

➤ Go Mobile!

Sign Up For Our Resident Portal Stay Connected & Save Time



- ✓ **Pay rent anytime, anywhere, online**
- ✓ **Schedule recurring payments**
- ✓ **Submit a service request**
- ✓ **Review service request status and history**

The Resident Portal provides you with convenient 24/7 access to the latest community news, updates and self-service options.

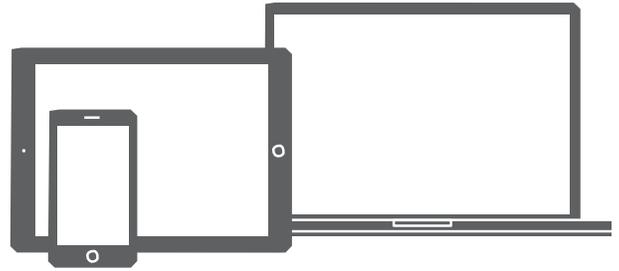
Log in anytime, anywhere from your computer or mobile device to pay rent, submit a service request, view your account status and more. No more making appointments or waiting for the office to open.

Plus, the portal is completely secure, so you can be confident all transactions, including payments are safe.

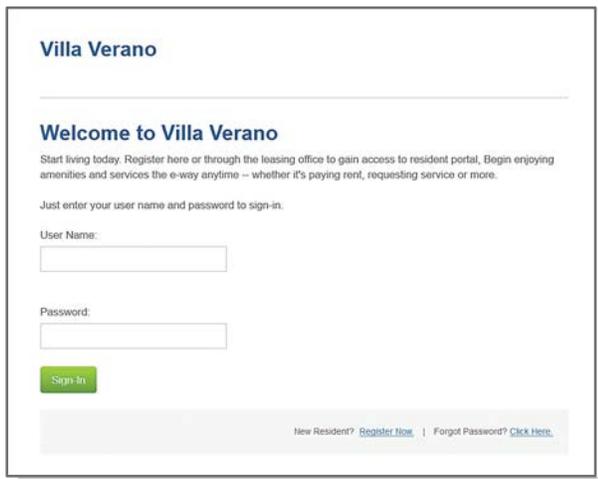
What are you waiting for? Sign Up Today!

See next page for detailed instructions.

If you have questions about signing up or using the portal, please contact the Management Office.



How to sign up and start using the resident portal:

A screenshot of the Villa Verano resident portal sign-in page. The page has a white background with a blue header "Villa Verano". Below the header is a horizontal line. The main heading is "Welcome to Villa Verano". Underneath, there is a paragraph of text: "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." Below this is another paragraph: "Just enter your user name and password to sign-in." There are two input fields: "User Name:" and "Password:". Below the password field is a green "Sign In" button. At the bottom of the page, there is a footer with the text: "New Resident? [Register Now](#) | Forgot Password? [Click Here](#)."

Step 1 – Visit our website at:

