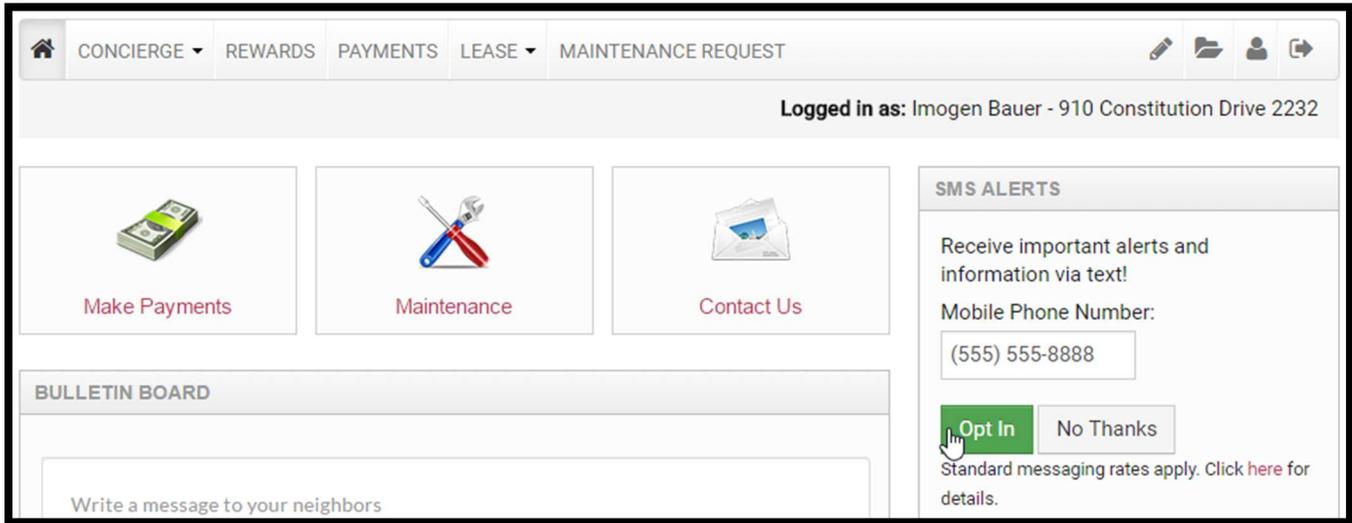


Opt In to receive Text messages and to pay via text

Residents can now opt in to receive text messages from the leasing office as well as pay their full outstanding balances via a text message.

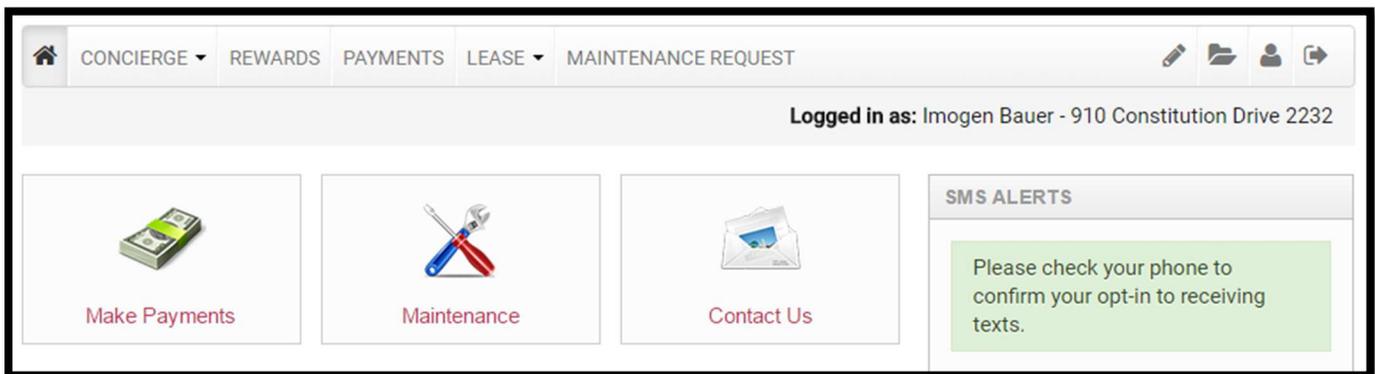
The first step is to Opt In to receive SMS Messages

When you log into your resident portal you will see a **SMS Alerts** section, see illustration below.



