

## TENANT PORTAL

## PAYMENT SET-UP

**NOTE:** If you have not signed up for auto-payment then please follow the steps below to make a payment. If you have signed up for auto-payment then you do not need to follow these steps.

**STEP 1**: To make a payment please click on the [Make a Payment] button on the dashboard screen (as indicated by the red arrow)

Dashboards Billing & Payment	Jane Doe	7 Student co-ed Furnished house w/3 bathrooms, 3 showers 1098 Main St W, Unit 1098-7, Hamilton,	Community Events No events
Maintenance	Viewmy Profile View	Ontario Canada, L85 1B3 ny Account Change my Password	Use a SAFER and MORE SECURE method to pay your
Resident Services			rent With our pre-authorized payment
Perks	My Billing Summary	My Maintenance Requests	option, your rent payments are much more secure, saving you both time and worry regarding cheque duplication, fraudulent bank-account
	Current Balance \$	You don't have any open Maintenance Requests.	access and late payment issues. Setup AutoPay
	Due Date 09/01/2017 "Errors and omissions excepted View my Current Bill	New Maintenance Request	Current Weather
	Make a Payment	Tenant Insurance	<u>∽</u> 27°
	Setup Auto Pay	According to our records you do not have valid Tenant Insurance	Cloudy Max: 30° / Min: 20°

**STEP 2:** After clicking [Make a Payment] it will take you to the screen below. Make sure to double check the name of the tenant. Also check the amount owing. Beside amount where it is blank there will be the amount you owe.

🙀 mycommunity	/	Jane Doe + English (Canada) + 🥠
Dashboards	Time Payment	Community Events No events
Maintenance	Payment Details	Don't kick yourself for not being PREPARED Unexpected accidents can happen.
Resident Services	Amount:	like burst pipes, firres and thefts. Just because you rent, doesn't mean you don't have responsibilities. You could lose a lot of money and you could be held liable for damages you may caus both inside and outside you runit. No
		Cancel Next Vesting States and St
		To help everyone in the building with the points mentioned above, we have

**IMPORTANT:** The tenants name and amount owing will be different than shown on the image above.

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**STEP 3:** Please fill in the necessary information.

We accept various payments which you can view by clicking the drop down menu indicated by the red arrow.

Make sure to enter the correct card type.

Dashboards	One Time Payment		Community Events
Billing & Payment			No events
Maintenance	Select Payment Method:	* New @ Profiled	Don't kick yourself for not being PREPARED
Resident Services	Payment Type:	Credit/Debit Card	Unexpected accidents can happen, like burst pipes, fires and thefts. Just
	Name On Card:	Jane Doe	because you rent, doesn't mean you don't have responsibilities. You could
Perks Perks	Card Type:		lose a lot of money and you could be held liable for damages you may cause both inside and outside your unit. Not
	Card Type:	*Web Payment Fee will apply	to mention, to be fully lease compliant, you must have tenant
	Card Number:		insurance in place before you can receive a key to your unit. We have a SOLUTION
	*Expiry Date:		To help everyone in the building with the points mentioned above, we have
	Card Security Code:		partnered with TenantSure across all our properties to provide tenant insurance at group discount rates. Signing up is easy, and can be 100% completed and approved online.
	Billing Address "Billing Address must match the billing address of your bank account	int. This verification is performed by your bank, not our software. In case of address	Get Coverage
	mismatch please contact your	bank to verify which address they have on file.	Current Weather
			Current Weather
	Country:	<b></b>	
	Store In Profile:	8	Cloudy
		$\wedge$	Max: 30° / Min: 20°

For the billing address, make sure that the information provided matches with the billing address connected to the card type. If you are unsure it is usually your home address (not the rental address).

After filling out the required information be sure to check the box the says [Store In Profile] as indicated by the red arrow.



