Using the Tenant Portal

Description of Issue	The Tenant Portal provides you real-time access to information about your lease via the internet. From the Tenant Portal, you can:

- Review and edit contact information.
- Create and manage services requests.
- View your rental details.
- Give notice.
- Communicate with the property management team.
- Review documents shared by the owner or property management company.

Instructions

Use the following quick links to jump directly to information on the following topics:

I. Getting Started with the Tenant Portal

- Signing Up for a Portal Account
- Signing On to the Tenant Portal
- Tenant Portal Navigation Tabs

II. My Account

- Viewing Your Contact Information
- Editing Your Contact Information
- Changing Your E-mail Address or Password
- Conversing with the Management Team
- Starting a New Conversation
- Replying to an Existing Conversation
- Creating a New Service Request
- Reviewing, Cancelling, and Editing Existing Service Requests

III. My Rental

- Setting Up an Online Payment Account
- Making a One-Time Payment
- Setting Up Auto ePayments
- Deleting Auto ePayments
- Editing Auto ePayments
- Editing Payment Accounts
- Giving Notice

IV. Maintenance

- Viewing a Service Request
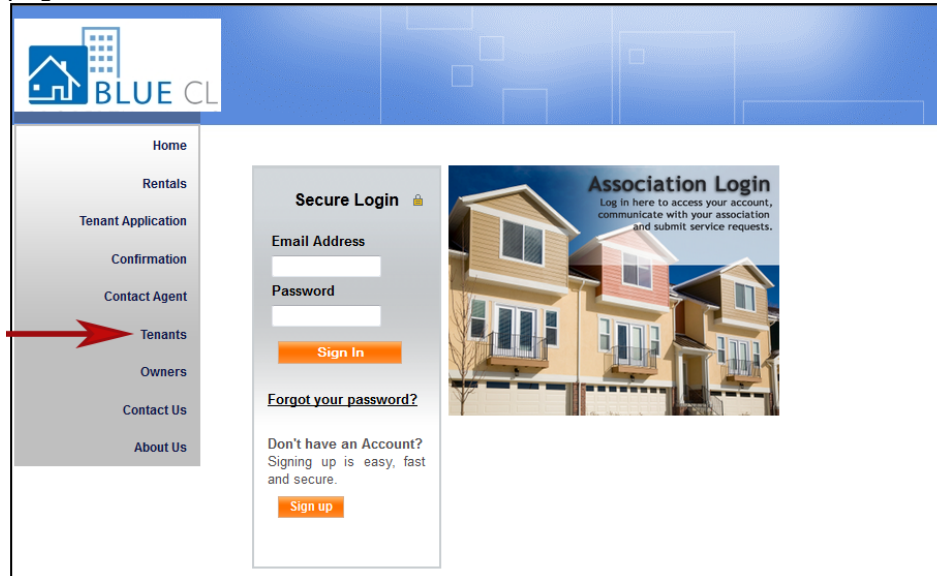- Changing a Service Request
- Cancelling a Service Request

V. Documents
VI. Renter's Insurance

- The eRenter Plan
- Enrolling in Renter's Insurance
- Viewing the Enrollment Confirmation E-mail
- Viewing Policy Details on the Portal

Getting Started with the Tenant Portal

Access the Tenant Portal from your property manager's web site. While every web site will be unique, you should see an obvious link that takes you to the Tenant Portal **Sign-On** page.
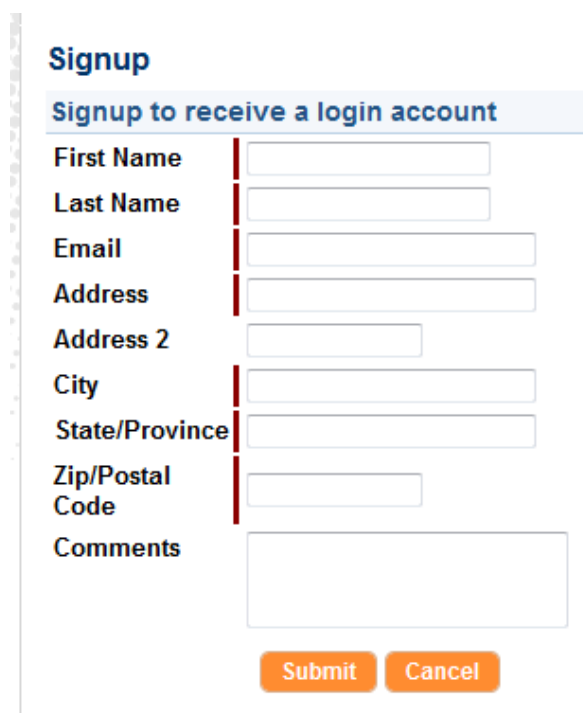

