

Resident Portal Payments - Frequently Asked Questions

What payment types are offered?

- ACH – Automated Clearing House
 - (WEB-S) – Internet initiated single payments through a checking/savings account
 - (WEB-R) – Internet initiated recurring payments through a checking/savings account

When I move out of my apartment community when is my account deactivated?

- A Payment Account will be deactivated on the resident's move out date and closed 90 days after the last payment.

How do I change my account information?

- To change your Payment Account, login to your apartment community's resident portal and click on My Home. Next, click on Saved Payment Accounts and from this page you have the ability to add and delete saved account.

How do I add or delete a Payment Account?

- To add or delete a Payment Account, login to your apartment community's resident portal and click on My Home. Next, click on Saved Payment Accounts and from this page you have the ability to add or delete a Payment Account.

Can I schedule recurring payments?

- Yes. A fee will be assessed at the time each payment is scheduled to process.

How long does it take for my processed payment to post to my bank?

- This process will take 1-2 days depending on your financial institution. Payments will post to your leasing account immediately after submitting them.

Do I receive a payment confirmation?

- A payment confirmation will appear with a confirmation number and the payment details immediately after submitting your transaction.

What if I need to change my payment after submitting it?

- **All payments submitted online are final. The office cannot reverse, adjust, or refund online payments.** All payments made will credit your current and future rental dues. Excess funds will be refunded at the end of the lease with your security deposit refund.

Will I be able to make a payment if I have an international Payment Account?

- In order to use this Service, you must have a physical United States mailing address and a United States domestic bank account.