Resident Experience

To pay rent online, you need to first enroll in ResidentPortalTM. You can navigate to the ResidentPortal from the property's website. The link to ResidentPortal is most commonly displayed on the top navigation, and is called Residents. Use the available marketing kits to advertise ResidentPortal's functionality and website address.

ResidentPortal Enrollment

ResidentPortal enrollment is the process by which you create a private account and set a username and password to log in for future visits.

- 1. Go to your website, and navigate to the Residents page.
- 2. Click Get Started.
- 3. Enter your First Name, Last Name, Email, Password and Birthdate.
- Check the box to agree to the terms and conditions (click the link to review terms and conditions).
- 5. Select Create Account.



Hello Laney, We have found the following match for your information.



- ResidentPortal will search Entrata® for a match and display your information.
 a. If this is correct, click This is Me.
 b. If this is not correct, click This is Not
 - Me. If it is not your account, you will be redirected to the previous page to re-enter your information and repeat the search. If you are still having trouble, the property management staff should be contacted to verify that all of the information has been entered correctly in Entrata and the management software.

You may receive one of two error messages if the information does not match:

No account found This is due to your information not matching the information entered in Entrata. In these situations, you should contact property management to verify your information has been entered correctly in the management software. Try again. If the issue is still not resolved, we encourage the property manager to contact Property Solutions customer support through the live chat section in Entrata or by calling 1-877-826-9700.

Account already exists You have already created an account and may have forgotten the password. This password can be reset through the forgot your password? link. If this does not resolve the issue, we encourage the property management staff to contact Property Solutions support through the channels listed above.

7. You are now directed to the homepage of ResidentPortal where you can view your balance, make a payment, and view your online payment history. The payment history will show payment receipts as well as payments made by roommates so residents can distinguish where payments are coming from.

No Account Found

OOPS!

To successfully enroll, call your property at 703-349-0948 to verify that your information is correct in their property management software.

Please call the number below to talk to your

property manager.

703-349-0948

Account Already Exists

Hello anne,

According to our records you have already created a resident portal account.

Property - The Keys on Third Lease Status - Current

You can login to the left. If you are unable to login please contact the leasing office.



ResidentPortal Login

You must be enrolled before you can log in. Please visit the section **ResidentPortal Enrollment** on the first page of this guide for instructions.

- **1.** On the property website, navigate to the ResidentPortal or Pay Rent page.
- 2. Enter the email address and password used during enrollment. Click Login.
 - a. If you forget your password, click the forgot your password? link below the Login button and enter your email address. An email will be sent to that address with a link to reset the password.

Log In With Facebook

- 3. Click the Facebook icon.
 - a. Click Okay to acknowledge the use of the Live Here app.
 - **b.** Enter the Facebook login information.
 - c. Click Log In.
 - **d.** Provide the ResidentPortal login information.
 - e. Click Connect.

To disable or remove a Facebook login:

- 4. Log in to your Facebook account.
- 5. Click More next to Apps (located on the left side of the page).
- 6. Click the x for the LiveHere app.

If, after deleting Facebook login information, your browser continues to log in using that default information, you may also need to clear your browser history settings to remove all cached Facebook login information.



Only Me

LiveHere

Make a One-Time Payment

Making a one-time payment allows you to manually enter the payment information to pay your balance once, rather than scheduling a monthly recurring payment.

- **1.** Navigate and log in to your community's ResidentPortal website.
- 2. Click Make A Payment.
- **3.** Type the desired payment amount and hit Enter on your keyboard.
- 4. Select the payment method.

To learn your property's convenience fee structure, please contact your corporate office.

Convenience fees will vary depending on the amount of the payment and the payment type.

eCheck Pay from a savings or checking account. The routing and account number are required. When the routing number is entered, the bank name will auto-populate so that the payer can make sure they have entered the correct routing number. Money will be debited directly from the payer's account. The convenience fee is a fixed amount and will not vary with payment amount.

Visa Pay with a Visa credit card or debit card. Convenience fees will be applied equally to both card types. Debit cards will be processed as credit. Visa payments are subject to a maximum payment limit. The convenience fee is calculated from the set Visa max, not from the payment amount. The payer will also be required to call an automated number to confirm the payment.*

* Visa requires phone authorization to complete the payment. A phone and ID number will appear after the information on this page has been entered. Call the number to authorize and complete the payment.

MasterCard Pay with a MasterCard credit card or debit card. Convenience fees will be applied equally to card types. Debit cards will be processed as credit. Convenience fees are calculated from the payment amount.

