

## 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<br>Billing & Payment | Jane Doe  | 7 Student co-ed Furnished house w/3<br>bathrooms, 3 showers<br>1098 Main St W, Unit 1098-7, Hamilton, | Community Events<br>No events  |
|---------------------------------|---|---|--|
| Maintenance                     | Viewmy Profile View   | Ontario Canada, L85 1B3<br>ny Account Change my Password  | Use a SAFER and MORE<br>SECURE method to pay your  |
| Resident Services               |   |   | rent<br>With our pre-authorized payment  |
| Perks                           | My Billing Summary  | My Maintenance Requests   | option, your rent payments are much<br>more secure, saving you both time<br>and worry regarding cheque<br>duplication, fraudulent bank-account |
|                                 | Current Balance \$  | You don't have any open Maintenance<br>Requests.  | access and late payment issues.<br>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<br>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<br>being PREPARED<br>Unexpected accidents can happen.  |
| Resident Services | Amount:         | like burst pipes, firres and thefts. Just<br>because you rent, doesn't mean you<br>don't have responsibilities. You could<br>lose a lot of money and you could be<br>held liable for damages you may caus<br>both inside and outside you runit. No   |
|                   |                 | Cancel Next Vesting States and St |
|                   |                 | To help everyone in the building with<br>the points mentioned above, we have   |

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

П



**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<br>being PREPARED   |
| Resident Services | Payment Type:   | Credit/Debit Card  | Unexpected accidents can happen,<br>like burst pipes, fires and thefts. Just  |
|                   | Name On Card:   | Jane Doe   | because you rent, doesn't mean you<br>don't have responsibilities. You could  |
| Perks Perks       | Card Type:  |  | lose a lot of money and you could be<br>held liable for damages you may cause<br>both inside and outside your unit. Not   |
|                   | Card Type:  | *Web Payment Fee will apply  | to mention, to be fully lease<br>compliant, you must have tenant  |
|                   | Card Number:  |  | insurance in place before you can<br>receive a key to your unit.<br>We have a SOLUTION  |
|                   | *Expiry Date:   |  | To help everyone in the building with<br>the points mentioned above, we have  |
|                   | Card Security Code:   |  | partnered with TenantSure across all<br>our properties to provide tenant<br>insurance at group discount rates.<br>Signing up is easy, and can be 100%<br>completed and approved online. |
|                   | Billing Address<br>"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.



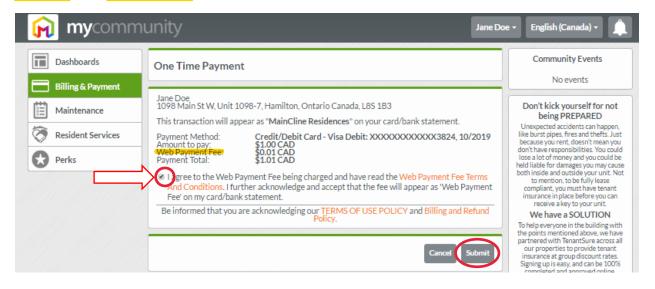
| Dashboards                 | One Time Payment  |  | Community Events   |
|----------------------------|---|--|--|
| Billing & Payment          |   |  | No events  |
| ∰<br>Maintenance           | Select Payment Method: 🖤 No   | ew © Profiled                          | Don't kick yourself for not<br>being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



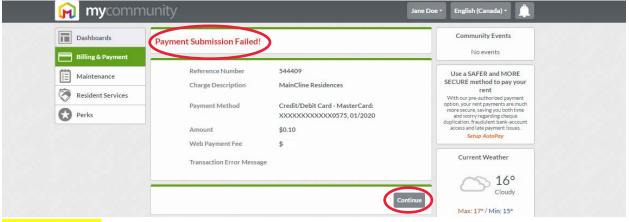
**STEP 6:** After clicking [submit] the portal will take you to this page below.

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