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

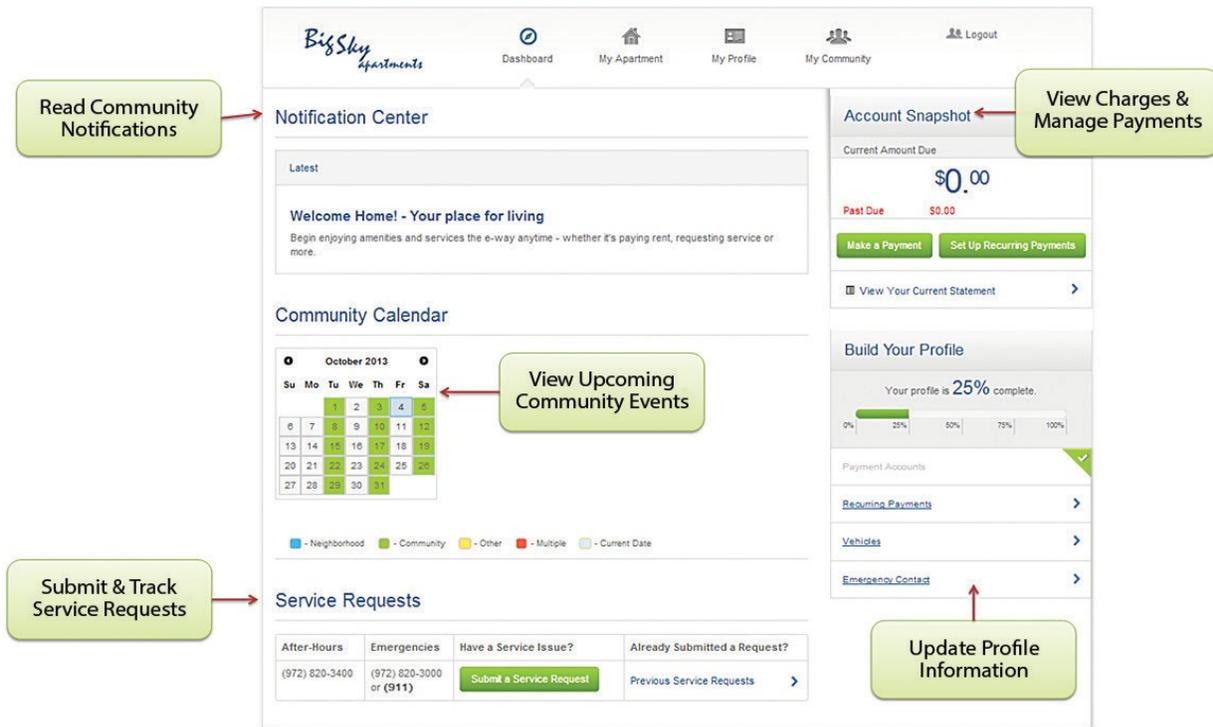
Step 2 – Click on the link associated with your property

Step 3 – Click on the Register Now link

Step 4 – Create a username and password and enter your information, including first name, last name, unit number, building number, and email address

Step 5 – Start using the Resident Portal

Save Time and Stayed Informed with our Resident Portal. **It's as easy as 1-2-3.**



The screenshot shows the Big Sky Apartments Resident Portal interface. Key features are highlighted with callouts:

- Read Community Notifications:** Points to the Notification Center, which includes a "Welcome Home!" message and a "Community Calendar" for October 2013.
- View Charges & Manage Payments:** Points to the "Account Snapshot" section, showing a current amount due of \$0.00 and options to "Make a Payment" or "Set Up Recurring Payments".
- View Upcoming Community Events:** Points to the "Community Calendar" grid.
- Submit & Track Service Requests:** Points to the "Service Requests" section, which includes contact information for after-hours and emergencies, and a "Submit a Service Request" button.
- Update Profile Information:** Points to the "Build Your Profile" section, which shows a 25% completion rate and links for "Recurring Payments", "Vehicles", and "Emergency Contact".

We're thrilled to announce that we've taken service to the next level, and are now offering a resident portal. The portal makes it easier and more convenient than ever to view charges, pay rent and submit service requests online. You can even stay informed by viewing upcoming community events and tracking the status of your service requests. And best of all, the portal is optimized for your mobile device, so you can access it via your smartphone or tablet whenever, wherever!

Just follow these simple steps to sign up:

1 Visit the resident portal page
 You can find the link on by clicking here:
<https://www.midpen-housing.org/resident-portal/>
 Click on the link associated with your property

2 Log into the resident portal by clicking on "Register Now" and create your account.

3 Start using the Portal today!

How to Register/Login on the Portal

When you click on the RealPage Resident Portal link, you will be taken to the sign-on page. If you have already registered, please enter your User Name and Password. If not, click on the Register Now link.



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.

