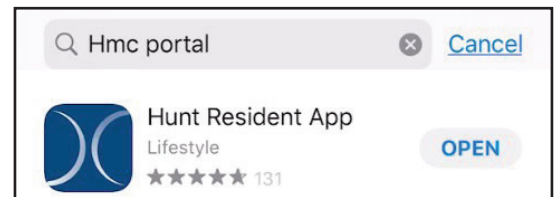


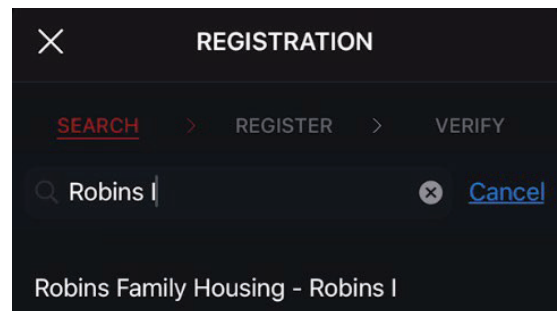
Welcome to your new online access to our HMC Portal app. Once activated, you can manage a variety of resident needs right from your computer or mobile device. The following steps will show you how to register, submit a maintenance request, make a payment and navigate our HMC Portal app.

To register, you will need to use the contact information on file at your Community Office. Please contact your office and ask for a registration code, email, and cell number on file.

From the Application Store, search for **HMC Portal** and download the app. Once the app installs, please open it and click the **Sign-Up** link at the bottom of the screen.

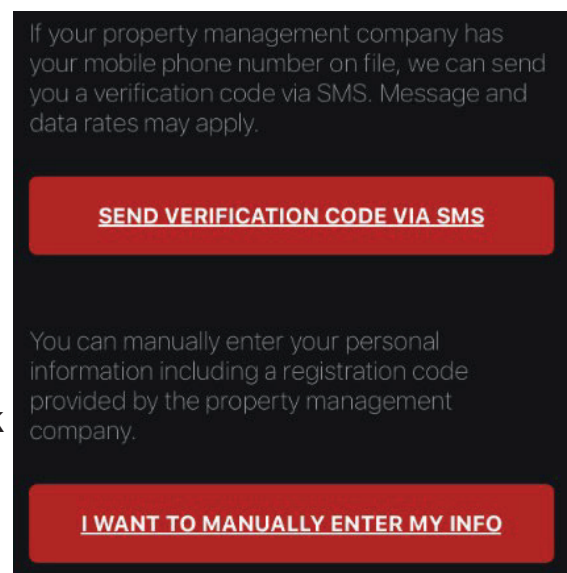


Search for your property using the property name or zip code and select it as it appears on the screen. Once you select your Community, enter the email address on file with your Community Office and click Next.

