SETTING UP AUTO PAYMENTS

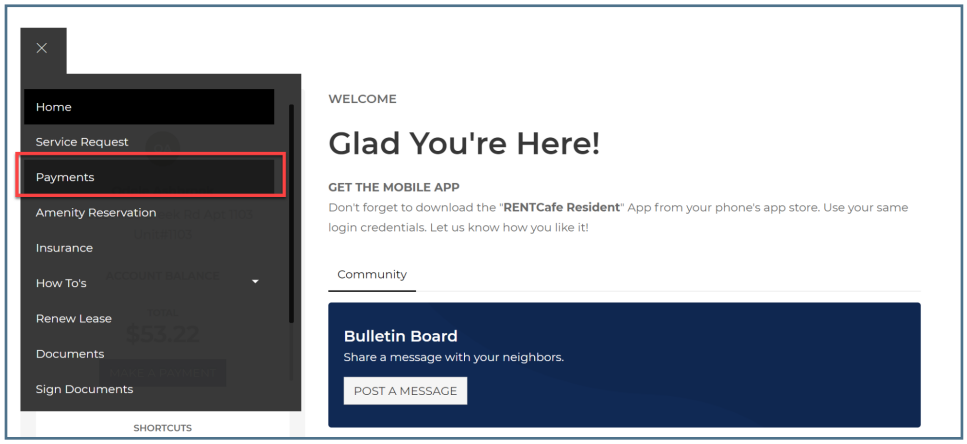
In order to set-up auto payments, you'll need a payment account added to the system first. To add an account, go to **Payments**, then **Payment Accounts**.

If you are using a checking or savings account, please reference **Adding a Bank Account** for full details on how to do this.

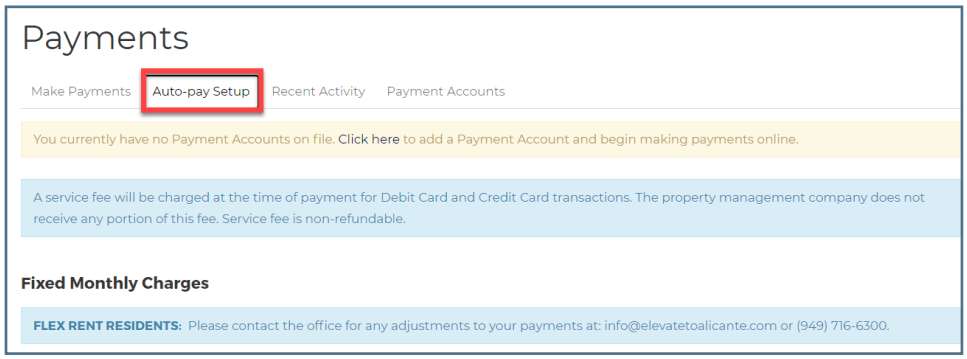
This walkthrough will show you how to set up recurring automatic payments in your Resident Services Portal account. You may use your checking, savings, credit card or debit card for online payments.

STEP 1: NAVIGATE TO THE AUTO-PAY SET UP SCREEN

1. Log into your **Resident Services Portal Account**.
2. From the Menu icon, select **Payments**.



3. Select **Auto-pay Setup** (as shown below).



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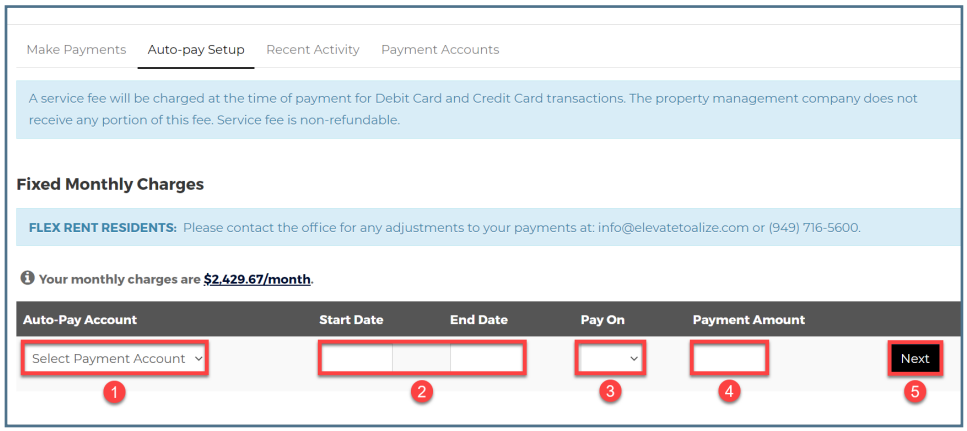
This payment should be for the total of all of your **fixed monthly payments**.

Fixed payments will be any payment that is the ***same*** every month. This would include your monthly **rent charge**. In addition, some residents also have additional fixed monthly charges like: **pet rent, garage rent, storage rent**, etc.

