## TENANT PORTAL

PAYMENT SET-UP OR ONE-TIME PAYMENT

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.

If you need to ever make a one-time payment. These will be the steps you take.

STEP 1: To make a payment please click on the [Make a Payment] button on the dashboard screen (as indicated by the red arrow)
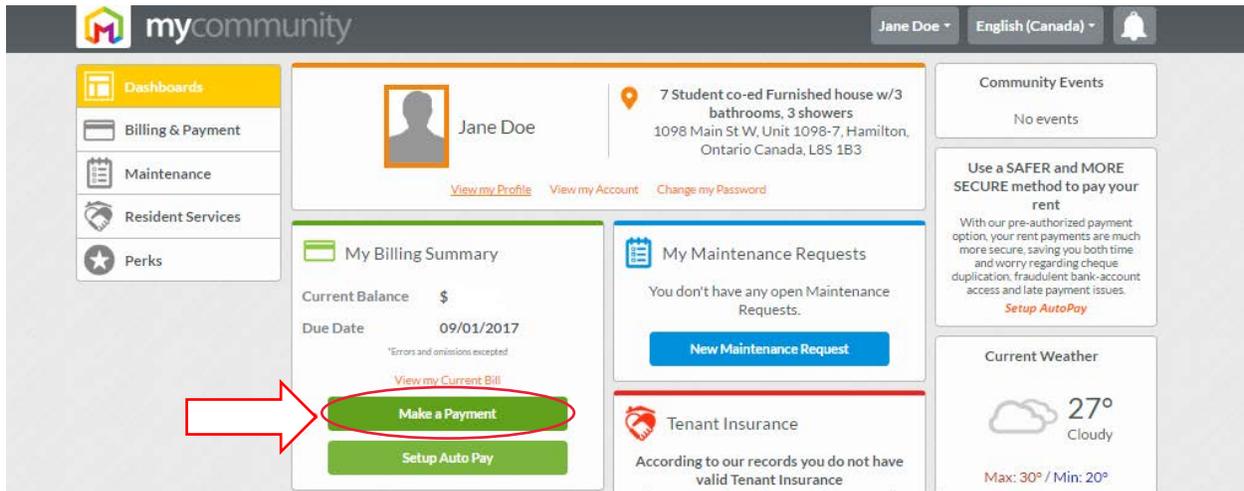
STEP 2: After clicking [Make a Payment] it will take you to the screen below. Make sure to double check the name of the tenant. Also check the amount owing. Beside amount where it is blank there will be the amount you owe.
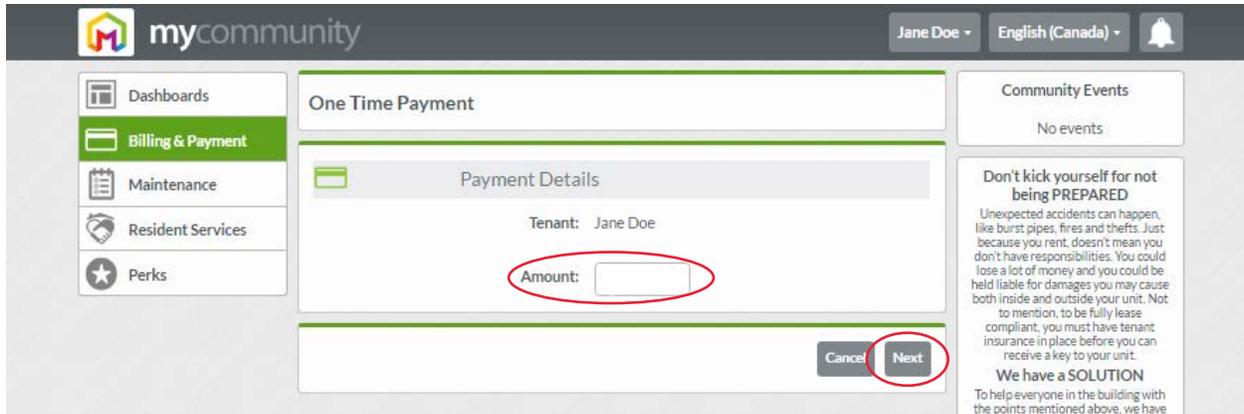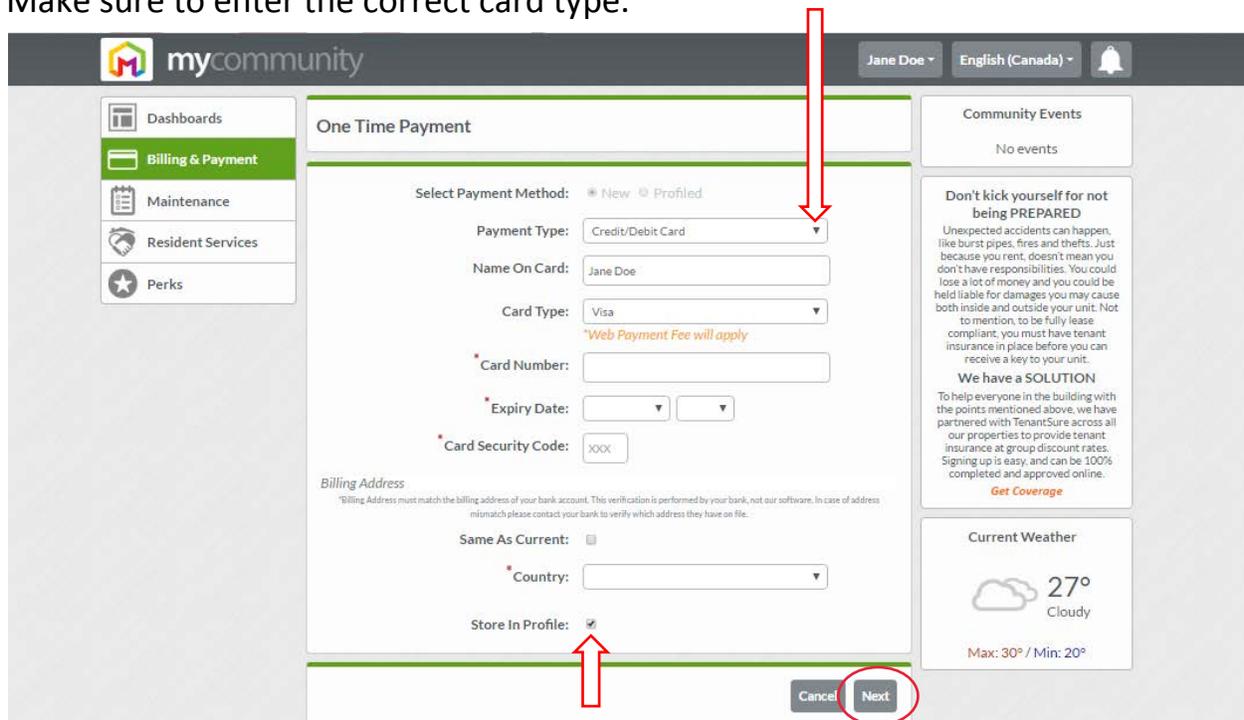