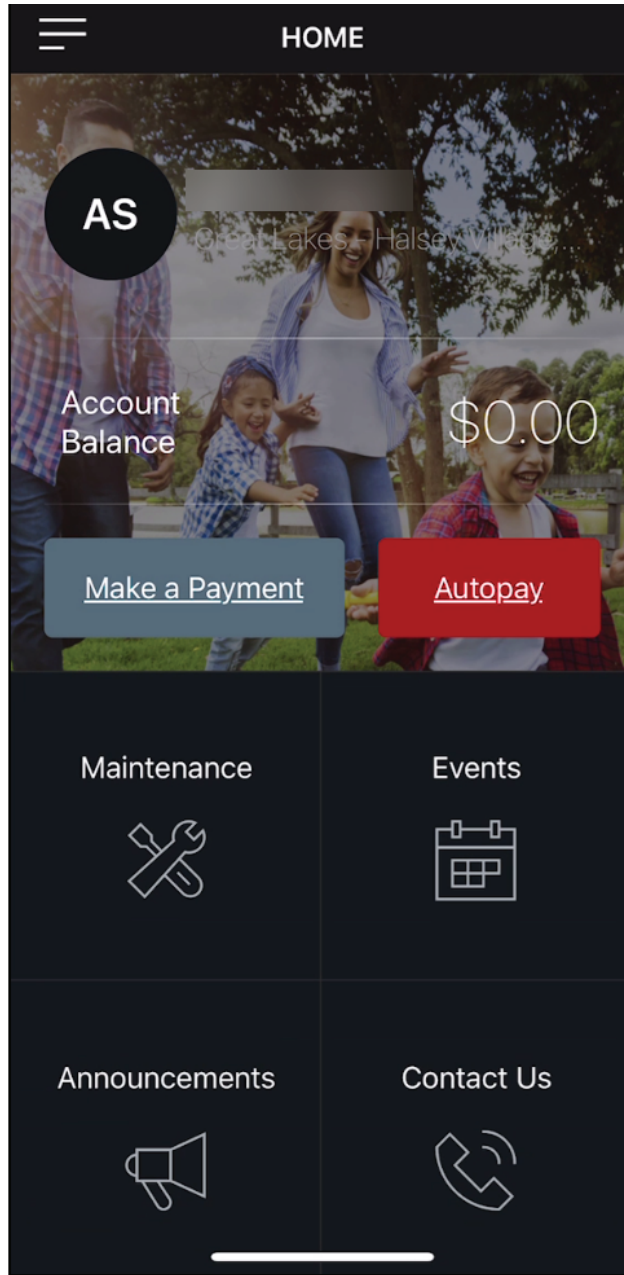


Select one of the two options to register and follow the prompts. Please note the information used for either option must be the email, cell, and registration code you received from your Community Office.

Once registration is complete, you will receive a user confirmation email from no-reply@rentcafe.com. The email will contain a link; click the link to activate your account. This is the final step to activate your account. If you do not receive an email, please check your junk mailbox.



Once registered, you can enter a maintenance request, view announcements, events, or contact your Community.



**Maintenance** - Enter routine maintenance requests with the ability to add photos and voice recordings.

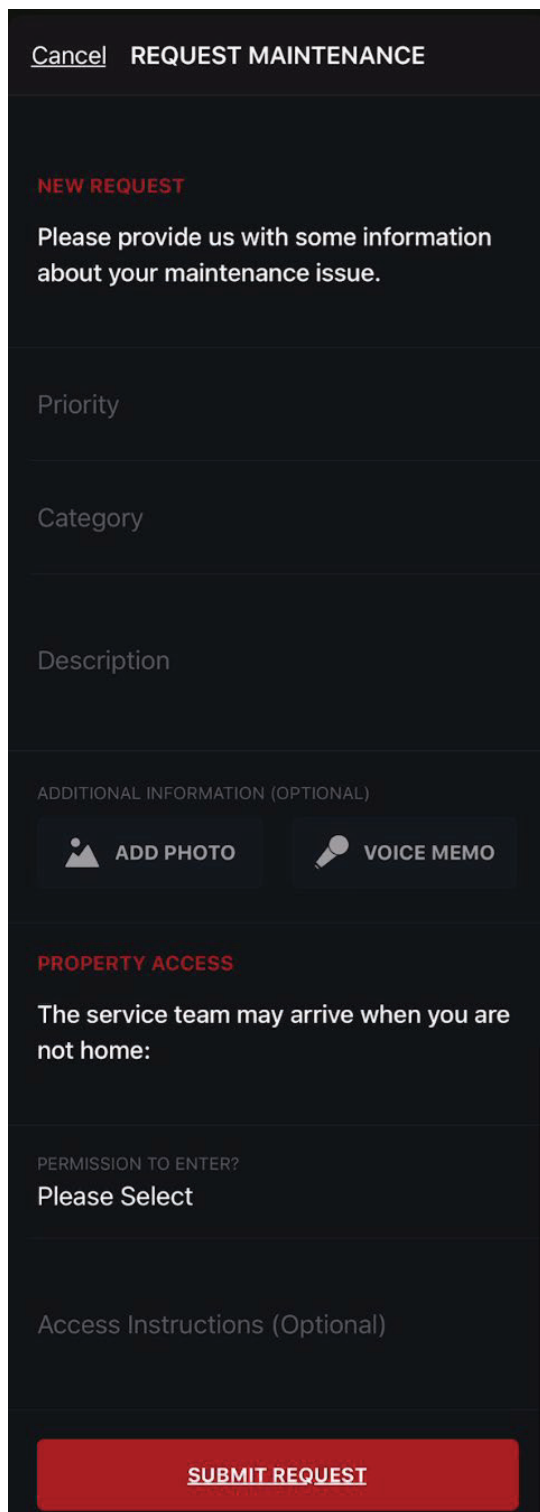
**Announcements** - Receive real time alerts on important announcements for your community.