If you would like to receive text messages and to be able to pay your rent via a text message, enter your cell phone number and click the Opt In button. This can also be done from the profile screen.

A message will appear telling you that you will receive a text message on you cell phone to confirm you wish to opt in to receive text message, see illustration below.

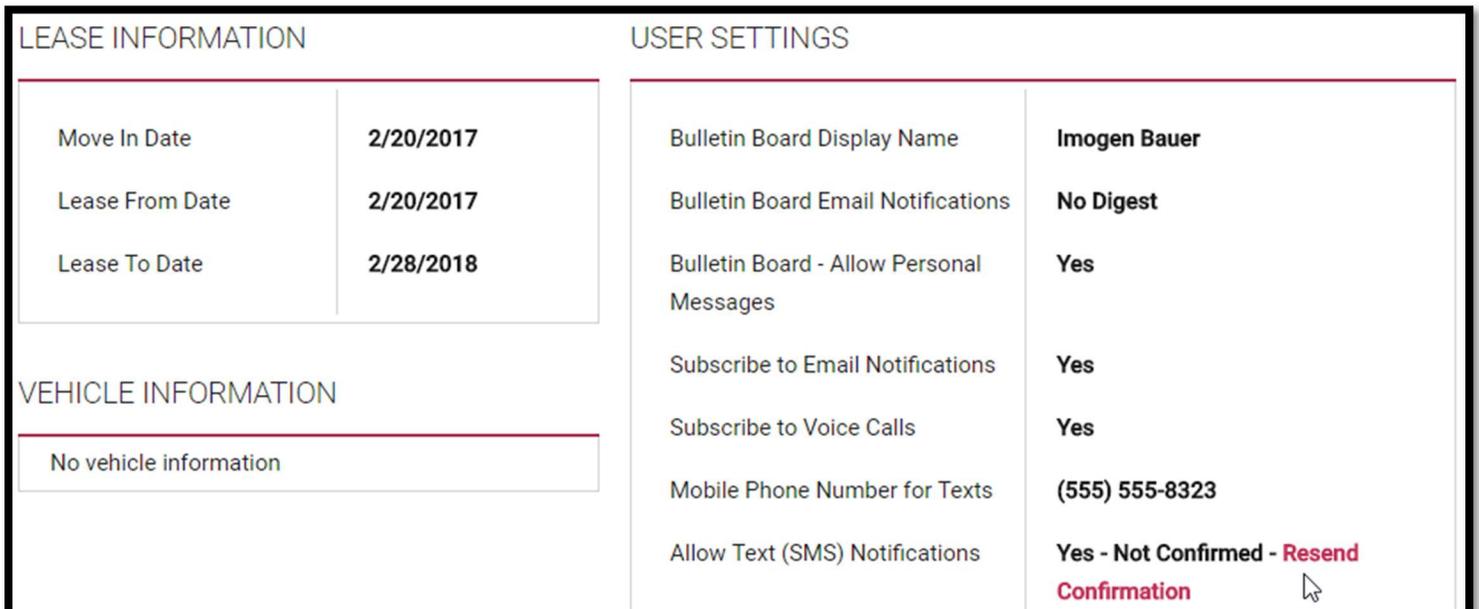


Below is an example of a text message from a property. This message should appear within a few minutes of clicking the **Opt In** button.



You can type in **Y** to confirm your opt-in to receiving text messages.

If you do not receive the text message to confirm your opt in, you can click **Resend Confirmation** from your **My Profile** screen, see illustration below.