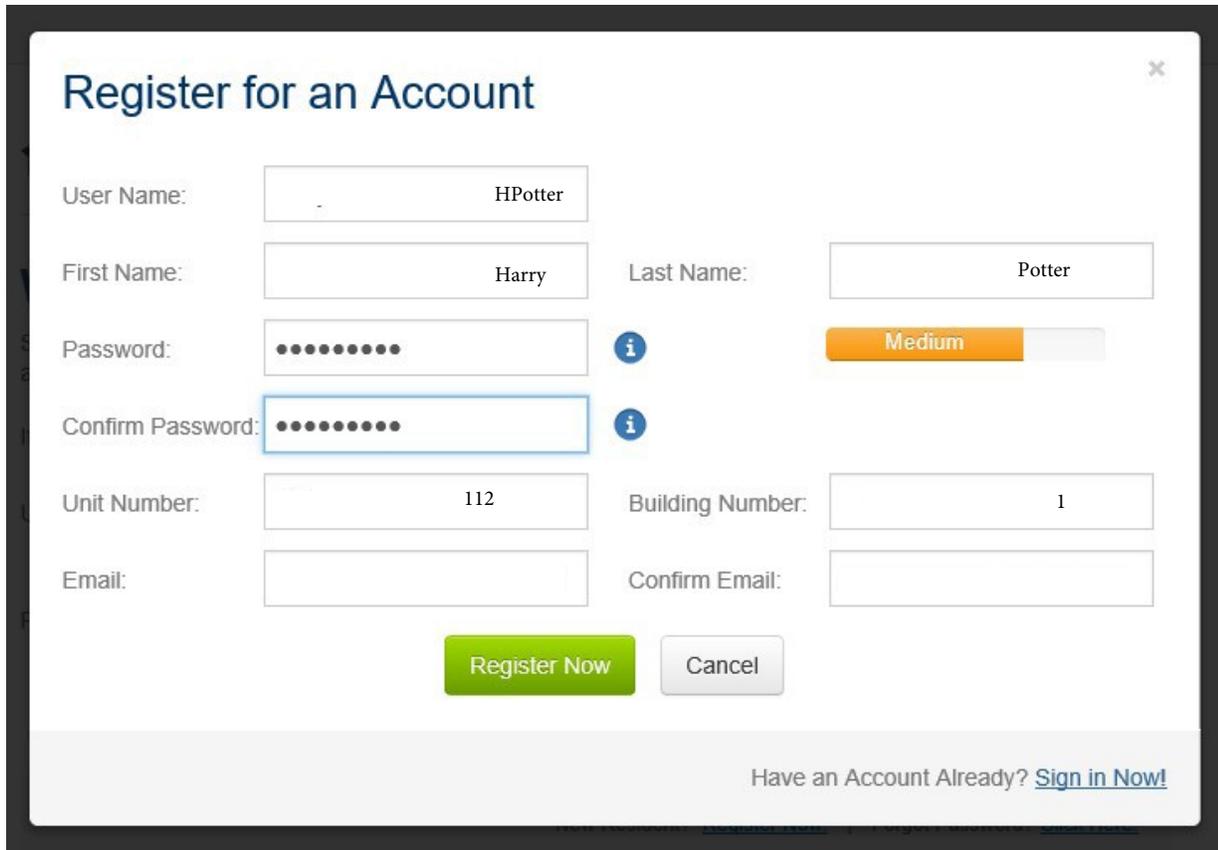
User Name:

Password:

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

Powered by
WelcomeHome
[Privacy Policy](#)

If you need to register, click on the Register Now link. You will need to enter the required information exactly as it appears in the system. If you are not able to register, contact the management office to find out how you are listed in the system.

A screenshot of a web registration form titled "Register for an Account". The form contains several input fields: "User Name" (HPotter), "First Name" (Harry), "Last Name" (Potter), "Password" (masked with dots), "Confirm Password" (masked with dots), "Unit Number" (112), and "Building Number" (1). There are also empty fields for "Email" and "Confirm Email". A password strength indicator shows "Medium" with an orange bar. Information icons (i) are present next to the password and confirm password fields. At the bottom, there are "Register Now" and "Cancel" buttons, and a link for "Sign in Now!".

Register for an Account

User Name:

First Name: Last Name:

Password: *i* Medium

Confirm Password: *i*

Unit Number: Building Number:

Email: Confirm Email:

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

Once the Register Now button appears you will be asked to agree to the terms and conditions.

