

QUICK LINKS

Accessing the Resident Portal

Logging in to Your Account

Forgot Username or Password

Inaccessible Account

Understanding Your Portal Homepage

Scheduling Recurring Monthly Payments

Submitting a One-Time Payment

Renter's Insurance

LOGGING INTO YOUR RESIDENT PORTAL

Tip: You may consider bookmarking this page since you will use your resident portal to pay rent, submit maintenance requests, etc. while you are a resident at our community.

WELCOME TO RESIDENTPORTAL

CREATE A NEW ACCOUNT

First Name*

Last Name*

Email Address*

Password*

REQUIREMENTS: 6 CHARACTERS | LOWERCASE | UPPERCASE | NUMBER

Confirm Password*

Birth Date*

I agree to the [terms and conditions.](#)*

[CREATE ACCOUNT](#)

USER LOG IN

Username*

Password*

[LOG IN](#) [Forgot Password](#)

[LOG IN WITH FACEBOOK](#)

Enter your username/password in the grey User Log In Box.

This step can go a few different ways, please click the scenario that applies to you:

I have my username/password and CAN successfully log into my account.

I have logged in before but cannot recall my log-in credentials.

I received an error message that my account was found but cannot be accessed.

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FORGOT PASSWORD

WELCOME TO RESIDENTPORTAL

CREATE A NEW ACCOUNT

First Name*

Last Name*

Email Address*

Password*

REQUIREMENTS: 6 CHARACTERS | LOWERCASE | UPPERCASE | NUMBER

USER LOG IN

Username*

Password*

LOG IN

[Forgot Password](#)

LOG IN WITH FACEBOOK

USERNAME: Your username is the e-mail address you provided to us when you applied/signed your lease agreement.

If you have your username, click **“Forgot Password”** in the User Log In box. You will be prompted to provide the e-mail address associated with your resident portal account.

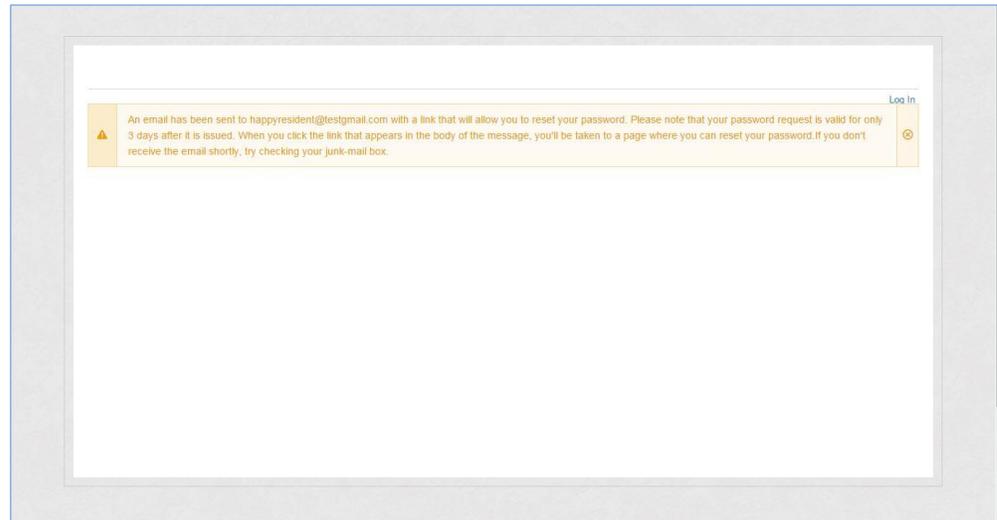
FORGOT PASSWORD

Please provide the email address you use to log in and we will email you your password. *

