



LONDON  
ST. THOMAS  
ASSOCIATION OF  
**REALTORS®**

*Bringing people and properties together*



# HOW TO SIGN UP FOR AUTO PAYMENTS

LSTAR Accounting  
Department

# PRE-AUTHORIZED AUTOMATIC PAYMENTS

- As of January 1, 2021 LSTAR no longer manages member credit card information.
- Members can now sign up to have the LSTAR Accounting Department process their monthly dues automatically.
- To subscribe for this feature you will need to set your profile using the Member Portal: Profile, Account/Payment, Education Registration, via the Matrix™ using a major credit card.

## NOTE

- pre-paid credit cards, Visa/debit cards, MasterCard/debit cards will not work on this platform.



FOCUSED ON OUR

### VISION

To be the resource of choice for REALTOR® members and their communities.

PURSUING OUR

### MISSION

To enhance REALTOR® member professionalism by providing education, tools and advocacy to support them in serving the community.

UPHOLDING OUR

### VALUES

- Member-Centric
- Thought-Leader
- Community-Minded
- Professionalism
- Integrity

# MEMBER RESPONSIBILITY

- The Accounting Department runs Auto Payments once a month; All changes to credit card information can only be updated by the member. This includes:
  - Adding a new card number
  - Changing of the Billing Address  
**NOTE**  
Updating your address in the Profile section DOES NOT update your Credit Card Billing Address
  - New expiry date and CV#
- If the credit card is declined during the monthly processing, the member is responsible to update their credit card information (if required) and process any payment that was declined manually.
- LSTAR no longer has access to your private Credit Card information.



FOCUSED ON OUR  
**VISION**  
To be the resource of choice  
for REALTOR® members  
and their communities.









PURSUING OUR  
**MISSION**  
To enhance REALTOR® member professionalism  
by providing education, tools and advocacy to  
support them in serving the community.

UPHOLDING OUR  
**VALUES**

- Member-Centric
- Thought-Leader
- Community-Minded
- Professionalism
- Integrity

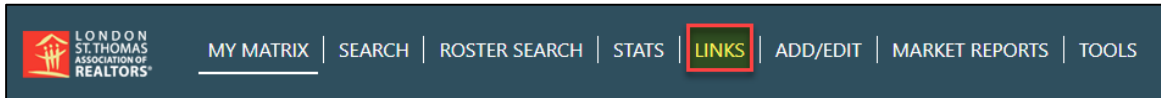
# LOG INTO ITSO MATRIX®

Applications

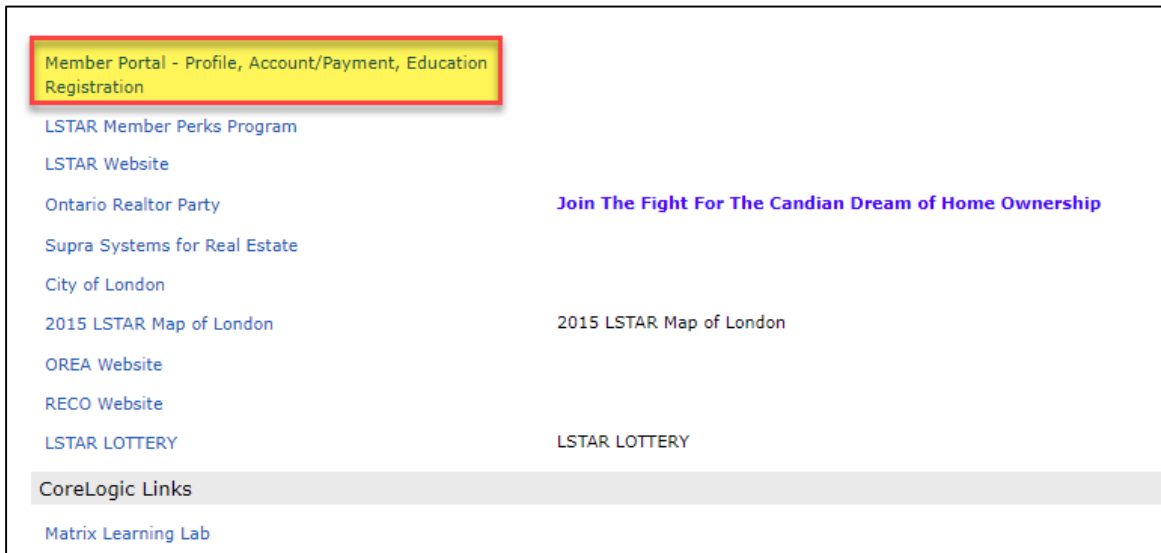
 ITSO Matrix	 WEBForms	 REALTOR Link	 ShowingTime
 SentiLock	 Matrix Mobile	 SafeAccess	 OneHome