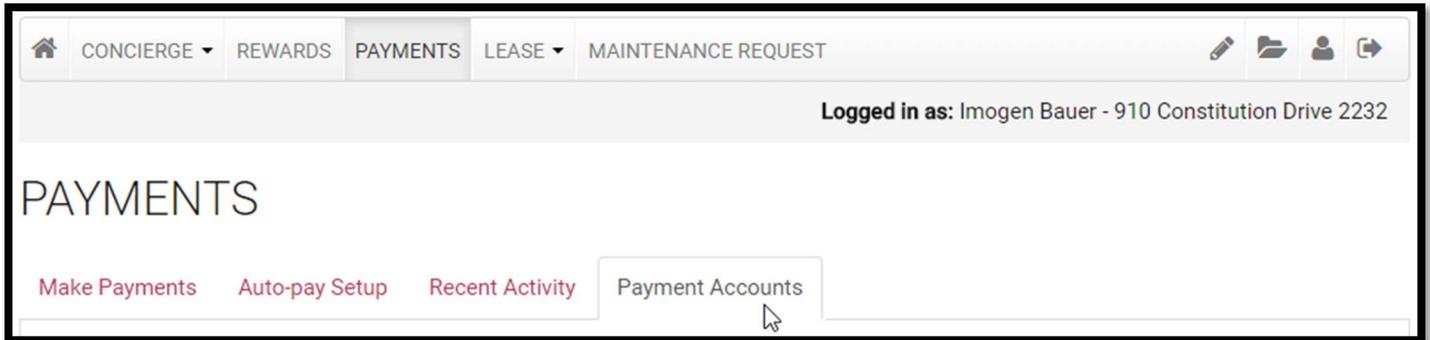


How to setup Text-to-Pay option

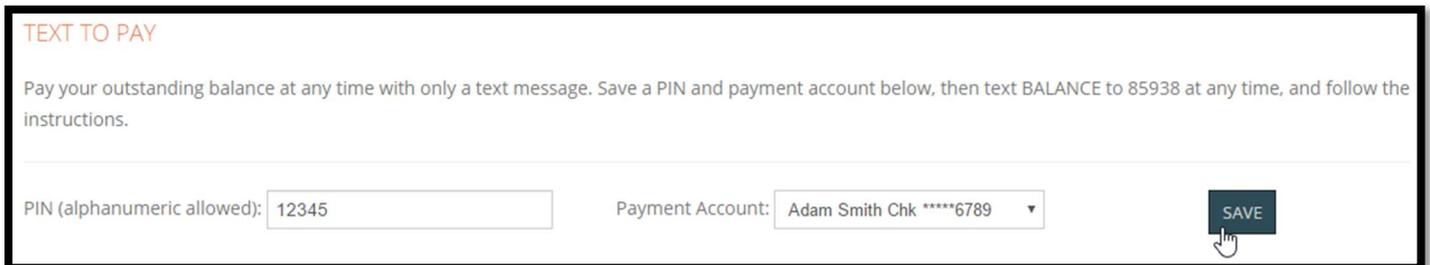
Before you can use the Text-to-Pay feature to make payment, you will need to setup a security PIN and select a payment account from which you wish to draft your payments from. Every time you pay via text, you will need to enter your PIN to confirm payment.

Setting up PIN and Payment Account

From the **Payments** page in your resident portal account, click the **Payment Accounts** tab.

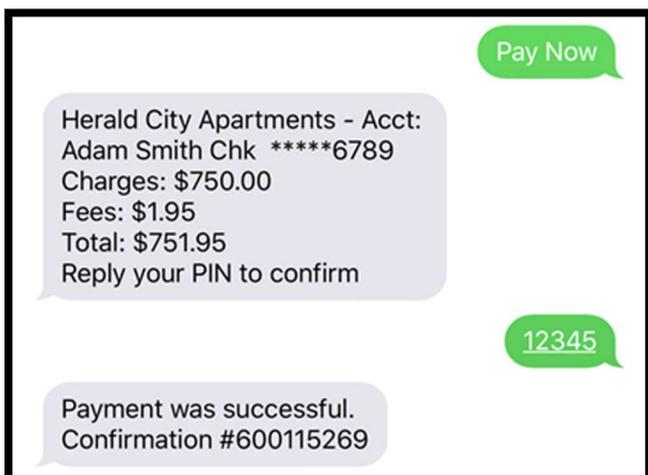


If you have already opted in, the **Text To Pay** section will appear at the bottom of the page.