**Payments** - Setup recurring or make one-time payments on your account.

**Events** - See the exciting upcoming events planned for your community.

**Contact Us** - Email or call your community office.

Entering a maintenance request via the HMC Portal sends your request in real-time to your Community Office. Be sure to complete all the requested fields.



The screenshot shows a mobile app interface for submitting a maintenance request. At the top, there is a 'Cancel' link and the title 'REQUEST MAINTENANCE'. Below this is a red header 'NEW REQUEST' followed by the instruction 'Please provide us with some information about your maintenance issue.' The form contains several input fields: 'Priority', 'Category', and 'Description'. Below these is a section for 'ADDITIONAL INFORMATION (OPTIONAL)' with two buttons: 'ADD PHOTO' and 'VOICE MEMO'. Another red header 'PROPERTY ACCESS' is followed by the text 'The service team may arrive when you are not home:'. Below this is a 'PERMISSION TO ENTER?' section with a 'Please Select' prompt and an 'Access Instructions (Optional)' field. At the bottom is a large red button labeled 'SUBMIT REQUEST'.

**The HMC Portal apps should be used to enter Routine maintenance requests only. Please call your community's after hours phone number for any emergency or urgent requests.**

Priority – Routine

Category – Select the most fitting category to your needs.

Subcategory – Will appear once category is selected, select the most fitting subcategory to your needs.

Description – Enter a detailed description of your maintenance needs

Add Photo or Voice Memo – You can add photos or voice recordings to your maintenance request

Permission to Enter – Select **Yes** to allow maintenance to enter your home without you present. Select **No** and a team member will contact you prior to arriving to complete your maintenance request

Access Instructions – Enter information about pets, alarm notice, additional contacts, etc.

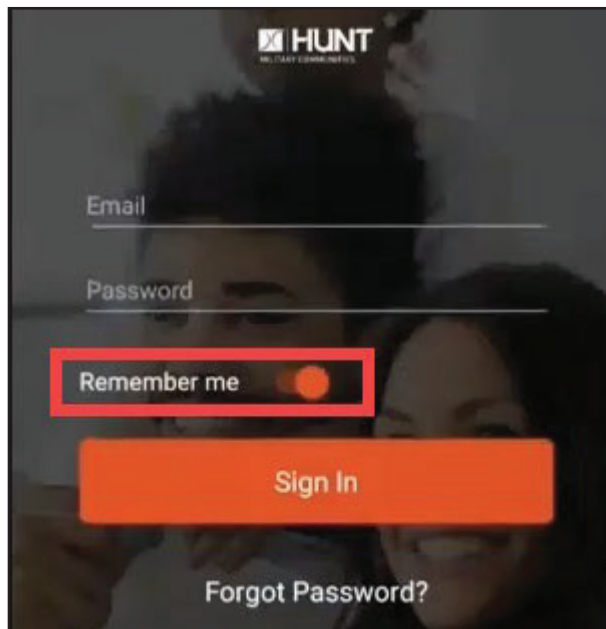
Click Submit Request once fields are complete to send your maintenance request to your Community Office.

You can view your routine requests submitted through the portal or app by returning to the Maintenance section on the app.

## Android User Login Notice

Some Android device users may need to set the **Remember Me** flag to the **On** position before logging in.

