



RESIDENT PORTAL HANDBOOK



Contents

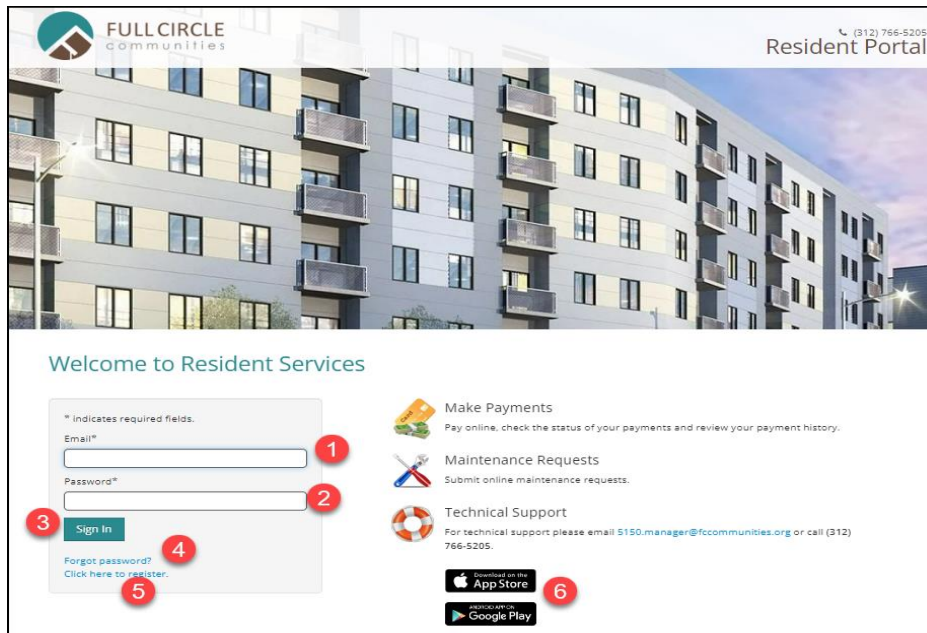
- Resident Portal Guide – Login 2
 - Login Screen 2
- Resident Portal Guide – Payments 3
 - Payment Home Screen 3
 - Payment Accounts 4
 - Auto-Pay Setup 5
 - Recent Activity 6
 - One-Time Payments 7
- Resident Portal Guide -Maintenance Requests 9
- Resident Portal Guide – Compliance 10
- Resident Portal Guide – Sign Documents 11
- Resident Portal Guide – Documents 12
- Resident Portal Guide – Profile 13

Resident Portal Guide – Login

Login Screen

The resident portal offers residents a seamless and user-friendly experience for managing their rental affairs. The login screen prompts residents to enter their credentials, ensuring the protection of sensitive information. The resident portal provides residents with the ability to pay rent, access important documents, submit maintenance requests, and review any compliance-based documentation.

Steps	Description	Details
1	Email	Enter your email address
2	Password	The password should be a minimum of 8 characters long and is case sensitive. There are no restrictions on using symbols in your password
3	Sign In	The Resident Portal home page will appear
4	Forgot Password	Click to reset your password
5	Click Here to Register	Click to register to the resident portal
6	Resident Portal App links	Resident portal app links will direct you to either the Apple Store or Google Play Store to download the tenant portal app.



