

去手机！

注册我们的常驻门户网站

保持联系并节省时间



- ✓ 随时随地在线支付租金
- ✓ 安排定期付款
- ✓ 提交服务请求
- ✓ 查看服务请求状态和历史记录

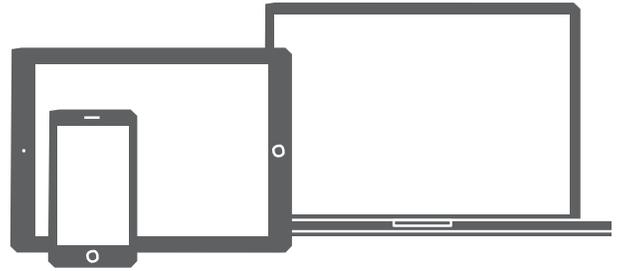
Resident Portal为您提供方便的全天候访问最新社区新闻，更新和自助服务选项。

从您的计算机或移动设备随时随地登录以支付租金，提交服务请求，查看您的帐户状态等。不再预约或等待办公室开放。

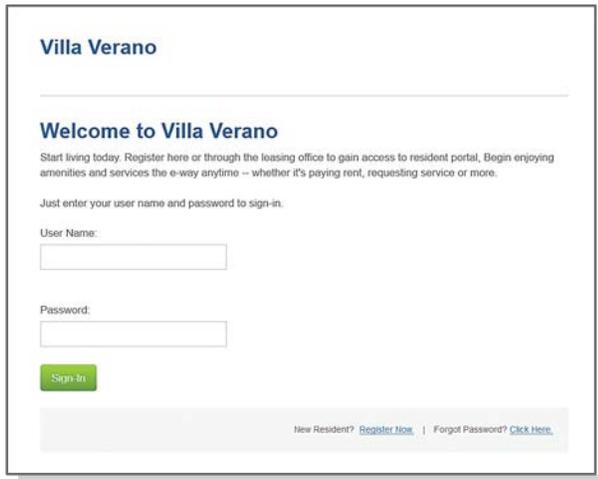
此外，门户网站是完全安全的，因此您可以确信所有交易，包括付款都是安全的。

你在等什么？立即注册！有关详细说明，请参见下一页。

如果您对注册或使用本网站有疑问，请联系管理办公室。



如何注册并开始使用 'Resident Portal':



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:

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

Step 1 – 访问我们的网站:

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

Step 2 – 单击与您的财产关联的链接

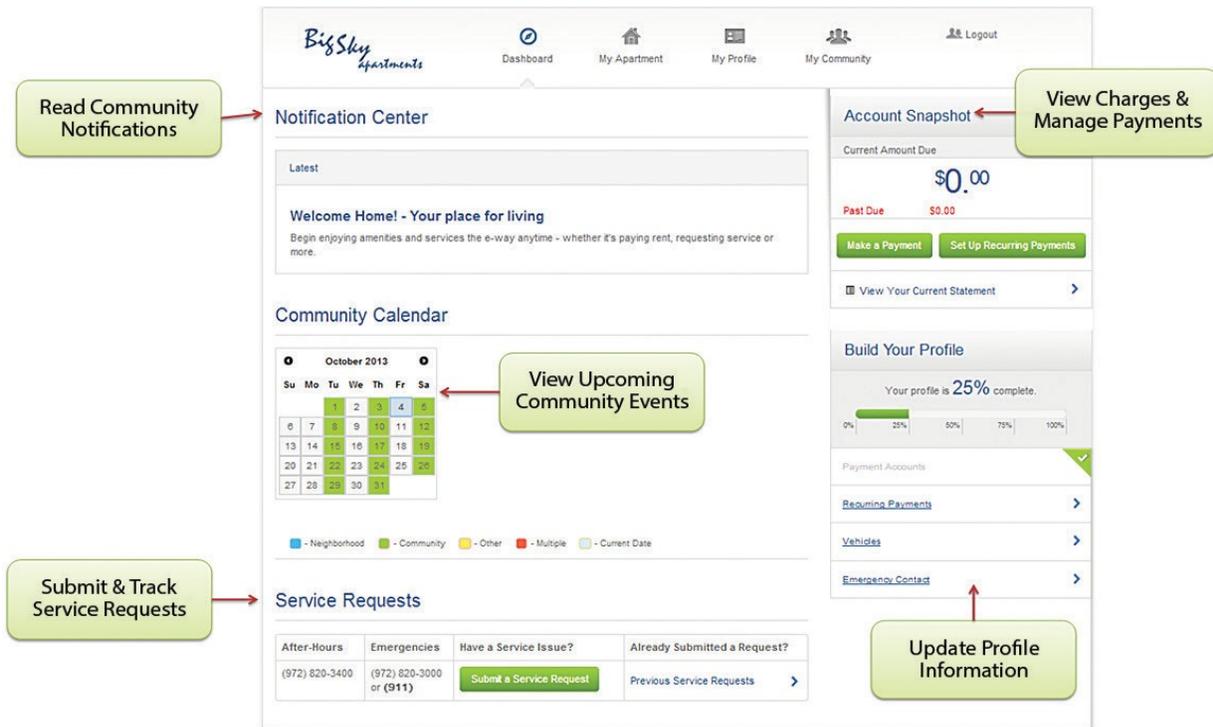
Step 3 – 单击“立即 'Register Now' 链接

Step 4 – 创建用户名和密码并输入您的信息，包括名字，姓氏，单元号，建筑物编号和电子邮件地址

Step 5 – 开始使用 'Resident Portal'

通过我们的“ResidentPortal”节省时间并保持知情

它就像1-2-3一样简单



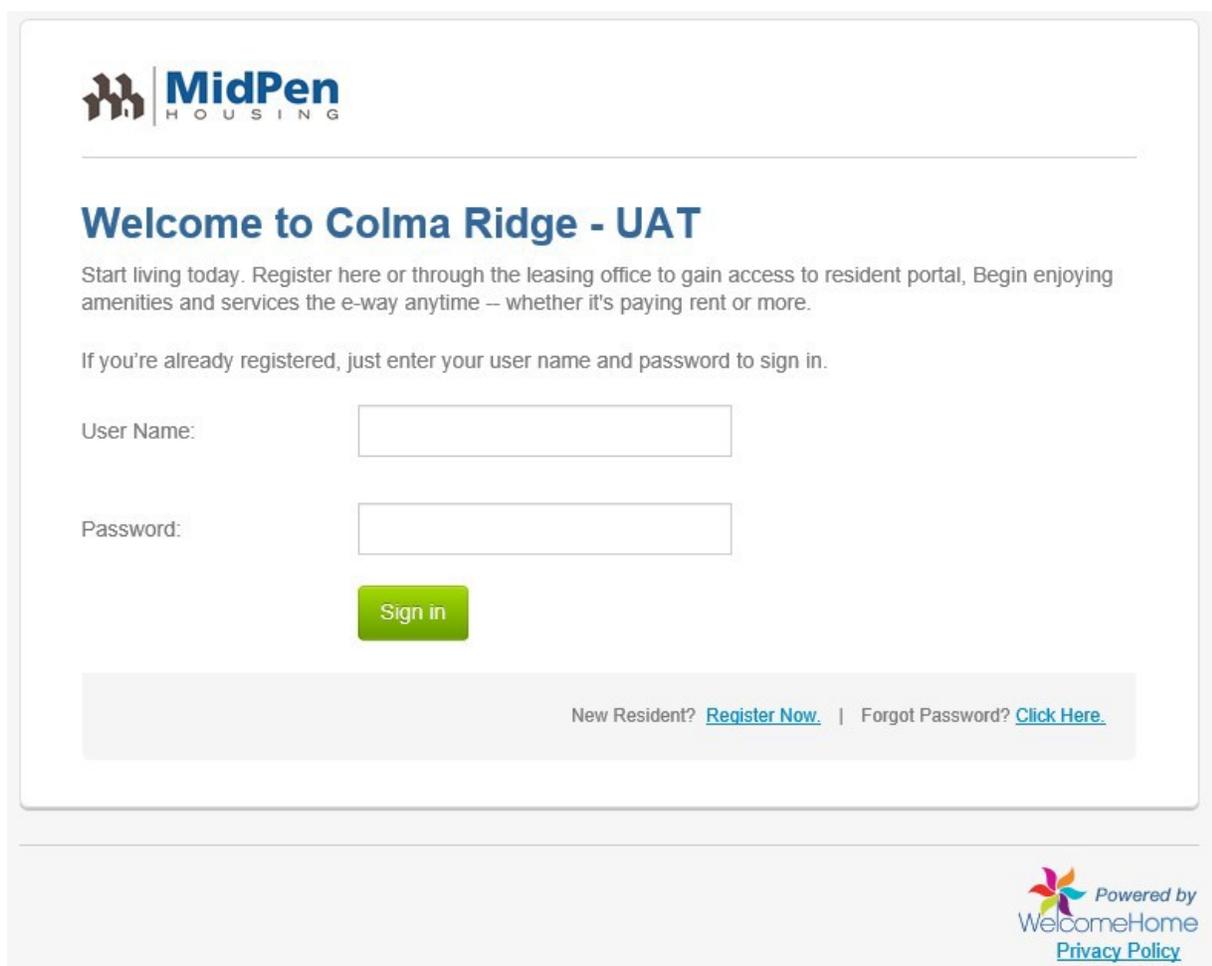
我们很高兴地宣布，我们已经将服务提升到了一个新的水平，现在正在提供一个常驻门户网站。该门户网站比以往更容易，更方便地查看费用，支付租金并在线提交服务请求。您甚至可以通过查看即将发布的社区活动并跟踪服务请求的状态来了解相关信息。最重要的是，门户网站针对您的移动设备进行了优化，因此您可以随时随地通过智能手机或平板电脑访问它！