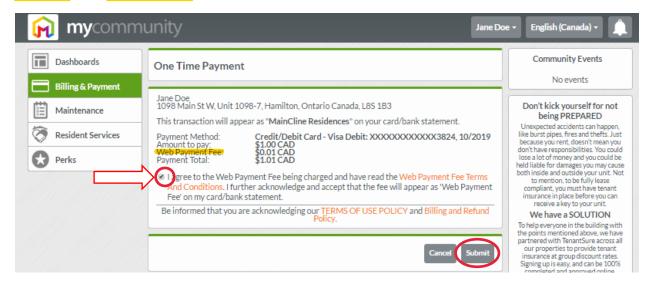
Dashboards	One Time Payment		Community Events
Billing & Payment			No events
∰ Maintenance	Select Payment Method: 🖤 No	ew © Profiled	Don't kick yourself for not being PREPARED
Resident Services	Payment Type: Cred	dit/Debit Card	Unexpected accidents can happen, like burst pipes, fires and thefts. Just
Perks	Name On Card: Jane	Doe	because you rent, doesn't mean you don't have responsibilities. You could lose a lot of money and you could be
Card Type: Card Number:	Card Type:	•	held liable for damages you may cause both inside and outside your unit. Not to mention, to be fully lease
		Payment Fee will apply	compliant, you must have tenant insurance in place before you can receive a key to your unit.
		id Card Type, Card Number or	We have a SOLUTION To help everyone in the building with
	The second se	id Card Type, Card Number or y Date	the points mentioned above, we have partnered with TenantSure across all
	Expiry Date:	¥ . ¥	our properties to provide tenant insurance at group discount rates. Signing up is easy, and can be 100%
	*Card Security Code: XXX		completed and approved online. Get Coverage
	Billing Address "Billing Address must match the billing address of your bank account. This w		
	Billing Address must match the billing address or your bank account. I no ver mismatch please contact your bank to ver		Current Weather
	Same As Current:		○ 16°
	*Country:	¥	Cloudy
	Store In Profile: 🗷		Max: 17° / Min: 15°

**IMPORTANT:** If you have entered the wrong information the portal will let you know. Likewise, be sure you enter the correct **CARD TYPE**.

**STEP 4**: After the required information is filled out and correct, please press the [Next] button.

**STEP 5:** Please make sure the information is correct (Amount, Payment Method).

When making an online payment with a Credit/Debit card you will be charged with a Web Payment Fee which represents a percentage of the amount you are paying. You must agree to the Web Payment Fee in order to proceed.



www.WolverineManagement.ca/PortalHelp



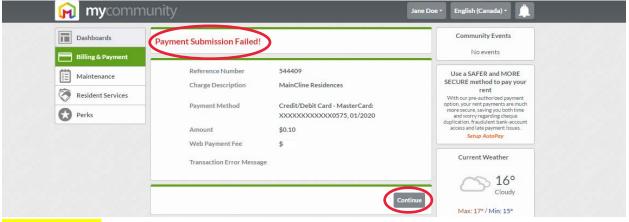
**STEP 6:** After clicking [submit] the portal will take you to this page below.

It will take a few seconds for your payment to be processed.

Dashboards	Vaiting for Payment Processing	Community Events
Billing & Payment         Image: Description of the services         Image: Description of the servi	Reference Number Charge Description Payment Method Amount Web Payment Fee Want an easy way to save time on your payments? Lus manage your monthly payments for you. Sign up for Auto Pay today	No events Use a SAFER and MORE SECURE method to pay your rent With our pre-submission dayment option, your rest payments are much me secure, saving ou both time and worry restraining cheque distribution fraudulent bank-account scess and late payment issues. Setup AutoPay Current Weather Low 160° Cloudy Max: 17° / Mir: 15°
Wolverine Property Management & Contact us: info@WolverineManagement.ca p289-201-1066	FOLLOW US Facebook Twitter Voutube Flickr	Processory

**STEP 7:** Once the portal has processed your payment it will let you know whether the payment was successful or failed.

The image below shows the notification (in red) of the failed payment.



IMPORTANT: The portal will send a confirmation email every time you make a payment, no matter if it was accepted or rejected (please see separate PDF on PAYMENT EMAIL CONFIRMATION).