You'll know if you need to set this flag if, upon login, you cannot access the Contact Us link or enter a maintenance request. Return to the login screen, enter your login information, set the **Remember Me** flag to the **On** position; the white dot should slide to the right and the bar highlight in red:

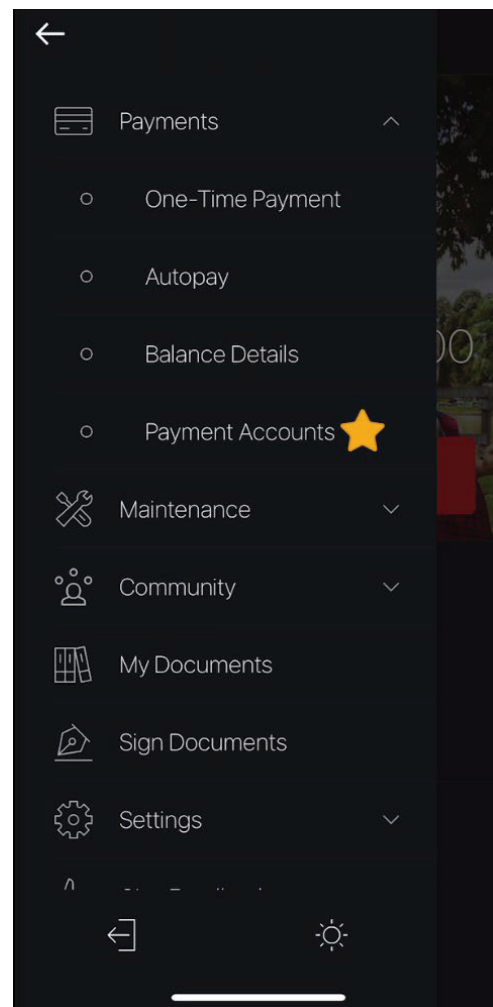
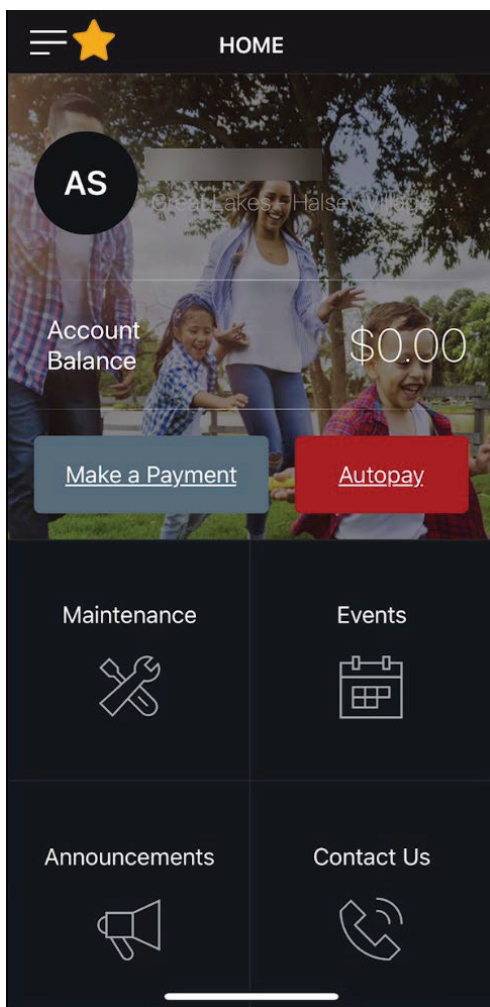


