

➤ 去手機！

註冊我們的常駐門戶網站

保持聯繫並節省時間



- ✓ 隨時隨地在線支付租金
- ✓ 安排定期付款
- ✓ 提交服務請求
- ✓ 查看服務請求狀態和歷史

我們的 Resident Portal 為您提供方便的全天候訪問最新社區新聞，更新和自助服務選項。

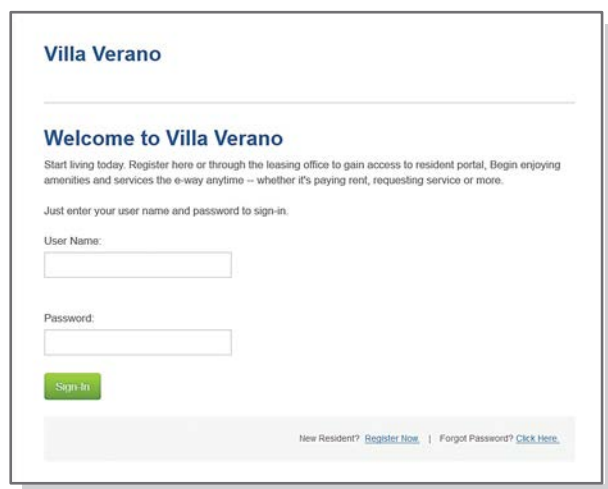
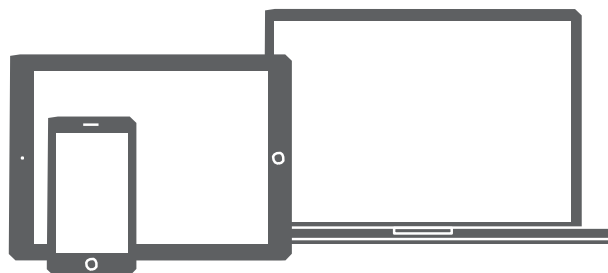
從您的計算機或移動設備隨時隨地登錄以支付租金，提交服務請求，查看您的帳戶狀態等。不再預約或等待辦公室開放。

此外，門戶網站是完全安全的，因此您可以確信所有交易，包括付款都是安全的。

你在等什麼？立即註冊！有關詳細說明，請參見下一頁。

如果您對註冊或使用門戶網站有疑問，請聯繫管理辦公室

如何註冊並開始使用 居民門戶：



Villa Verano

Welcome to Villa Verano

Start living today. Register here or through the leasing office to gain access to resident portal, Begin enjoying amenities and services the e-way anytime -- whether it's paying rent, requesting service or more.

Just enter your user name and password to sign-in.

User Name:

Password:

[Sign In](#)

New Resident? [Register Now](#) | Forgot Password? [Click Here](#)