# LINKS

- Select the Links tab on your menu bar

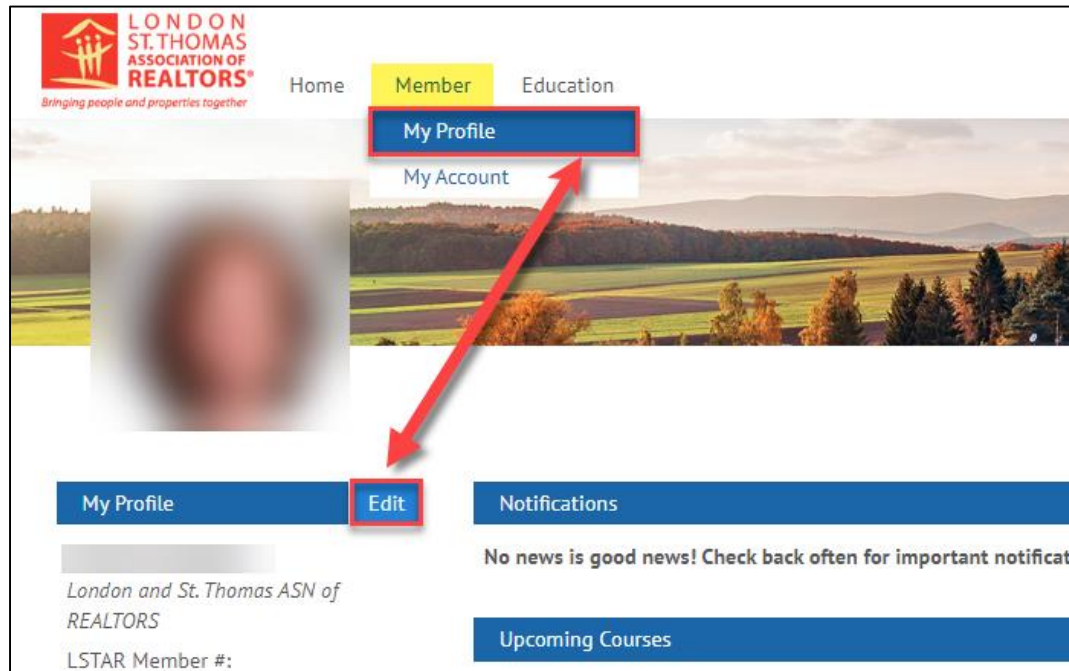


- Once on the Links page, scroll to the Member Portal Link



# MEMBER PORTAL PAGE

- You have two options
  - Select – Member > My Profile
  - Select - Edit



FOCUSED ON OUR  
**VISION**  
To be the resource of choice  
for REALTOR® members  
and their communities.

PURSUING OUR  
**MISSION**  
To enhance REALTOR® member professionalism  
by providing education, tools and advocacy to  
support them in serving the community.

UPHOLDING OUR  
**VALUES**

- Member-Centric
- Thought-Leader
- Community-Minded
- Professionalism
- Integrity