## Online Payments

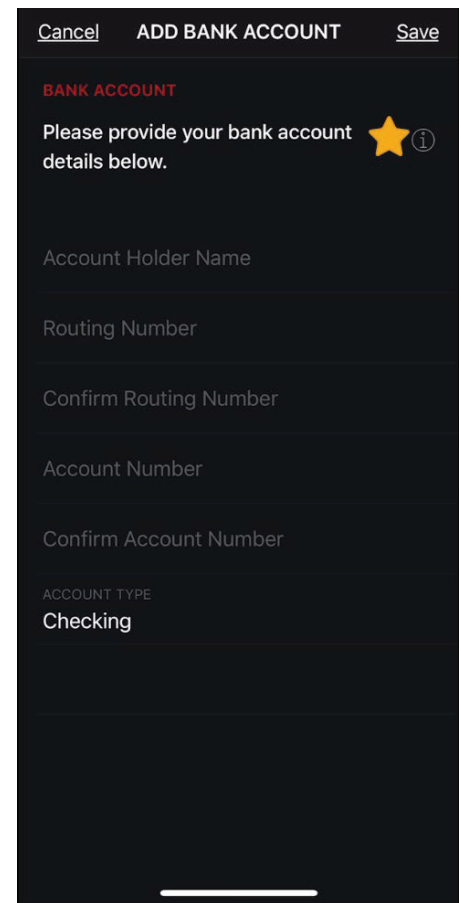
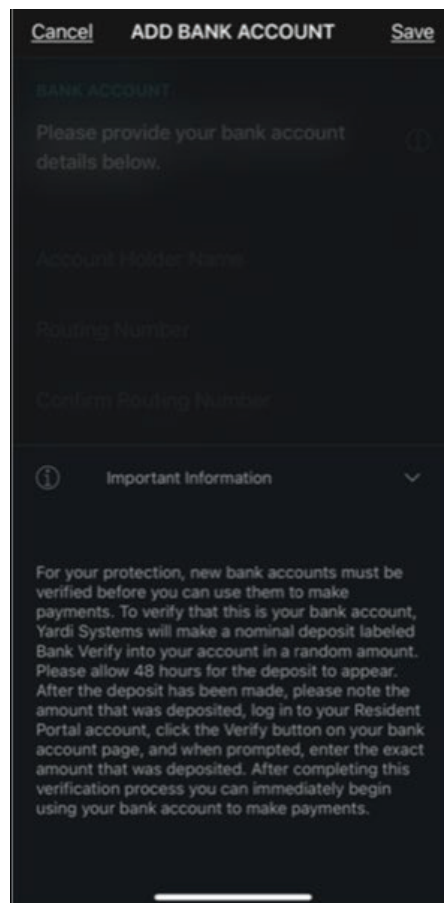
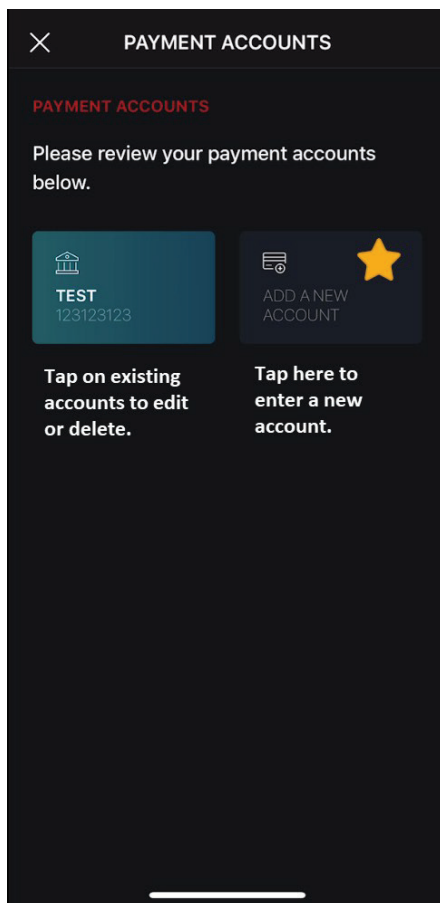
Online Payments will allow you to view your balance, set up a monthly auto-pay or make one-time payments. You may use a bank account (checking or savings), debit card, or credit card.

**All qualified military residents are encouraged to pay their monthly rent by allotment. All other charges can be paid online through the Hunt Resident Portal or App. (ex: Resident move-in/move-out charges, Damage charges, Late payments, Utility balances, Pet damages, Ending balances at move out)**

From your mobile device, tap the three lines in the top left corner to open Options—tap Payment Accounts to set up your accounts.



When setting up payments, be sure to have all your information ready to enter in the account fields. Setting up an account incorrectly could cause delays in your ability to set it up again. For your protection, new bank accounts must be verified before you can use them to make payments. To verify that this is your bank account, Yardi Systems will make a nominal deposit into your account, in a random amount under one dollar, the deposit record will include the text "Bank Verify". Please allow 24 - 48 hours for the deposit to appear. After the deposit has been made, please note the amount that was deposited, log in to your Resident Portal account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process you can immediately begin using your bank account to make payments.

