

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 button in the bottom right hand corner

WEB Properties, Inc.
Providing Professional Management Services Since 1993.

Home Commercial Apartments Homeowners Associations Contact Us More Info Quick Forms

WEB Properties Inc.

Welcome to WEB Properties Inc. We are a full service Commercial Real Estate Firm based in Spokane, Washington. We afford Management, Development, Leasing, Sales and other Real Estate Brokerage services to our clients. Our site is designed for easy, convenient access to information on all of our properties and services.

From here you can look into specific details as to location, size, amenities and floor plans for our entire portfolio. If you need additional information you may contact us and we will provide a quick and courteous response. Thank you for visiting WEB Properties, Inc., and please let us know how we can help you with any of your Commercial Real Estate needs.

Featured Commercial Building

Office | for lease
Spokane Valley, WA 99206 1,015 - 20,500 SF

[» View Listing](#)

Featured Apartment Complex

The Broadmoor is located in the historic Browne's Addition, which is a unique blend of nature and city living. The Broadmoor was recently remodeled and has 128 units. Many of the units offer spectacular views of the Spokane River, Maple Street Bridge and Downtown Spokane.

[- Read more about The Broadmoor Apartments.](#)
[- View the entire Residential Portfolio.](#)

PAY RENT OR HOA DUES ONLINE NOW

VISA MasterCard DISCOVER eCHECK

AZIVA

FINANCE
EQUAL HOUSING OPPORTUNITY
RENTALS
WELCOME

(2) Click the blue **sign up** 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.”**

The image shows a screenshot of a web form titled "TENANT WEB ACCESS". The form has four main sections: "Location" with a dropdown menu showing "Default" and a small downward arrow; "Account #" with an empty text input field; "Email Address" with a text input field containing "someone@company.com"; and two blue buttons at the bottom labeled "sign up" and "cancel". Four colored arrows point to specific elements: an orange arrow labeled "A" points to the dropdown arrow in the Location field; a green arrow labeled "B" points to the Account # input field; a purple arrow labeled "C" points to the Email Address input field; and a red arrow labeled "D" points to the "sign up" button. At the bottom of the form, there is a copyright notice: "© 2018 Rent Manager 12".

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

(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.

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

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

(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).

TENANTWEBACCESS

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.