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

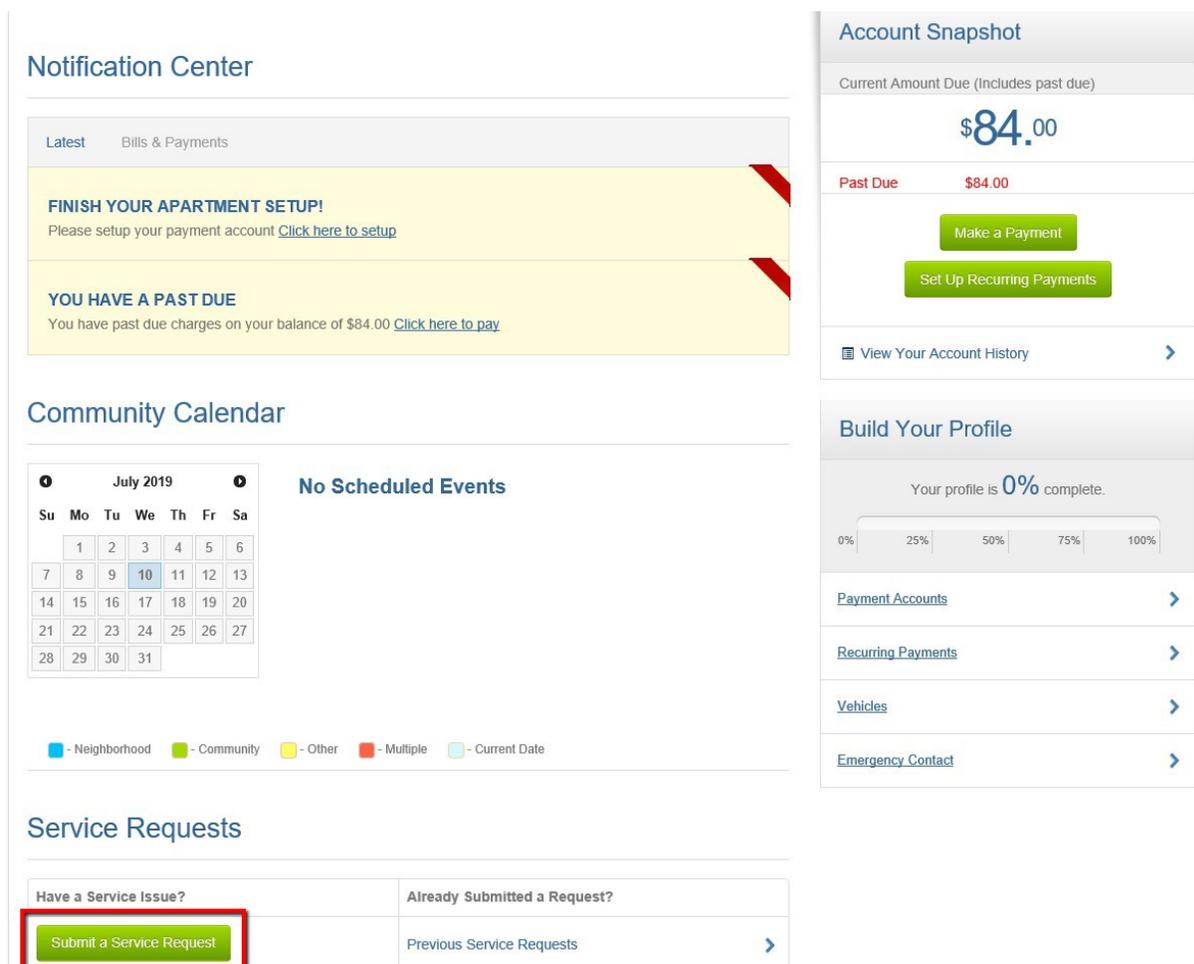
I Agree to the stated terms & conditions above.

Continue

Cancel

How to Submit a Service Request

Once the terms and agreements have been accepted, you will now have access to the RealPage Resident Portal. Here you can make rent payments, enter service requests, or view lease information.



The screenshot displays the RealPage Resident Portal dashboard with the following 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 "No Scheduled Events" displayed. A legend below indicates event types: Neighborhood (blue), Community (green), Other (yellow), Multiple (red), and Current Date (light blue).
- Service Requests:** A table with two columns: "Have a Service Issue?" and "Already Submitted a Request?". The "Submit a Service Request" button in the first row is highlighted with a red border.
- Account Snapshot:** Shows a "Current Amount Due (Includes past due)" of \$84.00 and a "Past Due" amount of \$84.00. It includes buttons for "Make a Payment" and "Set Up Recurring Payments", and a link to "View Your Account History".
- Build Your Profile:** Shows a progress bar at 0% completion and links for "Payment Accounts", "Recurring Payments", "Vehicles", and "Emergency Contact".

To submit a service request, click on the Submit a Service Request button. Select from a series of dropdown menus. This will allow you to define the issue and will have an opportunity to enter comments, access and pet information.