IMPORTANT: The tenants name and amount owing will be different than shown on the image above.

**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.

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.
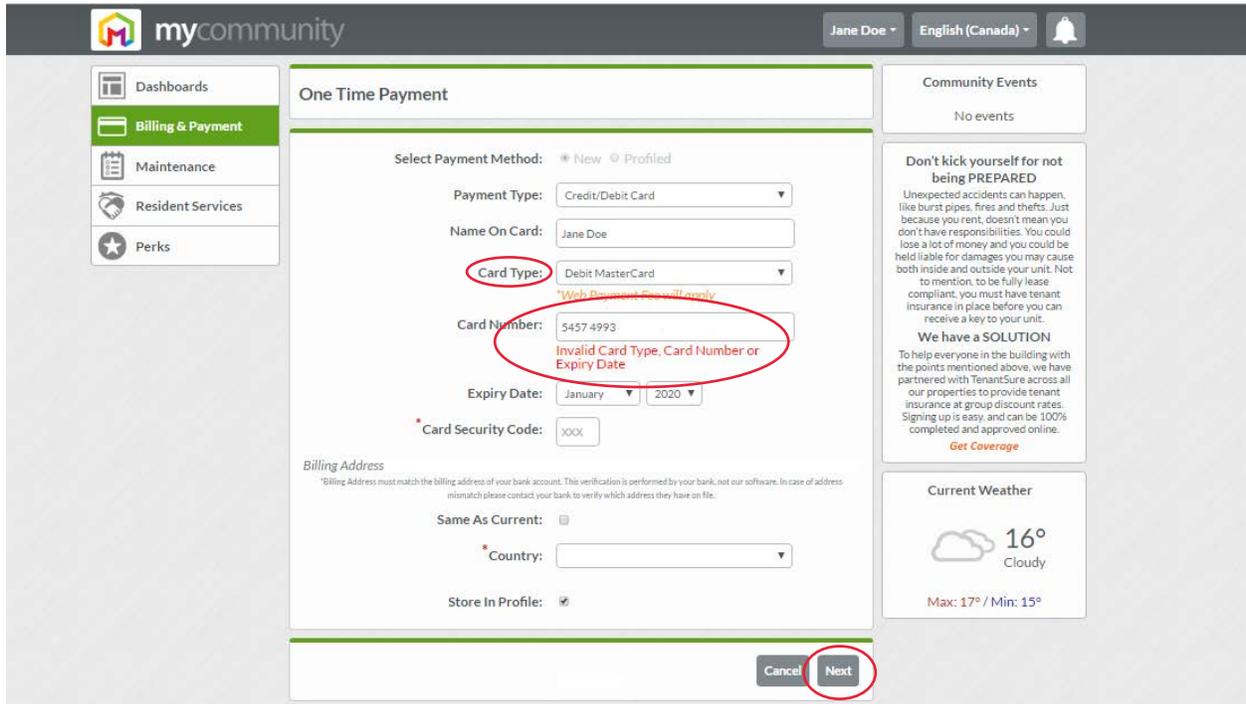

IMPORTANT: If you have entered the wrong information