***TENANT PORTAL INSTRUCTIONS***

**How to Access the Tenant Portal?**

1. Click the link provided in the Tenant Portal Activation letter you receive from your property management company

*◦Note: Be sure to save the link as a bookmark in your browser for fast easy access in the future*

1. On the Tenant Portal login page, enter your email address and password and click the Log In button.

*◦Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account*

1. You are logged into the Tenant Portal

**How to Submit an Online Maintenance Request?**

*\*Note: Online payment ability may not be available, please contact the property management company if you have questions about making online payments.*

1. On the Tenant Portal login page, enter your email address and password and click the Log In button.

*◦Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account*

2. You are logged into the Tenant Portal

3. Click the New Maintenance Request button

4. The Create a New Maintenance Request page loads, on the page:

1. Enter a description of the problem and what needs to be done to fix it

2. Select the radio button to authorize the management company to enter with

their key

3. Click the Submit Request button

5. Your maintenance request is submitted and you will be able to track the status of your

request within the Maintenance portion of the Tenant Portal

**How to Make a One-time Online Payment?**

*\*Note: Online payment ability may not be available, please contact the property management company if you have questions about making online payments.*

1. On the Tenant Portal login page, enter your email address and password and click the

Log In button.

*◦Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account*

2. You are logged into the Tenant Portal

3. Click the Make a Payment button

4. The Make a Payment page loads, on the page:

1.Enter the amount to pay, and click the Next button

2.Enter the Bank Account information and click the Next button

3.Confirm the bank account and payment details and click the Next button

5. Your payment is made and you receive payment confirmation

**How to Setup Auto Pay / Recurring Online Payments?**

*\*Note: Online payment ability may not be available, please contact the property management company if you have questions about making online payments*

1. On the Tenant Portal login page, enter your email address and password and click the Log In button.

*◦Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account*

2. You are logged into the Tenant Portal

3. Click the Set Up Auto Pay button

4. The Set Up Auto Pay page loads, on the page:

1.Enter a name for the payment

2.Enter the amount to pay

3.Enter the date for first payment

4.Enter your bank account details

5.Click the Create Auto Pay button

5. Your auto payment is activated and will make automatic payments based upon your

settings

**Frequently Asked Questions**

**•What is required to setup and use online payments?**

Online payments are essentially electronic checks, you need an active checking or saving accounts Routing and Account numbers to setup the service.

**•I submitted a payment and want to cancel, what do I do?**

Please contact your bank immediately to stop any payment.

**•Once I schedule an auto payment, can I change the date the payment will submit?**

No, once an auto payment is scheduled on a certain date each month, the only way to change that date is to edit the auto pay and delete it (scroll down the page), then re-create the auto pay for the correct date.

**•Can I see my complete payment history once I am in the portal?**

Yes, you can see a full history of all payments, both made in person and online.

**Notes**

**•To first access to the Tenant Portal please contact your property management company and request a Tenant Portal activation letter be sent to you if you have not already received one.**

*Please contact the property management company if you have any questions about the portal.*