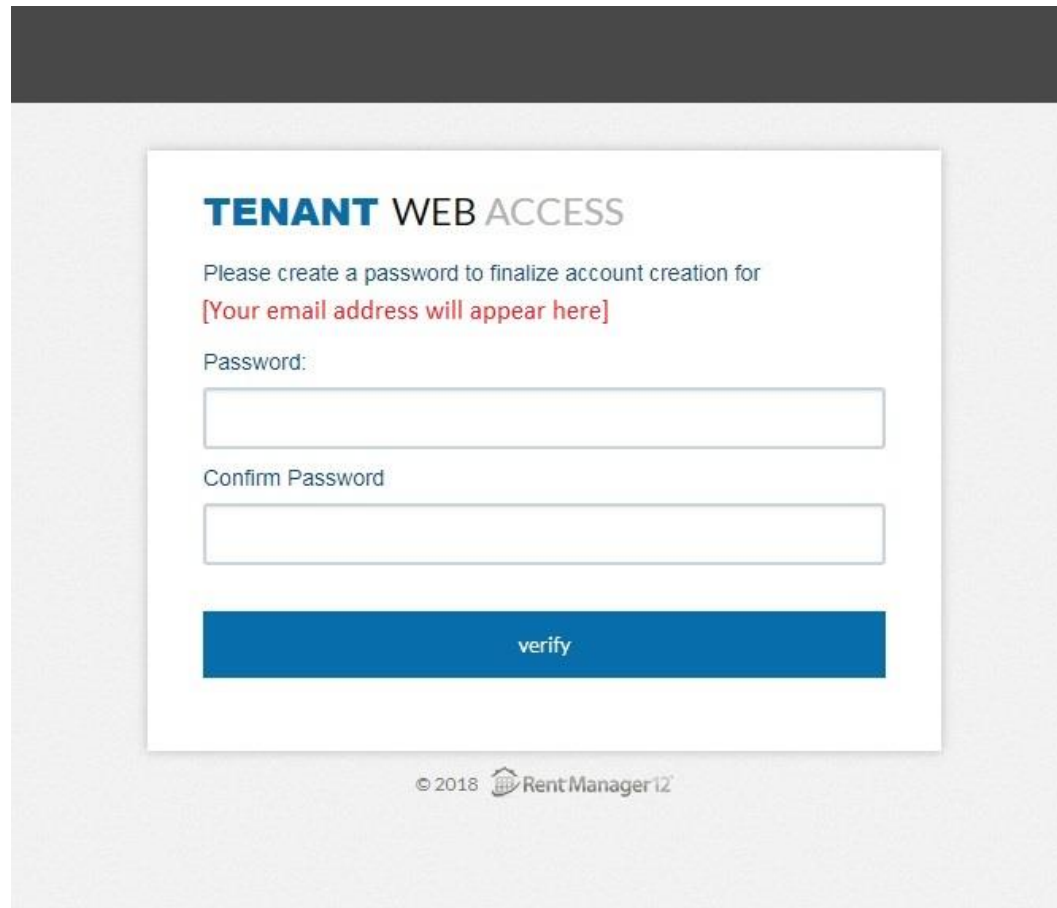
Finalize

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.




TENANT WEB ACCESS

Please create a password to finalize account creation for
[Your email address will appear here]

Password:

Confirm Password

verify

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(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

[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.

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

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

The screenshot shows the 'TENANT WEBACCESS' dashboard. At the top, there is a navigation bar with links for 'Dashboard', 'Charges', 'Transactions', 'Make a Payment', 'Leases', and 'Notes'. Below this is a 'Dashboard' header. The main content area is divided into several sections: a 'Welcome' message with the date 'Monday, January 22nd, 2018' and input fields for 'Unit', 'Manager', 'Phone', and 'Address'; a 'Charges' section showing 'Open Charges' and 'Open Credits' at \$0.00, and a 'Balance Due' of \$0.00, with buttons for 'view my charges' and 'make a payment'; a 'Notes' section with 'No Notes' and a red arrow pointing to a dropdown menu; a 'Leases' section with a table header including 'Apartment', 'Start', 'End', 'Orig Start', and 'Expires'; and a 'Messages' section with a message about contacting the property manager at (509) 533-0995. The dropdown menu is open, showing options: 'My Information', 'Change Email Address', 'Change Password', 'Payment Settings Saved Payment Info & Autopay', and 'Logout'.

TENANT WEBACCESS

Dashboard Charges Transactions Make a Payment Leases Notes

Dashboard

Welcome,
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

My Information
Change Email Address
Change Password
Payment Settings Saved Payment Info & Autopay
Logout

Leases

Apartment	Start	End	Orig Start	Expires
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Messages

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

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

The screenshot displays the 'Payment Settings' interface within the 'TENANT WEBACCESS' system. At the top, a navigation bar includes 'Dashboard', 'Charges', 'Transactions', 'Make a Payment', 'Leases', and 'Notes'. A 'Test Test' dropdown menu is visible in the top right corner. The main content area is divided into two columns: 'Payment Method' and 'Automatic Payments'. The 'Payment Method' section includes fields for 'Account Types', 'Account Number', 'Routing Number', and 'Billing Address' (with sub-fields for First Name, Last Name, Street, City, State, and Zip Code). The 'Automatic Payments' section includes 'Day of Month', 'Payment Type', and 'Max Amount'. A note states: 'A convenience fee may be added to your payment amount.' At the bottom center, a large blue 'Update' button is highlighted with a red arrow pointing to it. The footer contains the copyright notice '© 2018 Rent Manager12'.