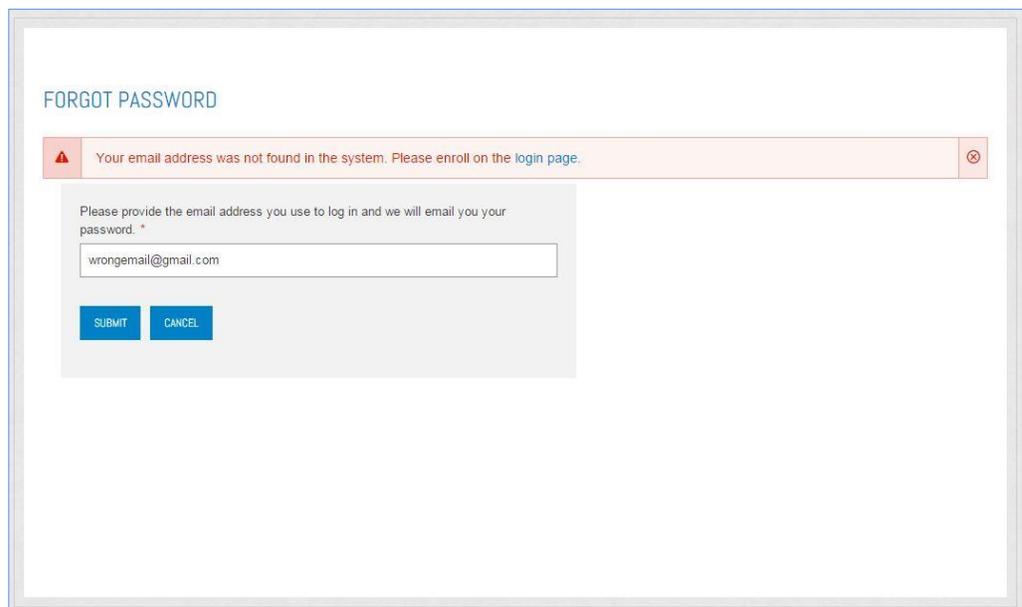
SUBMIT

CANCEL

Once you successfully submit your e-mail address, you will receive a confirmation that an e-mail containing password reset instructions has been sent. Follow the instructions to reset your password. The e-mail will come from our email account, but be sure to check your junk/spam folder just in case. Once you have reset your password, go ahead and **log in to your resident portal.**



If you enter an **incorrect e-mail address**, you will receive an error message notifying you that the system could not locate your account.



Do not attempt to enroll on the login page with the same e-mail address if you have previously created your account. This error message is indication that the e-mail address you have provided is not the same address as what is on file with our office. Please try resetting your password using an alternate e-mail address.

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UNDERSTANDING YOUR PORTAL DASHBOARD

While your resident portal has many functions, we have highlighted the 3 sections you will use as you make your move-in preparations to ensure you are Fast Pass eligible.

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The screenshot shows the resident portal dashboard. At the top, there is a navigation menu with tabs for Menu, Dashboard, Payments (highlighted with a '2'), Maintenance, Messages (with a red notification icon), and Community. On the right, there is a user greeting 'Hi, Happy'. Below the navigation is a red notification bar (highlighted with a '3') that reads: 'You do not have a policy on file. Please enroll in residentinsurance or enter your policy information. Set Up Renters Insurance'. The main content area is divided into two columns. The left column (highlighted with a '1') features a 'Balance Due' card showing '\$0.00' and a green 'make a payment' button. Below this is a 'Priority Alerts' section with a link to 'Receive SMS Notifications'. Underneath is a 'Quick Links' section with links for 'Set Up Renters Insurance', 'View Work Orders', and 'View Payments Ledger'. At the bottom of this column is a 'My Profile' section with links for 'Edit Profile' and 'Log Out'. The right column (highlighted with a '3') displays a 'Welcome back Happy,' message. Below the welcome message are three featured cards: 'Refer A Friend' (with a house icon), 'Important Links' (with a link icon), and 'Renter's Insurance' (with a lock icon). Each card includes a brief description and a call-to-action link.

(1) **Balance due.** When submitting a payment, the balance due is the amount you will be responsible for paying. Click “Make a Payment” to submit a payment for the full balance reflected.
Partial payments are not accepted.