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

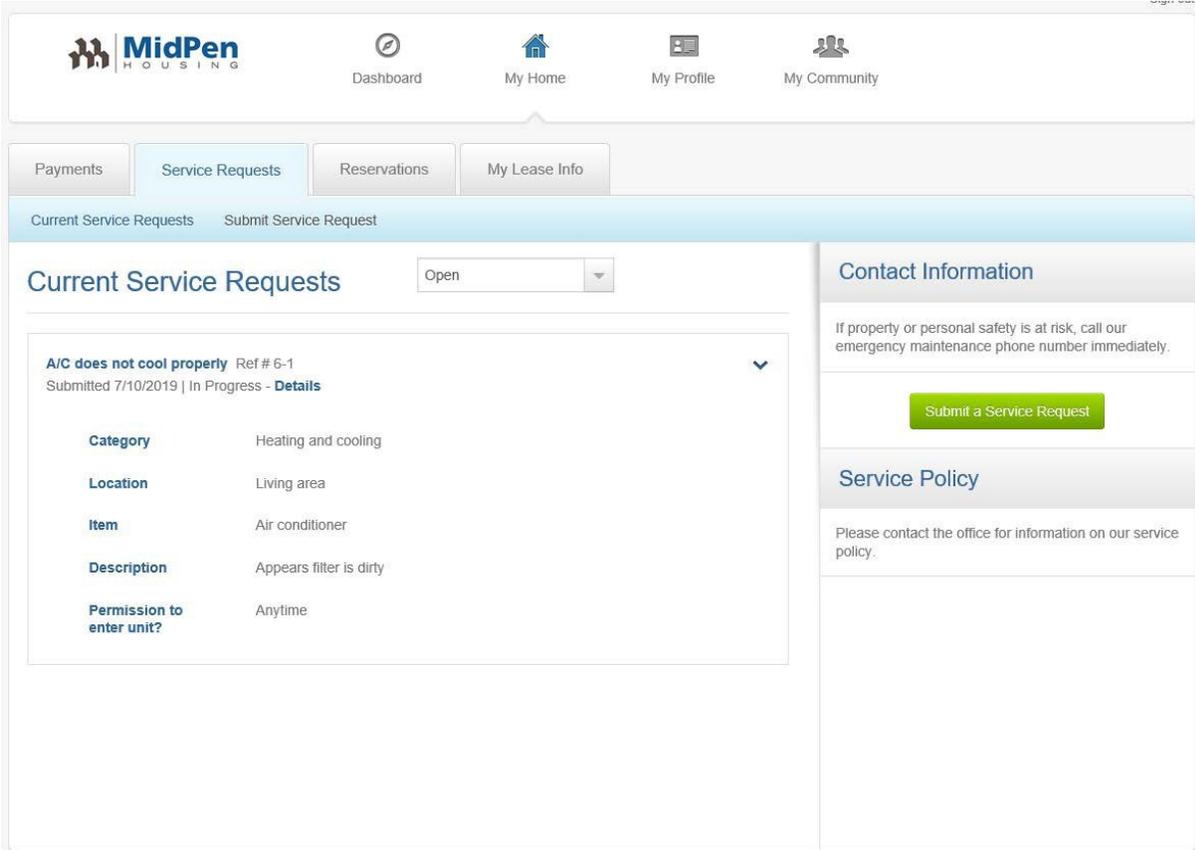
Contact Information

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.

Once you submit the service request, you will see a screen that shows the service request that was submitted with a Ref Number.



The screenshot shows 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. Under the Service Requests tab, there are two sub-links: Current Service Requests and Submit Service Request. The main content area is titled "Current Service Requests" and includes a search box with the text "Open". A single service request is displayed in a card format:

- 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 card is a sidebar with two sections:

- Contact Information:** A warning message: "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".
- Service Policy:** A message: "Please contact the office for information on our service policy."

You will also receive an email that contains the information regarding the service requests.

