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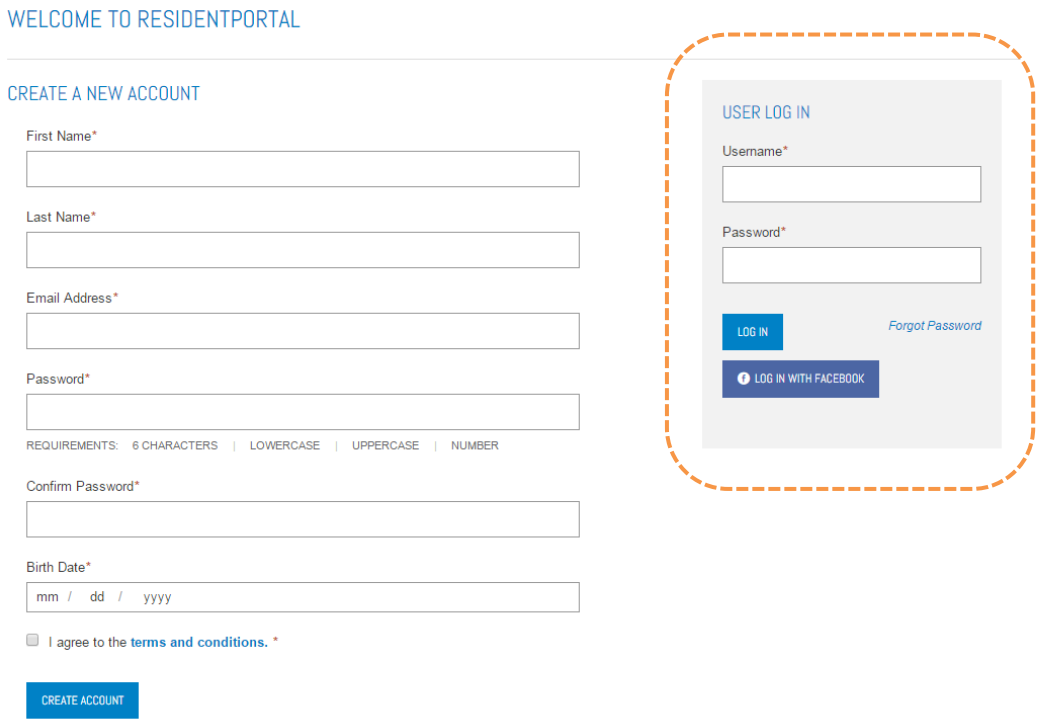
LOGGING INTO YOUR RESIDENT PORTAL

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.



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

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

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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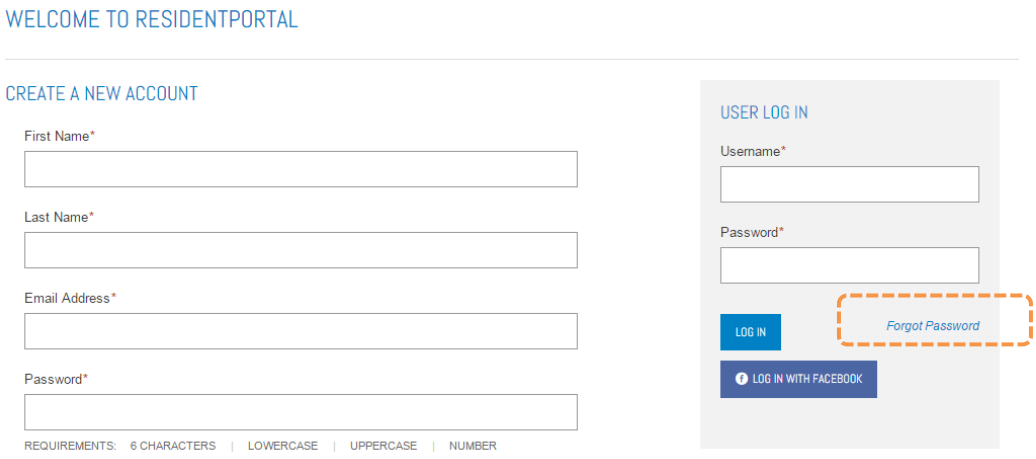
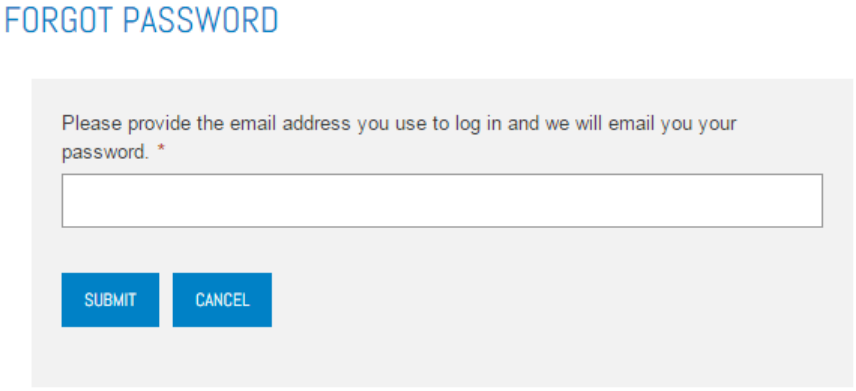
FORGOT PASSWORD