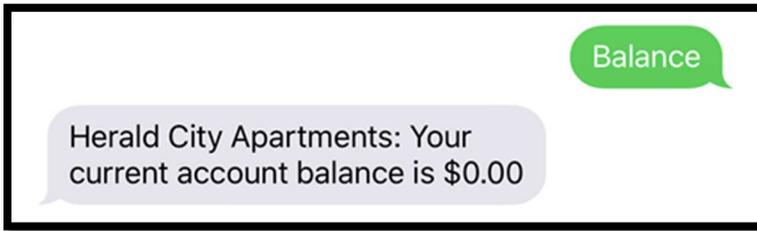
A screenshot of a "TEXT TO PAY" form. The heading "TEXT TO PAY" is in orange. Below it is a paragraph of instructions: "Pay your outstanding balance at any time with only a text message. Save a PIN and payment account below, then text BALANCE to 85938 at any time, and follow the instructions." Below the instructions are two input fields: "PIN (alphanumeric allowed):" with the value "12345" and "Payment Account:" with a dropdown menu showing "Adam Smith Chk *****6789". To the right of these fields is a blue "SAVE" button with a mouse cursor pointing to it.

You will enter a unique PIN (alphanumeric only) and select the account that you want to draft your payment from when using the Text-to-Pay feature. You can only select an existing payment account you have setup. Click the Save button when you are finished.

You can now make payments by sending a message to the number **85938** with the text "**Pay Now**". See example text below. Please note, your only option is to pay the full balance when using the Text-To-Pay option.



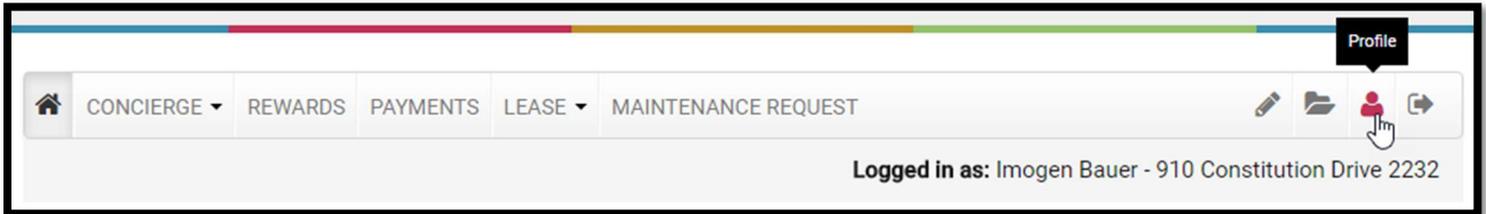
You can also check your account balance by texting the word "**Balance**".



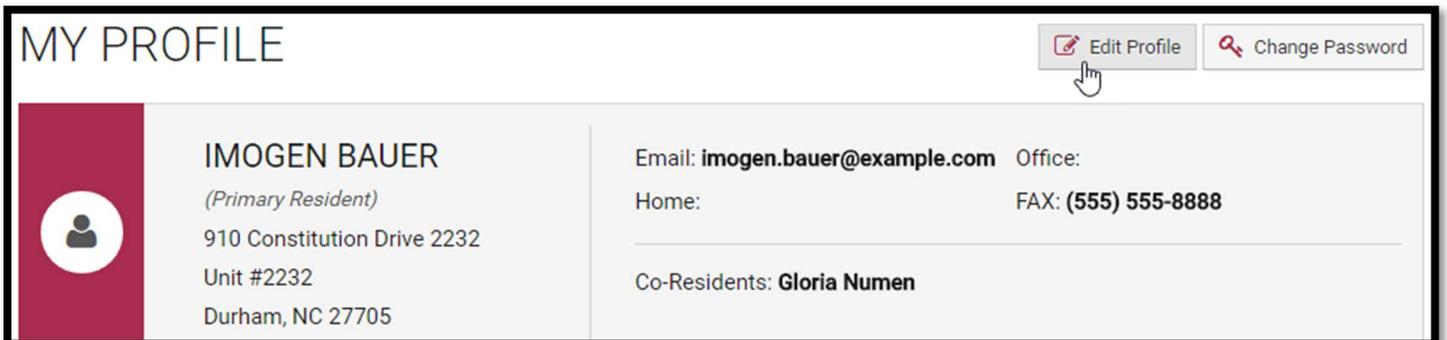
How to Change your Phone Number

You can change your phone number at any time.

