

Resident Reminder: HCMUD 391 Residents, INFRAMARK has updated their billing system to StarnikPay. With this transition, your account number has changed. Residents will need to open the link received in their email to update their account. This email has been sent by INFRAMARK. If you have already done this during the initial roll out of this system, please disregard this post.



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Starnik & StarnikPay

Billing & Payment Experience

What's Changed?

- **Single System for Billing & Payments**
- **Real-Time Payment Posting**
- **Direct Payment Processing**

StarnikPay connects directly to payment processors without the need for third-party gateways.

- **Improved Bookkeeping & Reports**

Reporting remains familiar to most bookkeepers already working with Starnik. We can also provide sample recap reports to help teams adjust.

Customer Features

- **Customer Portal:** <https://inframark.starnik.net>
- **Real-Time Payment Reflection** — no more delays or confirmation calls.
- **Improved eBilling** — paperless bills, email notifications, or both.
- **Re-Enroll in AutoPay** — schedule automatic payments.

- **GuestPay** — https://inframark.starnik.net/starnikERP/#/rp_guestpay
no login required, make one-time payments quickly and easily.
- **IVR Payments** — **remains available**, pay by phone with a saved payment method.

This transition enhances a more user-friendly experience for customers. If you have any questions or need support, we are here to help.

For billing and service requests from:

8:00am–5pm Monday–Friday

(281) 579-4500

MUDCustomerService@inframark.com