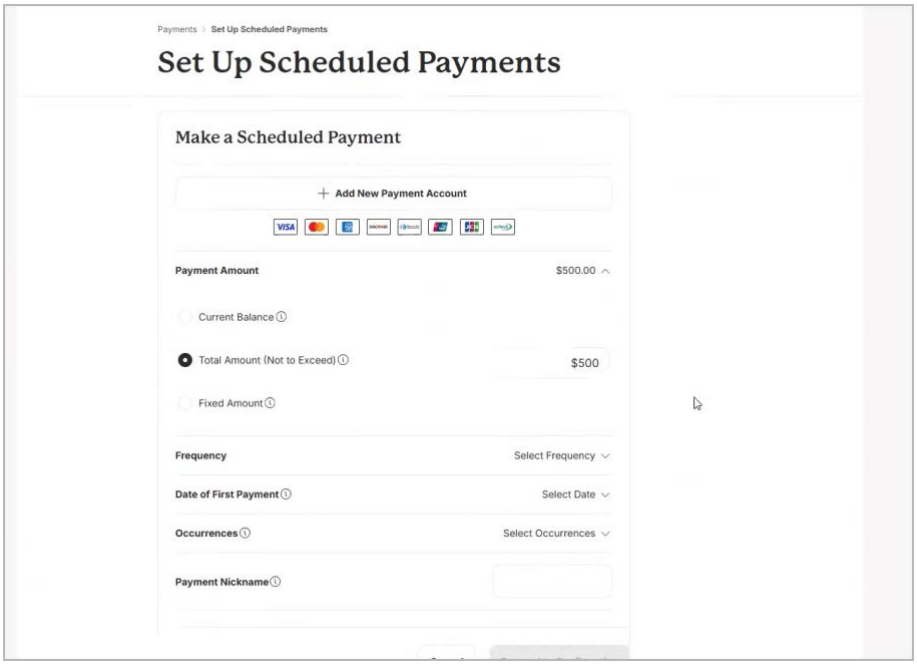
Step 8 — Click Schedule a Payment

Choose the payment account you want the scheduled payments drawn from.



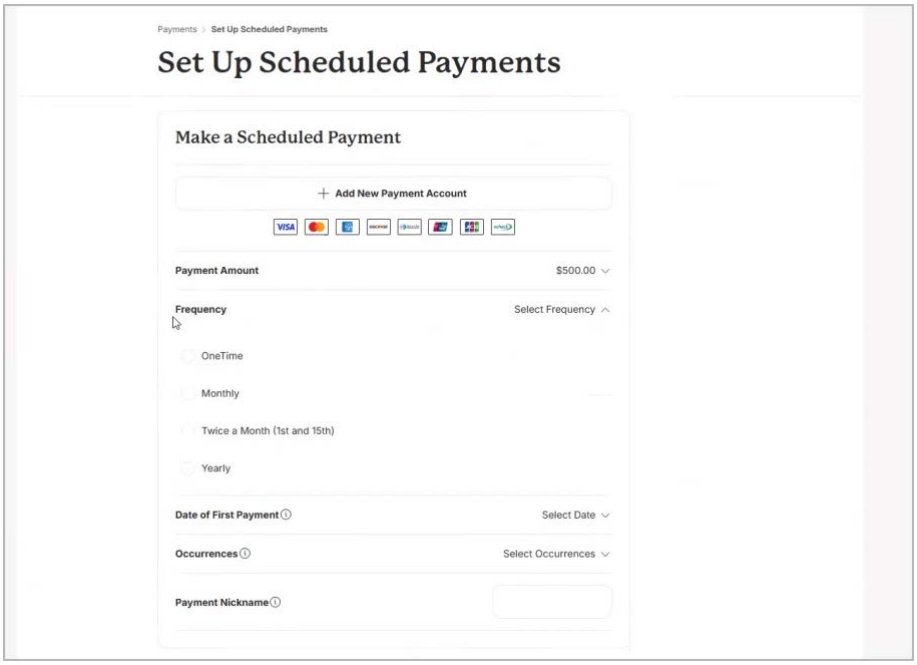
Step 9 — Set the payment amount

- Current Balance — pays whatever is owed each time
- Total Amount (Not to Exceed) — pays the balance but never more than your cap
- Fixed Amount — pays the same set amount every time



