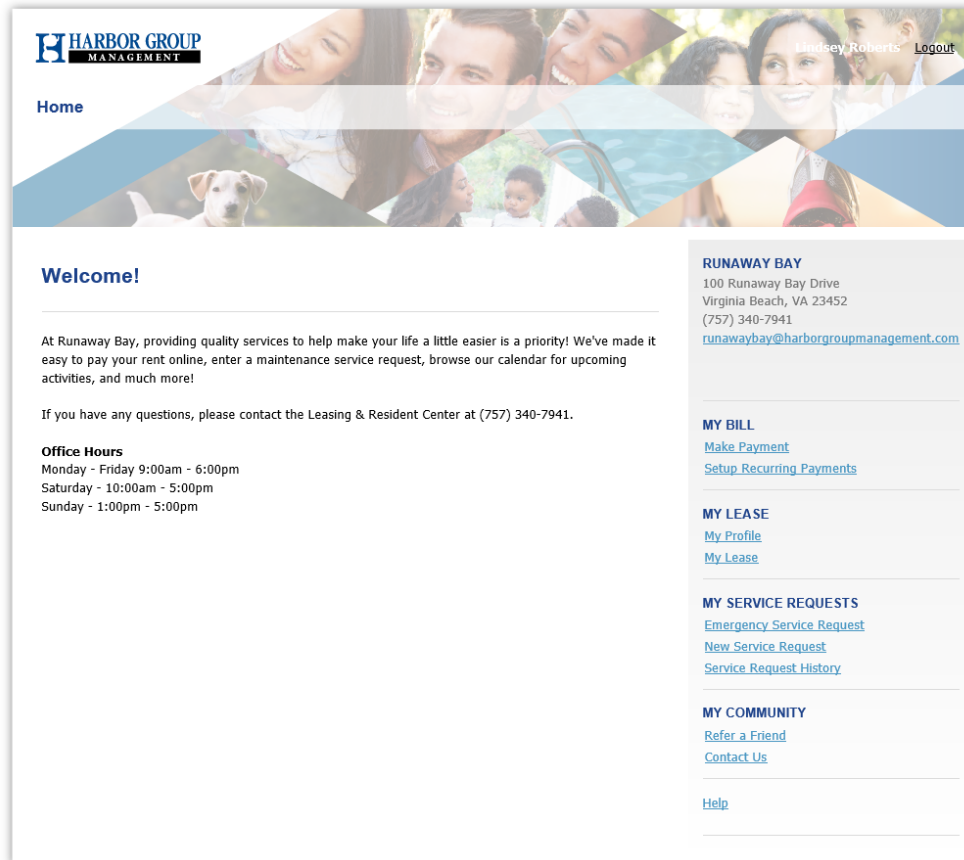


Your Resident Portal Guide



With your resident portal, you can do the following:

- [Make one-time ACH payments](#)
- [Setup recurring ACH payments](#)
- [Edit your profile information](#)
- [Review active lease terms](#)
- [Submit new Service Requests](#)
- [Review Service Request History](#)

Take advantage of the following features:

- Email the property using the “Contact Us” link
- Refer a friend to the community by sending their info to the property staff
- Prepay your rent prior to charges being posted

Use the links on the right hand side of the Welcome Page to view the various features. Refer to the next page to review examples...

One-Time Payments

From the **My Bill** section, click the **Make Payment** link

- Select "Create New Account" and enter new ACH information (if applicable)
- Click **Save**
- Select the Payment Method (account to be used)
- Enter the payment amount (if different than the current balance), then click **Next**
- Read the Authorization on the next page
- Select "I Agree"
- Click **Submit Payment**

***Note:** Partial payments (payments less than the full balance) will not be accepted.

Payment Options

For Credit Card Payments, please call 866-289-5977. A CSR is available 8am - 10pm EST M-F and 12pm - 8pm EST Sat-Sun. Automated payment service is available 24/7.

Payment Summary

Payment Date: 02/17/16

Current Balance: \$2,589.19* [view statement](#)

Payment Amount:

Select Payment Method



Create New Account

Account Type:

Save

***Description:**

***Bank Name:**

***Account Number:**

***Confirm Account:**

***Routing Number:**

***Confirm Routing:**



[Account and Routing Number Location](#)

Next

Cancel

*Balance does not reflect pending payments.

Payment Authorization

Payment Summary

Payment Date: 02/17/16

Current Balance: \$2,589.19

Payment Amount: \$2,589.19

Bank Name: Wells Fargo

Account Number: XXXXX9865

Payment Account: WF Checking

Routing Number: XXXXX0659

Payment Authorization



By clicking "I Agree" below, you hereby authorize Runaway Bay to initiate a single transaction that will automatically debit the specified amount from the indicated bank account.

The authorization applies to only this one transaction.

Any information you entered on this screen will be disregarded if you do not check the "I Agree" box.