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.



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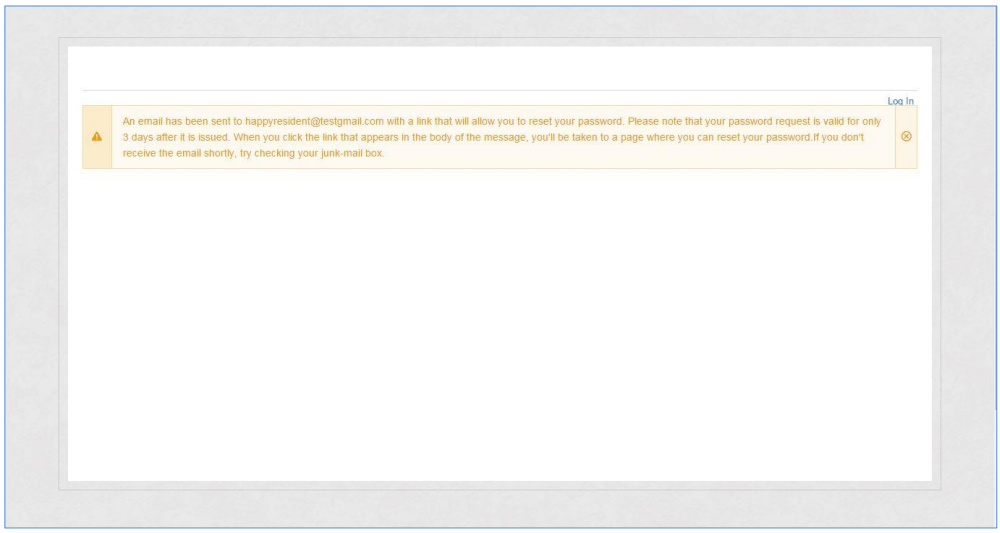
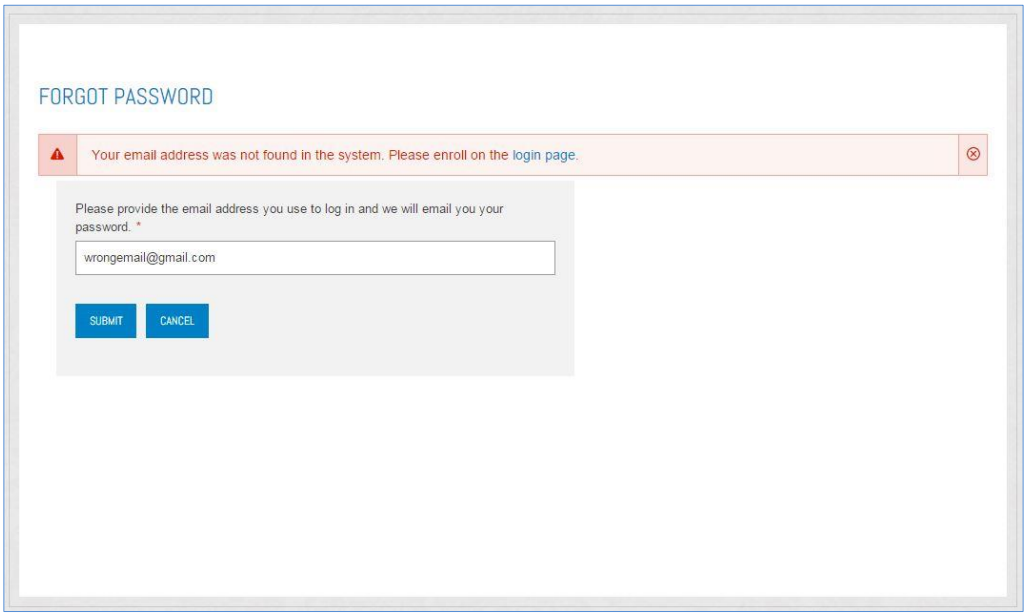
Once you successfully submit your e-mail address, you will receive a confirmation that an e-mail containing password reset instructions has been sent. Follow the instructions