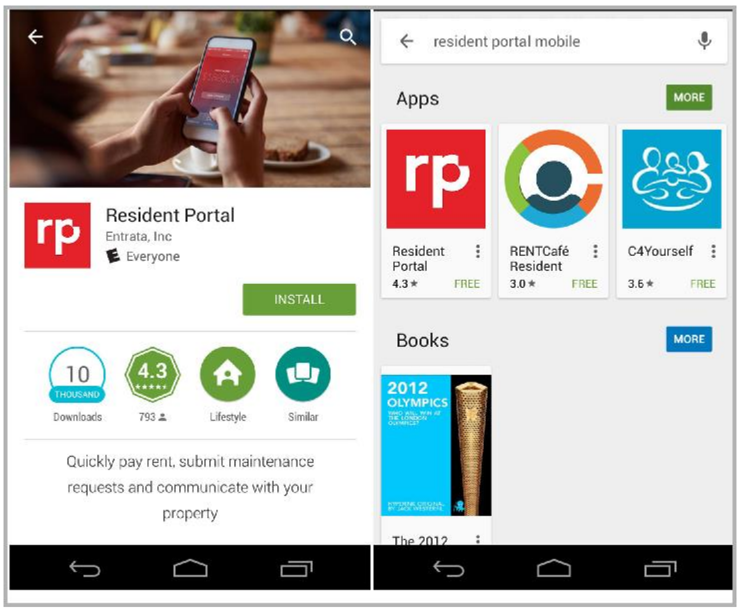
Getting Started with the ResidentPortal App

In this article:

The ResidentPortal app allows your residents to pay rent, submit maintenance requests, contact the property, and discover community events anytime on their mobile phone.

Downloading the ResidentPortal App

To use the ResidentPortal app, your residents need to download it from a mobile app marketplace, like the Apple App Store or the Google Play Store. Once in the app store, the resident searches for "Resident Portal," which brings up the app. The resident then downloads the app, according to the mobile app marketplace processes, and an icon for the app appears on the resident's device.



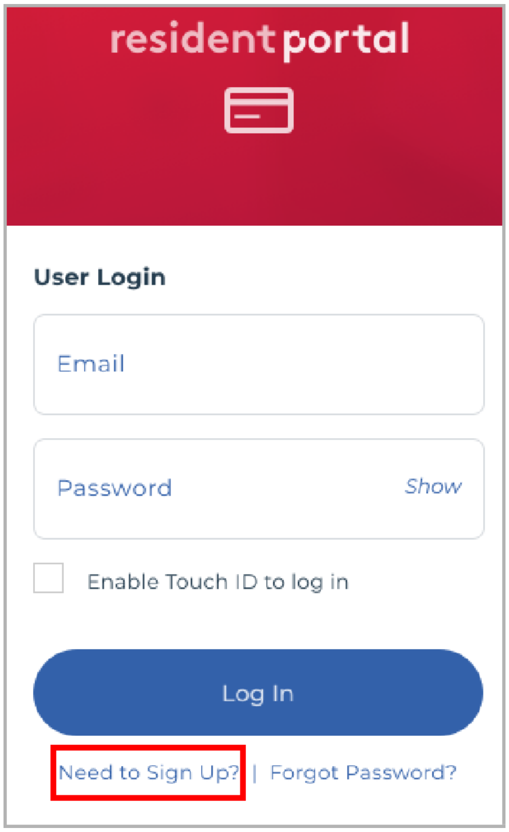
Creating a ResidentPortal App Account

Residents have the option to create an account in their browser, or they can create an account through the ResidentPortal app.