第1步 - 訪問我們的網站：

<https://www.midpen-housing.org/resident-portal>

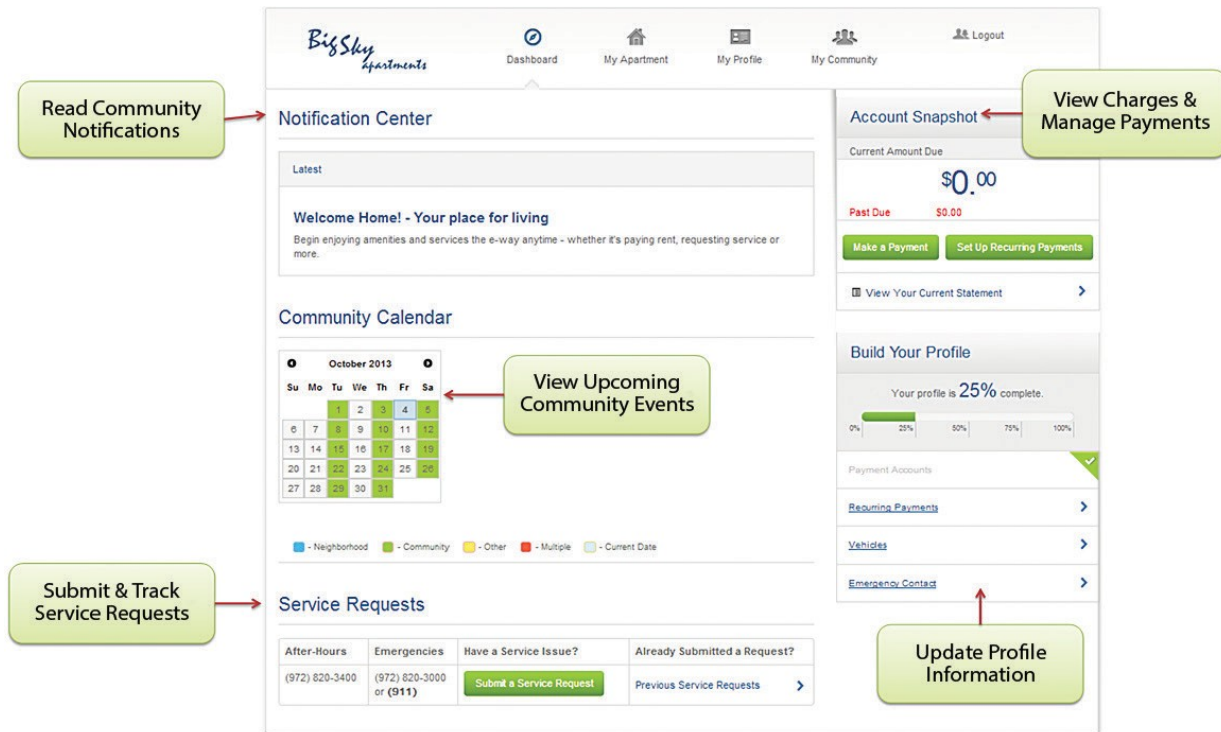
第2步 - 點擊 – 單擊與您的財產關聯的鏈接

第3步 - 單擊立即註冊鏈接

第4步 - 創建用戶名和密碼，然後輸入您的 信息，包括名字，姓氏，單位編號，建築物編號和電子郵件地址

步驟5 - 開始使用常駐門戶

訪問居民門戶頁面您可以在我們的鏈接上找到社區網站，或點擊這裡：登錄居民門戶網站點擊立即註冊”和創建您的帳戶。開始使用門戶今天！節省時間，隨時了解我們的信息居民門戶網站。它就像1-2-3一樣簡單。




我們很高興地宣布，我們已經將服務提升到了一個新的水平，現在正在提供居民服務門戶。門戶網站比以往更容易，更方便地查看費用，支付租金和提交在線服務請求。您甚至可以通過查看即將舉行的社區活動來了解情況 跟蹤服務請求的狀態。最重要的是，門戶網站針對您的移動設備進行了優化 設備，無論何時何地，您都可以通過智能手機或平板電腦訪問它！

只需按照以下簡單步驟進行註冊即可：

- 1 訪問居民門戶頁面**
 您可以在我們的鏈接上找到社區網站，或點擊這裡
<https://www.midpen-housing.org/resident-portal> 單擊與您的財產關聯的鏈接
- 2 登錄居民門戶網站**
 點擊“立即註冊”和創建您的帳戶。
- 3 開始使用門戶今天！**

如何在門戶網站上註冊/登錄

單擊RealPage Resident Portal鏈接時，您將進入登錄頁面。如果您已經註冊，請輸入您的用戶名和密碼。如果沒有，請單擊立即註冊鏈接。



Welcome to Colma Ridge - UAT

Start living today. Register here or through the leasing office to gain access to resident portal, Begin enjoying amenities and services the e-way anytime – whether it's paying rent or more.


If you're already registered, just enter your user name and password to sign in.

