

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)

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
Maintenance	Ontario Canada, L85 1B3 <u>View my Profile</u> View my Account Change my Password		Use a SAFER and MORE SECURE method to pay your rent
Resident Services Perks	Current Balance \$	My Maintenance Requests You don't have any open Maintenance Requests.	With our pre-authorized payment option, your rent payments are much more secure, saving you both time and worry regarding cheque duplication, fraudulent bank-account access and late payment issues. Setup AutoPay
	*Errors and omissions excepted View my Current Bill	New Maintenance Request	Current Weather
	Make a Payment		Contraction 27°

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.

Dashboards	One Time Payment	Community Events
Billing & Payment		No events
Maintenance	Payment Details	Don't kick yourself for not being PREPARED
Resident Services	Tenant: Jane Doe	Unexpected accidents can happen, like burst pipes, fires and thefts. Just because you rent, doesn't mean you
Perks	Amount:	don't have responsibilities. You could lose a lot of money and you could be held liable for damages you may cause
		both inside and outside your unit. No to mention, to be fully lease compliant, you must have tenant

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.

M mycomm	nunity	Jar	ne Doe 👻 English (Canada) 👻 🔔
Dashboards	One Time Payment		Community Events
Billing & Payment			No events
Maintenance	Select Payment Method:	* New © Profiled	Don't kick yourself for not
Resident Services	Payment Type:	Credit/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 held light for damage you could be
	Card Type:	Visa *Web Payment Fee will apply	both inside and outside your unit. Not 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.
	Expiry Date:	T	To help everyone in the building with the points mentioned above, we have
	*Card Security Code:	XXX	partnered with renantsure across all our properties to provide tenant insurance at group discount rates. Signing up is easy and can be 100%
	Billing Address Billing Address must match the billing address of your bank acco	unt. This verification is performed by your bank, not our software. In case of address	completed and approved online. Get Coverage
	mismatch please contact you Same As Current:	r bank to verify which address they have on file.	Current Weather
	*Country:	· · · · · · · · · · · · · · · · · · ·	
	Store In Profile:		Cloudy
		$\hat{\mathbf{r}}$	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:	Don't kick yourself for not
Resident Services	Payment Type: Credit/Debit Card V	Unexpected accidents can happen, like burst pipes, fires and thefts. Just
Perks	Name On Card: Jane Doe	don't have responsibilities. You could lose a lot of money and you could be
	Card Type: Debit MasterCard	beld liable for damages you may cause both inside and outside your unit. Not to mention, to be fully lease
	Card Number: 5457 4993	compliant, you must have tenant insurance in place before you can receive a key to your unit.
	Invalid Card Type, Card Number or Expiry Date	We have a SOLUTION To help everyone in the building with the points mentioned above, we have
	Expiry Date: January V 2020 V	partnered with TenantSure across all our properties to provide tenant insurance at group discount rates.
	Card Security Code: XXXX	Signing up is easy, and can be 100% completed and approved online. <u>Get Coverage</u>
	Billing Address "Billing Address must match the billing address of your bank account. This verification is performed by your bank, not our software. In case	cofaddress
	mismatch please contact your bank to verify which address they have on hie. Same As Current:	Content restrict
	Country:	Coudy 16°
	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.



🕞 🙀 mycommu	unity	Jane Doe 👻	English (Canada) 👻 🔔
Dashboards Billing & Payment	One Time Payment		Community Events No events
Maintenance Resident Services Perks	1008 Main St W, Unit 1098-7, Hamilton, Ontario Canada, L8S 1B3 This transaction will appear as "MainCline Residences" on your card/bank statement. Payment Method: Credit/Debit Card - Visa Debit: XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	2019 li d he	Don't kick yourself for not being PREPARED Unexpected accidents can happen, ke burst pipes, fires and thefts. Just because you rent, doesn't mean you on't have responsibilities. You could ose a lot of money and you could be ald liable for damages you may cause sth inside and outside your unit. Not
	And Conditions. I further acknowledge and accept that the fee will appear as "Web Pays Fee' on my card/bank statement. Be informed that you are acknowledging our TERMS OF USE POLICY and Billing and Ref Policy.	bmit	to mention, to be fully lease compliant, you must have tenant insurance in place before you can receive a key to your unit. We have a SOLUTION b help everyone in the building with the points mertioned above, we have archered with TenantSure across all our properties to provide tenant insurance at group discount rates. Signing up is easy, and can be 100%

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.

😥 mycommur	iity		Jane Doe 🔹 English (Canada) 🔹 🔔
Dashboards	ayment Submission Failed!	>	Community Events
📄 Billing & Payment			No events
Maintenance	Reference Number	544409	Use a SAFER and MORE
	Charge Description	MainCline Residences	SECURE method to pay your rent
Resident Services	Payment Method	Credit/Debit Card - MasterCard	With our pre-authorized payment option, your rent payments are much
Perks	rayment method	XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX	more secure, saving you both time and worry regarding cheque
	Amount	\$0.10	duplication, fraudulent bank-account access and late payment issues.
	Web Payment Fee	\$0.00	Setup AutoPay
	Transaction Error Messa	ge	Current Weather
			16°
			Cloudy
		Cor	Max: 17°/Min: 15°

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).