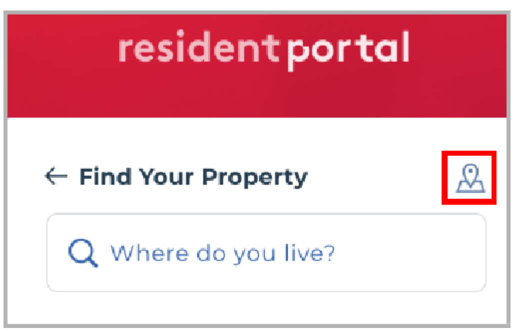
If a resident has previously created a ResidentPortal account, they can use their current login credentials to access the ResidentPortal app. They do not need to create a new account.

1. The resident opens the ResidentPortal app.

2. At the ResidentPortal app login screen, the resident taps Need to Sign Up?.



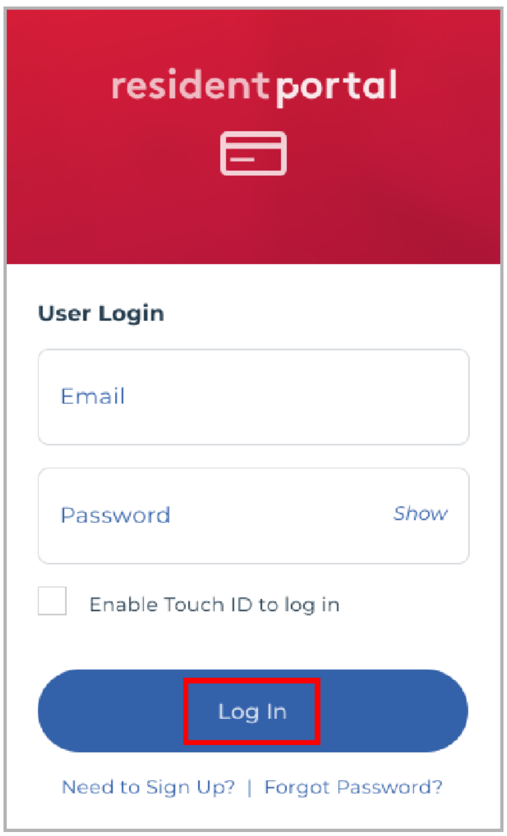
3. The resident enters the name of the property where they live into the Find Your Property search bar, or taps the map icon to view a list of properties nearby.



4. The resident selects their property from the list and taps Continue.
5. In the Sign Up screen, the resident enters their information in the provided fields, and taps the appropriate checkboxes at the bottom of the screen.
6. The resident taps Create Account. The account is created and the ResidentPortal App home screen opens.

Logging In to the ResidentPortal App

1. In the ResidentPortal app, the resident enters their login credentials (Email and Password), and taps Log In. The resident is taken to the landing page, which is determined by their property's settings.



Navigating the ResidentPortal App Menus

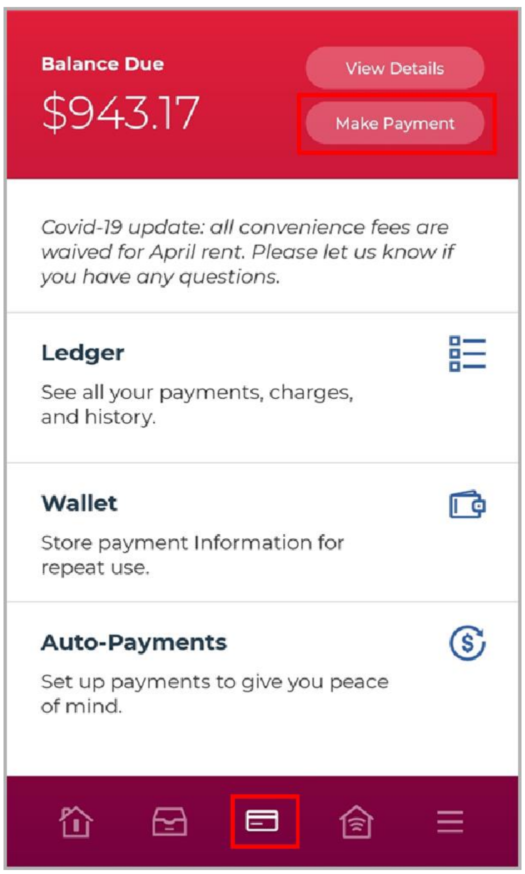
Payments

In this section:

- Make a Payment
- View Payment History
- Add a New Payment Method
- Edit Stored Billing Information
- Set Up an Automatic Payment

Make a Payment

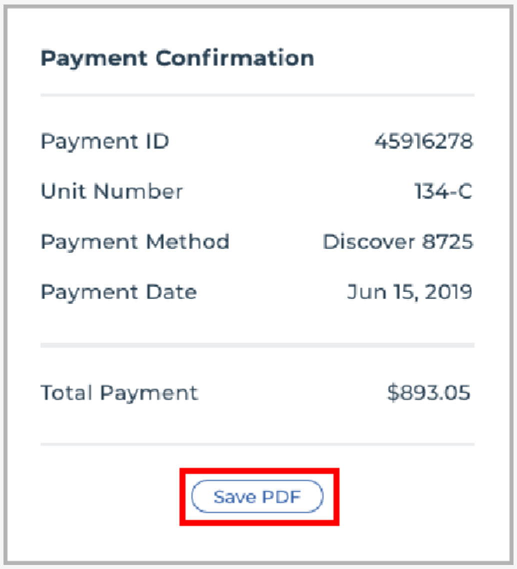
1. In the ResidentPortal app, the resident navigates to the Payments screen by tapping on the credit card icon at the bottom of their screen, and then tapping Make Payment.



2. The resident enters their payment details, including the Payment Amount and Payment Method, and taps Next.

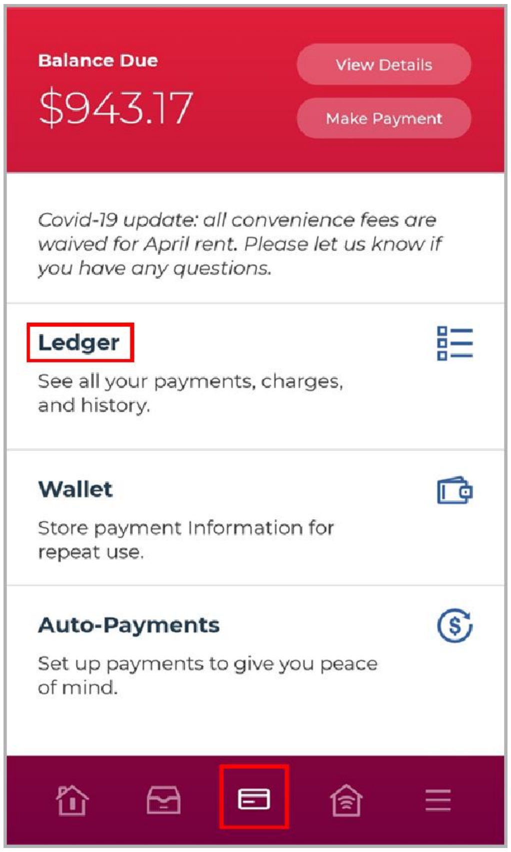
3. The resident reviews their payment information, checks the box to agree to the terms & conditons and any convenience fees, and taps Finalize Payment. The Payment Confirmation screen appears.

   The resident can click Save PDF to download a copy of the payment confirmation for their records.