to reset your password. The e-mail will come from our email account, but be sure to check your junk/spam folder just in case. 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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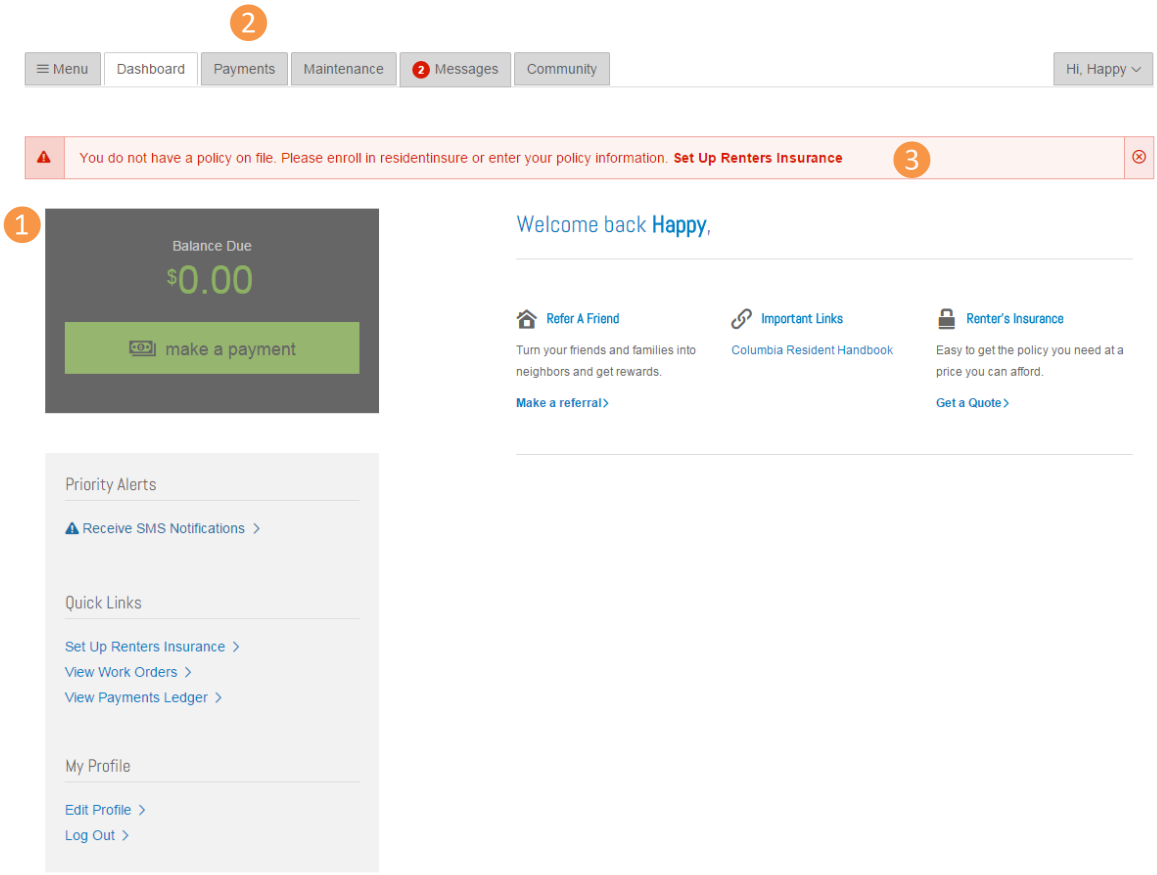
UNDERSTANDING YOUR PORTAL DASHBOARD

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.