the portal will let you know. Likewise, be sure you enter the correct CARD TYPE.

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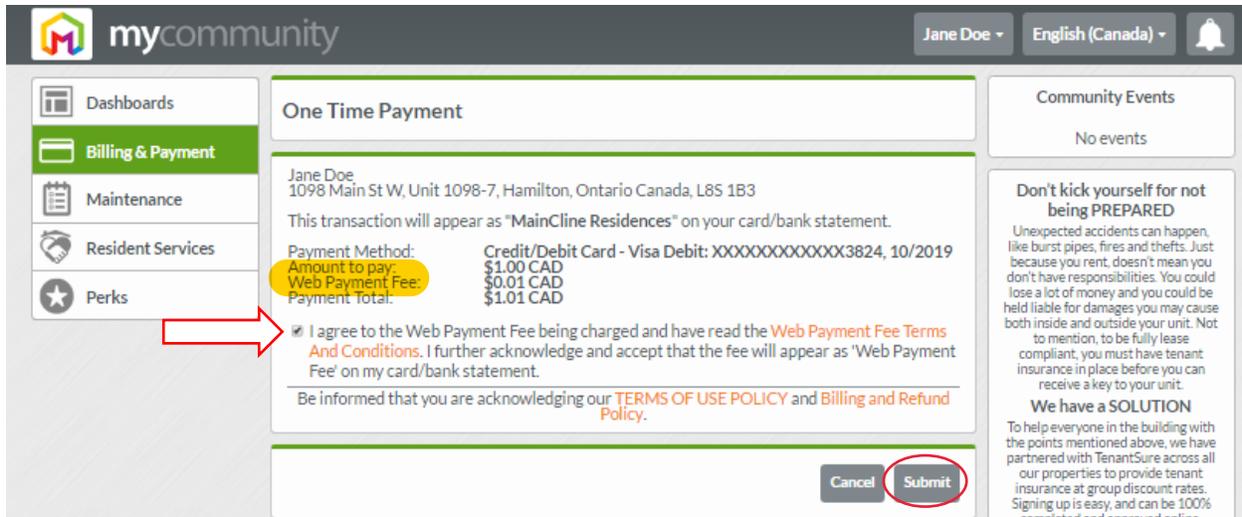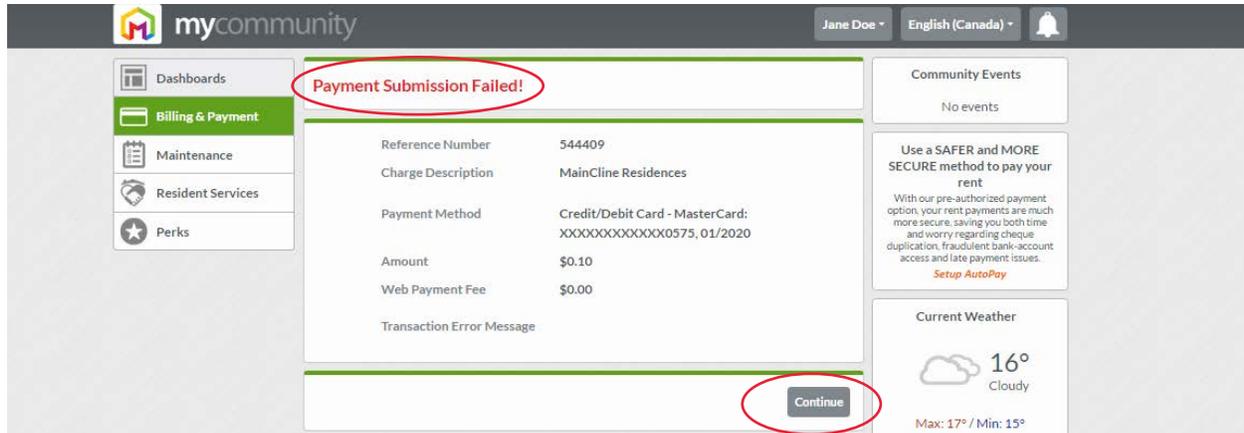
STEP 6: After clicking [submit] the portal will take you to this page below.