只需按照以下简单步骤进行注册即可：

- 1** 访问“Resident Portal”页面
 您可以点击此处找到该链接：
<https://www.midpen-housing.org/resident-portal/> 单击与您的财产关联的链接
- 2** 单击“Register Now” 登录常驻门户并创建您的帐户。
- 3** 立即开始使用本网站！

如何在网站上注册/登录

当您单击“RealPage Resident Portal”链接时，您将进入登录页面。如果您已经注册，请输入您的用户名和密码。如果没有，请单击“Register Now”链接

A screenshot of the MidPen HOUSING login page. At the top left is the MidPen HOUSING logo. Below it is a horizontal line. The main heading is "Welcome to Colma Ridge - UAT". Below the heading is a paragraph: "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." Below this is another paragraph: "If you're already registered, just enter your user name and password to sign in." There are two input fields: "User Name:" followed by a text box, and "Password:" followed by a text box. Below the password field is a green "Sign in" button. At the bottom of the form area, there is a light gray box containing the text: "New Resident? [Register Now.](#) | Forgot Password? [Click Here.](#)" In the bottom right corner of the page, there is a logo for "Powered by WelcomeHome" with a colorful flower icon, and a link for "Privacy Policy".

如果您需要注册，请单击“Register Now”链接。您需要输入与系统中显示的信息完全相同的信息。如果您无法注册，请联系管理办公室以了解您在系统中的列出方式。

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="••••••••"/>		<input type="range" value="Medium"/>
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"/>