(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.

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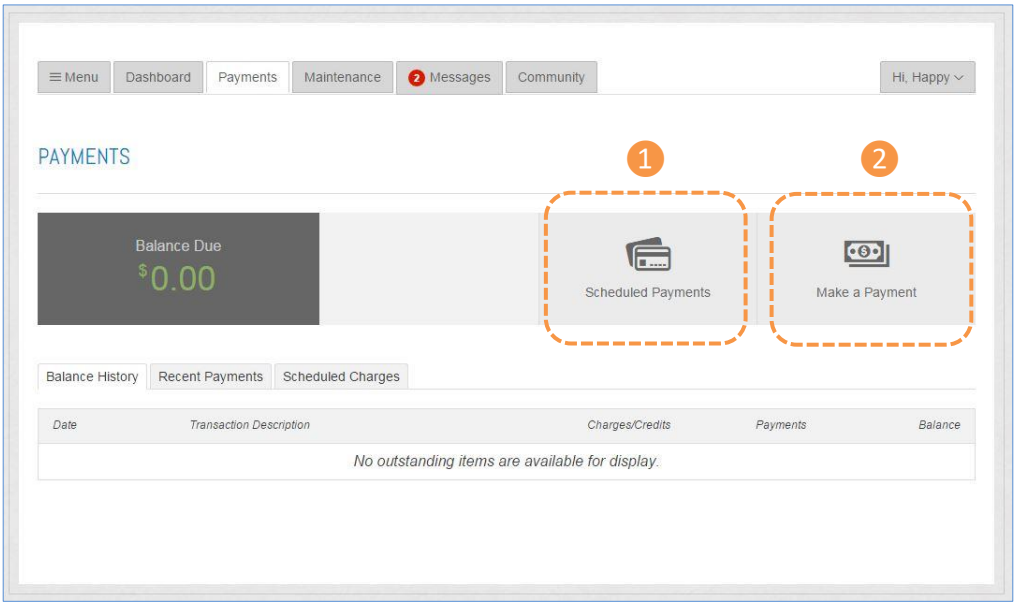
PAYMENT SCHEDULER



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.

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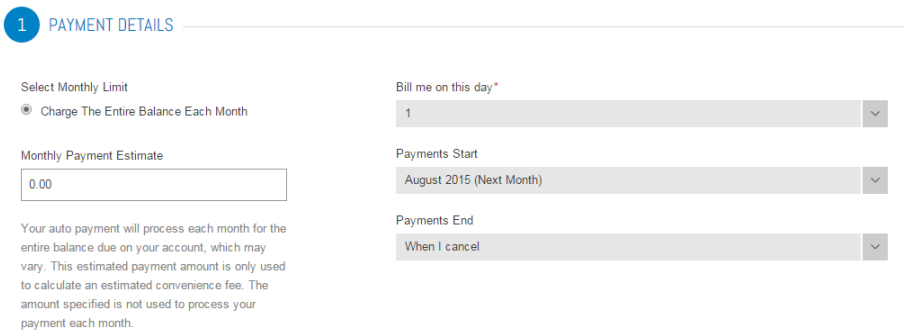
RECURRING MONTHLY PAYMENTS