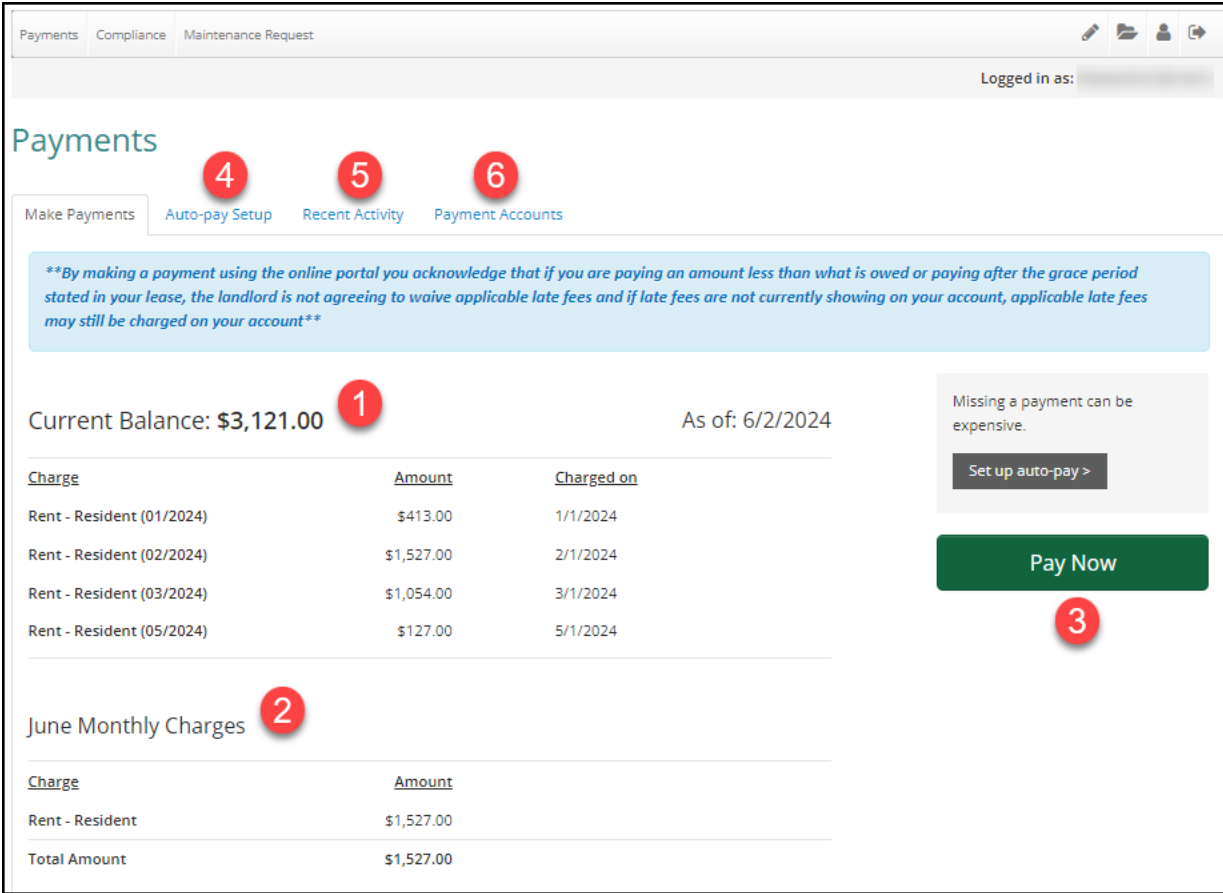
Add the Web Address to your bookmarks for easier access.

Resident Portal Guide – Payments

Payment Home Screen

The resident portal's payment function streamlines the rent payment process, offering residents a secure and convenient platform to easily submit payments, track transaction history, and set up automated payment schedules.

	Description	Details
1	Current Balance	Displays the current outstanding balance
2	Current Month's charges	Charges posted for the current month
3	Pay Now	Displays the payment function screen
4	Auto-pay Setup	Displays the auto-pay payment screen
5	Recent Activity	Displays the Recent Activity screen
6	Payment Accounts	Displays the Payment Accounts screen



The screenshot shows the 'Payments' section of the resident portal. At the top, there are navigation tabs for 'Payments', 'Compliance', and 'Maintenance Request'. The user is logged in. The main heading is 'Payments', with sub-links for 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. A disclaimer states: '**By making a payment using the online portal you acknowledge that if you are paying an amount less than what is owed or paying after the grace period stated in your lease, the landlord is not agreeing to waive applicable late fees and if late fees are not currently showing on your account, applicable late fees may still be charged on your account**'. The 'Current Balance' is \$3,121.00 as of 6/2/2024. A table lists recent charges: Rent - Resident (01/2024) for \$413.00, (02/2024) for \$1,527.00, (03/2024) for \$1,054.00, and (05/2024) for \$127.00. Below this is the 'June Monthly Charges' table, showing a total amount of \$1,527.00. A 'Pay Now' button is visible, along with a 'Set up auto-pay >' link. Red callout numbers 1-6 are placed over the interface to correspond with the table above.

Payment Accounts

The Payment Accounts feature in the resident portal enables easy management of payment methods. Residents can add and store credit cards or bank accounts. Upon adding an account, a validation process involves receiving a penny deposit, which residents must enter in the payment account section to confirm ownership and accuracy.