Signing Up for a Portal Account

You can sign up for your Tenant Portal account at the property management company website.

1. From the Tenant Portal link, click the **Sign up** button.
2. Fill out all the required fields and click the **Submit** button. Note that the information you submit must match to the information on your lease file.
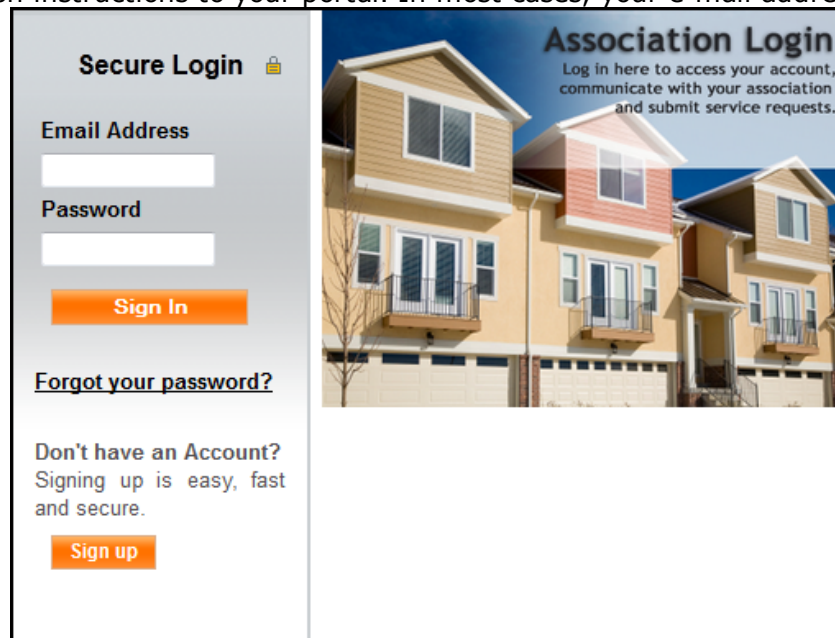
After you submit your request, your property manager will activate your account. When that is completed, you will receive an e-mail message from your property management team with sign-on instructions.

Sign on to your account to access your personalized data published by the property management team.

Signing On to the Tenant Portal

You must have an e-mail address to have an account to your owner portal. Your property manager uses this address to set up your account and sends you an e-mail message with sign-on instructions to your portal. In most cases, your e-mail address is the username.

If you forget your password, use the **Forgot your password?** link to request a new password. You need to provide your first and last names and e-mail address. Enter the same e-mail address that your property manager has on file for you.

Tenant Portal Navigation Tabs

The Tenant Portal has navigation tabs on the top as shown below. Click a tab to select it. The selected tab changes to white.
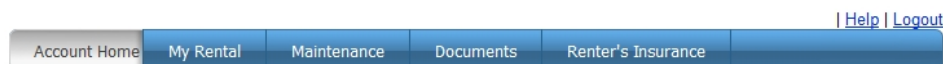
Your Tenant Portal may have some or all of these tabs and the tabs might have different names. For example, the management company may rename **My Rental** to **Statements**. However, the function of the tabs remains the same.

- **My Account:** This tab provides an overview of your profile, your lease, and your contact information and lets you communicate with your management team.
- **My Rental:** This tab shows lease details about your lease.
- **Maintenance:** If your management company is using online service requests on

the Tenant Portal, this tab lists all your maintenance requests in chronological order regardless of status.

