# Welcome to the Resident Online Access Portal – Sign Up Instructions

> **Important Note** – WEB Properties will need to have your email address in the system.**
> Please send an email to accountupdate@webpropertiesinc.com with your **name**, **address**, **phone number**, and the name of your **HOA**, **Apartment or Commercial Building**. You will receive email confirmation once the system has been updated. You will then be able to proceed with the following instructions to sign up for your portal account.

(1) Click the [PAY RENT OR HOA DUES ONLINE NOW — VISA, MasterCard, DISCOVER, eCHECK] button in the bottom right hand corner

(2) Click the blue **<span style="color:red">sign up</span>** link underneath the **login button** (see picture below).

Welcome to your WEB Properties, Inc. Web Access Portal! For questions regarding registration, balance inquiries or maintenance requests, please contact your property manager directly at (509) 533-0995.

**TENANT** WEBACCESS

Location

| Default | ▼ |

Email Address

Password

Forgot password?     ☐ Remember me

login

Sign up

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(3)  To create your account:

**Important Note** – Please make sure WEB Properties has your email address in the system as noted on page 1 or you will receive an error message when you attempt to sign up that says "Invalid Email Address."**

**TENANT** WEB ACCESS

Location

Default ▼  ← A

**(A)**  For Location, click the **dropdown arrow** and select your HOA, Apartment or Commercial Building

Account #

B →

**(B)**  Enter your **Account #** from the letter you received from WEB Properties.  If you do not have your account number, contact WEB Properties at 509-533-0995.

Email Address

C → someone@company.com

**(C)**  Enter the **Email Address** you provided to WEB Properties

D → sign up            cancel

**(D)**  Click the blue **sign up** button

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(4)  After you complete the sign up process, the message shown below will appear.



# TENANT WEB ACCESS

An account finalization email has been sent from **"donotreply@rentmanager.com"** with the subject **"Verify your Web Account"**.

Please follow the link in the email to verify your account.

The link will expire in 15 minutes to maintain security.

If you have any questions, contact your property manager.

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(5) Go to your email account and open the email from donotreply@rentmanager.com.  Click the blue Finalize button, which is the link to create your account password (shown below).

**TENANT**WEBACCESS

Hello **Your Name**, Thank you for signing up with Tenant Web Access. You are receiving this email because you created an account for **Your Email Address**.

To help prevent unauthorized account creation, we need you to verify your email address. Please use the following link to finalize your account.
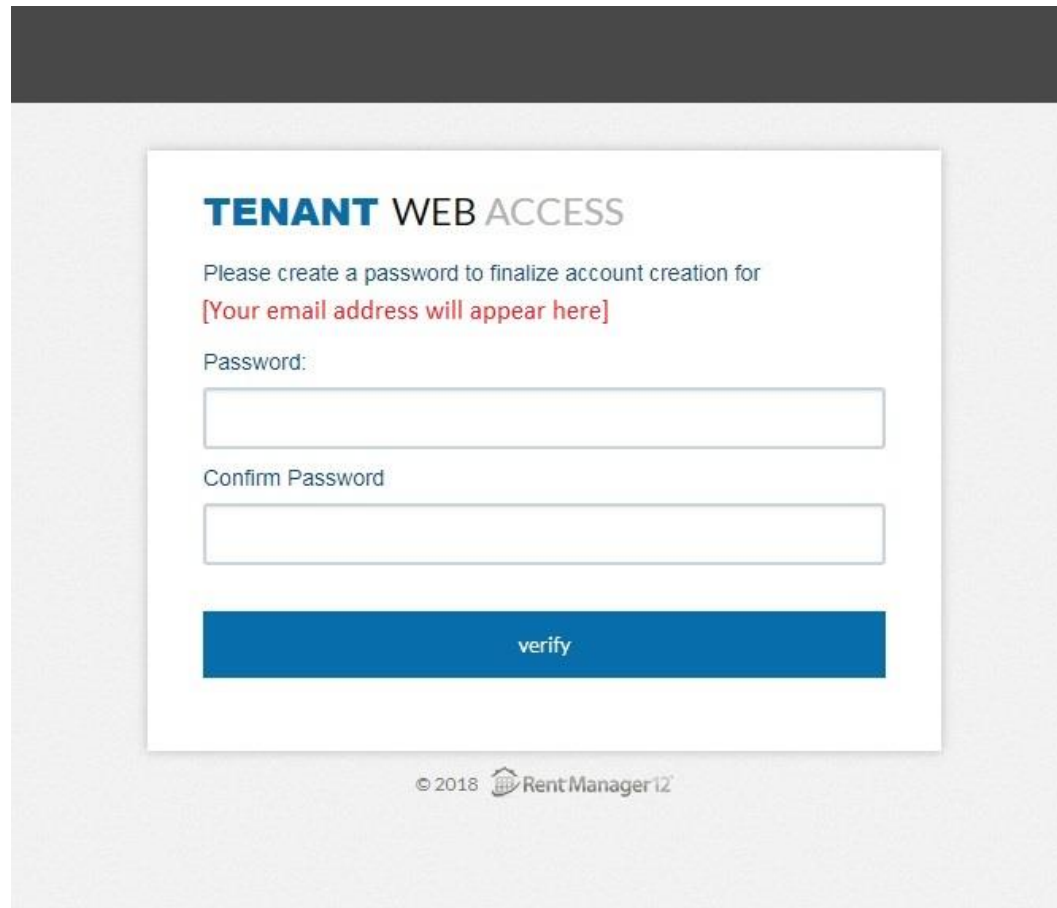
Finalize

If you did not make this request, no further action is required. Please contact your property manager with any questions and concerns.