	Description	Details
1	Bank Account	Displays the Add Bank Account screen to add ACH details
2	Credit and Debit Accounts	Displays the Add Credit and Debit screen to enter either credit or debit details

Payments

[Make Payments](#) [Auto-pay Setup](#) [Recent Activity](#) **Payment Accounts**

Bank Accounts 1 [Add Bank Account](#)

If you click to add a bank account, you will be redirected to a third-party website and must follow their instructions to verify your account. Once your account is verified, your bank account will appear as a payment option. Only your bank account and routing number are used to set up a verified bank account.

If you do not wish to verify your bank account, or if your bank account is not listed (not all banks are supported), please select another payment method or contact our office for other payment options.

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Delete
MAIN : ██████	██████ 7	██████	Checking	Delete

Showing 1 to 1 of 1 entries

Credit Cards or Debit Cards 2 [Add Credit Card](#) [Add Debit Card](#)

Use the credit cards or debit cards listed below to make one-time payments or schedule monthly automatic payments.

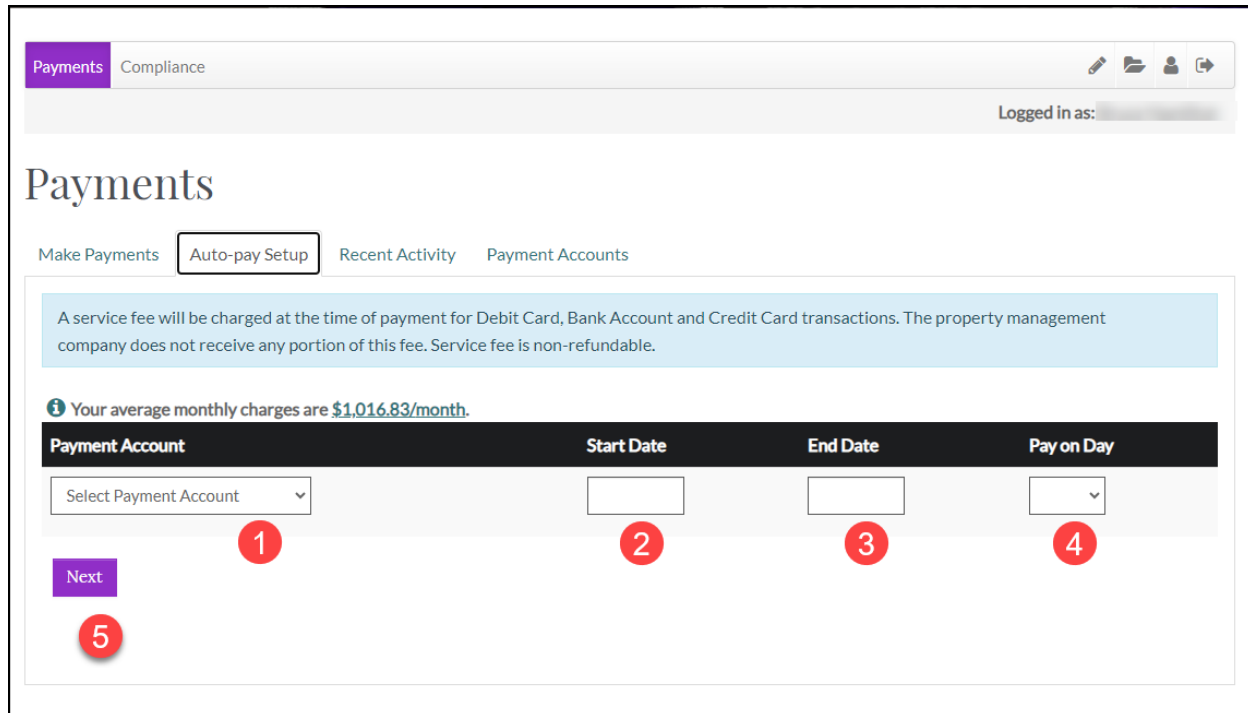
Card Type	Card Number	Edit	Delete
No data available in table			



Depending on the type of payment account, the resident may have to pay for service charges. Please contact your property’s management team for more details.

Auto-Pay Setup

The auto-pay function streamlines rent payments by allowing residents to set up automatic payments through the resident portal. Residents can input their preferred payment method details and specify payment preferences like date and frequency. Once confirmed, the system automatically deducts rent payments on the chosen date, providing a convenient and hassle-free way for residents to manage their monthly obligations.