View Payment History

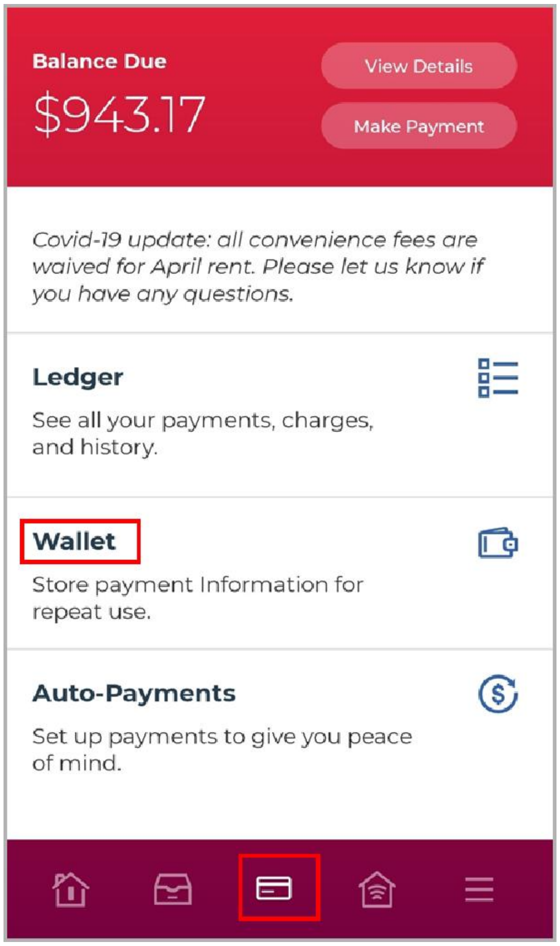
1. In the ResidentPortal app, the resident navigates to the Payments screen by tapping on the credit card icon at the bottom of their screen, and then tapping Ledger.



2. On the Ledger screen, the resident taps Full Ledger to see all charges and payments, Payments to see all payments they have made, or Charges to see all charges from the property.

Add a New Payment Method

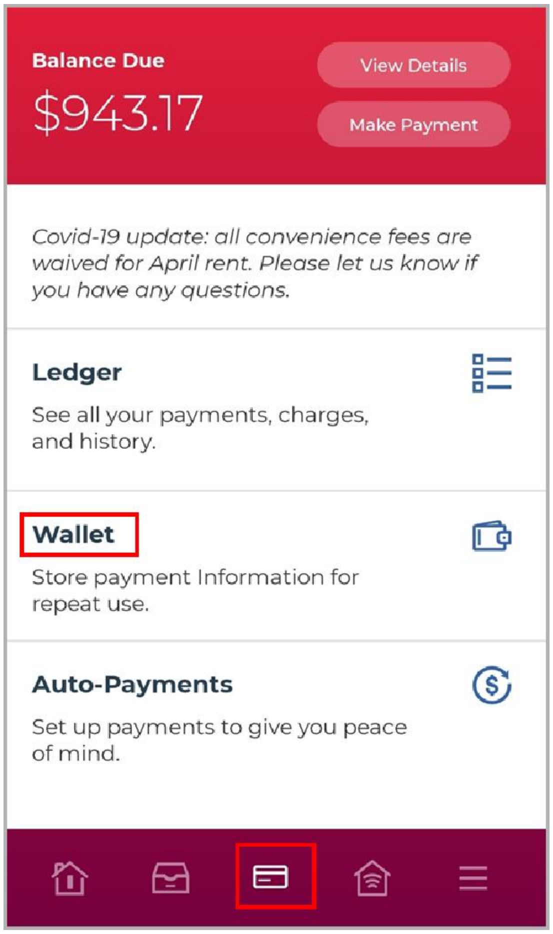
1. In the ResidentPortal app, the resident navigates to the Payments screen by tapping on the credit card icon at the bottom of their screen, and then tapping Wallet.



2. The resident taps Add Payment Source. The New Payment Method screen opens.
3. The resident selects a payment type and enters the payment information.
4. The resident taps the checkbox to agree to the terms & conditions.
5. The resident taps Save Card or Save Account. The new payment method now appears in Wallet screen

Edit Stored Billing Information

1. In the ResidentPortal app, the resident navigates to the Payments screen by tapping on the credit card icon at the bottom of their screen, and then tapping Wallet.