- **Documents:** This tab provides links to shared building, lease, or other documents posted by the property manager.
- **Renter's Insurance:** This tab contains information about your renter's insurance policy.

The following links are located in the upper right-hand corner of your portal and direct you to different locations.

- **Help:** This link takes you to help topics for the Tenant Portal.
- **Logout:** This link closes the session in the portal. Always log out at the end of every session to maintain the security of your account.

My Account

The **My Account** page provides an overview of your account information and a series of options that allow you to manage your account. Which options are available depends on which online features your management team is using.

| Account Home | My Rental | Maintenance | Documents | Renter's Insurance |

Welcome Mr. Adam Bishop!

Set My Photo

[Make Payment] [New Service Request] [Auto ePayments] [Add Insurance]

Community Message

Please note the management office will be closed this Friday for a huge office party.

Summary

Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
491 27th Street	-	04/19/2010	$0.00	$0.00	$-50.00	-- Choose -- ▼

Renter's Insurance Policy

Policy Holder	Policy Number	Provider	Status	Effective Date	Next Renewal	Last Status Update	Policy Docs
No Policies							

My Contact Information View Detail Edit Change Email/Password

Home Phone	(408) 852-4452
Work Phone	(408) 558-9910
Mobile Phone	(408) 996-3737
Email	mythili.madhavan@propertyware.com

My Open Service Requests View All

SR #	Date Created	Action

Conversations New Conversation

Work Order #538 — Mr. Adam Bishop please hurry
12/28/2011 12:14 PM — Comment

Mr. Adam Bishop what is the status?
10/23/2012 1:07 PM

Write a comment...

Powered by: **Propertyware** A RealPage Company

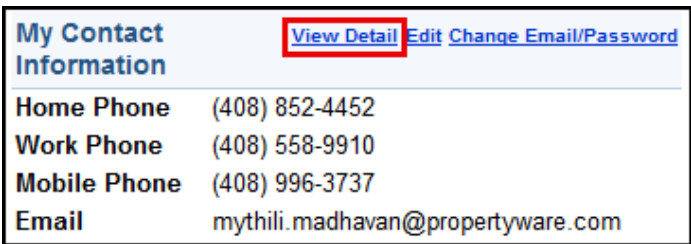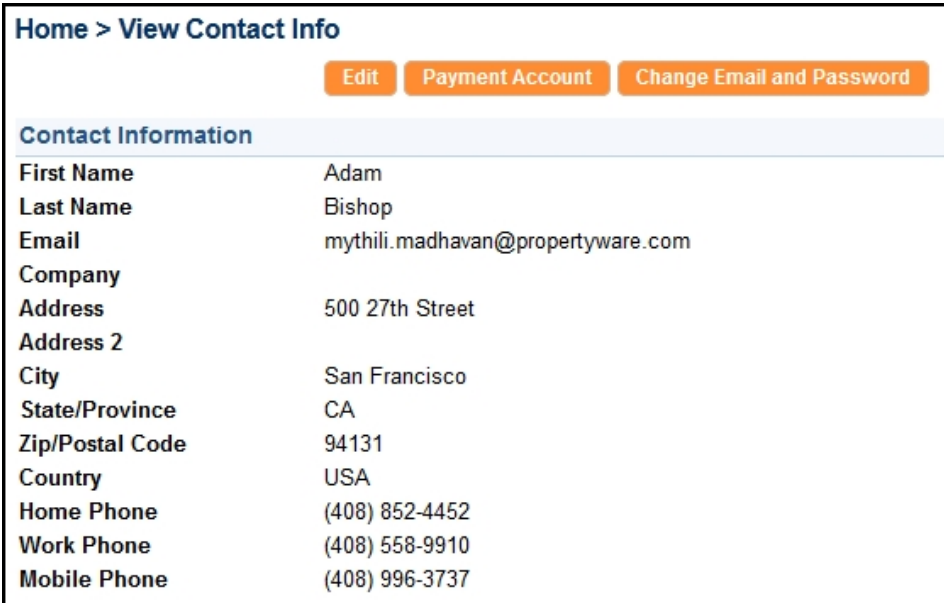The **My Account** page provides the following buttons and sections:

- **Make Payment:** If your management company is using online payments on the Tenant Portal, you can use this button to make an online payment for your account and to set up a payment account.
- **New Service Request:** If your management company is using online service

requests on the Tenant Portal, use this button create new service requests.