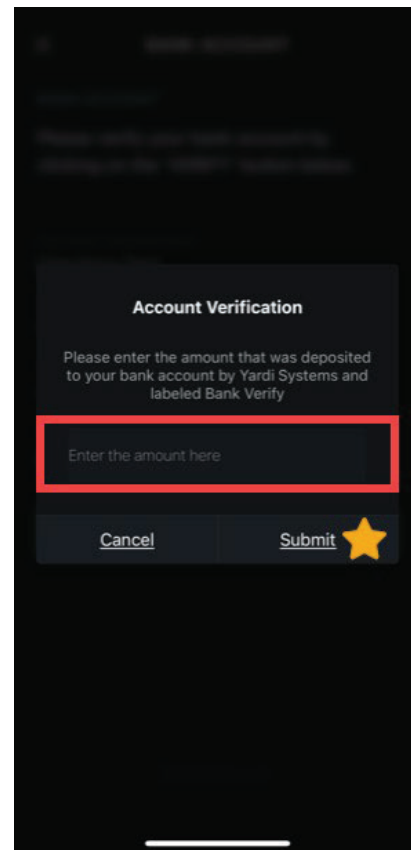
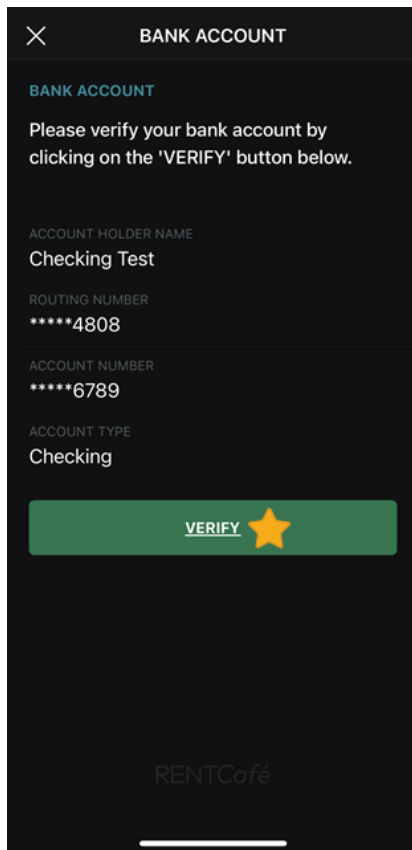


Please allow 24 - 48 hours for processing.



Once the nominal deposit is visible in your account, you will be able to verify and begin using the ACH setup for Online Payments.

Return to the Payment Accounts and tap on the account you wish to verify. Enter the amount that was deposited by Yardi Systems and labeled Bank Verify then click Submit.



Once the account is verified you will be able to use it for payments.

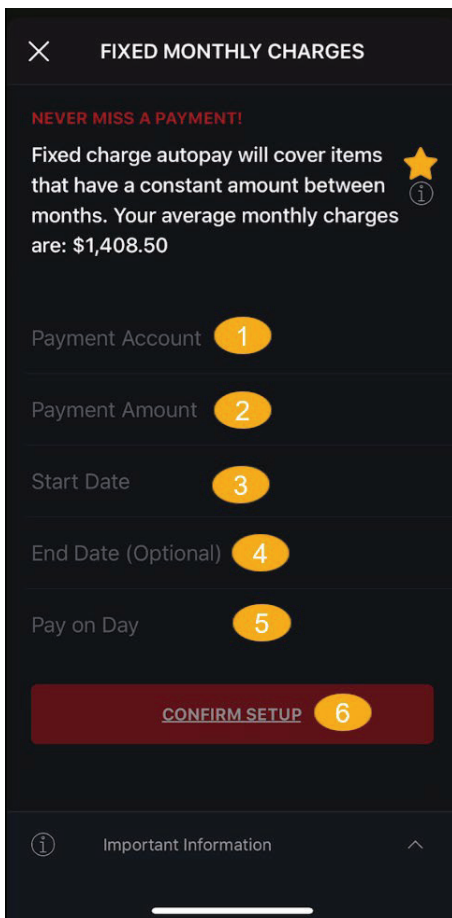
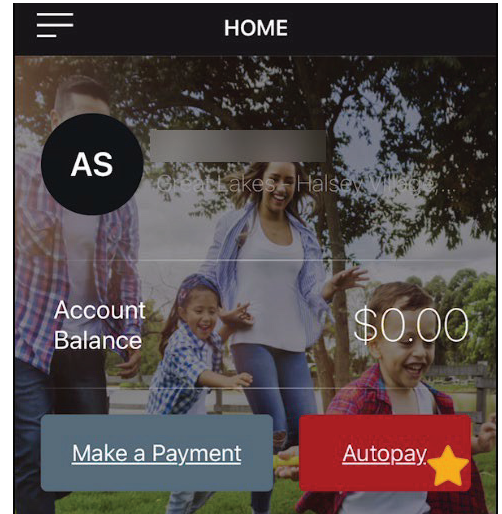
If you experience any errors, please contact your Community Office.