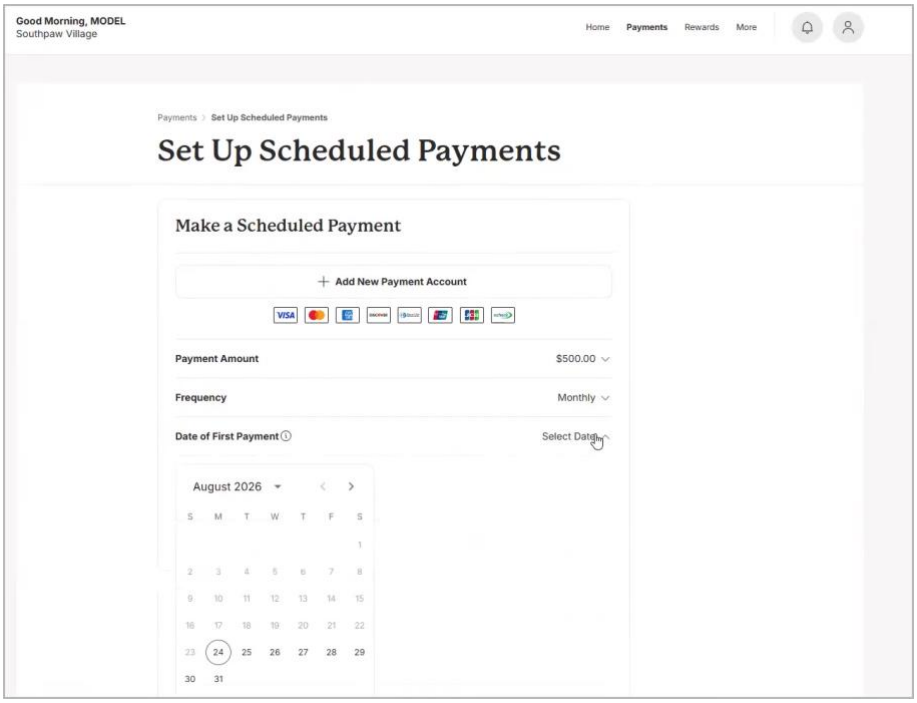
Step 10 — Choose how often it repeats

- One Time
- Monthly **(Recommended)**
- Twice a Month (1st and 15th)
- Yearly



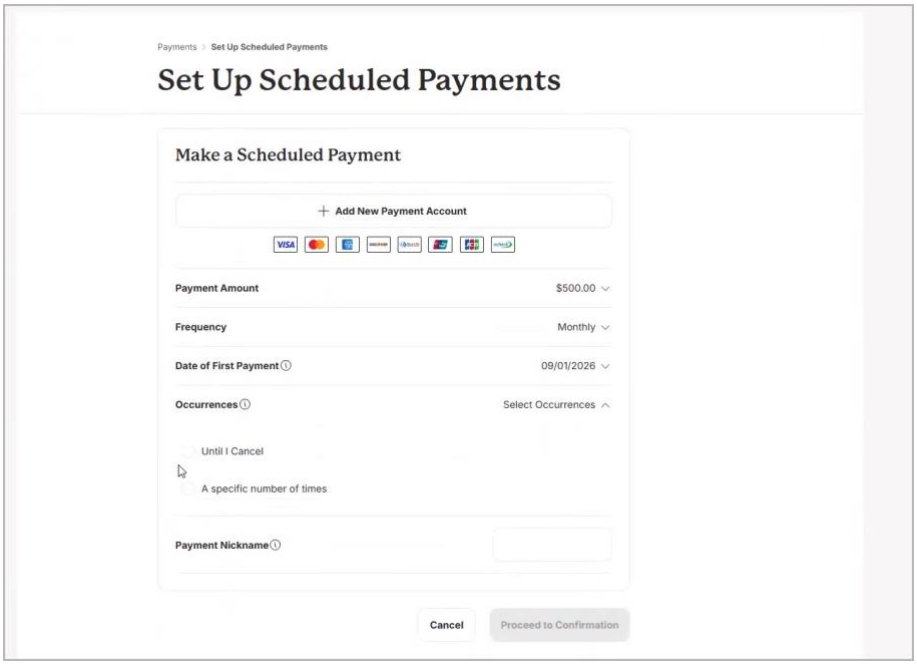
Step 11 — Pick the date of the first payment

Click Select Date and choose a start date from the calendar.



Step 12 — Choose how long it runs, then submit

Under Occurrences, pick Until I Cancel or A specific number of times. Add a Payment Nickname if you like, then click Proceed to Confirmation.