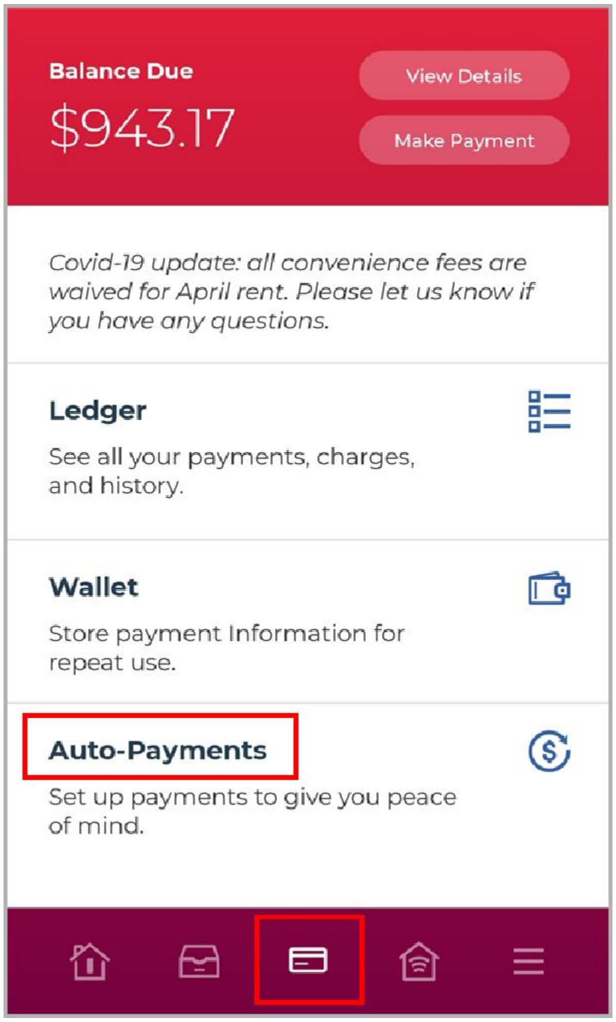
2. The resident taps the edit icon next to the saved payment method they want to edit.

3. The resident then edits the fields as applicable and taps the checkbox to agree to the terms & conditions.

4. The resident taps Update Card or Save. The payment information updates.

Set Up an Automatic Payment

1. In the ResidentPortal app, the resident navigates to the Payments screen by tapping on the credit card icon at the bottom of their screen, and then tapping Auto-Payments.



2. In the Auto-Payments screen, the resident taps Add New Payment. The New Auto Payment screen opens.
3. The resident fills out the fields as applicable and taps the checkbox to agree to the terms & conditions.
4. The resident taps Save Auto Payment. The auto-payment saves.

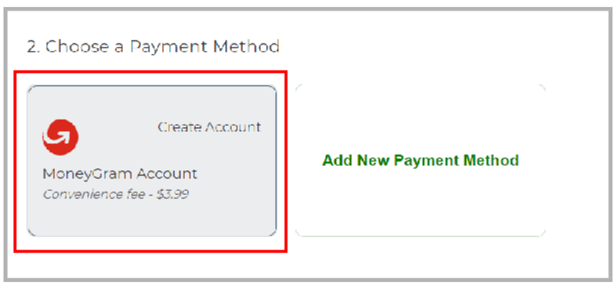
Making a MoneyGram Payment

In this article:
- Finding the MoneyGram Account Information
- Paying at a MoneyGram Agent Location

Finding the MoneyGram Account Information

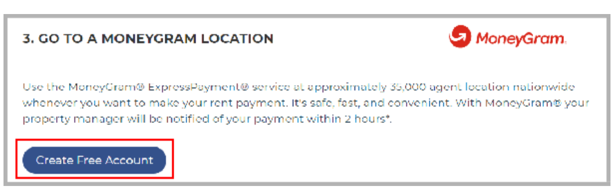
Each resident can create an account to make a payment with MoneyGram during the payment process. The resident creates the account and then finds their MoneyGram account information in ResidentPortal.