(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 **B**
ACH - Checking

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.

The screenshot shows the 'Payment Settings' form. On the left, there are fields for 'Account Types' (set to 'ACH - Checking'), 'Account Number', 'Confirm Account Number', 'Routing Number', and 'Billing Address' (with sub-fields for First Name, Last Name, Street, City, State, and Zip Code). On the right, the 'Automatic Payments' section is highlighted with an orange arrow (A). It contains a checked box for 'Enable your automatic payment', a 'Day of Month' dropdown menu (B), a 'Payment Type' dropdown menu (C) set to 'Balance Due', and a 'Max Amount' input field. Below these is a checkbox for 'Please be advised that attempted chargebacks for Non-Fraudulent transactions...' (D). At the bottom, a yellow arrow (E) points to the 'save' button. A blue box on the right contains the text: 'This applies to debit or credit card Account Type payments and is charged by PayLease, not WEB Properties.'

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 only for making a one-time payment 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.

The screenshot shows the 'TENANT WEBACCESS' dashboard. At the top, there is a navigation bar with links for 'Dashboard', 'Charges', 'Transactions', 'Make a Payment', 'Leases', and 'Notes'. A user profile dropdown shows 'Your Name'. Below the navigation bar is a blue banner with the word 'Dashboard'. A green arrow labeled 'B' points to the 'Make a Payment' link in the navigation bar. The main content area is divided into several sections: a welcome message 'Welcome, Your Name' with the date 'Monday, January 22nd, 2018' and input fields for 'Unit', 'Manager', 'Phone', and 'Address'; a 'Charges' section showing 'Open Charges: \$0.00', 'Open Credits: \$0.00', and 'Balance Due: \$0.00', with buttons for 'view my charges' and 'make a payment'. An orange arrow labeled 'A' points to the 'make a payment' button. To the right is a 'Notes' section with 'No Notes'. At the bottom left is a 'Leases' table with columns 'ApartmentStart', 'End', 'Orig Start', and 'Expires'. At the bottom right is a 'Messages' section with a message: 'For questions regarding registration, balance inquiries or maintenance requests, please contact your property manager directly at (509) 533-0995'.

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

TENANT WEBACCESS

Dashboard Charges Transactions Make a Payment Leases Notes Test Test

Make a Payment

AutoPay is enabled for this account. Your next payment is scheduled for 2/5/2018. You may review your [AutoPay settings](#) for details.

Balance Information	
Open Charges:	\$0.00
Pending Late Fees:	\$0.00
Open Credits:	\$0.00
Balance Due:	\$0.00

Amount

Payment Type

Saved Payment Information ▼

make payment

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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).

TENANT WEBACCESS

Dashboard Charges Transactions Make a Payment Leases Notes Test Test

Make a Payment

AutoPay is enabled for this account. Your next payment is scheduled for 2/5/2018. You may review your [AutoPay settings](#) for details.

Balance Information

Open Charges:	\$0.00
Pending Late Fees:	\$0.00
Open Credits:	\$0.00
Balance Due:	\$0.00

Amount

Payment Type

- Saved Payment Information
- Checking or Savings Account
- Credit Card

make payment

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(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.


TENANT WEBACCESS

Dashboard Charges Transactions Make a Payment Leases Notes Test Test

Make A Payment

Choose your payment method

Payment Method Information

Account Type	Routing Number 	Account Number
ACH - Checking	<input type="text"/>	<input type="text"/>
	Confirm Routing Number	Confirm Account Number
	<input type="text"/>	<input type="text"/>

Billing Address

First Name	Last Name	
<input type="text"/>	<input type="text"/>	
Street		
<input type="text"/>		
City	State	Postal Code
<input type="text"/>	Alabama	<input type="text"/>

Update your existing saved payment information ending in 2600 for One-time and Autopay payments

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.

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.