From the resident portal home page, click the **Profile** button.



Once the **My Profile** screen opens up, click the **Edit Profile** button.



In the **Mobile Phone for Texts (SMS)** field, you will enter your new phone number.

MY PROFILE

Email: imogen.bauer@example.com

Office:

Home:

FAX: (555) 555-8888

Allow Text (SMS) Notifications:

Mobile Phone for Texts (SMS): (555) 555-8323

*See Disclosure. Rates may apply.

You will need to scroll down to the bottom of the **My Profile** screen to click **Update Profile** which will save your changes. You will receive a message at your new number asking you to confirm it. If you don't receive the confirmation text, you can click **Resend Confirmation** link.

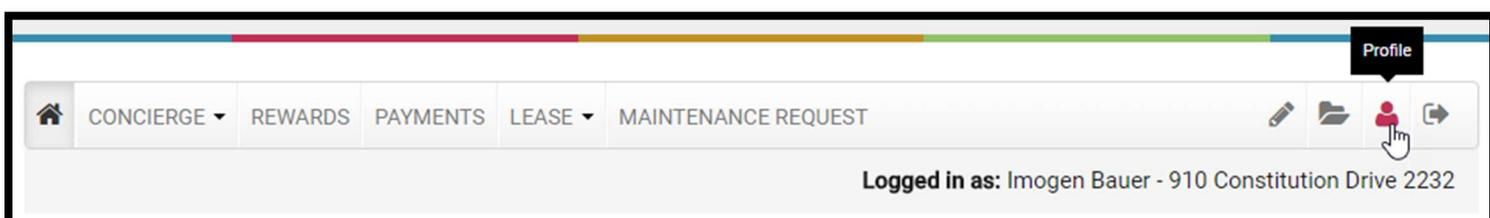
How to Opt out of SMS Messages

You can opt out of receiving SMS messages at any time. Opting out also disables the Text-to-Pay option as well.

To opt-out of SMS messages using your cell phone, you will send the text "**Stop**" to **85938**.



Another way to opt-out of SMS messages is from your profile section found on the top menu.



Once your **My Profile** screen appears, you can click the **Edit Profile** button.

MY PROFILE

[Edit Profile](#) [Change Password](#)

IMOGEN BAUER
(Primary Resident)
910 Constitution Drive 2232
Unit #2232
Durham, NC 27705

Email: **imogen.bauer@example.com** Office:
Home: FAX: **(555) 555-8888**

Co-Residents: **Gloria Numen**

Uncheck the **Allow Text (SMS) Notifications** check box. Scroll down to the bottom and click **Update Profile** to save your changes.

MY PROFILE

Email:

Office:

Home:

FAX:

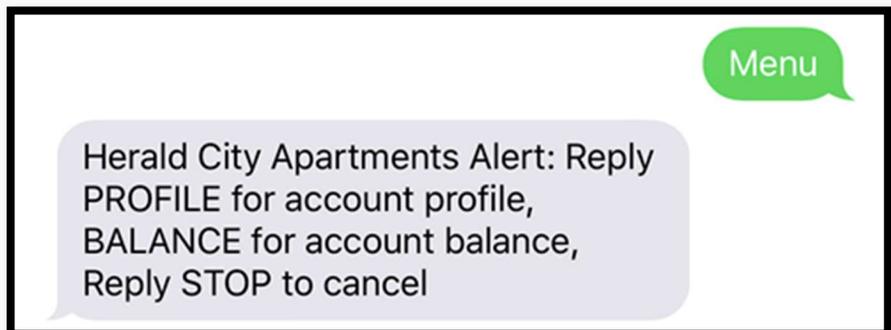
Allow Text (SMS) Notifications:

Additional Text to Pay Commands

The following table lists text commands that residents can send to phone number **85938**, provided that they have opted in to SMS messages.

