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Effective January 24, 2018, you will be able to access your Tenant Portal Online! We look forward to serving you through the Tenant Portal, which will save you time and money.

1 Sign Up for and Log In to the Tenant Portal.

- If we already have your e-mail address, you should have already received an e-mail announcement with this flyer.
- If you did *NOT* receive an e-mail with this flyer and you would like to sign up for the Tenant Portal and take advantage of all the new benefits, please contact your Property Manager before January 24, 2018 and tell them your name, e-mail address, and property address.
- ***JANUARY 24, 2018 WILL BE OUR INVITATION DATE*** (if we have your e-mail address). On this date, you will receive an invitation e-mail to log in to your Tenant Portal. ***This e-mail link MUST be accepted within 48 hours, or it will expire.***
- After you have activated your Tenant Portal, you can go to our website at www.overseasrealty.com to find a quick-link to Log In to your Tenant Portal. Additionally, you can download the Propertyware app from any smartphone to take advantage of all other features mentioned here, but the app cannot be used to set up the initial log-in.

2 Payments (e-Check and Credit/Debit Card).

It's easy to pay online! Simply log in to your Tenant Portal, then:

- Click on *My Payments* and then select *Payment Accounts*.
- Add or update your account information with all required fields, including birth date, account nickname, and e-mail address.
- Next time you need to make a payment, accept the new Terms & Conditions.
- Pay rent for that month, or you can choose recurring payments and your rent payment will automatically be paid every month, so you don't have to worry about late fees!

It's that fast, simple and completely secure. And don't miss out on the new features that are offered, including:


- You can schedule a one-time payment for a future date.
- You can store multiple payment accounts for use.
- A "Scheduled Payments" page lets you see what is pending for both future dated one-time payments and recurring payments.
- **Payments will now clear in half the time! 2 business days instead of 5.** This will help reduce non-sufficient funds or transactions tripping over one another.
- Issues with payments will be handled directly by the payment processor. The Realpage Payment Services Support Team can be reached at **(844) 530 – 5785** or **realpagepaymentservices@realpage.com**.

3 Fees for Payments – Two Different Types (e-Check and Card).

E-Check Payments

- When you input a bank routing and account number and pay using that account, this is considered an e-Check transaction.
- e-Check payments paid through the Tenant Portal are ***now completely free!*** Our prior online payment method charged \$2.50 per e-Check transaction.

Card Payments (Debit or Credit Cards)

- When you input credit or debit card information and pay using that card, this is considered a Card transaction. American Express is not accepted.
- Any Card payment paid through the Tenant Portal will incur a \$40.00 fee per transaction. This still beats late fees!
-  **IMPORTANT for Card payments (not e-Checks):** If you are paying \$1,406.00 or OVER, it is better to pay through the Tenant Portal and pay the flat rate of \$40.00 per transaction. If you are paying LESS THAN \$1,406.00, then go to our website at www.overseasrealty.com and click *Make a Payment* on the right-hand side of the screen, which will charge an amount less than \$40.00.

4 Maintenance and Service Requests.

- The Tenant Portal will now be used by tenants to submit all maintenance and repair requests. This method will be handled more efficiently and quicker than phonecalls, emails, or text messages.
- You can manage these requests, see the status, and converse with your Property Manager easily through the Tenant Portal.

5 Tenant Financial Information.

- You can review your Lease Details and your Financial Ledger through the Tenant Portal, giving you complete transparency to your financial details at any time.

6 Other Tenant Portal Benefits.

- Simply download the Propertyware app for convenient access from any smartphone! (cannot be used for set-up of initial log in registration)
- 24-hour online access to your account.
- View and edit your contact information.
- See our important announcements and bulletin board messages.
- In the next few months, view your Leases, Lease Renewals, and other documents pertaining to your tenancy.
- Start and manage conversations with your property manager.