Steps	Description	Details
1	Select Payment Account	Select the preferred payment account for automatic payments
2	Start Date	Select the start date for auto-pay to begin
3	End Date	Select the end date for auto-pay to end
4	Pay On Day	Select the day the funds will be transferred NOTE: Rent is billed to your account on the first business day of the month. If your “Pay On Day” is before the first business day, your rent will not be paid and you will have to submit a one-time payment. Please always check your account no later than the fifth of each month to ensure your payment was made.
5	Next	Proceed to the next screen to finalize the auto-pay setup
6	Terms & Conditions	Click the checkbox confirming you’ve read the terms and conditions
7	Set up Auto-Pay	Click to finalize your Auto-Pay setup

Auto-pay Setup ✕

- Your first payment is scheduled for **2/3/2024**
- Payments scheduled on or after 1st of the month might incur a Late Fee Charge.
- Payment has no end date.

Payment Account	Start Date	End Date	Pay on Day
████████████████████	1/18/2024		3rd

By setting up AutoPay, I authorize the automatic withdrawal from my selected payment account the amount shown or, if no amount is shown, the balance due each month. I understand and agree that my authorization will remain in place until I change or cancel it by logging into my Resident Portal account, and that it may take up to 24 business hours to process my change or cancellation before it will become effective. I understand and agree that I will be charged a non-refundable service fee of \$0.95 for each AutoPay transaction and that this service fee is charged by and paid to the payment services provider for making payments through RentCafe, this fee is not charged by the property, and this fee will not appear on my ledger.

I have read and accept the [Terms and Conditions](#)

6
7

Cancel
Set Up Auto-Pay

Recent Activity

The Recent Activity function provides a comprehensive and up-to-date overview of all recent transactions allowing residents to track rent payments, maintenance requests, and announcements easily. Ultimately, the Recent Activity function empowers residents with real-time insights, fostering a more streamlined and efficient rental experience.

Payments | Compliance ✎ 📁 👤 ↻

Logged in as: ██████████

Payments

Make Payments Auto-pay Setup Recent Activity Payment Accounts

Online payments are reflected as Pending until they are fully processed.

10 records per page Search:

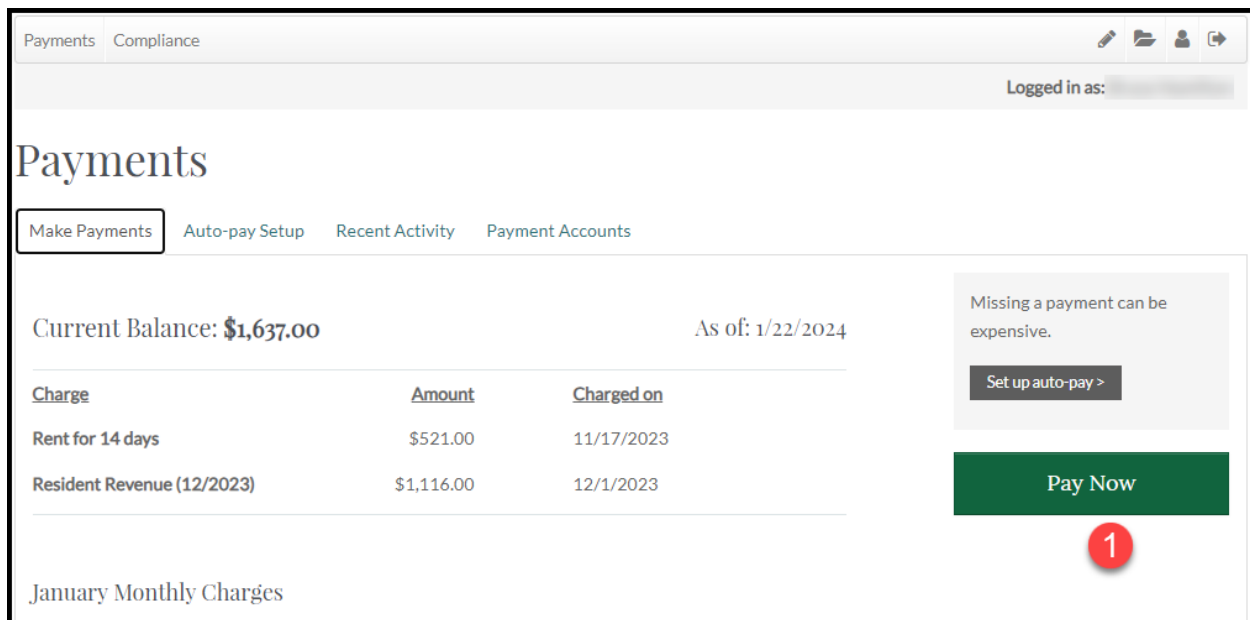
Date	Payments and Charges	Charge	Payments	Balance
1/4/2024	Online Payment - EFT Payment. Web - Resident Services	\$0.00	\$1,416.00	\$1,637.00
1/1/2024	Resident Revenue (01/2024)	\$1,116.00	\$0.00	\$3,053.00
12/1/2023	Resident Revenue (12/2023)	\$1,116.00	\$0.00	\$1,937.00
11/17/2023	Rent for 14 days	\$521.00	\$0.00	\$821.00
11/17/2023	Security Deposit	\$300.00	\$0.00	\$300.00