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

一旦出現“Register Now” 按鈕，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

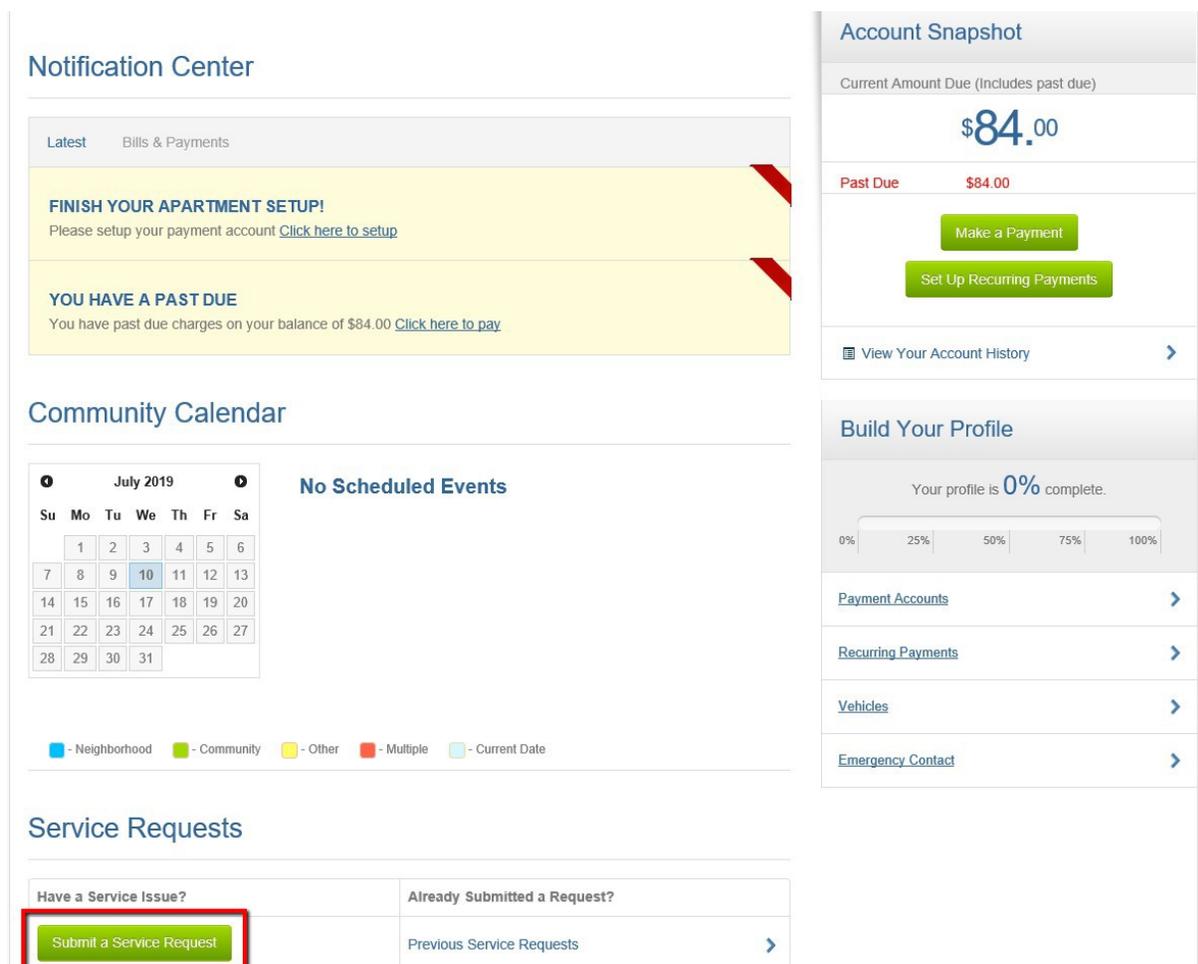
I Agree to the stated terms & conditions above.

Continue

Cancel

如何提交服务请求

一旦条款和协议被接受，您现在可以访问“RealPage Resident Portal”。在这里，您可以进行租金支付，输入服务请求或查看租赁信息



The screenshot displays the RealPage Resident Portal interface, divided into several sections:

- Notification Center:** Contains two yellow alert boxes. The first says "FINISH YOUR APARTMENT SETUP!" with a link to "Click here to setup". The second says "YOU HAVE A PAST DUE" with a link to "Click here to pay".
- Community Calendar:** Shows a calendar for July 2019 with the date 10th highlighted. A legend below indicates event types: Neighborhood (blue), Community (green), Other (yellow), Multiple (red), and Current Date (light blue). The text "No Scheduled Events" is displayed.
- Service Requests:** A table with two columns: "Have a Service Issue?" and "Already Submitted a Request?". Under "Have a Service Issue?", there is a green button labeled "Submit a Service Request" which is highlighted with a red border. Under "Already Submitted a Request?", there is a link for "Previous Service Requests" with a right-pointing arrow.
- Account Snapshot:** Shows the "Current Amount Due (Includes past due)" as \$84.00. Below this, it lists "Past Due" as \$84.00 and provides two green buttons: "Make a Payment" and "Set Up Recurring Payments". A link for "View Your Account History" is also present.
- Build Your Profile:** Indicates that the user's profile is 0% complete. A progress bar shows 0% to 100%. Below the bar are links for "Payment Accounts", "Recurring Payments", "Vehicles", and "Emergency Contact", each with a right-pointing arrow.