1. The resident logs in to ResidentPortal.
2. From the ResidentPortal Dashboard, the resident clicks Make Payment to open the Total Payment screen.
3. The resident enters a Payment Amount.
4. Under Choose a Payment Method, the resident selects their MoneyGram account.



If a MoneyGram account has not yet been created for the resident, the MoneyGram payment option will read *Create Account* in the Choose a Payment Method section.

5. If an account has not yet been created, the resident clicks Create Free Account. An account is created, and the account information appears under the Go to a MoneyGram Location section.



6. After an account is created, the Account Information section expands. The resident either chooses to print the MoneyGram instructions, or copies down the following information:
   - First Name in System
   - Last Name in System
   - Account Number
   - Agent ID

   Printing the Moneygram Payment Instructions

   a. The resident clicks Print Instructions.
   b. The MoneyGram instruction sheet opens in a new tab on the resident's computer. The resident adjusts their printer settings if desired and clicks Print.

7. The resident then brings their MoneyGram information or the printed MoneyGram payment instructions, along with their cash payment, to any MoneyGram location.

Paying at a MoneyGram Agent Location

Once the resident retrieves their MoneyGram account information, they proceed to the nearest MoneyGram Agent location. MoneyGram payments post in real time to Entrata (or to third-party property management software, if integrated), and the ledger updates simultaneously. The system sends an email notification to the resident and property staff upon payment.

1. The resident shares their Moneygram account information with the MoneyGram agent.

   Some Moneygram locations may require the resident to fill out a MoneyGram Blue Form with their account information.

2. The MoneyGram agent enters the information into the computer, which is sent to Entrata in real time. Entrata returns either a "Resident Can Pay!" message or an error.

   If the payment is rejected, an error explaining the rejection reason displays for the MoneyGram agent to give to the resident.

3. The resident pays with cash, and the agent processes the payment and gives the resident a receipt. Payment info is sent to Entrata.

   To view a record of this transaction, the resident logs in to ResidentPortal, navigates to the Payments tab, and scrolls down to the Recent Payments section where the resident's up-to-date information displays.

Cancelling a Payment

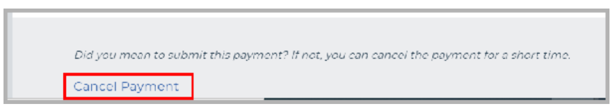
After a resident submits a payment in ResidentPortal, there is a short window of time where they can cancel the payment if needed. E-check and ACH payments can be cancelled until 3 p.m. mountain time on the day the payment was made. Debit orcredit card payments must be cancelled within 3 hours of payment submission.

> ⚠ The resident is only able to cancel the payment in the Payment Confirmation screen, immediately after submitting the payment in ResidentPortal.

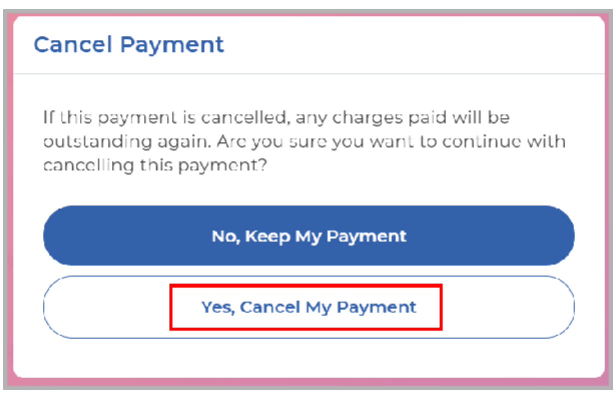
1. The resident submits a payment through their ResidentPortal.

   > ⓘ To learn more about the resident payment process, see the article Making a Payment in ResidentPortal 4.0: Resident Perspective .

2. In the Payment Confirmation screen, the resident clicks Cancel Payment at the bottom of the screen.



3. In the Cancel Payment window, the resident selects Yes, Cancel My Payment to confirm they want to cancel the payment.



4. A confirmation message appears, and the payment is cancelled.