Showing 1 to 5 of 5 entries ← Previous | 1 | Next →

One-Time Payments

The One-Time Payment function streamlines the payment process for residents by offering a solution to make single, immediate payments for various purposes, such as one-time fees, additional charges, or outstanding balances. This feature enhances residents' financial control and simplifies the payment experience, ensuring that unique financial transactions are executed seamlessly within this platform.

Steps	Description	Details
1	Pay Now	Click the Pay Now button to display the one-time payment screen
2	Amount	Review/ Change the charge amounts if applicable
3	Payment Account	Select the preferred payment account
4	Extra Payment	Enter an additional amount to pay
5	Next	Click Next to finalize the payment amount
6	Terms & Conditions	Review and click the check box for the <i>Terms & Conditions</i>
7	Submit Payment	Click Submit Payment to complete the transaction



Payments Compliance 🔍 📄 👤 ↻

Logged in as: _____

Payments

[Make Payments](#)
[Auto-pay Setup](#)
[Recent Activity](#)
[Payment Accounts](#)

Current Balance: **\$1,637.00** As of: 1/22/2024

Charge	Amount	Charged on
Rent for 14 days	\$521.00	11/17/2023
Resident Revenue (12/2023)	\$1,116.00	12/1/2023

January Monthly Charges

Missing a payment can be expensive.
[Set up auto-pay >](#)

Pay Now

1

One-Time Payment

Payment Options » Payment Details » Review Payment » Confirmation

A service fee will be charged at the time of payment for Debit Card, Bank Account and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

If you click to add a bank account, you will be redirected to a third-party website and must follow their instructions to verify your account. Once your account is verified, your bank account will appear as a payment option. Only your bank account and routing number are used to set up a verified bank account.

If you do not wish to verify your bank account, or if your bank account is not listed (not all banks are supported), please select another payment method or contact our office for other payment options.

[Add Bank Account](#)
[Add Credit Card](#)
[Add Debit Card](#)

Description	Total Amount	Paid	Unpaid	Payment Amount
Rent for 14 days	\$521.00	\$0.00	\$521.00	<input type="text" value="521.00"/>
Resident Revenue (12/2023)	\$1,116.00	\$0.00	\$1,116.00	<input type="text" value="1,116.00"/>
			Total	\$1,637.00

Enter Payment Details

Select Payment Account:

Amount Due: \$1,637.00

Payment Amount: \$1,637.00

Extra Payment Amount:

Total Amount: \$1,637.00

[Next](#)

Payments | Compliance

Logged in as: _____

One-Time Payment

Payment Options » Payment Details » Review Payment » Confirmation

Payment Details

Payment Account	MAIN ST 0001 Chk *****5431
Payment Amount	\$1,637.00
Service Fee	\$0.95
Total Amount	\$1,637.95

Service fee is non-refundable.

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT PAYMENT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS AND YOU AUTHORIZE TO HAVE THE ABOVE AMOUNT WITHDRAWN FROM THE SPECIFIED PAYMENT ACCOUNT. IF YOU DO NOT AUTHORIZE THIS PAYMENT OR ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT PAYMENT" BELOW.