(2) **Payments.** This tab allows you to submit a payment, as well as view your balance history, previous transactions, and scheduled payments.

(3) **Renter's insurance.** This bar will appear on your dashboard until you successfully upload your renter's insurance information.

PAYMENT SCHEDULER

QUICK LINKS

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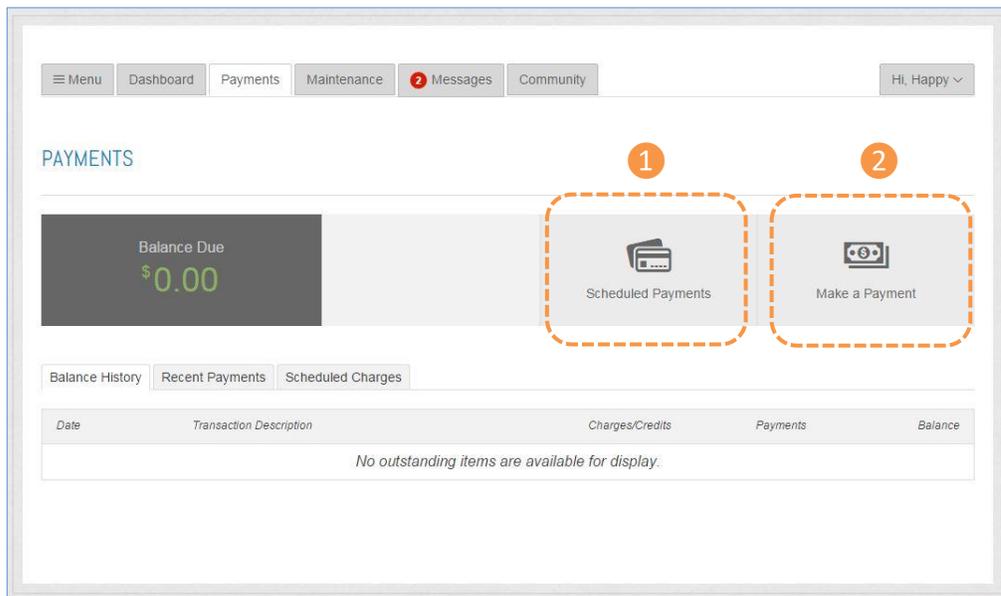
Inaccessible Account

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Renter's Insurance



RESIDENT PORTAL OFFERS YOU TWO DIFFERENT OPTIONS ON PAYMENT FREQUENCY:

- (1) Scheduled Payments: this option is for monthly recurring payments which will automatically process from your designated payment method.
- (2) Make a Payment: this option is a one-time transaction that will process from your designated payment method.

*No partial payments are accepted. Both options require payment of the **full** balance due.*

RECURRING MONTHLY PAYMENTS

Select the parameters of your payment with the options in the drop down menus.

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1 PAYMENT DETAILS

Select Monthly Limit

Charge The Entire Balance Each Month

Monthly Payment Estimate

0.00

Your auto payment will process each month for the entire balance due on your account, which may vary. This estimated payment amount is only used to calculate an estimated convenience fee. The amount specified is not used to process your payment each month.

Bill me on this day *

1

Payments Start

August 2015 (Next Month)

Payments End

When I cancel

This is the payment option available with scheduled recurring payments:

eCheck

There are no processing fees associated with eCheck (ACH) payments.

MasterCard/Discover

Please note when using these payment options, you will incur **convenience fees**. Convenience fees are calculated by the total payment amount. *VISA is not available as a form of payment.*

2 PAYMENT METHOD

PAYMENT TYPE

Payment Type* | convenience fees*



Free



\$3.53



\$3.53

BILLING INFORMATION

Save this information for future payments

Account Nickname:

Name on Bank Account*

Type of Account*

Personal Checking

Routing #*

Account #*

Verify Account #*

YOUR NAME
1234 Main Street
Anywhere, OH 00000

DATE _____ 123

PAY TO THE ORDER OF _____ \$ _____

_____ DOLLARS

⑆044072324⑆ ⑆000123456789⑆ ⑆123⑆

ROUTING NUMBER **ACCOUNT NUMBER** **CHECK NUMBER**

Review your payment carefully before submitting. Only one recurring payment per resident portal may be scheduled. Recurring payments must be scheduled for the full balance. No partial payments are accepted.