要提交服务请求，请单击“Submit a Service Request”按钮。从一系列下拉菜单中选择。这将允许您定义问题，并有机会输入评论，访问和宠物信息。

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.

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

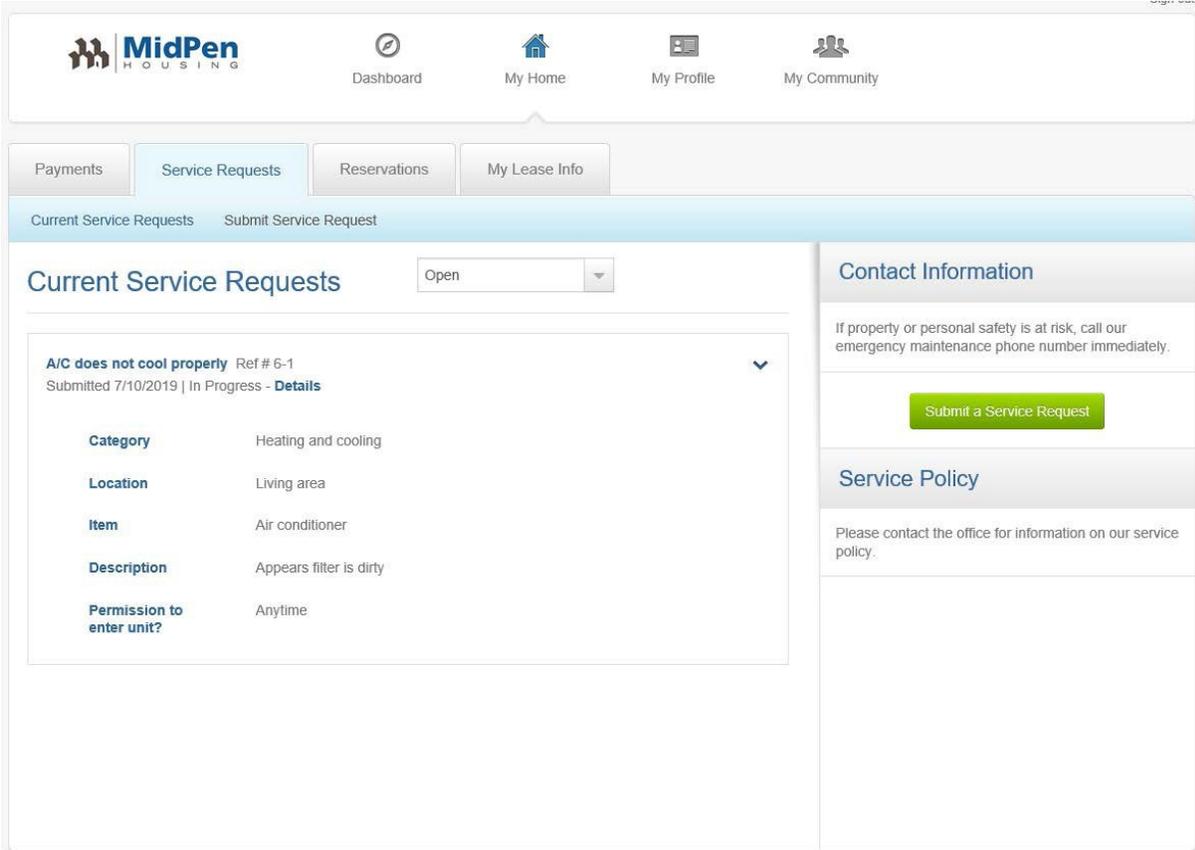
Contact Information

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.