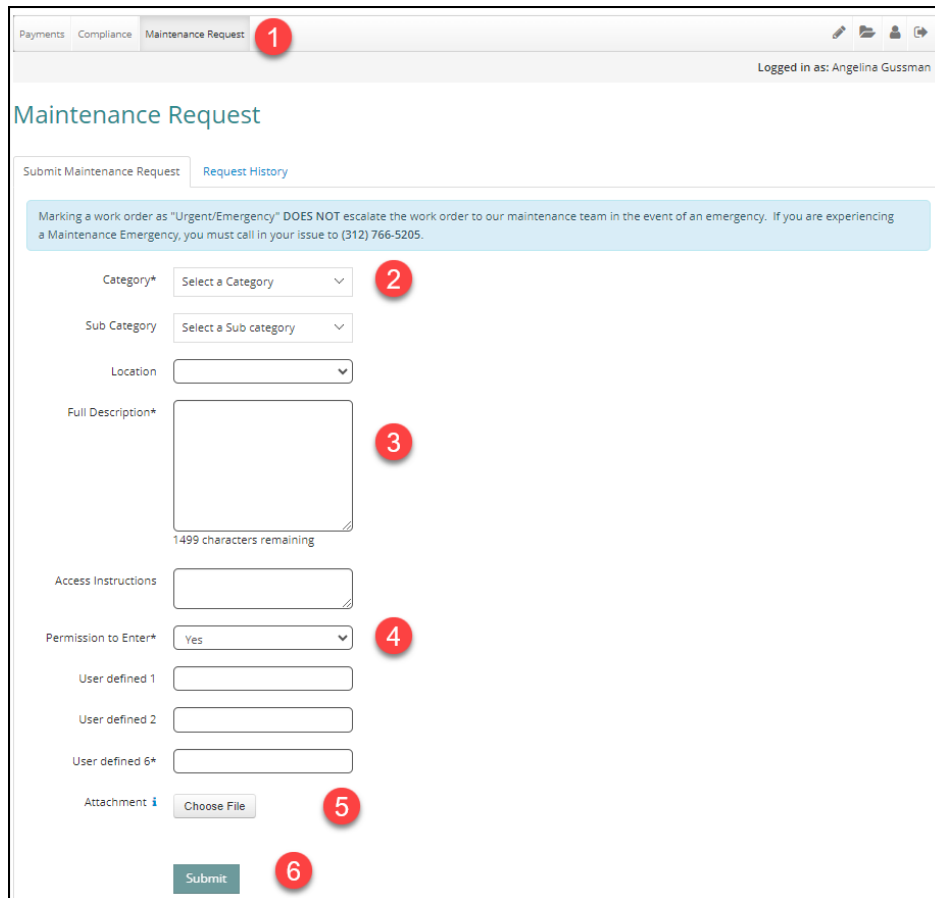
I have read and accept the Terms and Conditions

[Back to Payment Details](#) [Submit Payment](#)

Resident Portal Guide -Maintenance Requests

The Maintenance Requests function allows the resident to submit a request from the web portal and the resident portal mobile application. This function defines what type of maintenance request is needed and allows the resident to provide a detailed description of the issue, verify if the technician is allowed to enter the unit and upload any pictures or video files.

Step	Description	Details
1	Maintenance Request	Click the Maintenance Request button to open the function
2	Category	Select the appropriate category for this request
3	Full Description	Provide a full description of the request that the technician should be notified about prior to arriving
4	Permission to Enter	Confirm if the technician will be allowed to enter the unit
5	Attachment	Please upload any image or video files to assist the technician in understanding the issue better.
6	Submit	Click Submit to send the request to the technician for review



Payments Compliance Maintenance Request **1**

Logged in as: Angelina Gussman

Maintenance Request

Submit Maintenance Request Request History

Marking a work order as "Urgent/Emergency" DOES NOT escalate the work order to our maintenance team in the event of an emergency. If you are experiencing a Maintenance Emergency, you must call in your issue to (312) 766-5205.