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

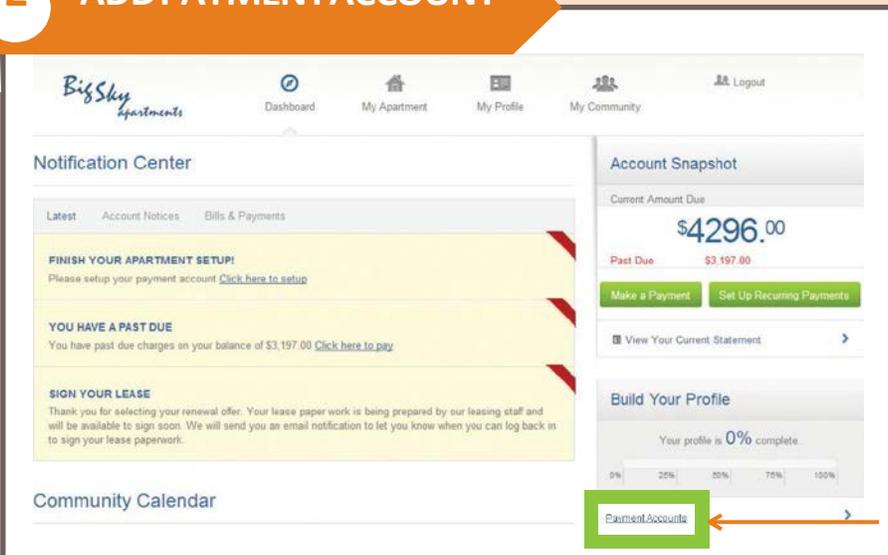
How To Pay Your Rent Online

1 LOGIN



Access the login page by visiting: <https://www.midpen-housing.org/resident-portal/>

2 ADD PAYMENT ACCOUNT

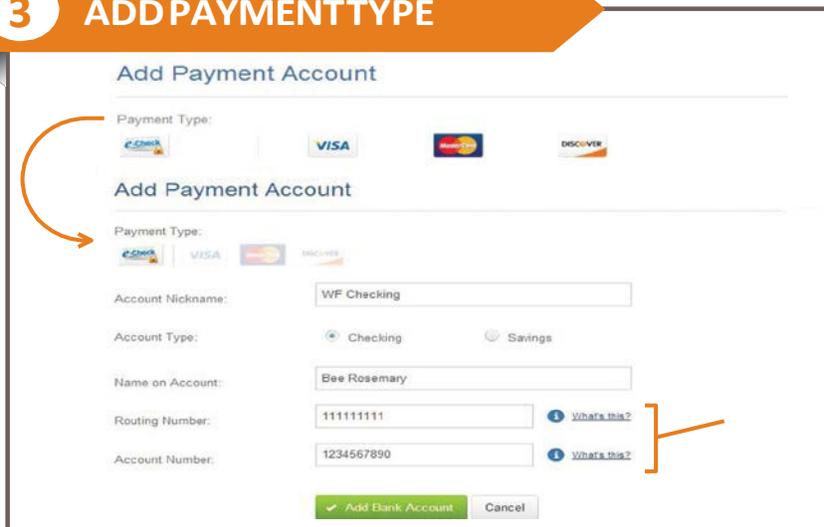


Add your payment account by clicking “Payment Accounts”

From the Dashboard you can:

View notifications, submit service requests, make payments and more!

3 ADD PAYMENT TYPE



Select the payment type and enter your account information. Be sure to enter your information correctly to avoid returns.

4 SETUP RECURRING PAYMENTS

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

Frequency:

Ensure your rent is paid on time by setting up recurring payments where rent and other expenses are automatically deducted every month.

You can specify :

- How often you want to pay
- When payments should start
- How many times to pay

5 MAKE A ONE TIME PAYMENT

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

Preferred Date:  

You can also choose to make a one time payment of current charges or both current and upcoming charges.

You can specify:

- Past due charges
- Past due & current charges
- Past due & current charges & pre-pay upcoming charges

6 CONFIRM & SUBMIT

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.

Process your payment by clicking:

Please note that MidPen policy does not allow staff to take credit card information. Before making a payment, please make sure you register your information via portal.

For security purposes, if you are using a public computer, please make sure not to save your personal information or credit card information on that computer.

All Resident Sample Data in printed training material is made up and for instructional purposes only

Rent Payment

Rent can be paid on the Portal via ACH, credit or debit card, or money order. If you are using ACH, you will need the bank account number and routing number. If you are using a credit/debit card, you will need to ensure you have the card number and account holder’s name. Late payments are not accepted on the Portal. Late payments need to be submitted to the management office.

If you are interested in paying their rent via Money Order, please review the Resident eMoney flyer on the MidPen website.

There may be a charging fee for making payments on the Portal depending on the transaction type. (See table below)

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