Discover Pay with a Discover credit card or debit card. Convenience fees will be applied equally to both card types. Convenience fees are calculated from the payment amount. Visa Phone Authorization

Dashboard

Hi Anna

_

Payments

Make a payment and receive 250 p

Enter Payment Amount:

Select Payment Method:

Payments) Make a Payment

Please call the office if you have questions about payment.

3

2

Dashboard

Payments

MAKE A PAYMENT

REQUEST MAINTENANCE

Services

\$

Free

Maintenance

Pay with Credit or Checking

\$47.75

Service

Payments > Payment Confirmation



Classifieds

B

Pay with Cash using 🔄 MoneyGram

Contact

1500.00 enter amount then press tab or enter

\$47.75

\$

\$3.99

4

My Profile | Logout

SETUP AUTO PAYMENT

No balance data found.

You can use an account nickname in order to associate more than one bank account or credit card to your account in ResidentPortal.

The billing information (name and address) must match the information stored with that payment provider.

- **5.** Type the corresponding payment information and click **Submit Payment**.
- Click View & Print Receipt to keep documentation for personal records.

This payment will post in real time on Entrata and in third-party property management software (if integrated), and it will update the ledger simultaneously. An email notification can also be sent to the resident and property staff.

To view a record of this transaction, go to the **Dashboard** tab; the balance is now updated.

A record of the last payment is displayed below the account balance. To view all previous payments made online, click the **Payments** tab.

If a payment is returned for a permanent failure reason such as **incorrect account info** or **account closed**, any stored billing info or recurring payment info associated with that payment will be deleted.

If the card used for a recurring payment is expired, all recurring payments using that card are automatically deleted. The resident will get a warning two months before the card expires.

Credit Card Information

1

Account Nickname	· · ·				
Name on Card:	Anna Matthews				
Card Number:					
Expiration Date:	~	~			
Zip:					
Unit #:					
	I agree to pay the lagree to the termination of the lagree to the termination of the lagree submitted	ne \$4.24 convenience fe	e associated with t		
	I agree to pay the I agree to the tee SUBMI	re \$4.24 convenience fe	e associated with t		

Payments > Payment Confirmation

✓ Your payment was submitted successfully.

Your payment of \$1547.75 from your account has been received at 01:23 pm on 09/17/2013.



Print Payment Receipt



View Previous Payments

yments												
()) P	T	AUTO PAYMENTS										
-												
Recent Payments												
ID	Date	Prop.	Unit	Туре	Status	Fee	Amt.	Total				
30755096	09/17/2013	The Keys on Third	201	MasterCard	Captured	\$47.75	\$1500.00	\$1547.75				
0688700	09/12/2013	The Keys on Third	201	Visa	Phone Capture Pending	\$33.00	\$959.35	\$992.35				
0522318	09/05/2013	The Keys on Third	201	Scanned check	Captured	\$0.00	\$40.65	\$40.65				
	09/05/2013	The Keys on Third	201	Visa	Captured	\$33.00	\$500.00	\$533.00				
0481775												

Set Up Auto Payments

1. Within ResidentPortal, select the Payments tab, then click Auto Payments.

2. Click Setup New Auto Payment.

 Select No to indicate that this is not a one time payment and then select options from the drop-down menus.

Bill Me on This Day The day of the month which a recurring payment will be processed.

Payments Begin The first month which the recurring payment will be active. The earliest month will always default to the next calendar month. For example, if you were to set up a recurring payment during the month of January, your first payment month option will be in February.

Payments End The last month which the recurring payment will be active. This can be set at a specific month/year. The other option is to select When I cancel. Keep in mind that selecting the option When I cancel will cause the payment to be active until you cancel the recurring payment, or until the lease is no longer current.

- 4. Enter and re-enter the Monthly Amount.
- Select the desired payment method.
 a. To select a different payment method, click the link, change payment type.
- 6. Enter your Billing Information.
- 7. Agree to the convenience fee and terms and conditions.
- 8. Click Submit Payment.



Make a Charity Payment

If your property has a charity set up, you can make donations to the charity when you pay your rent.

- 1. Within ResidentPortal, click Make a Payment.
- 2. Enter all of the payment information for paying your rent.
- **3.** The **Donate** section appears below your rent payment information.
- 4. Check the Please add a checkbox, and select a donation amount from the drop-down menu.
- 5. Agree to the convenience fee and the terms and conditions.
- 6. Click Submit Payment.