NOTE: Utility payments should NOT be included here. That will be set-up in the next step.

STEP 2: SET UP YOUR FIXED PAYMENT

From the **Auto-pay Setup** screen, go to the **Fixed Monthly Charges** section and complete Steps 1 - 5 (as shown and described below).



1. **Auto-Pay Account** = Select the desired account from the dropdown.
2. **Start Date** = Select the date when the payment becomes active and eligible for processing. Select any date in the future. Please note, the Start Date is not the "day of the month" when the payment is processed. It is the date you want the auto payment to begin. Typically, you can select tomorrow's date.

   End Date = Select the date you want your auto payment to end. The end date is typically when the lease ends, or shortly afterwards.
3. **Pay on** = 1st, 2nd, 3rd or 4th (your choice). This is the day of the month when the payment is processed. To avoid a late fee, schedule the pay on day on or before the 4th of the month.
4. **Payment Amount** = Enter your total fixed monthly payment. Please note, this will be your total monthly rent amount plus (if applicable) the total of all fixed monthly charges like: pet rent, garage rent, storage rent, etc.
5. Click **Next**. The **Confirm Auto-Pay Setup** page appears in a new window.
6. Review the payment details. If you want to edit the payment, click Cancel. If you want to finish setting up the recurring payment, accept the terms and conditions and click **Submit**.
7. The auto pay set up confirmation page appears, confirming the payment was successfully set up

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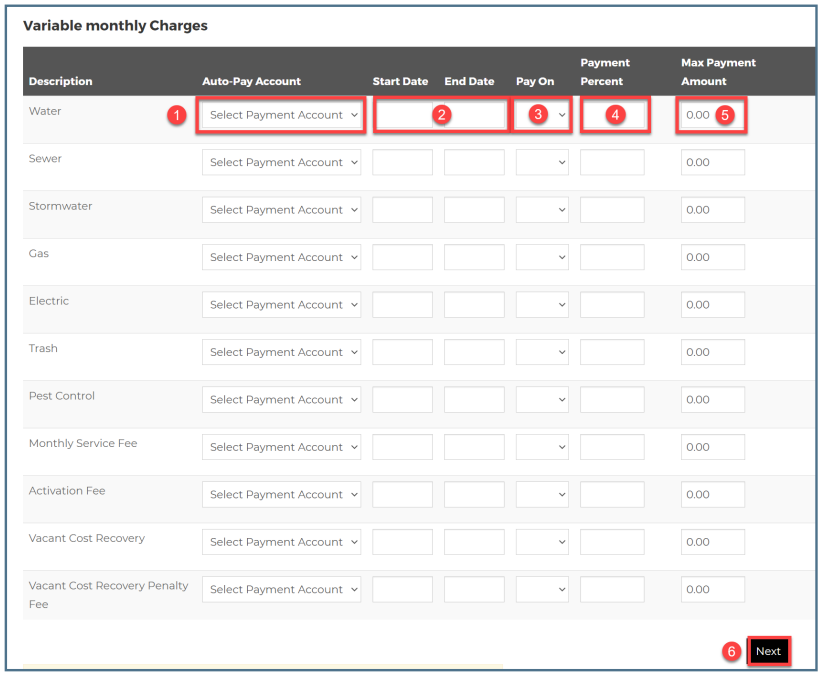
Variable payments will be any payment that will *vary* every month.

This would include your monthly **utility charges (only)**. Utility charges can vary every month based on consumption.

**It is recommended to use the same Start Date, End Date and Pay On Date as your fixed charge above.*

STEP 3: SET UP YOUR "VARIABLE" PAYMENT

From the ***Auto-pay Setup*** screen, go to the **Variable Monthly Charges** section and complete the following steps 1 - 6 *(as shown and described below)* for **each line item** you are responsible to pay. If you are unsure what utilities you are responsible to pay, please check with your leasing consultant:



1. **Auto-Pay Account** = Select the desired account from the dropdown
2. **Start Date*** = Select any date in the future
   End Date* = Select the date you want your auto payment to end
3. **Pay on*** = 1st, 2nd, 3rd or 4th (your choice)
4. **Payment %** = Enter the % of your variable charge you'd like to pay, if you are not splitting your variable recurring payments with roommates, enter 100%
5. **Max Payment Amount** = Enter the max amount you are charged for your recurring payment each month. We recommend setting this to an amount higher than your average monthly variable charge as the amounts can fluctuate.
6. Click **Next**. The **Confirm Auto-Pay Setup** page appears in a new window.
7. Review the payment details. If you want to edit the payment, click Cancel. If you want to finish setting up the recurring payment, accept the terms and conditions and click **Submit**.
8. The auto pay set up confirmation page appears, confirming the payment was successfully set up