User Name:

Password:



Sign in

New Resident? [Register Now.](#) | Forgot Password? [Click Here.](#)



如果您需要註冊，請單擊立即註冊鏈接。您需要輸入與系統中顯示的信息完全相同的信息。
如果您無法註冊，請聯繫管理辦公室以了解您在系統中的列表。

Register for an Account ×

User Name:	<input type="text" value="HPotter"/>		
First Name:	<input type="text" value="Harry"/>	Last Name:	<input type="text" value="Potter"/>
Password:	<input type="password" value="••••••••"/>		<div>Medium</div>
Confirm Password:	<input type="password" value="••••••••"/>		
Unit Number:	<input type="text" value="112"/>	Building Number:	<input type="text" value="1"/>
Email:	<input type="text"/>	Confirm Email:	<input type="text"/>
<div>Register Now</div> <div>Cancel</div>			

Have an Account Already? [Sign in Now!](#)

一旦立即註冊按鈕出現，您將被要求同意條款和條件。

Colma Ridge - UAT

A PLACE FOR LIVING!

Do you agree to the following?

RealPage Resident Portal Terms of Use

Effective Date: August 10th, 2014

The following terms and conditions (these "Terms of Use"), govern your access to and use of the RealPage Resident Portal (the "Website"), an product offered by RealPage, Inc. ("Company", "we" or "us") Please read the Terms of Use carefully before you start to use the Website. By using the Website, or by clicking to accept or agree to the Terms of Use when this option is made available to you, you accept and agree to be bound and abide by these Terms of Use and our Privacy Policy, found at <http://www.realpage.com/privacy-policy/>, incorporated herein by reference. If you do not want to agree to these Terms of Use or the Privacy Policy, you must not access or use the Website.

By using this Website, you represent and warrant that you are of legal age to form a binding contract with the Company and meet all of the foregoing eligibility requirements. If you do not meet all of these requirements, you must not access or use the Website.

Changes to the Terms of Use

We may revise and update these Terms of Use from time to time in our sole discretion. All changes are effective immediately upon posting and apply to all access to and use of the Website thereafter. Your continued use of the Website following the posting of revised Terms of Use means that you accept and agree to the changes. You are expected to check this page from time to time so you are aware of any changes, as they are binding on you.

Portal Access and Account Security

We reserve the right to withdraw or amend this Website, and any service or material we provide on the Website, in our sole discretion without notice. We will not be liable if for any reason all or any part of the Website is unavailable at any time or for any period. From time to time, we may restrict access to some parts

☒ I Agree to the stated terms & conditions above.

Continue

Cancel

如何提交服務請求

一旦條款和協議被接受，您現在可以訪問RealPage Resident Portal。在這裡，您可以進行租金支付，輸入服務請求或查看租賃信息

Notification Center

Latest Bills & Payments

FINISH YOUR APARTMENT SETUP!
Please setup your payment account [Click here to setup](#)

YOU HAVE A PAST DUE
You have past due charges on your balance of \$84.00 [Click here to pay](#)

Community Calendar

July 2019

Su	Mo	Tu	We	Th	Fr	Sa
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

No Scheduled Events

- Neighborhood

- Community

- Other

- Multiple

- Current Date

Service Requests

Have a Service Issue?	Already Submitted a Request?
Submit a Service Request	Previous Service Requests

Account Snapshot

Current Amount Due (Includes past due)

\$84.00

Past Due \$84.00

[Make a Payment](#)

[Set Up Recurring Payments](#)

[View Your Account History](#)

Build Your Profile

Your profile is **0%** complete.

0%

25%

50%

75%

100%

[Payment Accounts](#)

[Recurring Payments](#)

[Vehicles](#)

[Emergency Contact](#)

要提交服務請求，請單擊“提交服務請求”按鈕。從一系列下拉菜單中選擇。這將允許您定義問題，並有機會輸入評論，訪問和寵物信息。

Payments

Service Requests

Reservations

My Lease Info

Current Service Requests

Submit Service Request

Submit a Service Request

Service Issue

Heating and cooling

Living area

Air conditioner

A/C does not cool properly

Please provide more detail, if needed.

Appears filter is dirty

Unit Access

Name:

Unit #:

Phone:

Cell Phone:

Email:

Do we have your permission to enter the apartment?

☒ At anytime

☐ Call for entry

☐ By appointment only

Has your pet information changed?

☐ Yes

☒ No

Has your alarm code changed?