3 CONFIRM & SUBMIT

I agree to the [Terms & Conditions](#)

SAVE AUTO PAYMENT

CANCEL

ONE-TIME PAYMENT

Enter your payment amount. Payments must be for the full balance due on your account. No partial payments are accepted. Note: The next step will not be visible until a payment amount is entered.

Menu Dashboard Payments Maintenance Messages Community Hi, Happy

MAKE A PAYMENT

[Back to Payments](#) | [Recurring Payments](#)

1 PAYMENT DETAILS

PAYMENT AMOUNT

\$ 0.00

Enter the amount you would like to pay

DETAILS

These are the payment options available with one-time payments:

eCheck

There are no processing fees associated with eCheck (ACH) payments.

MasterCard/Discover

Please note when using these payment options, you will incur **convenience fees**. Convenience fees are calculated by the total payment amount. *VISA is not available as a form of payment.*

Moneygram

Moneygram allows you to use payment methods outside of those offered on the portal (i.e. cash, Visa). Simply print out the Moneygram payment sheet, as prompted by your portal when this option is selected, and take it to the nearest Moneygram location near you. A **convenience fee** will apply.

2 PAYMENT METHOD

PAYMENT TYPE

Convenience fees – ACH | Credit



Free



\$3.53



\$3.53



\$3.99

BILLING INFORMATION



Use the MoneyGram® ExpressPayment® service at approximately 35,000 agent location nationwide whenever you want to make your rent payment. It's safe, fast, and convenient. With MoneyGram® your property manager will be notified of your payment within 2 hours*.

Bring your cash payment plus these items to a MoneyGram® agent location:

Name	Acct. #	Agent ID	Fee	Total
Happy Resident	3767105	9817	\$3.99	\$4.99

PRINT INFORMATION

EMAIL INSTRUCTIONS

Review your payment carefully before submitting. Payments cannot be canceled or edited once they are submitted.

3 CONFIRM & SUBMIT

Payment Summary	
Entered Amount	\$605.00
Convenience Fee	\$0.00
Total Payment	\$605.00

I agree to the Terms & Conditions*

SUBMIT PAYMENT

CANCEL

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RENTER'S INSURANCE

If you do not have a renter's insurance policy on file, you will have a red notification at the top of your resident portal dashboard each time you log in. You will need to either enter your policy information or enroll in a ResidentInsure* policy prior to move-in.

*ResidentInsure is our preferred third-party insurance provider available through your resident portal.

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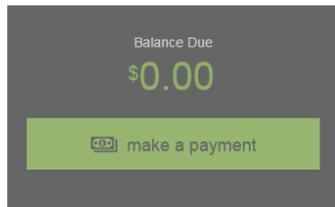
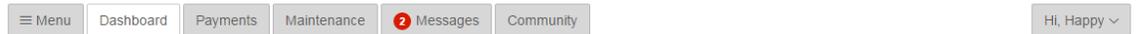
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Welcome back **Happy**,

[Refer A Friend](#)

Turn your friends and families into neighbors and get rewards.

