

*U*ser's *g*uide

Online Rent Payment

ONESITE |  **PAYMENTS**

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CHAPTER 1

Online Rent Payment System

The OneSite Payments Online Rent Payment system provides you the convenience of paying your rent or other charges online. You can set up electronic payments from your checking account or a credit card. These payments can occur on a one-time basis or be set up to pay automatically on a monthly basis.

In order to gain access to the portal, you will need to register for an account. Once you register, you will receive a login and password to access the portal.

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Registering for Online Rent Payments

1. You must register before you can access the Online Rent Payment system. Your property will provide you a web site address for the Online Rent Payment sign-on registration page. The first time you sign on, you must click the **New resident?** link.

If you have already received an e-mail message with a login and temporary password from the leasing office, you can skip these steps and start by signing on to the Online Rent Payments system (on page 7).

RESIDENT LOGIN

LOGIN

PASSWORD **Go**

[Forgot password?](#) [New resident?](#)

2. Complete all fields on the **Account Registration** page. After completing this page, click **Register**.

Resident Living - Account Registration

To register for a new Resident Portal account, please provide the following information:

Choose a login name:

Your login name may only contain letters, numbers, the underscore (_), the at-sign (@), or a period (.). It must be at least 4 characters long.

Please provide us with your housing information. Make sure your information **matches the information that you gave to your leasing office**, otherwise we will not be able to create your account.

First name:

Last name:

Unit number:

It is important that you provide us with a current email address in order to access your account. A randomly assigned password will be sent to this address.

Email address:

Confirm email address:

- **Choose a login name:** Enter the name you want to use for the Online Rent Payment system.

Your login name must be at least four characters long. Letters, numbers, the underscore (_), the “at” sign (@), and the period (.) are allowed.

- **First name:** Enter your first name as it appears on your lease agreement. The first and last name that you enter must be an exact match with the name on your lease agreement. If there is any discrepancy, the system will not be able to retrieve your resident information.
- **Last name:** Enter your last name as it appears on your lease agreement. The first and last name that you enter must be an exact match with the name on your lease agreement. If there is any discrepancy, the system will not be able to retrieve your resident information.
- **Unit number:** Enter your unit number.
- **E-mail address:** Enter an e-mail address that the property can use for sending you e-mail messages. You must then re-enter your address in the **Confirm e-mail address** field.

3. After registering, you receive a “Thanks for registering” message.
4. When the property receives your account registration information, they will approve you for access to pay your rent online. Once you receive an e-mail

message with your new temporary password, you can sign on with the temporary password. At that time, you must enter a permanent password. You are now ready to begin using the Online Rent Payment system.

Signing in to the Online Rent Payment System

1. To begin using the Online Rent Payment system, go to the web site address given to you by your property. Enter your **Login** and **Password** and then click **Go**.

2. The first time that you access the Online Rent Payment system, you will need to agree to the Privacy and Security terms of use. After reading the terms, select **Yes** and click the **Submit** button to continue.
3. After signing on to the Online Rent Payment system with a temporary password, you must change your password. Type your new password twice; once into the **New password** field and again in the **Confirm new password** field. When finished, click the **Continue** button.
4. To enter the Online Rent Payment system, click the **Pay rent** button.

Pay your rent online.

You can make a one-time payment, or schedule a monthly payment using a credit card or direct debit against your bank account.



5. Your current balance is shown on the **Current statement** page. This displays your current balance along with the last activity date for your account. You see your rent and other charges less any payments to calculate the **Total due** amount. The property's late fee policy displays at the bottom of the page. To avoid any late fees, RealPage recommends that you submit your online payment at least two days prior to the due date. From here, you can select any of the following options:
 - To set up an account, click the **Accounts** (on page 8) option.
 - To set up a recurring payment, click the **Recurring payments** (on page 10) option.
 - To pay your rent now, click the **Pay rent now** (on page 9) option.
 - To review your payment history, click the **Payment history** (on page 12) option.
 - To exit the Online Rent Payment system, click **Sign off** from any page.

