



# Online Tenant Portal Overview

The Online Tenant Portal is an easy, fast, and secure way to pay rent and other charges online, view your account ledger, and submit maintenance requests. You can easily access your Online Portal from any mobile device.

## Sign In to Your Online Portal

You will receive an Online Portal Activation email or text message from your Reid Property Management. Please make sure that we have the correct contact information on file, so that we may send you your activation email/text.

1. Click **Activate Now** in the email, or tap the **link** in the text message, to set up a password and activate your portal.
2. Bookmark or create a shortcut icon for the login page, so that it is easy for you to return to at any time.
3. You will receive a confirmation email once your portal is activated.

 Make payments online by eCheck (FREE)<sup>1</sup> or Credit Card<sup>2</sup>.

 Submit maintenance requests from any device.

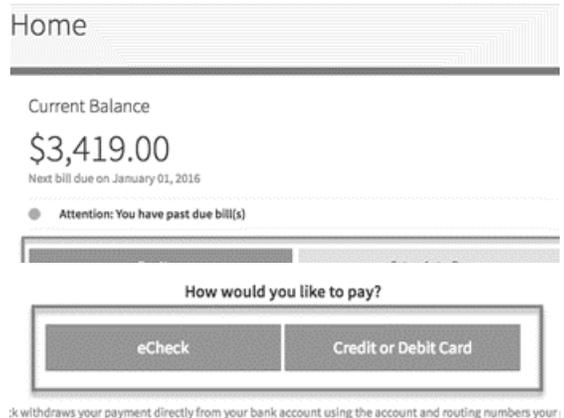


### Benefits:

- Secure - Online payments are more secure than mailing a check.

## Make a One-Time or Recurring Payment

1. Once logged in, you will land on the **Home** tab where you can view your current balance owed and details of current and future charges broken down by month.
2. Click **Pay Now** to make a one-time payment, or **Setup Auto-Pay** to create an automatically recurring payment.
3. You have two options of payment methods. Select **e-Check** (direct withdrawal from bank account) or **Credit or Debit Card**. The e-Check method is free to you, while the credit/debit card option carries a non-refundable online portal convenience fee that is added to the total of your payment. See the FAQs below for more information about these fees.
5. If making a **one-time payment**, continue through the steps to submit a payment directly to Reid Property Management. You will receive a confirmation email once the payment is successfully submitted (this does not mean it has cleared your bank account). If you do not receive a confirmation email, you did not fully complete all necessary steps to submit the payment.
6. If creating a **recurring auto payment**, continue through the steps and select a date for the recurring payment to begin. You cannot schedule an auto payment to begin the same day. You will receive a confirmation email once the payment is successfully scheduled, and also on the day it is submitted each month.



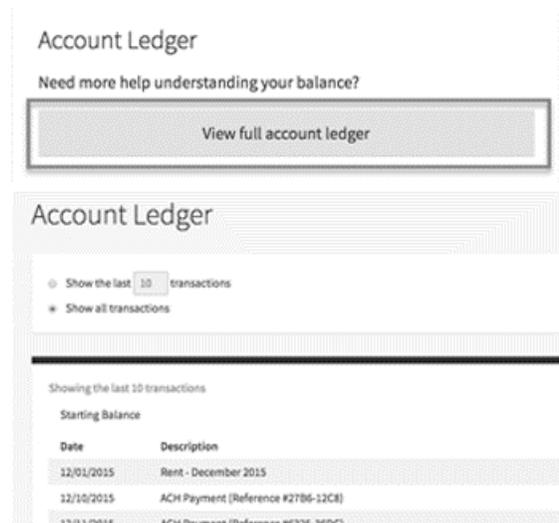
**Tip:** With the auto pay option, you specify the account, date, and amount to pay. Recurring payments are canceled automatically after your scheduled move out. This is a simple, easy, and secure way to make regular monthly payments.

## View Account Ledger

View a detailed ledger of all charges posted to your account and all payments you have submitted either online or in person.

1. Click the **Payments** tab then click **View Full Account Ledger**.
2. Select to **Show all transactions**, or enter a **specific number of transactions** to view on your Account Ledger.

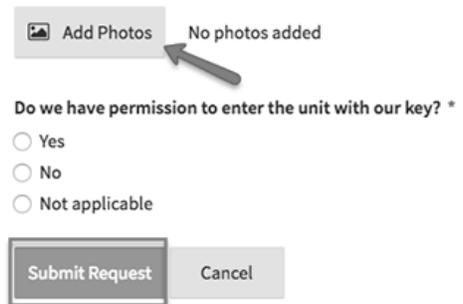
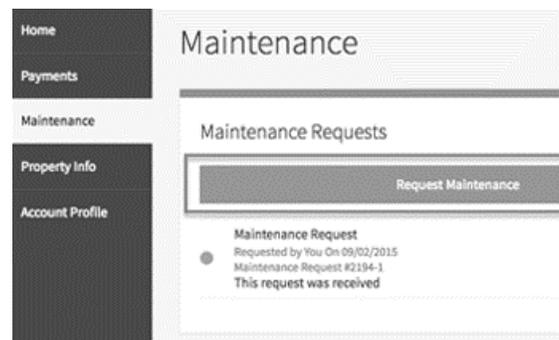
Please contact your property manager if you have any questions about the transactions displayed.