I Agree

Submit Payment

Cancel

Recurring Payments

From the **My Bill** section, click the [Setup Recurring Payments](#) link

- Enter “New Checking Account” information (if applicable- see directions on previous page)
- Enter the “Percent of monthly balance to pay”
- Select the applicable checking account
- Click **Next**
- Read the Authorization
- Select “I Agree”
- Click **Submit Payment**

***Note:** The total amount(s) setup across roommates must equal 100% for the payments to be drafted.

Recurring Payment Options

Current Recurring Payments Settings
No Recurring Payments have been scheduled

Recurring Payments Setup

Monthly balance includes: + variable charges

Percent of monthly balance to pay: % 100% is required

Day of month to process payments: **Start Month:** **Start Year:**

Select Payment Method

WF Checking - XXXXX9865 - [delete](#)

New Checking Account

Recurring Payment Authorization

Current Recurring Payments Settings

Monthly balance includes: \$820.00 + variable charges

My payments: 100 % of monthly balance

Payment Account: WF Checking

Account Number: XXXXX9865

Routing Number: XXXXX0659

Day of the month payments will be processed: 1 **Start Date:** 03/01/2016

Payment Authorization

By clicking "I Agree" below, you hereby authorize Runaway Bay to initiate recurring transactions that will automatically debit from the indicated bank account. The automatic debit will occur on or around the process day entered and will occur monthly, starting in the month and year selected. Each month's debit amount will equal the specified percentage of your monthly balance and therefore, the amount may vary if your current charges change.

This authorization is to remain in full force and effect until you discontinue these recurring payments or until you notify Runaway Bay in writing that you authorize its termination.

Any information you entered on this screen will be disregarded if you do not check the "I Agree" box.

I Agree

Edit My Profile

From the **My Lease** section, click the **My Profile** link

- Click the **Edit** button
- Update any of the available, editable fields (note the fields marked as *Required must be populated)
- Click **Save**
- You may also change your username and/or password from this screen (see links in screenshot below)

My Profile

Email Address: Lindsay.Roberts@Email.net
Your email address is your username. [Change user name](#) [Change password](#)

Full Name: Lindsey Roberts

Address: 101 RUNAWAY BAY DRIVE #308
 Unit 0308
 Virginia Beach, VA 23452

Phone

Daytime Phone:

Evening Phone: *Required

Mobile Phone:

Emergency Contact

Full Name: *Required

Relationship: *Required

Phone: *Required

Employer

Employer:

Address:

Vehicles

Make	Model	Color	License Plate	State
X <input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

[Add Vehicle](#)

* If entering information for a vehicle, then all fields for the vehicle are required.

Review Active Lease Terms

From the **My Lease** section, click the **My Lease** link

- Your lease terms, utility responsibilities, and recurring charges will appear

My Lease

Lease Term: 12 months

Address: 101 RUNAWAY BAY DRIVE #308

Occupy Date: 12/5/2015

Unit 0308

Lease Start Date: 12/5/2015

Virginia Beach VA - 23452

Lease Expiration Date: 12/4/2016

Occupants

Occupants
Lindsey Roberts
Jordan Ternes

Utilities

Utility	Paid By
Electric	Resident
Gas	Unknown
Trash	Resident
Water and Sewer	Resident

Base Rent and Recurring Charges

Base Rent: 795.00

Recurring Charges	Amount
TRASH REIMBURSEMENT	25.00
Total	\$25.00

Rent Schedule

Month	Base Rent	Recurring Charges	Specials	Total
December 2015	692.42	21.77	(0.00)	\$714.19
January 2016	795.00	25.00	(0.00)	\$820.00
February 2016	795.00	25.00	(0.00)	\$820.00
March 2016	795.00	25.00	(0.00)	\$820.00
April 2016	795.00	25.00	(0.00)	\$820.00
May 2016	795.00	25.00	(0.00)	\$820.00
June 2016	795.00	25.00	(0.00)	\$820.00
July 2016	795.00	25.00	(0.00)	\$820.00
August 2016	795.00	25.00	(0.00)	\$820.00
September 2016	795.00	25.00	(0.00)	\$820.00
October 2016	795.00	25.00	(0.00)	\$820.00
November 2016	795.00	25.00	(0.00)	\$820.00
December 2016	102.58	3.23	(0.00)	\$105.81

NOTE: Last month's payment schedule is based on the expected lease end date. Last month's total due may vary based on actual lease end and/or move out date

Deposits

Deposit	Deposits Required	Deposits on hand
Unit Deposit	275.00	0.00

New Service Requests

From the **My Service Requests** section, click the [New Service Request](#) link

- Enter the Request Title
- Enter the details of the service request
- Answer all questions by selecting “Yes” or “No”
- Enter required contact data (if it does not auto-populate)
- Click **Submit**

Service Request

Address: 101 RUNAWAY BAY DRIVE #308
Unit 0308
Virginia Beach, VA 23452

*** Request Title:**

Bathub is clogged

Details:

Left Master Bathub does not drain properly.

* Do we have permission to enter if you are not home?

Yes No

* Do you have any pets?

Yes No

* Do you have an alarm?

Yes No

Service Request Contact Information

Name: Resident Name

* **Email:** Residentname@gmail.com

* **Phone:** (800) 867-5309

Submit

Cancel

Service Request History

From the **My Service Requests** section, click the [Service Request History](#) link

- A list of prior Service Requests will appear, each with a hyperlink
- Click the hyperlink to view a summary of each service request

Service Request History

[Create New](#)

Title	Date Submitted	Status	Last Updated
Bathtub is clogged	Feb 17, 2016 - 10:21AM	NA - No Action	Feb 17, 2016 - 10:21AM

Service Request Summary

Created: Feb 17, 2016 - 10:21AM **Last Updated:** Feb 17, 2016 - 10:21AM

Status: NA - No Action

Service Request

Address: 101 RUNAWAY BAY DRIVE #308
Unit 0308
Virginia Beach, VA 23452

Request Title: Bathtub is clogged

Details: Left Master Bathtub does not drain properly.

Do we have permission to enter if you are not home? Yes

Do you have any pets? Yes

Do you have an alarm? Yes

Service Request Contact Information

Name: Resident Name

Email: Residentname@gmail.com

Phone: (800) 867-5309

[Back](#)