



Welcome to the Resident Portal

Welcome to Cornerstone! We would like to introduce you to our online resident portal which can be accessed from our website at www.cornerstoneapartments.com. You can use our online portal to submit work orders and contact your portfolio manager. We would like to share some information that will make the registration process easier for you. Listed below are some solutions to FAQ that have arisen from current residents.

COMMON REGISTRATION ISSUES:

In order to register online for rent payments and work order submissions the system will require up to date email addresses, phone numbers, and names. If you have trouble registering due to any of those being incorrect, please contact the office to verify that the information we have for you is correct.

After registering, verification emails can take a while to show up in your mailbox. Many times they end up in the spam or junk mailboxes, so please check those as well as your main mailbox. If you have not received your verification email within 24 hours after registering please call the office at 303-333-1999.

If you live with roommates, you can each set up your own account but will need to use unique email addresses. If we do not have each roommate's email address on file you may have trouble registering. Please call the office at 303-333-1999 to update the email address on file.

COMMON PAYMENT ISSUES:

If you choose to set up recurring monthly rent payments please do so by midnight of the last day of the current month.

Recurring payments are processed on the day of the month that you select during set-up and may take up to 72 hours to show up as withdrawn from your bank accounts. One-time payments may take up to 72 hours from the time of payment to show up as withdrawn from your account.

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COMMON WORK ORDER ISSUES:

Please submit each maintenance request separately.

Give us as much detail as possible. For example, instead of writing “my blinds are broken,” write “The blinds in my bedroom on the west window will not go up and down.”

Let us know if there are any conditions we should be aware of (i.e. I have a cat/dog). Select "Yes" for Permission to Enter. Otherwise, we will not be able to complete your request.

By clicking submit, you give Cornerstone permission to enter your apartment during normal business hours (Monday-Friday). **We are unable to quote specific times, but our goal is always to be there within 48 hours of original contact.**

After-hours (**Evenings, Weekends & Holidays**) for emergencies only, call **(303) 370-0327**.

For life-threatening emergencies call 911!