How to Create a Zego Account and Make Your First Payment

Before you begin

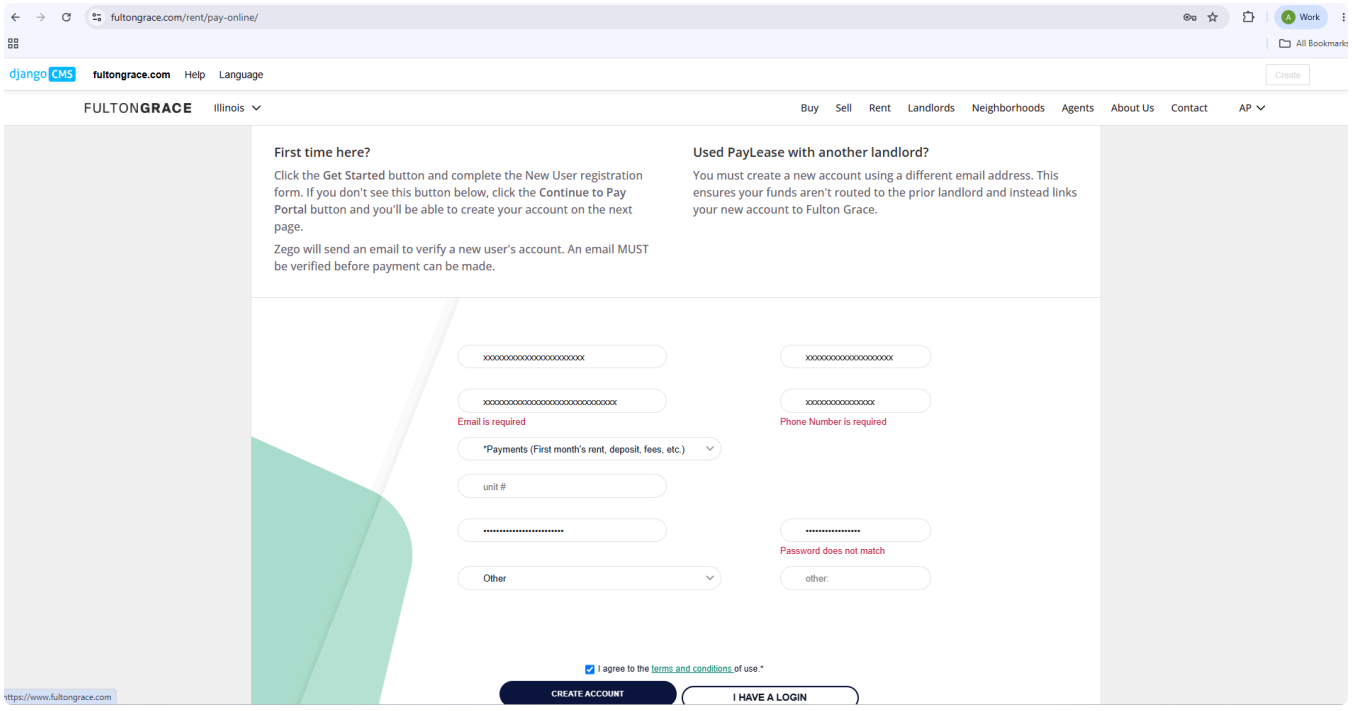
You can pay through Zego only after you verify your email address, and the order you open your two Zego emails in matters. Read this section first, then follow Steps 1 to 5.

The one rule: open the "Verify Your Email" message first, and click Verify Email Address, before you open anything else from Zego. If your account is not verified first, or you open the "Zego Account" email before you verify, payment stays blocked.