- **Auto ePayments:** If your management company is using online payments on the Tenant Portal, use this button if you want to set up an automatic ePayment for your rent.
- **Add Insurance:** Use this button to purchase a rental insurance policy.
- **Community Message:** This area is used by your management company to post messages to you and other tenants.
- **Summary:** This section shows your account balance and allows you to review your account activity. If your management company is using online payments on the tenant portal, you can also make payments here.
- **Renter's Insurance Policy:** If you have a renter's insurance policy, the policy information is shown here.
- **My Contact Information:** This section displays your contact information and allows you to manage that information and change your password.
- **My Open Service Requests:** If your management company is using online service requests on the Tenant Portal, this section allows you to review, cancel, and edit your open service requests.
- **Conversations:** This section allows you to have conversations with your management team.
- **Renter's Insurance Advertisement:** If you haven't purchased rental insurance, you see an eRenter Plan advertisement and can get more information.
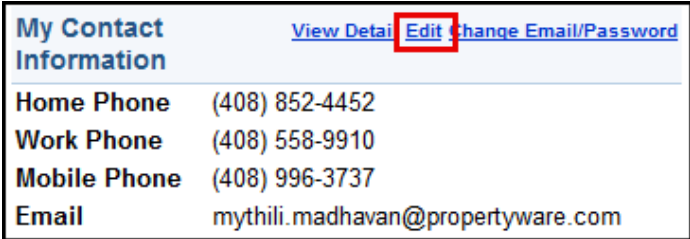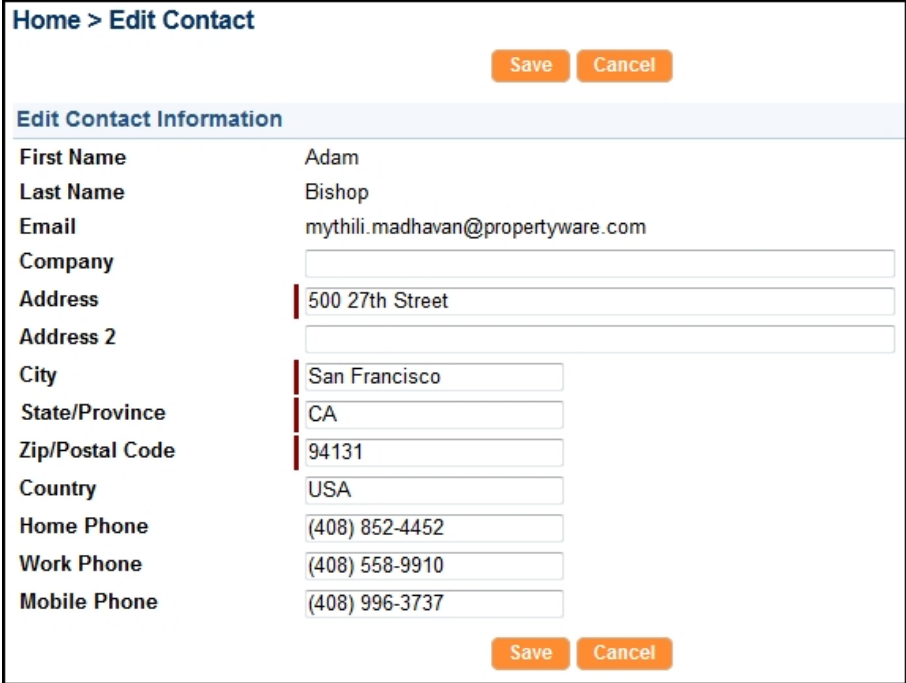
Viewing Your Contact Information

You can view your contact information directly from the **My Account** page. The contact information includes home, work, and mobile phones as well as the e-mail address that is on file for you.