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



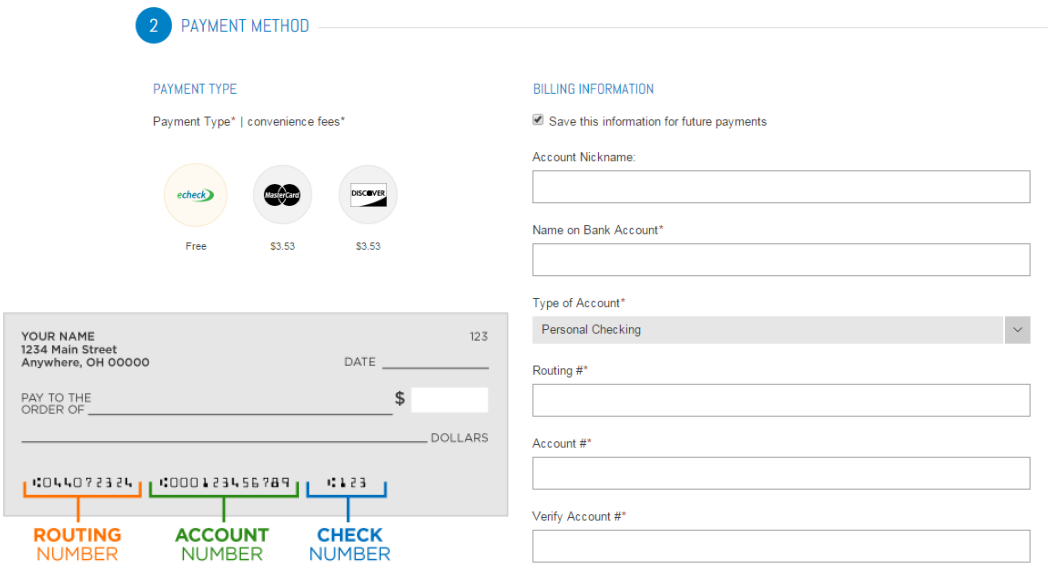
This is the payment option available with scheduled recurring payments:

eCheck

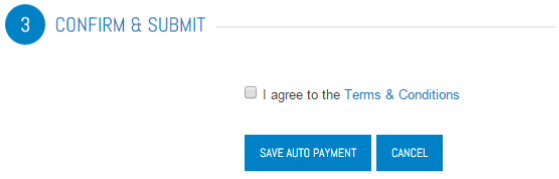
There are no processing fees associated with eCheck (ACH) payments.

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.*



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.



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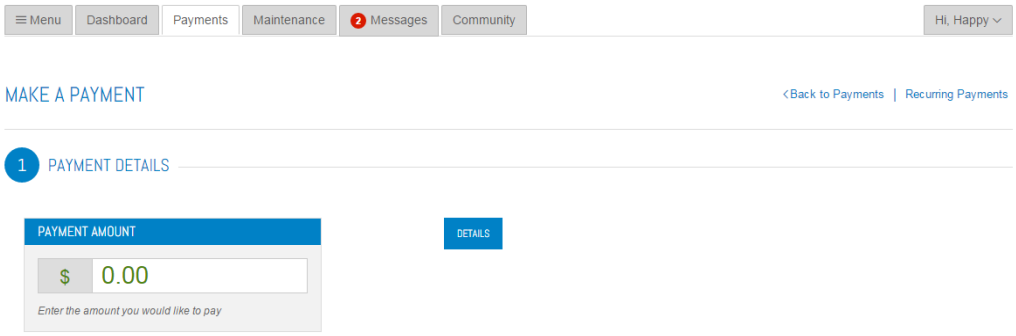
ONE-TIME PAYMENT

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.



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

eCheck

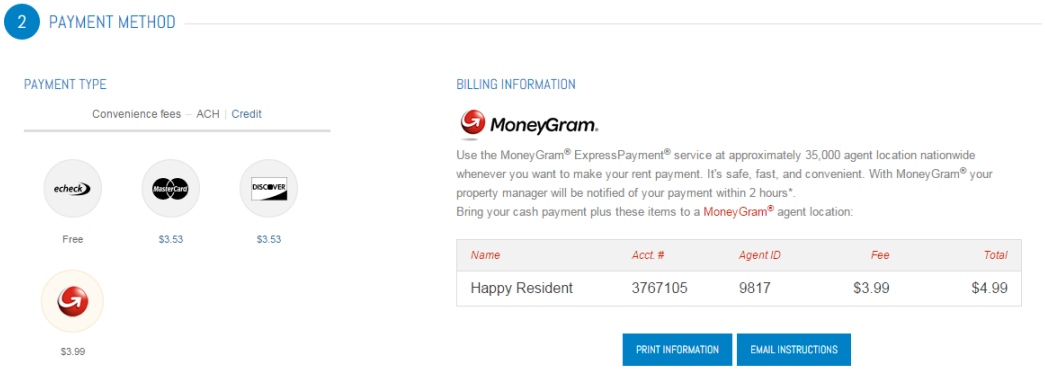
There are no processing fees associated with eCheck (ACH) payments.

