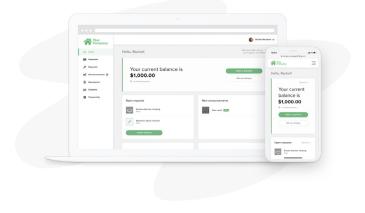
# Resident Site Guide

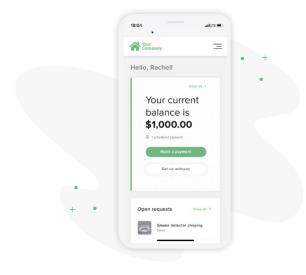
Welcome to your resident site! It has been designed specifically to let you easily manage your living experience and payments online.

We've provided some instructions below to help you get up and running— please let us know if you have any questions, and let's get started!

## Get your password and sign in

Your password will be sent in a welcome email. The email will contain the website, login ID, and temporary password to use when you sign in the first time. Sign in using the resident sign-in box on the right side of the screen. You will be prompted to change your password the first time you sign in.





## 24/7 access from anywhere

The resident site is fully mobile responsive and available 24 hours a day so you can make payments, submit requests, or access important documents anytime, anywhere.

## **My Account**

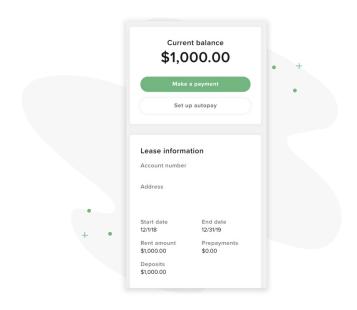
You can use the "My Account" page to keep your contact information up-todate and to change your password. You can also add or edit your emergency contact here.

	Your Company		(air) Alan Hardy A
ය	Home	My account	Wy account     C> Sign out
	Payments	Profile	Profile photo
B	Requests	Password	It's time to show off your megawatt smile! Upload an image to add a personat ouch to your profile.
ß	Announcements (3)	Text messages	C Upload photo
Ē	Documents		AH Import from: G Google II Facebook O Gravatar
8	Contacts		
•	Community		
			Contact information
			Name Email
			Alan Hardy ? toraolafsen@gmail.com
			Mobile number Home number

#### **Payments**

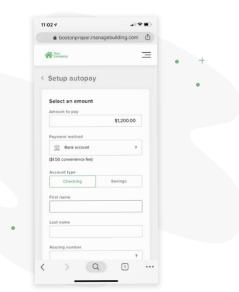
The Payments page shows your transaction history - charges, payments, refunds, and more. From here, you can make a one-time payment or set up autopay.

Xour					(Rachel Resident
Your Company					•
슈 Home	Payments				
Payments	Scheduled	payments			Current balance
B Requests	DATE	мемо	AMOUNT		\$1,000.00
Announcements 🕦	2/28/19	Payment Autopay - Bank account ending 3123	\$1,000.00	Edit	Make a payment
Documents					Set up autopay
89 Contacts	History			Email statement	
Community	DATE	мемо	AMOUNT	BALANCE	Lease information
	2/1/19	Charge March rent	\$1,000.00	\$1.000.00	Account number 04644969 Address
	1/31/19	Payment Credit card	\$1,000.00	\$0.00	100 South Main Street - 1 Los Angeles, CA 90012 United States



Make a payment online by clicking the "Make Payment" button from the home dashboard or payments page. You have the option to make a onetime payment or set up an automatic payment to process on a regular basis.

You can schedule the payment for a later date--or to pay immediately. Once you make a payment, it may take a day or two for the charge show up on your bank or credit card statement. If an online payment is refused by your bank, it will reflect on the Payments page automatically.

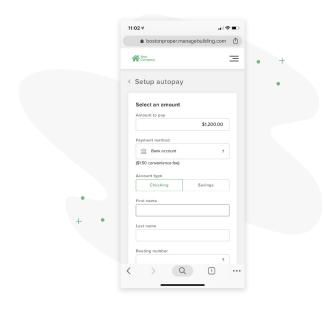


### Requests

The requests page allows you to submit either a maintenance request or a general inquiry.

The maintenance request page will allow you to provide the necessary information about your issue in order to get it fixed as soon as possible.

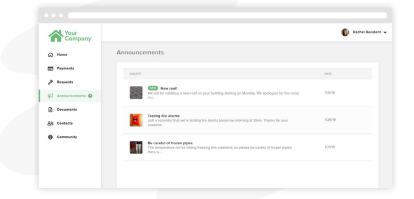
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+ •	<ul> <li>☆ Your Corrowny</li> <li>&lt; Create request</li> </ul>	Ξ		
•	How can we help you today?			
	Maintenance request Report issues like lawy faceter, ond weddere, etc.	ord		
	General Inquiry Ask customs shout your second, par policy, and more	king		
	Is this an emergency? For urgent maintenance requests, please property manager. (His's a safety emergency immediate help.	call your 6 call 911 for	• +	
	Physicy Policy   Terms of Service O 2003 2018 Powerlod by Baildum <sup>6</sup> - Onlino Propeny Manage received	umont - All rights		
	POWERED B			



Once submitted, your request is saved and available here. You can come back to the request to check on the status. When updates are made, we'll let you know by email and on this page.

#### **Announcements**

You will receive important news and updates which will be posted on the resident site and also sent to your email. You can log in to the resident site to check for new announcements right on the dashboard.



#### **Documents**

The Documents section shows all files that have been shared with you. For example, you might find a scanned copy of your lease, move-in report, and local maps of the area on this page.

Your Company					🚯 Rachel Resid
G Home	Documents				
Payments	Q Search Category V D	ate 🗸		Sort b	y: Newest 🗸
🖉 Requests	NAME	CATEGORY	UPDATED	TYPE	\$125
द्भ Announcements 👔					
Documents	Rachel_R_Lease	Leases	11/19/18	PDF	285KB
Se Contacts	Ridgecrest_BuildingRules	Community Rules	11/19/18	PDF	33KB
Community		KUIES			
	Application_Receipt_Rachel_R	Applications	11/19/18	PDF	67KB

Your Company				🔞 Rachel Resi
යි Home	Contacts			
Payments	Q Search	Type 🗸		Sort by: Name 🗸
Requests Announcements ()	NAME	CATEGORY	EMAIL ADDRESS	PHONE NUMBER
Documents	Eddle Electrical	Maintenance	eddie@mail.com	(555) 555-2345
Contacts	Marty Maintenance	Maintenance	marty@mail.com	(555) 555-4567
	Penny Property	Office	penny@mail.com	(555) 555-6789
	Pete Plumbing	Maintenance	pete@mail.com	(555) 555-1234

## Contacts

The Contacts section helps you find your way in your neighborhood. You will find phone numbers and websites for local utilities, municipal services, restaurants, and other useful information here.