

Tenant Portal Overview

Anytime, Anywhere Access to Your Tenant Portal!

[View the Overview Recording](#)

How to Access the Tenant Portal?

1. *Click* the **link** provided in the Tenant Portal Activation letter you receive from your property management company
 - o Note: Be sure to save the link as a bookmark in your browser for fast easy access in the future
2. On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **Log In** button.
 - o Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account
3. You are logged into the Tenant Portal

How to Submit an Online Maintenance Request?

Note: Online payment ability may not be available, please contact the property management company if you have questions about making online payments.

1. On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **Log In** button.
 - o Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account
2. You are logged into the Tenant Portal
3. *Click* the **New Maintenance Request** button
4. The Create a New Maintenance Request page loads, on the page:
 1. *Enter* a **description** of the problem and what needs to be done to fix it
 2. *Select* the **radio button** to authorize the management company to enter with their key
 3. *Click* the **Submit Request** button
2. Your maintenance request is submitted and you will be able to track status of your request within the Maintenance portion of the Tenant Portal

How to Make a One-time Online Payment?

Note: Online payment ability may not be available, please contact the property management company if you have questions about making online payments.

1. On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **Log In** button.
 - o Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account
2. You are logged into the Tenant Portal
3. *Click* the **Make a Payment** button
4. The Make a Payment page loads, on the page:
 1. *Enter* the **amount to pay**, and *click* the **Next** button
 2. *Enter* the **Bank Account** information and *click* the **Next** button
 3. *Confirm* the **bank account and payment details** and *click* the **Next** button
2. Your payment is made and you receive payment confirmation

How to Setup Auto Pay / Recurring Online Payments?

Note: Online payment ability may not be available, please contact the property management company if you have questions about making online payments

1. On the Tenant Portal login page, *enter* your **email address** and **password** and *click* the **Log In** button.
 - o Note: Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account
2. You are logged into the Tenant Portal
3. *Click* the **Set Up Auto Pay** button
4. The Set Up Auto Pay page loads, on the page:
 1. *Enter* a **name** for the payment
 2. *Enter* the **amount** to pay
 3. *Enter* the **date** for first payment
 4. *Enter* your **bank account** details
 5. *Click* the **Create Auto Pay** button
2. Your auto payment is activated and will make automatic payments based upon your settings

Frequently Asked Questions

- **What is required to setup and use online payments?**

Online payments are essentially electronic checks, you need an active checking or saving accounts Routing and Account numbers to setup the service.

- **I submitted a payment and want to cancel, what do I do?**

Please contact your bank immediately to stop any payment.

- **Once I schedule an auto payment, can I change the date the payment will submit?**

No, once an auto payment is scheduled on a certain date each month, the only way to change that date is to edit the auto pay and delete it (scroll down the page), then re-create the auto pay for the correct date.

- **Can I see my complete payment history once I am in the portal?**

Yes, you can see a full history of all payments, both made in person and online.

Notes

- To first access to the Tenant Portal please contact your property management company and request a Tenant Portal activation letter be sent to you if you have not already received one.

Please contact the property management company if you have any questions about the portal.