MasterCard/Discover

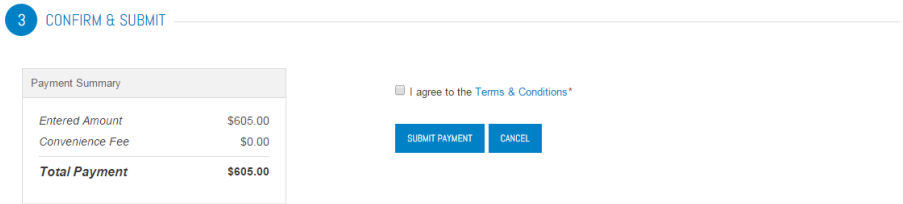
Please note when using these payment options, you will incur **convenience fees**. Convenience fees are calculated by the total payment amount. *VISA is not available as a form of payment.*

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.



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



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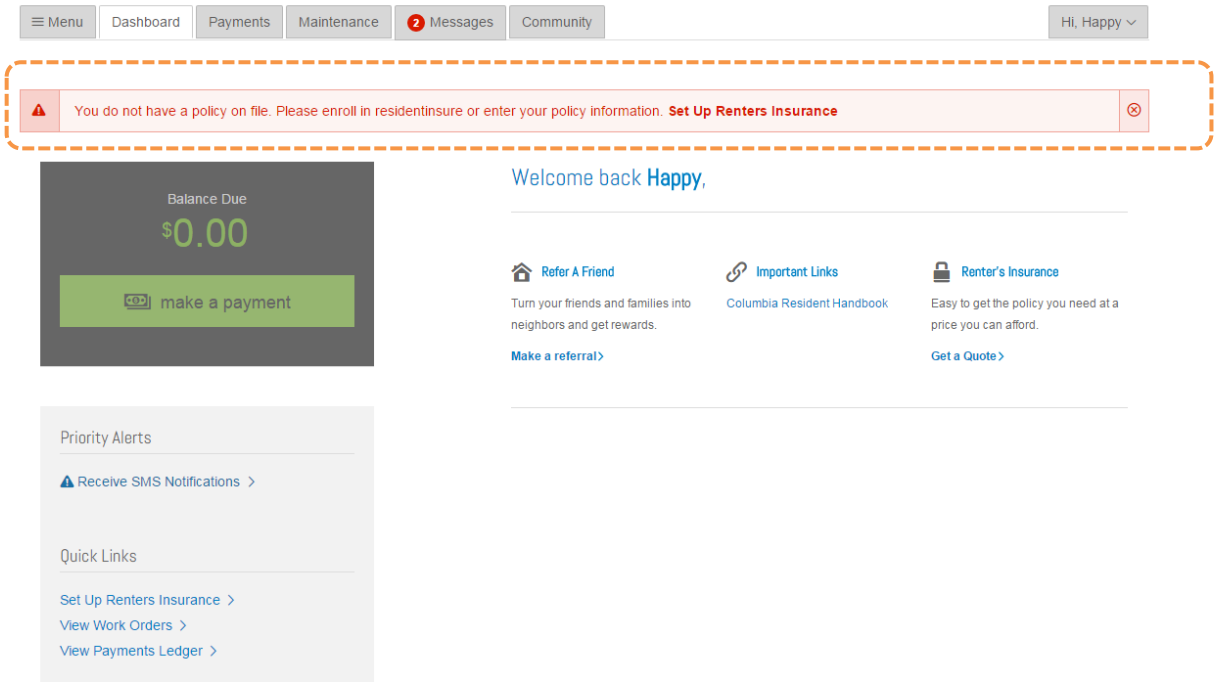
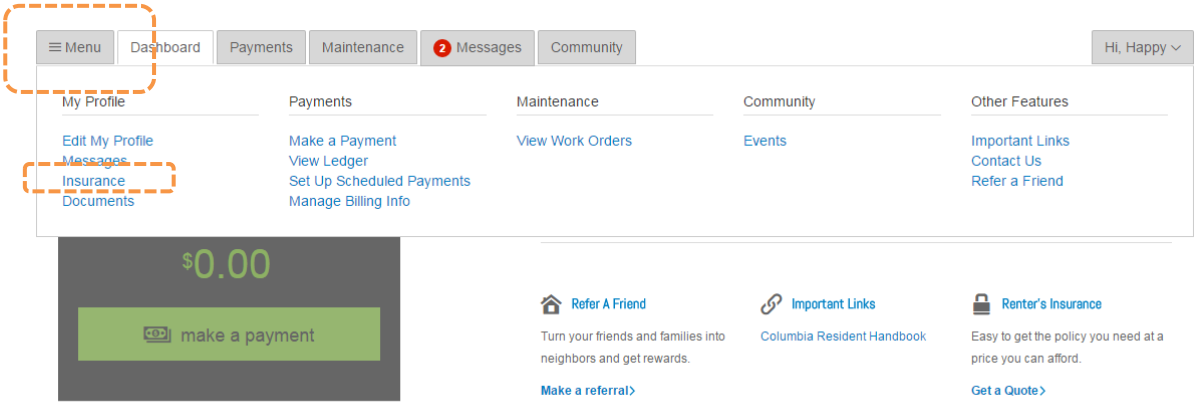
RENTER'S INSURANCE