☐ Yes

☒ No

Entry Notes

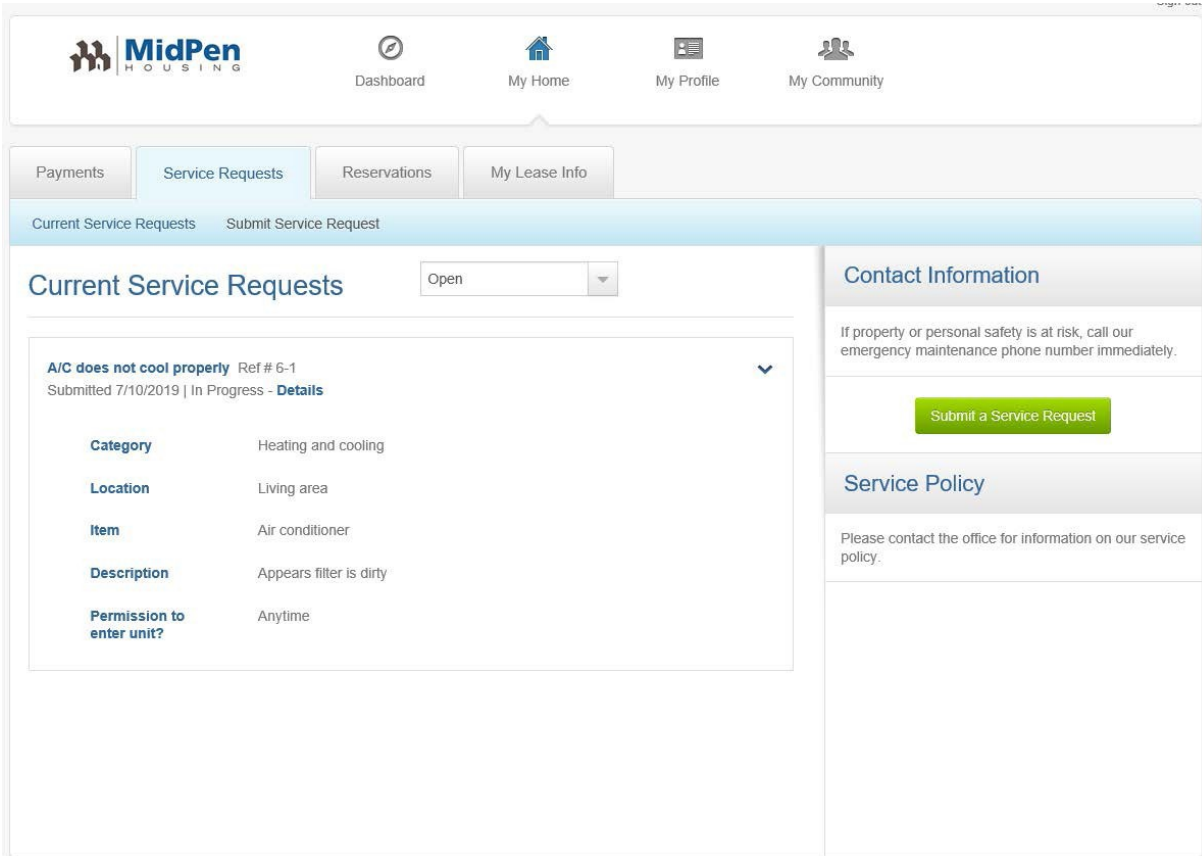
Contact Information

If property or personal safety is at risk, call our emergency maintenance phone number immediately.

Service Policy

Please contact the office for information on our service policy.

提交服務請求後，您將看到一個屏幕，顯示使用參考編號提交的服務請求。



The screenshot displays the MidPen Housing user interface. At the top, there is a navigation bar with the MidPen Housing logo and icons for Dashboard, My Home, My Profile, and My Community. Below this is a secondary navigation bar with tabs for Payments, Service Requests (which is highlighted), Reservations, and My Lease Info. Under the Service Requests tab, there are links for Current Service Requests and Submit Service Request. The main content area is titled 'Current Service Requests' and features a dropdown menu set to 'Open'. A service request is listed with the title 'A/C does not cool properly' and reference number 'Ref # 6-1'. It was submitted on 7/10/2019 and is currently 'In Progress'. A 'Details' link is provided for more information. The details are as follows:

Category	Location	Item	Description	Permission to enter unit?
Heating and cooling	Living area	Air conditioner	Appears filter is dirty	Anytime

To the right of the service request details, there is a 'Contact Information' section with a warning: 'If property or personal safety is at risk, call our emergency maintenance phone number immediately.' Below this is a green button labeled 'Submit a Service Request'. Further down is a 'Service Policy' section with the text: 'Please contact the office for information on our service policy.'