提交服务请求后，您将看到一个屏幕，其中显示了使用参考编号提交的服务请求。



The screenshot displays the MidPen HOUSING user interface. At the top, there is a navigation bar with the MidPen HOUSING logo and four menu items: Dashboard, My Home, My Profile, and My Community. Below this is a secondary navigation bar with tabs for Payments, Service Requests (which is active), Reservations, and My Lease Info. The main content area is titled "Current Service Requests" and includes a "Submit Service Request" link. A dropdown menu is set to "Open". A single service request is listed with the following details:

A/C does not cool properly Ref # 6-1	
Submitted 7/10/2019 In Progress - Details	
Category	Heating and cooling
Location	Living area
Item	Air conditioner
Description	Appears filter is dirty
Permission to enter unit?	Anytime

To the right of the service request list is a sidebar with two sections: "Contact Information" and "Service Policy". The "Contact Information" section contains the text: "If property or personal safety is at risk, call our emergency maintenance phone number immediately." and a green button labeled "Submit a Service Request". The "Service Policy" section contains the text: "Please contact the office for information on our service policy."

您还将收到一封电子邮件，其中包含有关服务请求的信息。

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

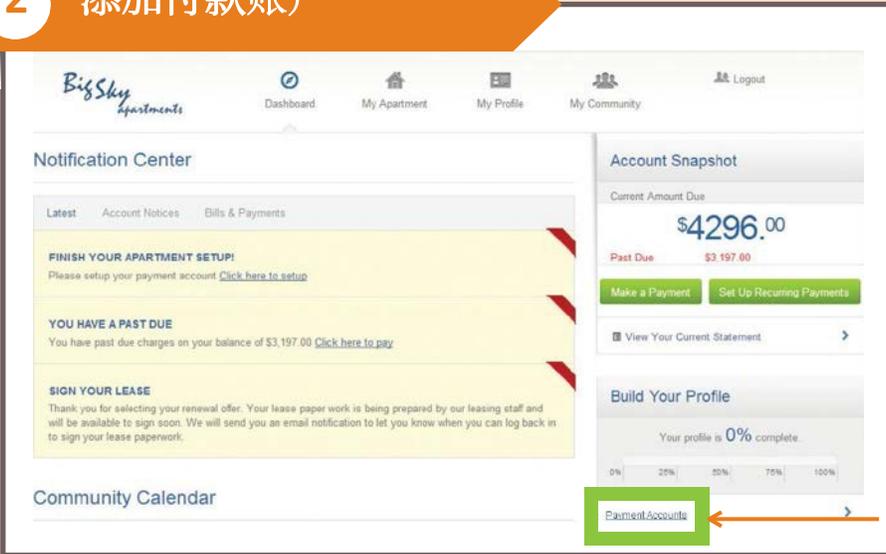
如何在线支付租金

1 登录



访问登录页面：