Setting Up an Account

1. When you select the **Accounts** option from the side menu, you see a listing of the accounts you have set up. To add an account, select the **Click here to add account** link.

rent system William Maxwell - Apt 201 10/4/2007
wmaxwell
[\[Sign off\]](#)

[\[Click here to add account\]](#)

Accounts				
Account name	Account type	Account number	Expiration date	Action
Williams checking	Checking	XXXXXX3456	n/a	[Edit] [Delete]

2. To add a bank or credit account that is deducted for your rent and any other charges, complete the *Enter account details* section. This page is where you enter either your bank account, credit card, or check card information. The account details collected will change, based on if you are entering bank account information or if you are entering card information. Each type of account is detailed below.

Bank Account Page

If you are entering a bank account, complete the following fields:

- **Account name:** Enter a name for your bank account.
- **Account type:** Select **Bank account**.
- **Bank account type:** Select either a **Checking** or **Savings** account.
- **Name on account:** Enter your name as it appears on your bank account.
- **Address on account:** Enter your full address as it appears on your bank account.
- **Routing number:** Enter the routing number listed on the bottom of your check.

Bottom of check



Routing number **Account number**

- **Account number:** Enter the account number of your checking or savings account.
- **Re-enter your password:** You must re-enter your Online Rent Payment password.

Credit Card or Check Card Page

If you are entering a credit card or check card, complete the following fields:

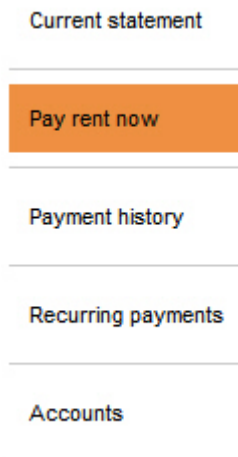
- **Account name:** Enter a name for your account.
- **Account type:** Select the **Credit card or check card** option.

- **Name on account:** Enter your name as it appears on your account.
 - **Credit card billing address:** Enter the billing address for your account.
 - **Card types:** Choose whether you want to use a Visa or MasterCard from the drop-down list.
 - **Account number:** Enter your Visa or MasterCard account number; these are the only cards accepted. You must then re-enter your account number.
 - **Expiration date:** Enter the expiration date shown on your card.
 - **Re-enter your password:** You must re-enter your Online Rent Payment password.
3. After entering your account information, click **Confirm**.
 4. Review the *Confirm account details* section. From here, you can make a change, cancel the account setup, or continue with your setup by clicking the appropriate **Edit**, **Cancel**, or **Submit** button.
 5. Once you submit your account details, a message displays that your account information has been accepted. Click **OK**.
 6. You are now ready to begin paying your rent online with this account.

This procedure only sets up the account for use. You will still need to arrange a one-time or recurring payment.

Entering a One-Time Payment

1. To make a payment, click the **Pay rent now** option on the side menu.



2. Complete the following fields:
 - **Payment amount:** When setting up a payment, you can:
 - Pay the current amount due
 - Pay the current amount due, plus any upcoming charges

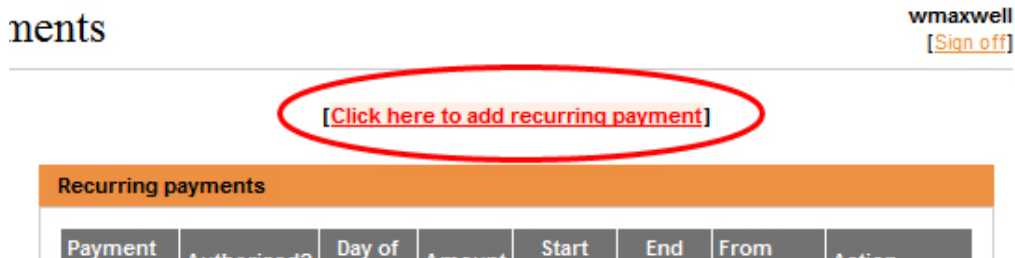
- Or select the **Different amount** option (if applicable) and enter the amount of your payment.