Command	Description	Preview
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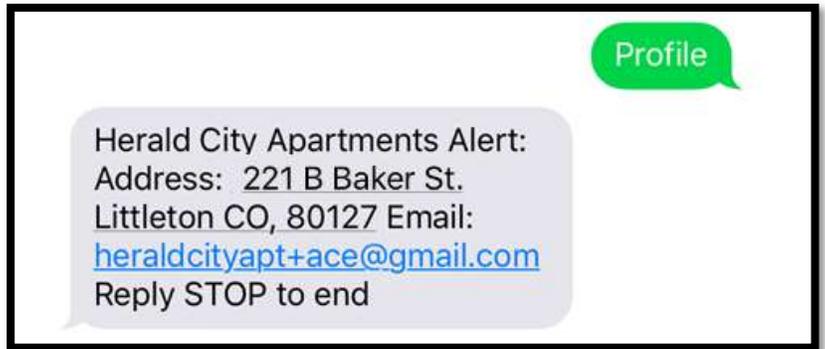
Menu	Shows supported commands.
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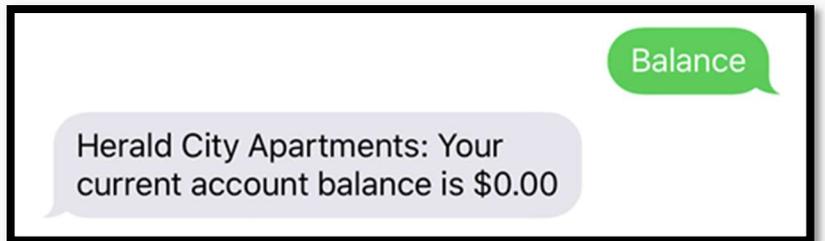
Command **Description**

Preview

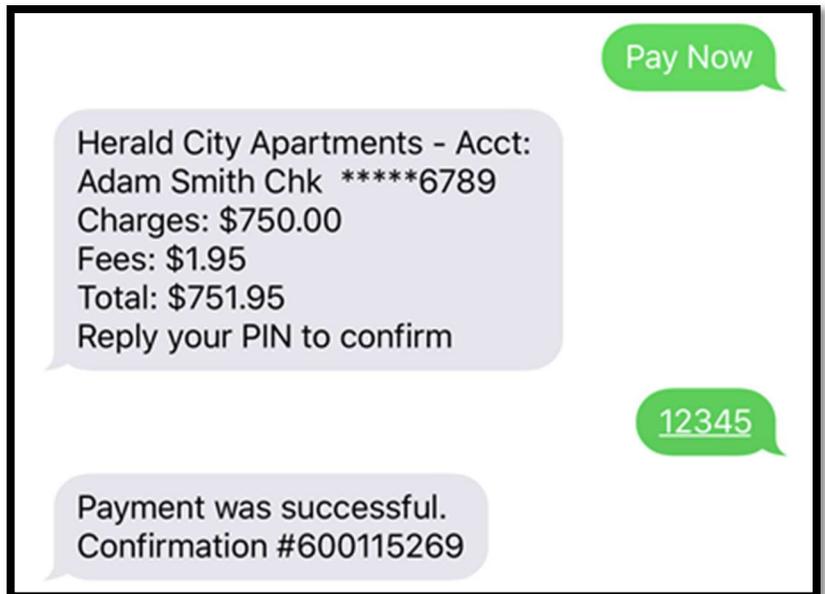
Profile Shows contact information.



Balance Shows current account balance.



Pay Now Pays their current account balance. Residents will be required to enter their PIN prior to making payments.



Command **Description**

Preview

Stop

Opts out of SMS messages from the property, including Text-to-Pay.