Step 1: Create your account

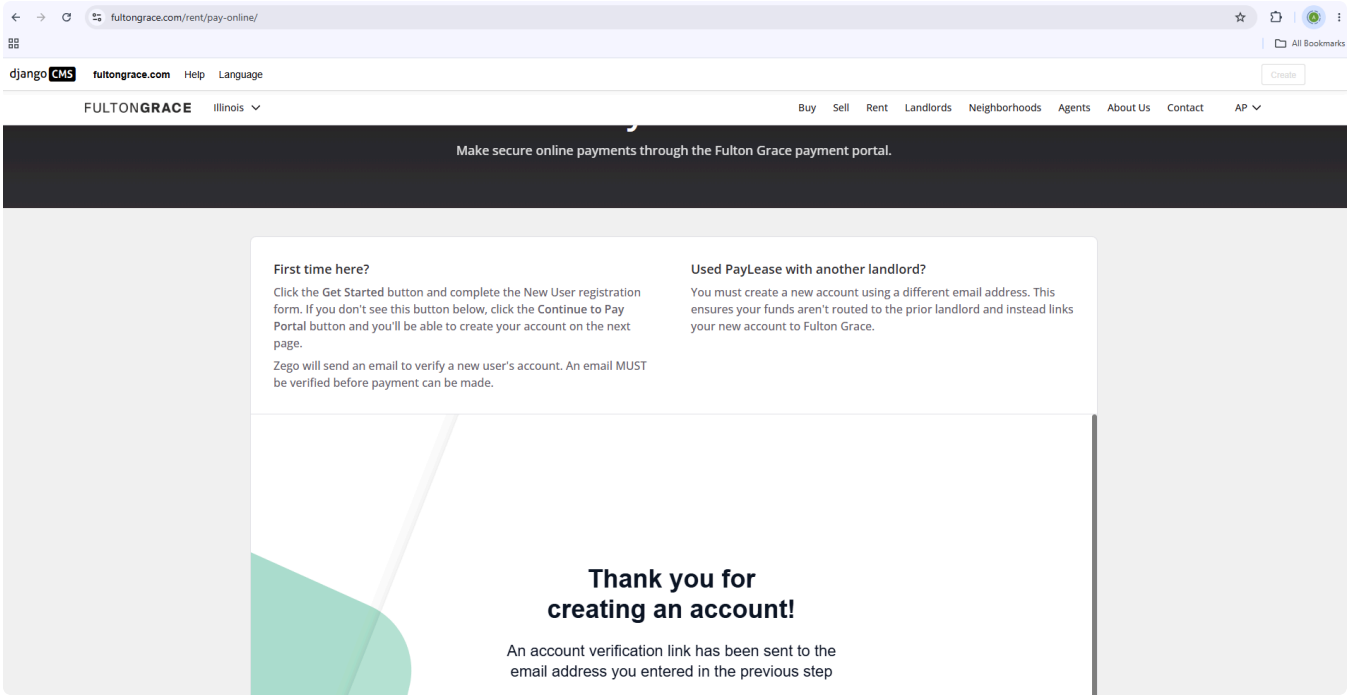
Start on the Fulton Grace online payment page and fill out the new user registration form.

1. Go to the Fulton Grace rent payment page: fultongrace.com/rent/pay-online/



Step 2: Confirm the account was created

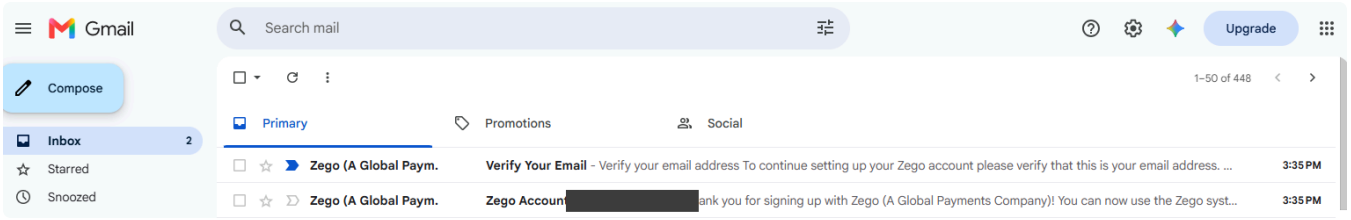
You will see a "Thank you for creating an account!" screen. A verification link was sent to your email, so go straight to Step 3.