## Submit a Maintenance Request

Submit maintenance requests directly to your property manager from the Online Portal, along with photos of the issue.

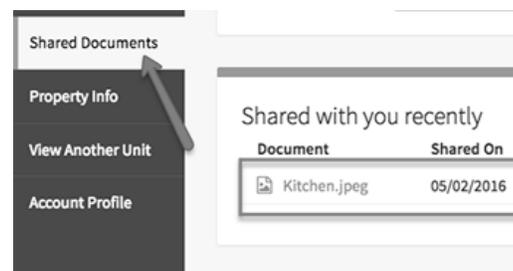
1. From the **Home** or **Maintenance** tab, click **Request Maintenance**.
2. Enter a detailed **description** of the issue, upload one or more **photos** of the item needing attention (select multiple photos at once from computer or camera roll ), select whether the property manager has permission to enter with their key, then click **Submit Request**.
3. Check the progress of your request in the **Maintenance** tab. The status will update from received, to scheduled, to completed.



## View and Download Shared Documents

Your property manager has the ability to share important documents and files directly to your portal.

If you received an email notification regarding shared documents, you can access these at any time in the **Shared Documents** tab.



# View and Download Your Lease Documents

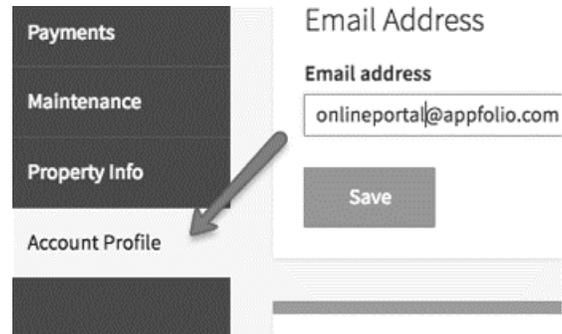
If you signed a lease agreement, addendum, or extension online through your portal, you can view or download the completed lease documents from your portal at any time. Click **Property Info** from the menu on the left to view or download your online lease documents.



# Manage Account Settings

From the menu on the left, click **Account Profile**. Here you can:

- Change the email address you use to log in to the Online Portal.
- Elect to receive monthly recurring payment reminders.
- Reset your Online Portal password.
- Edit your electronic signature for signing online lease documents.



# FAQs

## I made a payment online by mistake. How do I stop the payment?

You must call your bank and issue a stop payment. Neither AppFolio nor your property manager has authority to gain access to your Online Portal or bank account to stop the payment on your behalf.

## I have two (or more) Online Portals but I'd like to have them combined into one. How do I do this?

Only your property manager is capable of combining your Online Portals, so please contact them directly to make this request. Your Online Portals must be managed by the same company in order to combine them.

## Is there a cost to make payments online?

e-Check payment fees are instantly-rebated, while credit or debit card payments carry an online portal convenience fee that is non-refundable and is in place to comply with current card network regulations. The online portal convenience fee is a fixed, flat amount based approximately on your monthly rent amount. The fee amount will stay the same for the entirety of your occupancy, no matter the amount of your payment.

## What type of credit or debit card can I use?

Credit or debit card payments can be made from a Visa, Mastercard, JCB, or Discover branded card from any country. American Express, gift cards, or prepaid cards are not accepted.

## What type of bank account can I use if paying by e-Check?

You are free to use a checking or savings account. Accounts can be personal or business. Make sure you enter the routing and account number exactly as they appear on your checks and confirm the account has sufficient funds. Also, when using a savings account, make sure that your bank permits e-check payments from that account.

**Is there a maximum amount I can pay with a credit or debit card?**

For fraud protection purposes, the maximum amount allowed for a single e-Check payment is 3x the amount of the monthly rent charge OR 3x any current open charges due now or set to post in the next 15 days OR \$5,000, whichever sum greater. This is the maximum for a single transaction, so residents can make multiple single payments that stay within the limit.

**What will my payment look like on my bank statement?**

e-Check payments are shown as a line item under the name of the property management company (Reid Property Management). Credit/debit card payments typically list the property management company name for the base payment, and AppFolio under the online portal fee line item.

**How is my information protected?**

We take privacy and security seriously and invest in state of the art systems to protect payment information. All sensitive data is encrypted and our redundant infrastructure ensures the highest levels of service availability. It is bank-grade security.

**How do I view my balance and past payments?**

You can see your balance due and any outstanding charges in the Home or Payments tabs. You can also see all past payments under the Payments tab. Each payment will have a unique confirmation number for reference.

**How do I edit or modify my scheduled auto payment?**

Your auto payment information will be displayed on the Home tab or Payments tabs. Click **Edit** to change the payment name, payment amount, or account information. If you wish to change the scheduled payment date, click **Edit**, then click **Delete**, and return to the Home tab to create a new auto payment.

**I do not have a bank account or credit card, is there another option?**

Contact your property manager to learn about your payment options. In most locations, you are able to pay your rent in cash at a local 7-Eleven or Ace Cash Express. Your property manager can provide you with a unique and reusable pay slip with a barcode to use when making cash payments at participating locations. The cost to make an electronic cash payments is \$3.99 for up to \$1,500.00 in cash.