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.*



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.



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Renter's Insurance

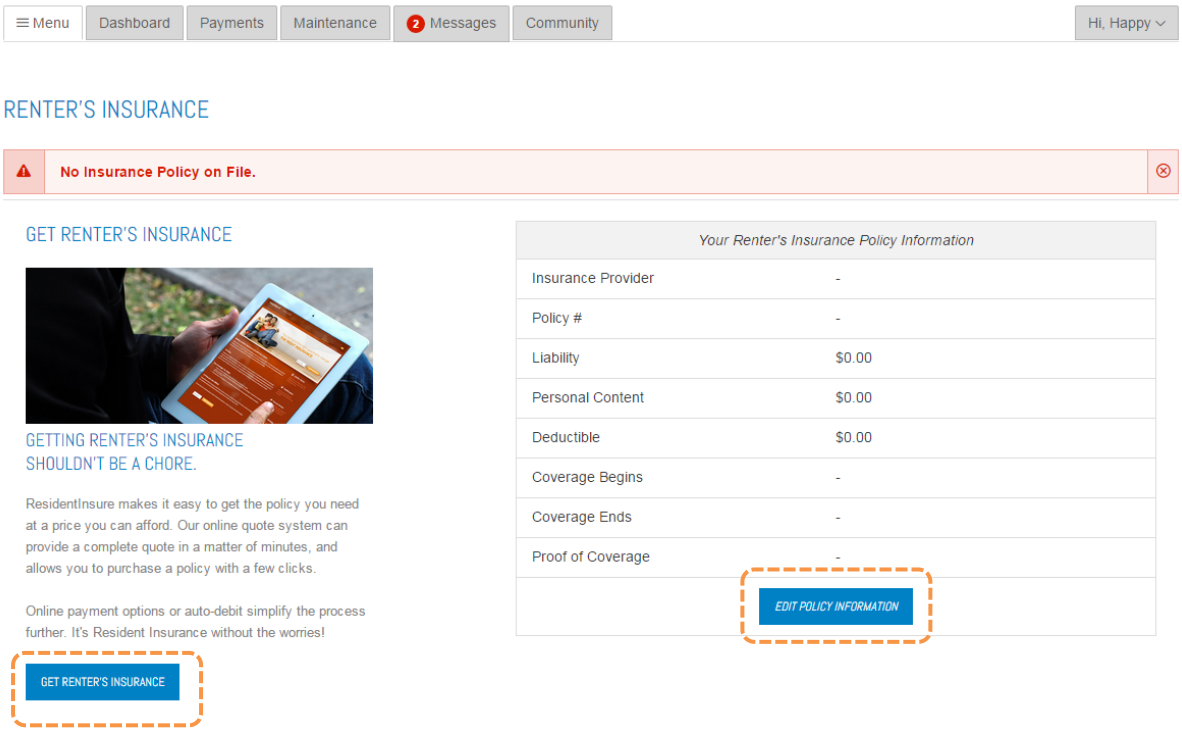
Renter's insurance is a requirement. You may either obtain your own renter's insurance policy –OR– possibly be eligible for coverage through your parent's home owner's policy.

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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INACCESSIBLE ACCOUNT

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.