<https://www.midpen-housing.org/resident-portal/>

2 添加付款账户

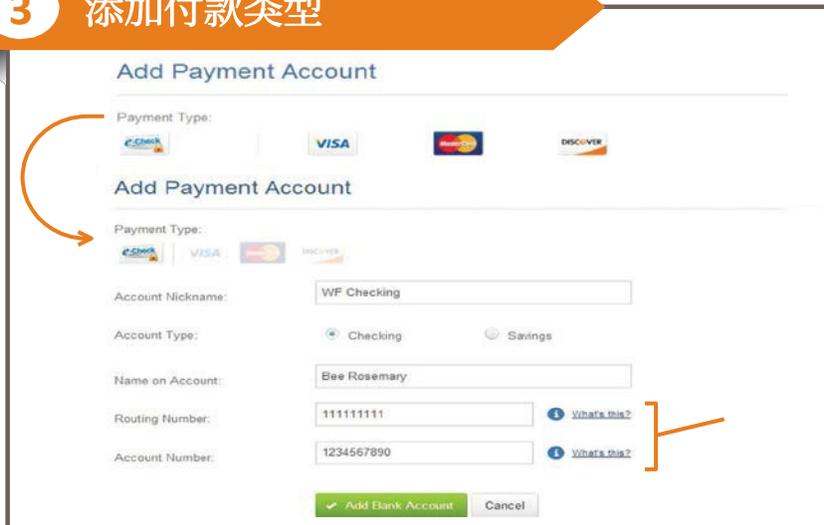


点击“Payment Account”添加您的付款帐户

从“Dashboard”您可以：

查看通知，提交服务请求，付款等等

3 添加付款类型



选择付款类型并输入您的帐户信息。请务必正确输入您的信息以避免退货

4 设置回收付款

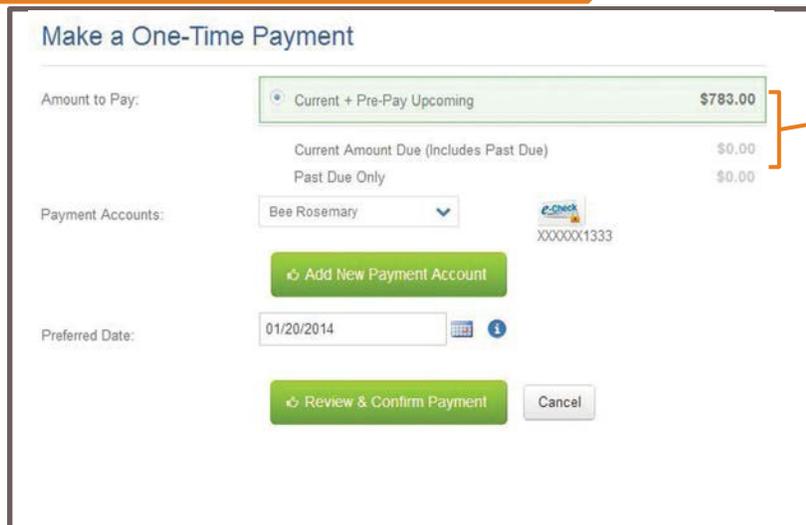


通过设置定期付款确保您的租金按时支付，其中每月自动扣除租金和其他费用

您可以指定：

- 你多久想付钱
- 付款时应该开始
- 支付多少次

5 支付一次性付款



您还可以选择一次性支付当前费用或当前和即将支付的费用

您可以指定：

- 逾期费用
- 过期和当前费用
- 过期和当前费用以及预付即将支付的费用

6 确认和提交

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.

点击以下处理您的付款：



请注意，MidPen政策不允许员工信用卡信息。在付款之前，请确保您通过门户网站注册您的信息

出于安全考虑，如果您使用的是公共计算机，请确保不要在该计算机上保存您的个人信息或信用卡信息

印刷培训材料中的所有常驻样本数据仅用于教学目的

披露：本文件由英文翻译成简体中文。虽然已经做出合理的努力来提供准确的翻译，但是文档的某些部分可能不完全准确

租金支付

可以通过ACH，信用卡或借记卡或汇票在Portal上支付租金。如果您使用的是ACH，则将需要银行帐号和路由号码。如果您使用的是信用卡/借记卡，则需要确保您拥有卡号和帐户持有人的姓名。在线不接受滞纳金。如果延迟支付租金，则必须将其提交给管理办公室。

Kěyǐ tōngguò ACH, xìnyòngkǎ huò jiè jì kǎ huò huìpiào zài Portal shàng zhīfù zūjīn. Rúguǒ nín shǐyòng de shì ACH, zé jiāng xūyào yínháng zhànghào hé lùyóu hàomǎ. Rúguǒ nín shǐyòng de shì xìnyòngkǎ/jiè jì kǎ, zé xūyào quèbǎo nín yǒngyǒu kǎhào hé zhànghù chí yǒu rén de xìngmíng. Zàixiàn bù jiēshòu zhìnàjīn. Rúguǒ yánchí zhīfù zūjīn, zé bìxū jiāng qí tíjiāo gěi guǎnlǐ bàngōngshì.

如果您有兴趣通过汇票支付租金，请查看MidPen网站上的Resident eMoney传单。

根据交易类型，在门户网站上付款可能会收取一定的费用。（见下表）

交易类型	居民支付每笔交易	物业按交易支付
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

有关更多信息，请联系管理办公室。

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