Category* **2**

Sub Category

Location

Full Description* **3**

1499 characters remaining

Access Instructions

Permission to Enter* **4**

User defined 1

User defined 2

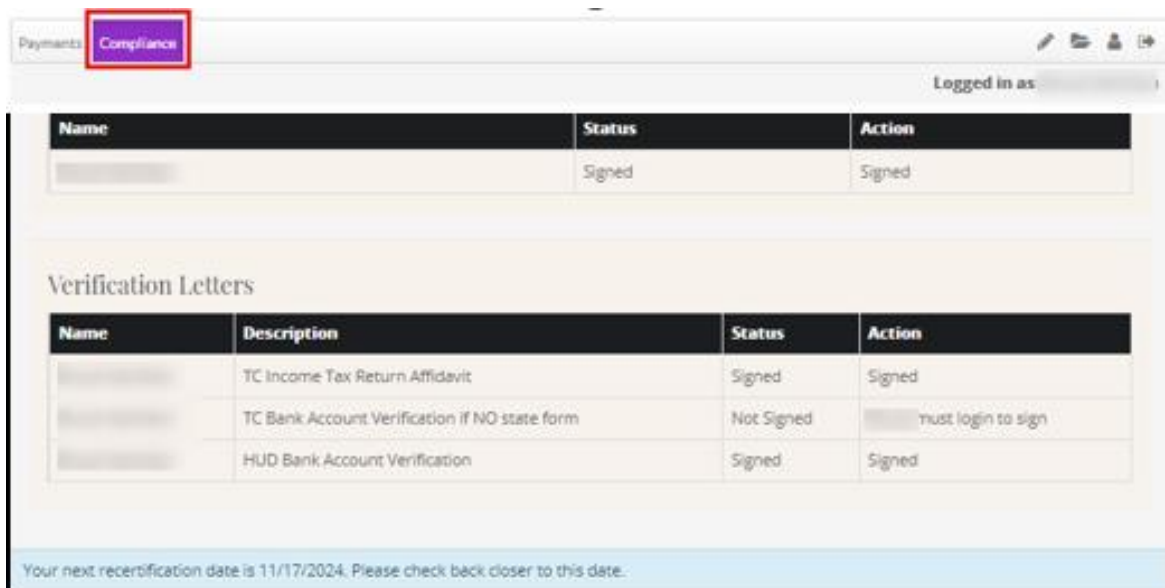
User defined 6*

Attachment **5**

6

Resident Portal Guide – Compliance

The Applications & Certifications section within the resident portal provides residents with a centralized hub for managing any required certifications or documentation. Residents can conveniently upload and review essential documents, such as proof of income or identification, streamlining the application process. Additionally, this section is a comprehensive resource for residents to access and update certification details, ensuring compliance with leasing requirements and promoting a smooth and transparent leasing experience.



Payments **Compliance** Logged in as

Name	Status	Action
	Signed	Signed

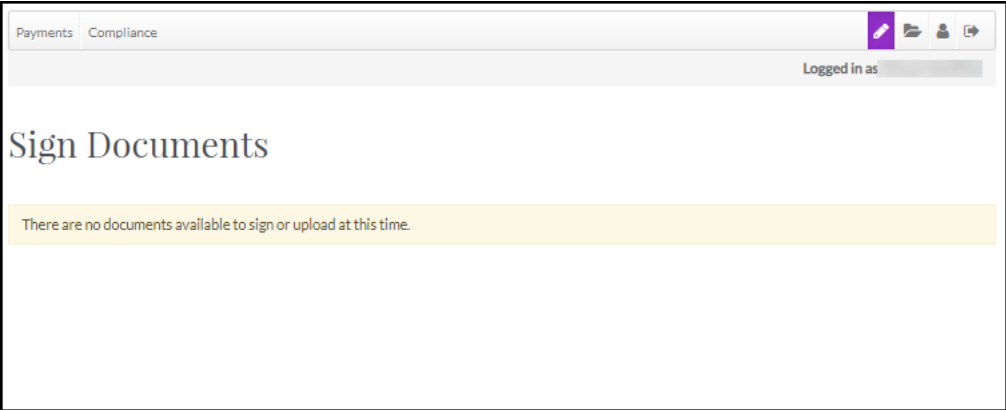
Verification Letters

Name	Description	Status	Action
	TC Income Tax Return Affidavit	Signed	Signed
	TC Bank Account Verification if NO state form	Not Signed	must login to sign
	HUD Bank Account Verification	Signed	Signed

Your next recertification date is 11/17/2024. Please check back closer to this date.

Resident Portal Guide – Sign Documents

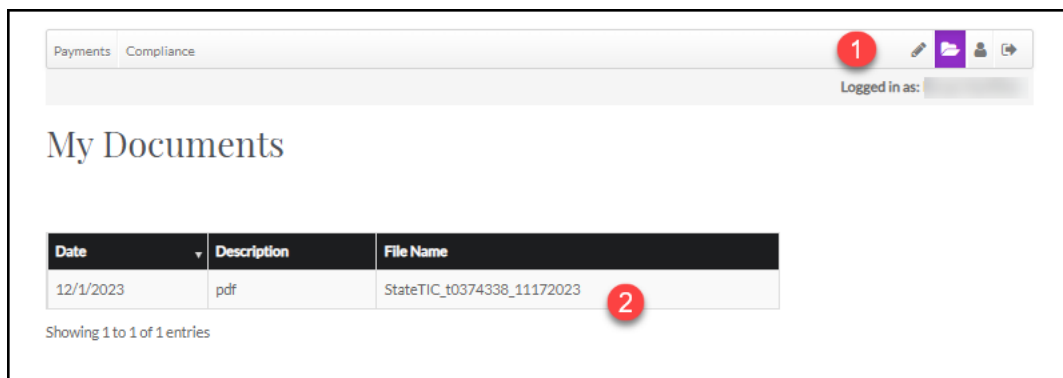
The Signed Documents feature offers a secure and efficient solution to electronically sign and submit the application, verification forms, and other documents, eliminating the need for physical signatures and paperwork. With real-time tracking, residents can easily monitor the status of their signed documents, ensuring a transparent and accountable documentation process.