您還將收到一封電子郵件，其中包含有關服務請求的信息。

Your Colma Ridge - UAT resident service request information appears below.



Greetings, Colma Ridge - UAT

The following resident has submitted a service request online:

Resident Information

Resident: Resident A

Address: Address A

Apartment #: 123456789

Phone: 123-456-789

Email: email@gmail.com

Service Request Information

Issue: A/C does not cool properly

Ref#: 6-1

Category: Heating and cooling

Location: Living area

Item: Air conditioner

Comments: Appears filter is dirty

Permission to enter?: Anytime

Pet information changed?: No

Alarm code changed?: No

Entry Notes:

Submitted On: 7/10/2019

If property or personal safety is at risk, call our emergency maintenance phone number immediately.

Property name
Address

Please contact your leasing office if you have any questions or concerns.

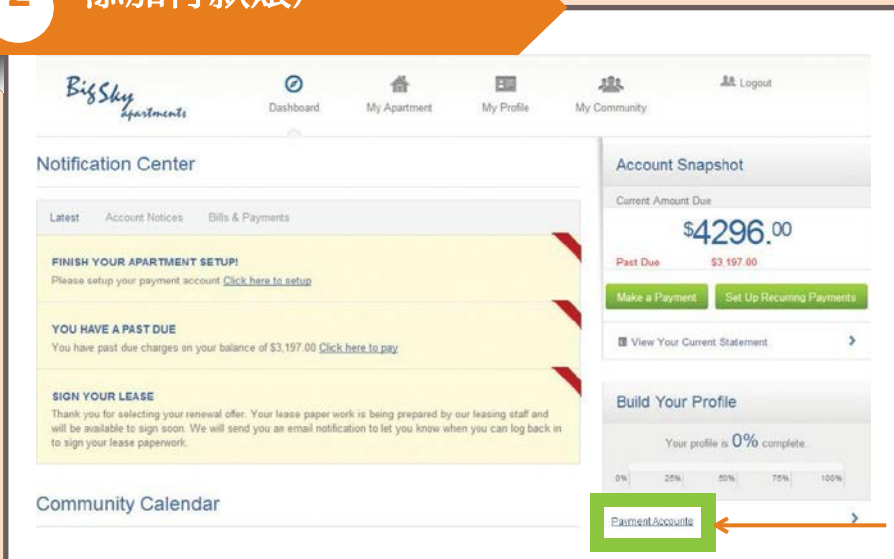
如何在線支付租金

1 登錄



訪問登錄頁面：
<https://www.midpen-housing.org/resident-portal>

2 添加付款賬戶

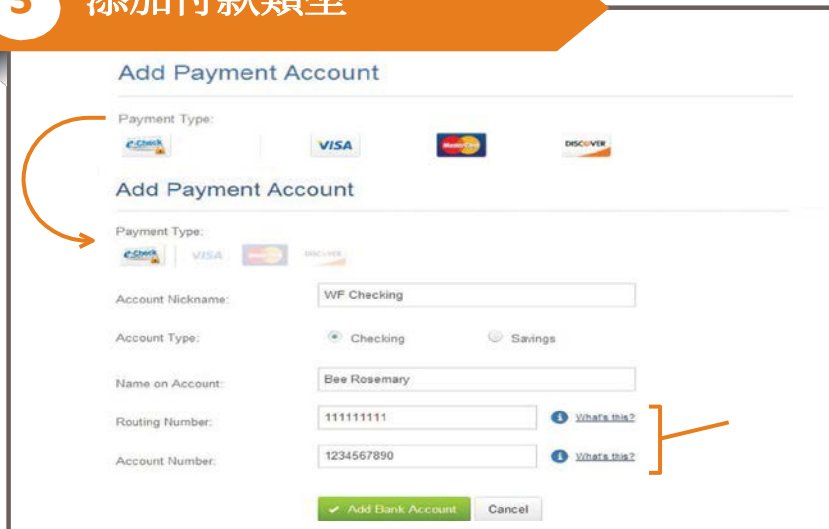


添加付款點
 擊Payment
 Accounts

在儀表板中，您可以：

查看通知，查看社區
 日曆，提交服務請
 求，付款等等！

3 添加付款類型



選擇付款類型並輸入您的
 帳戶信息。請務必正
 確輸入您的信息以避免
 退貨


4 設置回收付款

Set up Recurring Payments

Payment Nickname:

Recurring Amount:

- ☐ Total Amount (Not to Exceed)
- ☐ Fixed Amount
- ☒ Current Balance
- ☐ Percentage of the Balance due % [What's this?](#)

Payment Accounts:  XXXXXX1333

[Add New Payment Account](#)

Frequency:

確保通過設置定期付款按時支付租金，其中每月自動扣除租金和其他費用。

您可以指定：


- 你多久想付錢
- 付款時應該開始
- 支付多少次

5 支付一次性付款



Make a One-Time Payment

Amount to Pay:

- ☒ Current + Pre-Pay Upcoming **\$783.00**
- ☐ Current Amount Due (Includes Past Due) **\$0.00**
- ☐ Past Due Only **\$0.00**

Payment Accounts:  XXXXXX1333

[Add New Payment Account](#)

Preferred Date:  

[Review & Confirm Payment](#) [Cancel](#)

您還可以選擇一次性支付當前費用或當前和即將支付的費用。

您可以指定：

- 逾期費用
- 過期和當前費用
- 過期和當前費用以及預付即將支付的費用

6 確認和提交

Confirm & Submit Your Payment

Please confirm your payment details. If all the information is correct, click the submit button. PAYMENTS RECEIVED AT 8 PM CST WILL BE PROCESSED THE FOLLOWING BUSINESS DAY, NOT INCLUDING BANK HOLIDAYS.

Payment Date:	01/20/2014	Amount:	Payment	\$783.00
Pay to:	Big Sky Apartments		Convenience Fee	\$10.00
For:	Online payment--Unit #147		Total	\$793.00
		Account:	"Bee Rosemary (ending 1333) "	

By clicking the [Submit Payment] button below, you are authorizing Big Sky Apartments to electronically debit this account you have selected for payment. If this payment item is dishonored for any reason, you authorize Big Sky Apartments to do an additional debit for the amount of the state-allowed returned-check fee.

點擊以下處理您的付款：

✓ Submit Payment

請注意，MidPen政策不允許員工信用卡信息。在付款之前，請確保您通過門戶網站註冊您的信息

出於安全考慮，如果您使用的是公共計算機，請確保不要在該計算機上保存您的個人信息或信用卡信息。

印刷培訓材料中的所有常駐樣本數據僅用於教學目的

披露：本文件由英文翻譯成繁體中文。雖然已經做出合理的努力來提供準確的翻譯，但是文檔的某些部分可能不完全準確

租金支付

可以通過ACH，信用卡或借記卡或付款方式在門戶網站上支付租金。如果您使用的是ACH，則需要銀行帳號和路由號碼。如果您使用信用卡/借記卡，則需要確保您擁有卡號和帳戶持有人的姓名。在線不接受滯納金。如果延遲支付租金，則必須將其提交給管理辦公室。

如果您有興趣通過Money Order支付租金，請查看MidPen網站上的Resident eMoney傳單。

根據交易類型，在門戶網站上付款可能會收取一定的費用。（見下表）

交易類型

居民按交易付費

Transaction Type	Resident Pays - Per Transaction	Property Pays - Per Transaction
ACH	\$0	Price is included in access fee outlined on payments order
Visa	Flat rate fee based on average transaction amount	\$0
MasterCard	2.95% of the transaction	\$0
Discover	2.95% of the transaction	\$0
AMEX	2.95% of the transaction	\$0

聲明：本文檔已從英語翻譯為繁體中文。儘管已採取合理的步驟來確保準確的翻譯，但文檔的某些部分可能並不完全準確。