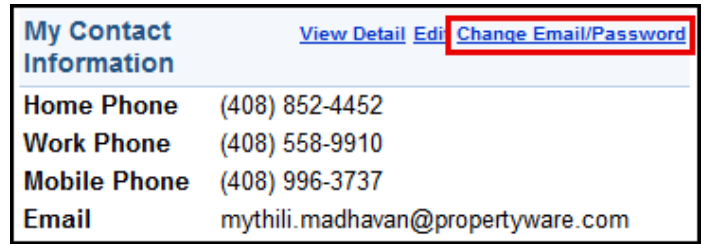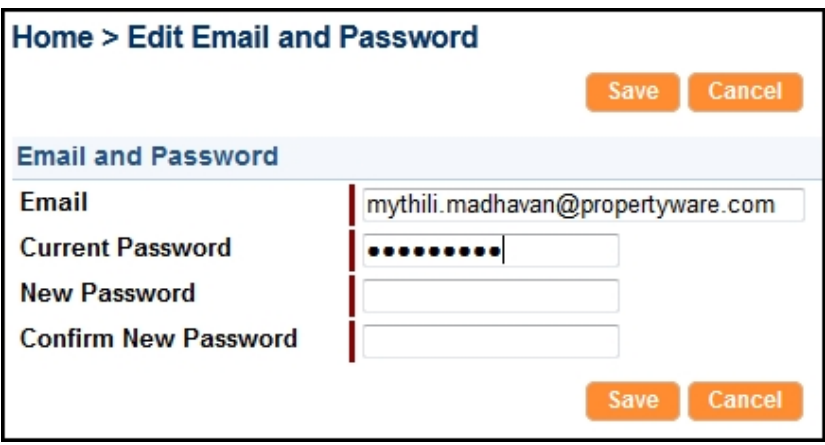| Step	Action/Page
Click the **View Detail** link to view your contact information.	**My Contact Information** [View Detail] Edit Change Email/Password **Home Phone** (408) 852-4452 **Work Phone** (408) 558-9910 **Mobile Phone** (408) 996-3737 **Email** mythili.madhavan@propertyware.com
The following information is displayed: **First name Last name E-mail Company Address Home Phone Work Phone Mobile Phone**	**Home > View Contact Info** [Edit] [Payment Account] [Change Email and Password] **Contact Information** **First Name** Adam **Last Name** Bishop Email mythili.madhavan@propertyware.com Company **Address** 500 27th Street **Address 2** **City** San Francisco **State/Province** CA **Zip/Postal Code** 94131 **Country** USA **Home Phone** (408) 852-4452 **Work Phone** (408) 558-9910 **Mobile Phone** (408) 996-3737

Editing Your Contact Information

You can edit your contact information from the **My Account** page.

Step	Action/Page
From the **My Account** page, click the **Edit** link.	
Update the relevant fields. You cannot change your name. You can change your e-mail address from the **View** page, but not from the **Edit** page.	
Click the **Save** button.	

Changing Your E-mail Address or Password

You can change your e-mail address or your Tenant Portal password from the **My Account** page.

Step	Action/Page
From the **My Account** page, click	

the **Change E-mail/Password** link.	**My Contact Information** View Detail Edit **Change Email/Password** Home Phone (408) 852-4452 Work Phone (408) 558-9910 Mobile Phone (408) 996-3737 Email mythili.madhavan@propertyware.com
Update the e-mail address and/or password. Your current password is automatically entered, but is hidden.	**Home > Edit Email and Password** Save Cancel **Email and Password** Email mythili.madhavan@propertyware.com Current Password ●●●●●●●● New Password Confirm New Password Save Cancel
Click the **Save** button.	Save Cancel