Some communities do not allow payment amounts that are less than the amount due. To learn the specifics for your community, check with your leasing office.

- **Payment date:** If your payment is made from a checking account, then enter the **Payment date**. You can enter a date after the current date, but this date cannot be more than two weeks after the current date. The payment date is NOT used for credit card payments.
 - **Account:** Click the drop-down arrow and select an account. Be sure you select the correct **Account**, since this is the account that will be deducted for the payment amount. If you don't have a payment account set up, click the **Add an account** link.
 - **Re-enter your password:** You must re-enter your Online Rent Payment password for security purposes.
 - **Continue:** To make your payment, click **Confirm**. To cancel this payment, click **Cancel**.
3. Review the *Confirm payment details* section before submitting your payment. You can edit or cancel your payment information.
 4. To continue the payment process, you must click the **Submit** button. The *Payment results* section displays the date of your payment, the amount, and the account that will be deducted. This is your receipt with your confirmation number, so you should print this page.
 5. When you click **OK**, you return to the **Current statement** page.

Setting Up a Recurring Payment

1. To set up a recurring payment for your rent and other charges, select the **Recurring payments** option from the side menu. You see a listing of any recurring payments already set up. To add a recurring payment, select the **Click here to add recurring payment** link.



2. Before entering your recurring payment details, review the property's late fee policy. RealPage recommends that you pay your rent at least two days before the due date in order to avoid a late fee.
3. To set up a recurring payment, complete the following fields:

- **Payment name:** Assign a recognizable name for your recurring payment. This name will be shown in the **Recurring payments** list.
 - **Authorization:** You must authorize the property to draw funds once a month from the account you specify below. This check box must have a check mark. To stop a recurring payment, clear the **Authorization** check box.
 - **Effective dates:** Enter the effective dates of your payment. This is the start and end dates for your recurring payment.
 - **Amount:** If a service fee is charged for each payment, then this fee is automatically added to the amount you enter here. The service fee is charged by the property and the amount cannot be modified.
 - **Day of the month:** Enter the day of the month on which the payment is made.
 - **Account:** Click the drop-down arrow and select an account. Be sure you select the correct **Account**, since this is the account that will be deducted for the payment amount.
 - **Re-enter your password:** You must re-enter your Online Rent Payment password.
 - **Continue:** To make your payment, click **Confirm**. To cancel this payment, click **Cancel**.
4. Review the *Confirm recurring payment details* section. From here, you can make a change, cancel the recurring payment setup, or continue with your setup by clicking the appropriate **Edit**, **Cancel**, or **Submit** button. Once you submit your recurring payment details, a message displays that your recurring payment information has been accepted.
 5. Your recurring payment is now set up and becomes effective immediately. You will receive e-mail notification before a recurring payment is drawn from your account. You will also receive e-mail confirmation after the payment is drawn from your account.
 6. Click **OK** to return to the **Recurring payments** page.

Disabling a Recurring Payment

You can stop a recurring payment at any time, without deleting the payment information. This is useful in situations where you want to use a different payment method for a month or two.

After you disable the recurring payment, ensure that you make alternate payment arrangements.

1. To disable an existing recurring payment, select the **Recurring payments** option from the side menu. You see a listing of any recurring payments.
2. To make changes to the payment, locate the payment that you want to make changes to in the **Recurring payments** list and click the associated **Edit** link.
3. To disable the recurring payment, clear the check box in the *Authorization* section.

4. To confirm your identity, re-enter your password in the *Re-enter your Password* section.
5. Click the **Confirm** button.
6. The details will be displayed. The **Authorization** column should read **Not Authorized on Date**.
7. To save your changes, click the **Submit** button.
8. Click **OK** to return to the **Recurring payments** page.

Reviewing Your Payment History

To display a history of your payments, click **Payment history**. You see the payment date, description, method of payment, charges, payments, and your balance.

You can also search your payment history by date range. Enter a **Start date**, an **End date**, and then click **Search**.