It will take a few seconds for your payment to be processed.
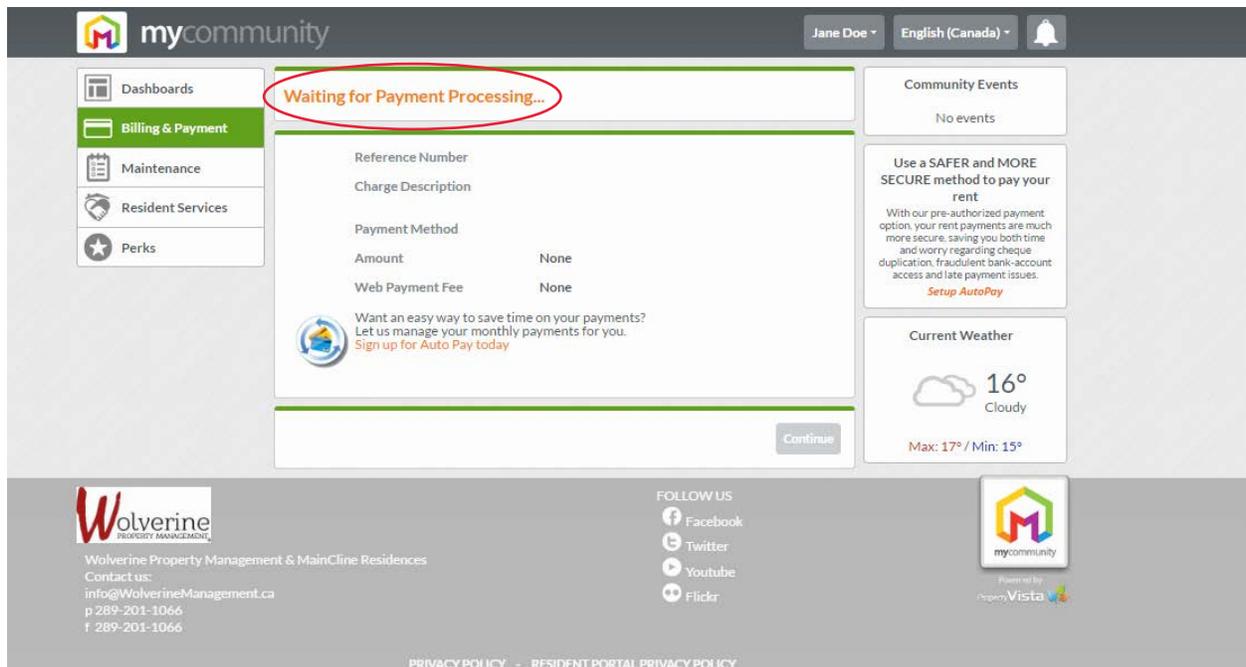
STEP 7: Once the portal has processed your payment it will let you know whether the payment was successful or failed.

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).