Each resident with a login may set up an account. However, the same account info cannot be used on more than one resident. Ex: If you have a joint bank account, only one person in the home may have the account set up under their Hunt Resident Portal login.

Once your payment account is set up, you will receive an email confirmation of the change. You can return to the Payment Accounts tab to edit or delete accounts as needed.

## Auto-Pay

The Auto-Pay feature will allow you to set up a recurring monthly payment towards your lease charges. Tap the Autopay button on the home screen or expand the side options to select from the list.



Tap the ⓘ on the auto-pay screen to see the past 3 months and future 3 months of your lease charges.

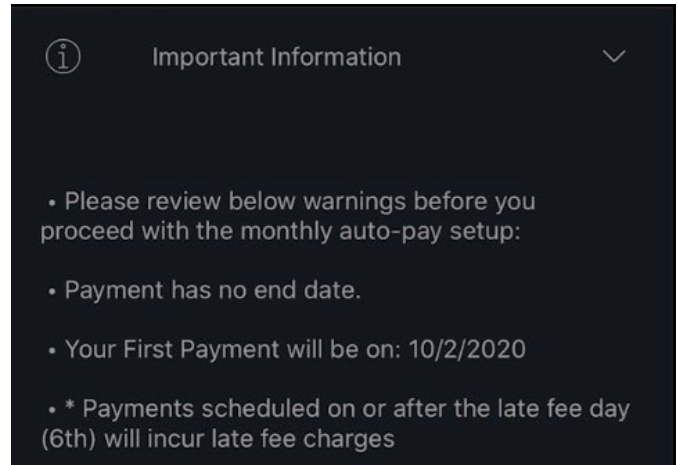
1. Select one of your Payment accounts
2. Start Date - Must be in the future
3. End Date - Optional
4. Pay On - Select to have your payment delivered to your Community from the 1st - 5th of the month
5. Payment Amount - You may enter the full or partial balance
6. Review and click Next



You will receive a pop-up, allowing you to review the transaction and agree to the terms and conditions before confirming payment.

Review the auto-pay setup paying special attention to the date of the first payment.

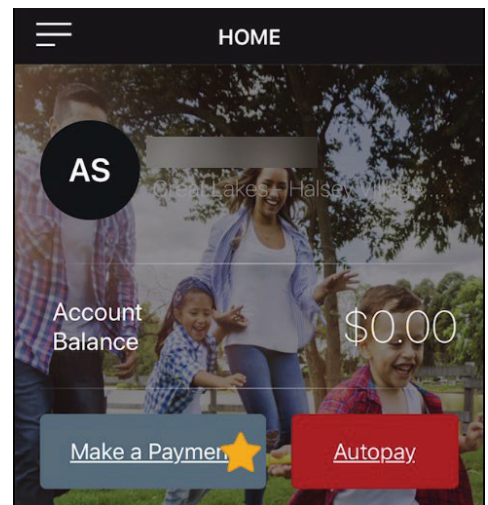
Once you agree to the terms and submit, you will receive a confirmation number and an email confirmation.