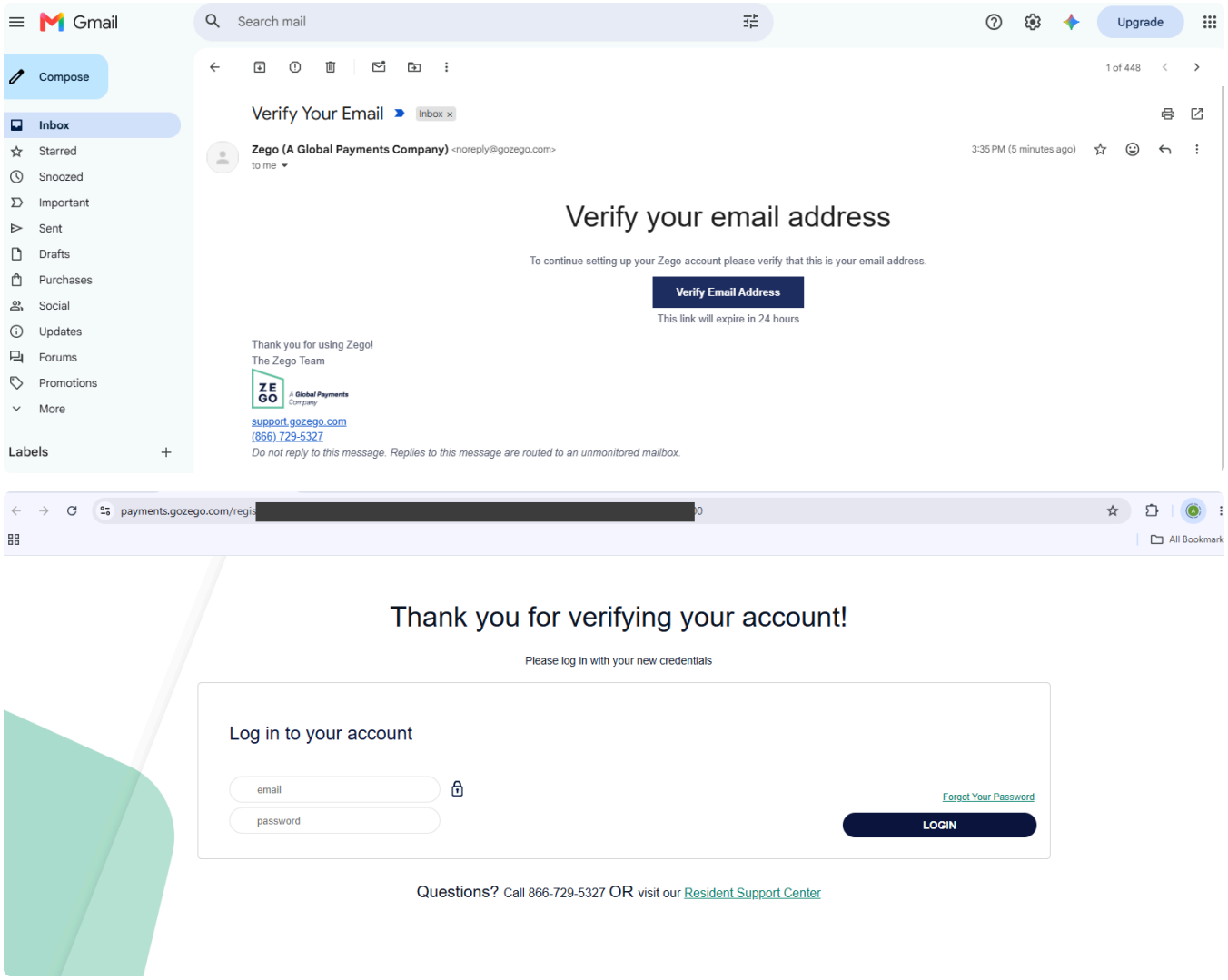


Step 3: Verify your email (do this before anything else)

Click Verify Email Address in the "Verify Your Email" message before you open any other Zego email. Skipping this step keeps payment blocked.