Part 4 · See balance details

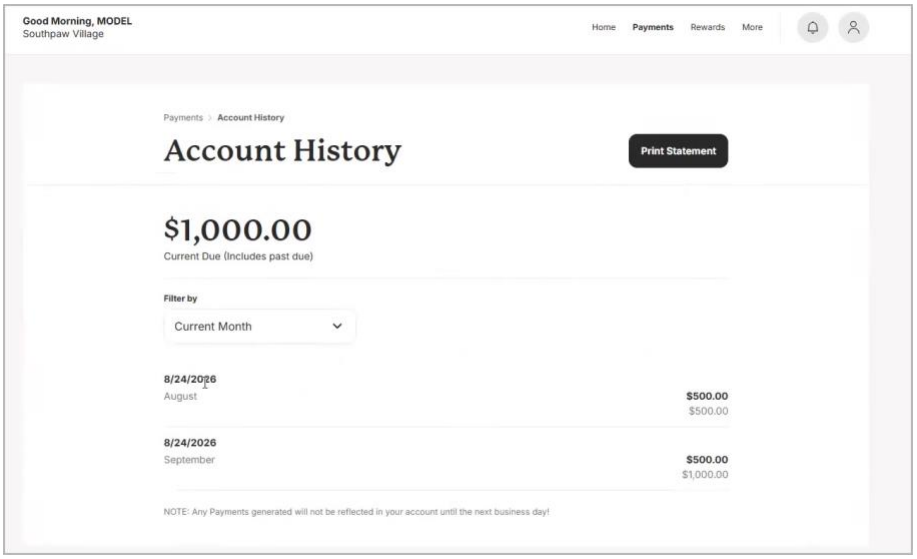
The amount on the Payments page is a total. Account History breaks that total into the individual charges behind it, so you can see exactly what you are being billed for.

Step 13 — Open Account History

On the Payments page, click the Account History tile. Each line shows:

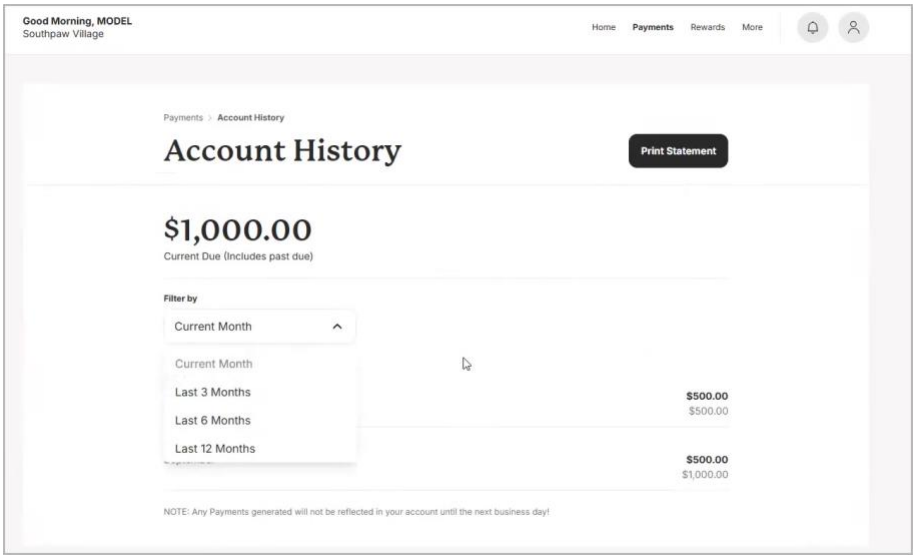
- The date the charge was posted
- What the charge was for, such as the month of rent
- The amount of that charge, in bold on the right
- Your running balance in grey underneath it

In the example below, two $500.00 charges add up to the $1,000.00 balance due.



Step 14 — Look further back, or print a statement

Use the Filter by menu to change the date range: Current Month, Last 3 Months, Last 6 Months, or Last 12 Months. To save or print a copy of your charges, click Print Statement at the top of the page.



Note: a payment you just made will not show here until the next business day, so your balance may still look unpaid for a day.

Good to know

- Payments made after your property's cutoff post to your account the next business day.
- To review past payments, go to Payments and click the Account History tile, where you can filter by month and print a statement.
- Billing questions: contact Dr. Jeremy Sheffield, Executive Director of USA Housing, at jtsheffield@southalabama.edu, or call the Southpaw Village office at +1 251 341 4663.