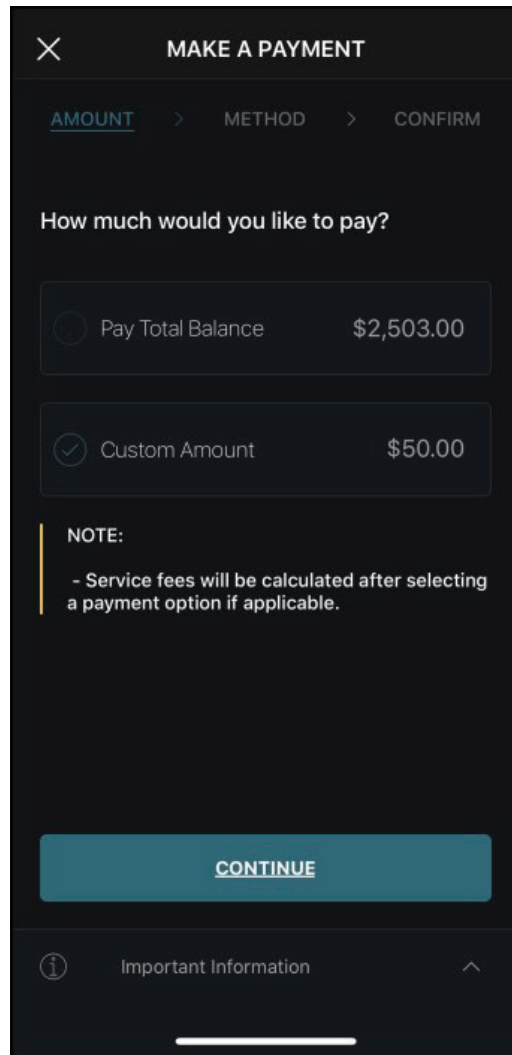
## One-Time

One-time payments gives you the flexibility to make payments anytime during the month.

To make a One-time payment tap the Make a Payment button on your home screen or the One- Time Payment option from the side menu.



From this screen you can select to pay the full balance on your account or setup a Custom Amount. Tap the ⓘ to see an important note for our residents paying by allotment in regards to your total balances.



If using the one-time payment option to pay a security deposit, residents can pay with a bank account, credit card or debit card.

Once you complete your one-time payment fields, you will be given the option to review and agree to the terms and conditions. You will receive a confirmation number and a confirmation email will be sent to your inbox.

You can pay detailed line items of your One-Time balances using the Hunt Resident Portal from your computer or mobile device web browser.

## Frequently Asked Questions

**Q: Can I enter an emergency maintenance request online?**

**A:** No, online maintenance requests should be for routine requests only. Please contact your Community to enter an emergency maintenance request.

**Q: How can I ask a question about my maintenance request, lease, etc.?**

**A:** From your main page, use the Contact Us button. Have your maintenance request number handy, address, and phone number when submitting your question.

**Q: Can two residents of the same household set up the same account?**

**A:** No, accounts can only be set up per login for a single home. If one resident has a joint bank account set up on their account, the second resident would have to set up a different account.

**Q: Can I pay security deposits online?**

**A:** Yes, residents can pay their security deposit payments with a bank account, credit card or debit card.

**Q: Can I, as a past resident, access my payment accounts?**

**A:** Yes, but you must register for the HMC Portal before moving out of your home. As a past resident with access, you will not be able to use the Maintenance request portion or set up auto-payments, but you may make one-time payments for 60 days after move out if needed.

**Q: What days of the month can I set up Recurring Payments?**


**A:** Recurring Payments can be set up at any time of the month, but you will only be able to select a payment delivery date of the 1st – 5th.

**Q: When can I make a One-Time payment?**

**A:** One-Time payments are available for use any day of the month.

**Q: What are the fees to pay online?**

**A:** The fees will be displayed throughout the website; the fees are shown in the image below. There are no fees for direct bank account transactions.



Credit Cards  
2.5% service fee per transaction

Debit Cards  
Service fees:  
\$3.95 < \$1,000  
\$4.95 for \$1,000 - \$2,000  
\$9.95 > \$2,000

**Q: Is there an online app for the Hunt Resident Portal?**

**A:** Yes, you can download the Hunt Resident App for Apple or Android devices.

App Store:

<https://apps.apple.com/us/app/hunt-resident-app/id1488732669>

Google Play:

<https://play.google.com/store/apps/details?id=com.yardi.systems.rentcafe.resident.hunt>