Resident Portal Guide – Documents

The Document function in the resident portal serves as a centralized repository for all important lease-related documents and communication. Residents can securely access and download lease agreements, notices, and any other relevant paperwork. This feature streamlines document management, providing a convenient and organized platform for residents to stay informed and up to date on all official communications and contractual information.

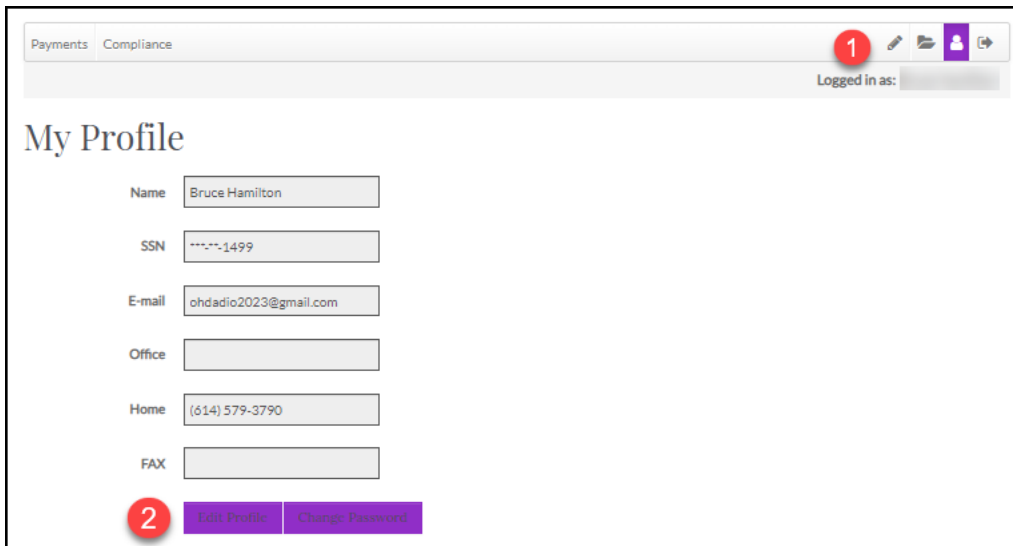
Step	Description	Details
1	Document Icon	Click the Document Icon to open the document folder page
2	Document File	Click the Document File to download the document



Resident Portal Guide – Profile

The Profile feature is a comprehensive tool empowering residents to manage and customize their personal information with ease. From updating contact details to setting communication preferences, residents can ensure that their profile accurately reflects their current information. With the Profile feature, residents have a centralized hub to maintain accurate and up-to-date personal details, fostering a more personalized and responsive rental experience.

Step	Description	Details
1	My Profile Icon	Displays My Profile section
2	Edit Profile	Enables you to make changes to your profile details
3	Personal Information	Review and update personal details such as name, phone number, and email address
4	Allow Text	Allows property management to send texts to the resident
5	Phone number (SMS only)	Enter the phone number that will receive texts
6	Voice Calls	Enables you to receive voice calls from property management
7	Subscribe to Email notifications	Enables you to receive emails from property management
8	Vehicle Information	Review/ Update vehicle information (Year, Make, Model, Color, License Plate)
9	Update Profile	Saves the changes made and updates your profile



Payments Compliance

Logged in as:

My Profile

Name

SSN

E-mail

Office

Home

FAX

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

My Profile

Preferred Name:

Email:

Office:

Home:

FAX:

Allow Text (SMS) Notifications:

Mobile Phone for Texts (SMS):

*See Disclosure. Rates may apply.

Subscribe to Voice Calls

Subscribe to email notifications

Vehicles	First Vehicle	Second Vehicle	Third Vehicle	Fourth Vehicle
Year	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Make	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Model	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Color	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
License Plate	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
State/Province	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Update Profile