Sincerely,

This is an automatically generated email. Please do not reply to this message; replies are routed to an unmonitored mailbox

(6) Create your secure account password, confirm your password, and click the blue verify button.

(7)  You can now login to your new Resident Online Access Portal account by following the steps below:

Welcome to your WEB Properties Tenant Portal! For questions regarding registration, balance inquiries or maintenance requests, please contact your property manager directly at (509) 533-0995

**TENANT** WEBACCESS

Your account has been successfully created.
Please login with your new credentials.

Location

Email Address

Password

Forgot password?          ☐ Remember me

login

Sign up

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**(A)**  For Location, click the **dropdown arrow** and select your HOA, Apartment or Commercial Building

**(B)**  Enter your **Email Address**

**(C)**  Enter the **Password** you created

**(D)**  Click the blue **login** button

**Congratulations!  You have now signed up for your portal account.  Thank you so much!!**

**If you want to setup an automatic recurring payment, follow steps (8) through (13) on pages 9 through 14.**

**To make a one-time payment, skip to page 16 and follow steps (1) through (4).**

(8)  You will be directed to your account Dashboard (shown below).



**TENANT** WEBACCESS

Dashboard    Charges    Transactions    Make a Payment    Leases    Notes

Your Name ▼

## Dashboard

### Welcome, Your Name

Monday, January 22nd, 2018

Unit

Manager

Phone

Address

### Charges

| | |
|---|---|
| Open Charges | $0.00 |
| Open Credits | $0.00 |
| Balance Due | $0.00 |

view my charges     make a payment

### Notes

**No Notes**

### Leases

| ApartmentStart | End | Orig Start | Expires |
|---|---|---|---|

### Messages

**Messages**

For questions regarding registration, balance inquiries or maintenance requests, please contact your property manager directly at (509) 533-0995

(9) To setup your recurring auto-pay, select the dropdown arrow in the upper right corner.

**(10)  From the dropdown menu, select Payment Settings Saved Payment Info & Autopay**



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(11) On the Payment Settings screen, click the blue **Update** button at the bottom of the page.

(12)  On the left half of the screen under **Payment Method (A)**, choose the **Account Type (B)** from the dropdown menu.  Then enter your **Account Number (C)** and **confirm**.  Complete the remaining fields required for the Account Type you selected. Under **Billing Address (D)**, enter the name and address information associated with Payment Method (A).  **Continue to the right half of the page to complete the Automatic Payments section (see Step 13 below).**

## Payment Settings

Payment Method   **A**
cancel

Account Types            ACH - Checking          ▼   **B**

Account Number           [                    ]   **C**

Confirm Account          [                    ]
Number

Routing Number           [                    ]
ⓘ

Billing Address   **D**

First Name               [                    ]

Last Name                [                    ]

Street                   [                    ]

City                     [                    ]

State                    Washington              ▼

Zip Code                 [                    ]

Automatic Payments

Consider scheduling your payment at least one day in advance of its due date.

Your saved payment information must be valid and current in order for your payments to succeed.

☑ Enable your automatic payment

Day of Month             [                    ▼]

Payment Type             Balance Due             ▼

Max Amount               [                    ]

A convenience fee may be added to your payment amount.

☐ Please be advised that attempted chargebacks for Non-Fraudulent transactions through the PayLease system will be subject to criminal investigation and these individuals will be prosecuted to the fullest extent of the law. ** E-check Transactions: In the event that the bank for the account used above returns this transaction for Insufficient Funds, I will be assessed an NSF Fee according to my lease agreement.

[ save ]        [ cancel ]

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(13)  On the right half of the screen under **Automatic Payments (A)**, confirm that the box for **Enable your automatic payment** is checked.  Next, click the dropdown arrow for **Day of Month (B)** and select which day you would like your payment made each month.  Note – For those that pay quarterly, semi-annually, or annually, as long as you choose **Balance Due** for **Payment Type (C)**, it will not pull funds from your account if your balance owing is $0.00.  Next, click the dropdown arrow for **Payment Type (C)** and select either **Balance Due** or **Specific Amount**.  You may set a maximum amount that limits the system regardless of your balance owing at the time of your payment. Click the check box next to the "**Please be advised (D)** …" statement.

Once all of your information has been entered, click the blue **save (E)** button at the bottom of the screen.

**Congratulations!  You have now completed setting up your automatic recurring payment.  You are now finished with creating your portal account.**

**PLEASE NOTE:  The steps on pages 16 through 19 are <u>only for making a one-time payment</u> outside of, or in addition to, your automatic recurring payment.**

(1) To make a **one-time payment**, click the blue **make a payment (A)** button in the middle of the Dashboard screen **OR** the **Make a Payment (B)** link in the gray banner in the upper left.

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(2) On the Make a Payment screen, enter the **Amount** you would like to pay towards your account balance.



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(3) Click the dropdown arrow for **Payment Type** and select either your **Saved Payment Information** (from Step 12 & 13), or **Checking or Savings Account**, or **Credit Card**.

After you have entered an **Amount** and selected a **Payment Type**, click the blue **make payment** button at the bottom.

Note - You will enter or review all of the payment information on the next screen before submitting (see Step 4).

(4)  Review or enter your payment method and billing address information in the boxes provided.

Be sure to click the box next to the "**Please be advised** …" statement under the **Billing Address** boxes.



After all of your information has been reviewed or entered, you may enter a memo before clicking the blue **pay now** button at the bottom of the page.  Your payment process is now complete and you may log out of your account.

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