



Please visit our website at www.tuscany-connect.com for all new invoice information and account forms available.

The Administration Office is closed from 12:00 PM TO 1:00 PM Monday to Friday.

Methods of Payment

CASH PAYMENTS:

- We can only take cash at the Administration office during office hours from: **Monday to Friday 9:00 AM -4:00 PM.** Customer Service cannot accept cash payments after 4:00 PM daily.

DEBIT PAYMENTS:

- We can take debit payments at the Customer Service desk: **7 days a week from 9:00 AM – 10:00 PM.**

CHEQUE PAYMENTS:

- You can either mail your cheque or drop it off at the club mail drop box, found outside under the CSR window.
PLEASE ENSURE YOUR TUSCANY ADDRESS IS ON YOUR CHEQUE. We will email you a receipt of payment.

CREDIT CARD PAYMENTS:

- You can pay by credit card in person from: **9:00 AM – 10:00 PM 7 days a week (please visit our Customer Service desk).**
- We can accept credit card payments over the phone with no added service charges, please contact Customer Service at: (403) 241-6402 EXT. 111.

ONLINE PAYMENTS:

If you are making a payment with your online account: (\$5.00 third-party charges apply)

Please see the instructions below to complete the following: at www.tuscany-connect.com

TO CREATE AN ONLINE ACCOUNT:

Please complete the following steps:

1. Please go to https://www.tuscany-connect.com/
2. Click on **LOGIN**
3. Underneath "Submit" you will find **Do not have a login?** [Click here to register.](#)
4. Please fill out the registration form and **submit**.

We will then receive your request and will have to approve it. After we approve, you will receive an email and then you can login.

TUSCANY- CONNECT MEMBER LOGIN:

Follow the steps below to access your Tuscany Residents Association account:

1. Login to the www.tuscany-connect.com website.
2. Click on "Pay Fees" tab.
3. [Click here to access Pay on Account](#)
4. Type in your **Membership Pass Number** found on the bottom of your TRA membership card (the number will be eight digits long).
5. Your password is your Postal Code (all lower case no spaces) followed by *#