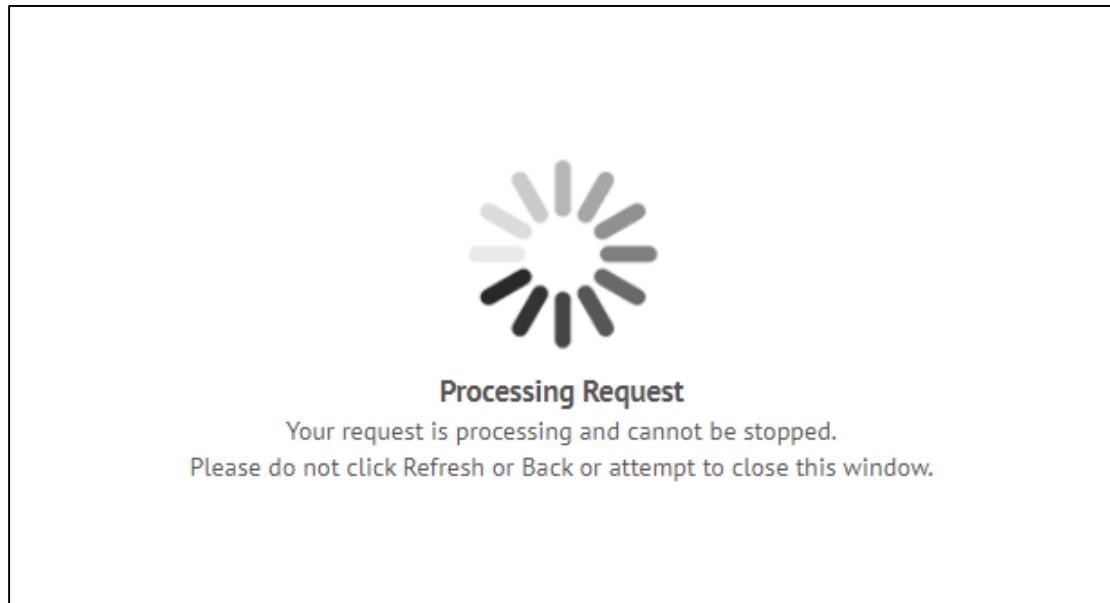
# MY PROFILE

- Select – Payment on File Tab
- Select – Store my payment type on file and SIGN UP for AutoPay
- Enter – All mandatory fields (\*)
- Select – Submit Profile (green button)

The screenshot shows the 'My Profile' page with the 'Payment on File' tab selected. The page includes a header with the LSTAR logo and navigation links (Home, Member, Education, Calendar, Connect, Logout). The main content area has three tabs: Personal, Payment on File (active), and Photo. Below the tabs is a message about storing payment information and signing up for AutoPay. Two radio button options are present: one for signing up for AutoPay (selected) and one for not signing up. Below this is a section for Card Details and Billing Info. The Card Details section includes fields for First Name, Last Name, Card Number, Security Code, Expiration Month, and Expiration Year. The Billing Info section includes fields for Street Address, City, Province, and Postal Code. At the bottom of the form are 'Cancel' and 'Submit Profile' buttons. The 'Submit Profile' button is highlighted with a green border. The footer contains the copyright notice '© 2022 MMSI, All rights reserved.' and a 'Privacy Policy' link.

# PROCESSING REQUEST

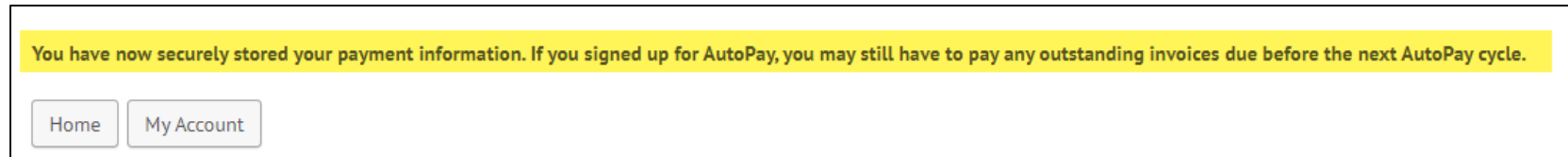
- Processing Request window will open, be patience this will take a moment.





# CREDIT CARD SUCCESSFULLY STORED

- Once the Processing Request window closes you can confirm your credit card was store successfully but looking directly under your email address and you should see the following confirmation:



## NOTE

- If you received an error notice E00027 this means that the Billing Address\* you supplied does not match what the Credit Card company has on file.
- This is a security measure on our platform to deter “hackers” from stealing your private and personal information.