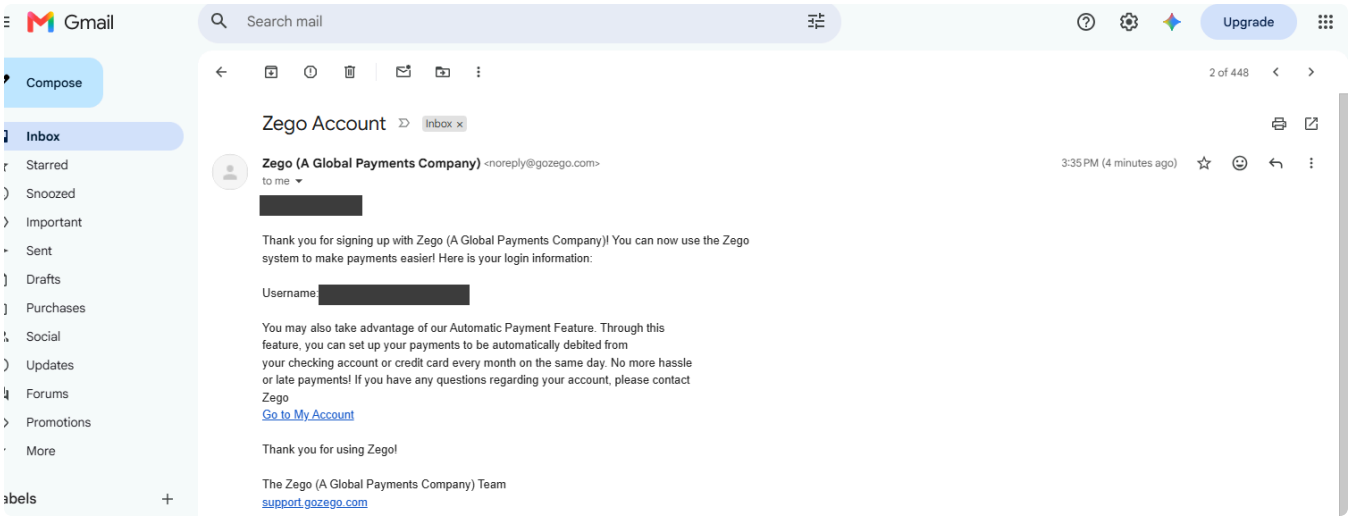
1. Open the inbox for the email address you registered with. You will see two emails from Zego: **Verify Your Email** and **Zego Account**.
2. Open **Verify Your Email** first and click **Verify Email Address**.
3. A page opens saying "Thank you for verifying your account!" Your email is now verified.





The link expires in 24 hours. If you don't see the email, check your spam folder.

Zego Account is a welcome email with your username and a Go to My Account link. Wait to open it until your email is verified.



Step 4: Log in to Zego

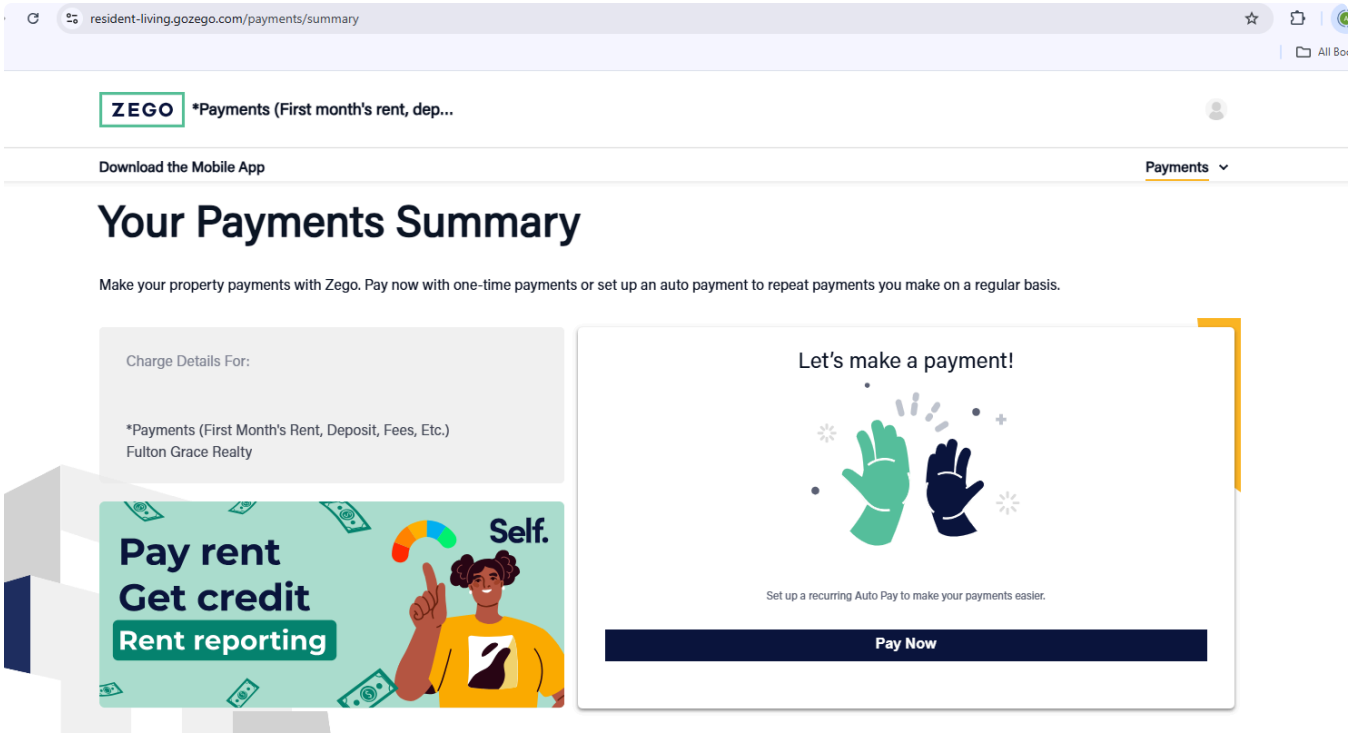
On the verification page, enter your email (your Zego username) and the password you created in Step 1, then click **Login**. Forgot your password? Click **Forgot Your Password** under the login box.