[Make a referral](#)

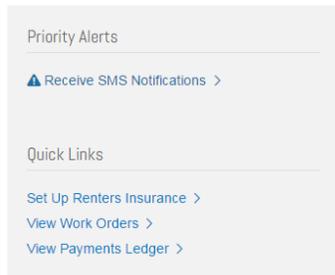
[Important Links](#)

[Columbia Resident Handbook](#)

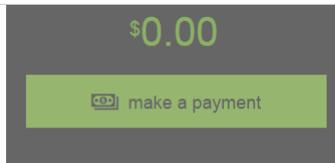
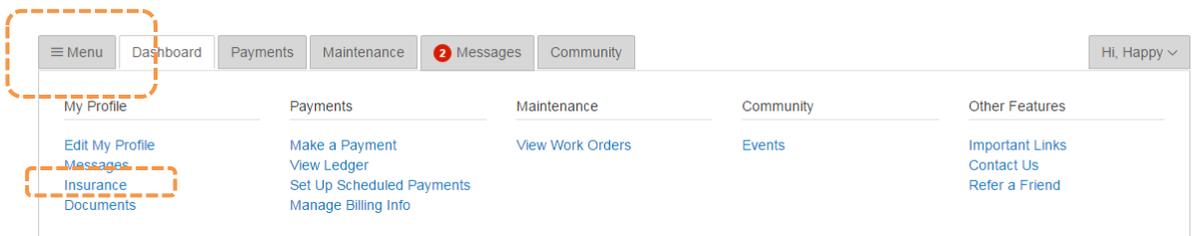
[Renter's Insurance](#)

Easy to get the policy you need at a price you can afford.

[Get a Quote](#)



If you have a renter's insurance policy on file, but need to make a change to your information, your insurance information can be accessed through the menu tab on your resident portal dashboard. Select "Insurance" from the dropdown options to access your insurance information.



[Refer A Friend](#)

Turn your friends and families into neighbors and get rewards.

[Make a referral](#)

[Important Links](#)

[Columbia Resident Handbook](#)

[Renter's Insurance](#)

Easy to get the policy you need at a price you can afford.

[Get a Quote](#)

Renter’s insurance is a requirement. You may either obtain your own renter’s insurance policy –OR– possibly be eligible for coverage through your parent’s home owner’s policy.

While you may customize your individual policy to your needs, at the minimum, all policies **must** clearly detail the following information:

- Your name
- \$100,000 liability coverage
- \$10,000 personal content coverage
- Coverage for your specific address at the community (unit + bed space)
- Coverage dates that coincide with your lease term dates
- The community listed as an additional interested party (contact email clearinghouse@residentinsure.com)

If you are interested in a ResidentInsure policy, online quotes are available through your resident portal. Simply click **“Get Renter’s Insurance”** on the left hand side of the screen in your portal.

If you are uploading a policy, click the **“Edit Policy Information”** on the right hand side of the screen in your portal. You will need an electronic copy (*i.e. PDF*) of your policy’s **Declarations Page** to upload to your account along with the data requested.

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Renter’s Insurance

≡ Menu
Dashboard
Payments
Maintenance
2 Messages
Community
Hi, Happy ▾

RENTER'S INSURANCE

⚠ No Insurance Policy on File.

GET RENTER'S INSURANCE



GETTING RENTER'S INSURANCE SHOULDN'T BE A CHORE.

ResidentInsure makes it easy to get the policy you need at a price you can afford. Our online quote system can provide a complete quote in a matter of minutes, and allows you to purchase a policy with a few clicks.

Online payment options or auto-debit simplify the process further. It's Resident Insurance without the worries!

[GET RENTER'S INSURANCE](#)

Your Renter's Insurance Policy Information	
Insurance Provider	-
Policy #	-
Liability	\$0.00
Personal Content	\$0.00
Deductible	\$0.00
Coverage Begins	-
Coverage Ends	-
Proof of Coverage	-

[EDIT POLICY INFORMATION](#)

INACCESSIBLE ACCOUNT

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If you are unable to access your Resident Portal you may have **incomplete items in your PROSPECT PORTAL**. It can be one or more of the following items:

- Addenda has not been signed.
- No Guarantor on file.
- Guarantor or applicant screening was unsuccessful.

Please visit your **prospect portal** to address all outstanding issues. You will not be able to access your resident portal until the item(s) is resolved.