Need help? Call Zego at 866-729-5327 or visit the Resident Support Center at support.gozego.com.

Step 5: Make your first payment

After you log in, you land on **Your Payments Summary**.

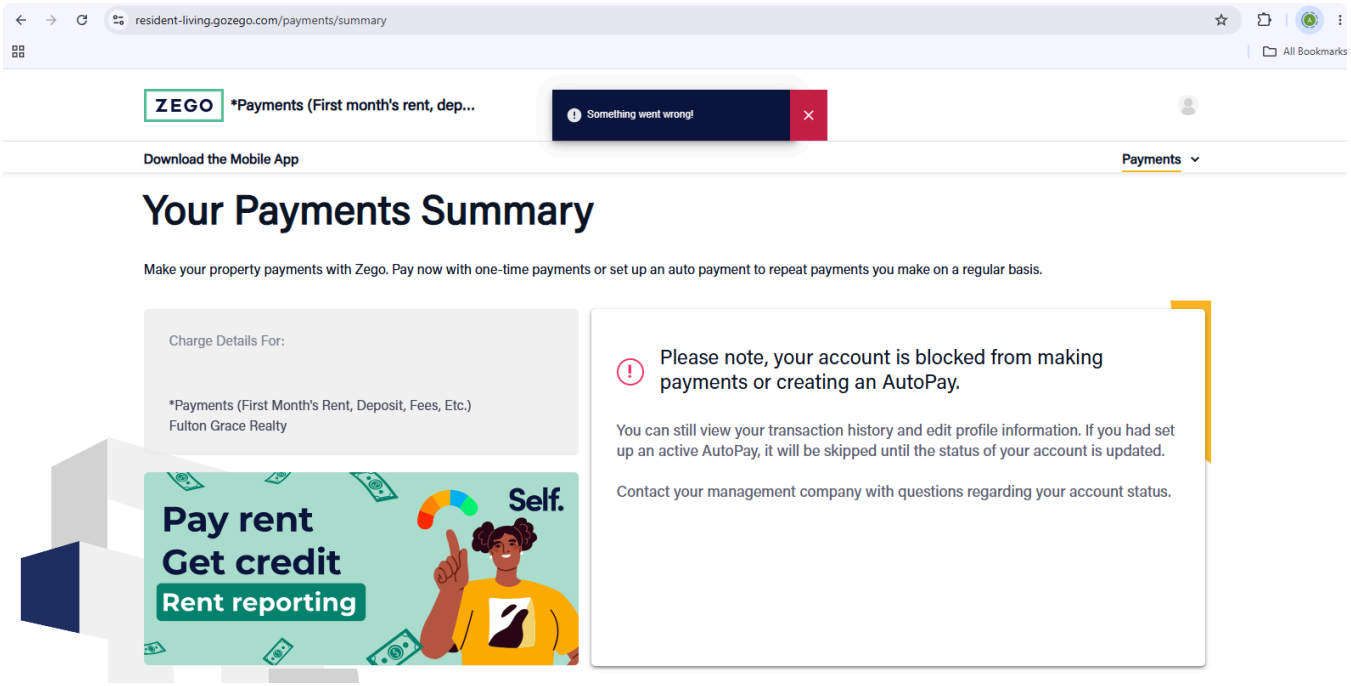
1. Check that **Charge Details For** shows Fulton Grace Realty.
2. Click **Pay Now** and follow the on-screen prompts.



Troubleshooting: "Your account is blocked from making payments"

If your Payments Summary page shows a blocked message instead of Pay Now, your account is not yet cleared to pay, and the fix is to contact your management company.

You will see a red **Something went wrong!** banner and the message "Your account is blocked from making payments or creating an AutoPay." This happens when the email was not verified first.



1. For help with the Zego account itself, call 866-729-5327 or visit support.gozego.com.