Conversing with the Management Team
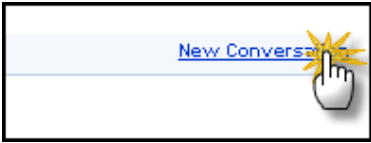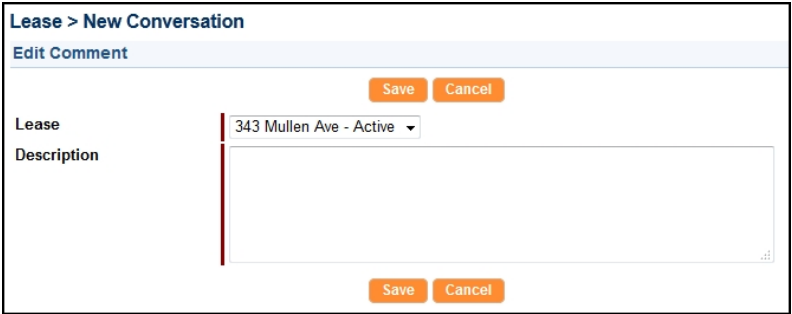
You or your management team can initiate conversations. They provide you an easy way to communicate with your management team. For example, conversations can be used to ask basic questions that fall outside the scope of a maintenance request. All conversations are displayed at the bottom of the **My Accounts** page, with the full conversation thread shown in chronological order.

Conversations   _New Conversation_

Work Order #538 — Mr. Adam Bishop please hurry
12/28/2011 12:14 PM — Comment

Mr. Adam Bishop what is the status?
10/23/2012 1:07 PM

Propertyware User PW Will Wednesday morning work for you?
Today at 7:16 AM

Write a comment...
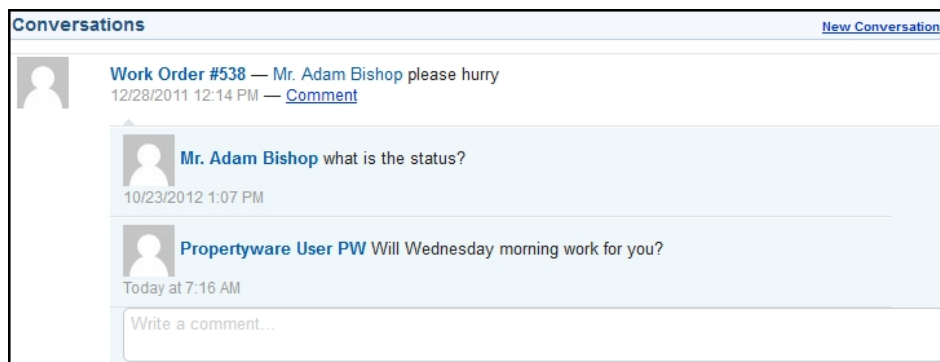
Starting a New Conversation
Either you or your management team can start a new conversation. Both you and the management team are sent e-mail notifications when a conversation is started. You can start a conversation form the **My Accounts** page.

Step	Action/Page

Click the **New Conversation** link.	
The lease displays automatically. If you have more than one lease, select the lease in question from the drop-down list. Enter your comment or question in the **Description** field.	**Lease > New Conversation** **Edit Comment** Save Cancel Lease 343 Mullen Ave - Active ▾ Description Save Cancel
Click the **Save** button.	Save Cancel

Replying to an Existing Conversation

All existing conversations appear in the *Conversations* section of the **My Accounts** page. Each time a comment is added, the recipient is sent an e-mail notification. The comments are listed in chronological order, starting with the original comment on top.

1. To reply to a conversation, just type your response in the blank "Write a comment..." field at the bottom of the conversation.

2. Click the **Save** button to post your comment.

Creating a New Service Request

Creating a service request is an easy way to inform the management team that maintenance is required. If your management company is using online service requests on the Tenant Portal, you can use this feature to report a maintenance request, choose a time for the repairs, and attach any document that may be relevant to the process.

Step	Action/Page
From the **My Account** or **Maintenance** page, click the **New Service Request** button.	
Fill in all the relevant fields: **Building/Unit**: Confirm your address. **Requestor**: Displays your name. **Description**: Describe the issue. **E-mail Address**: Confirm your e-mail address. **Attach Document:** Browse your computer for relevant files and attach the file to the request. **Specific Location:** Enter the location within your building	

or unit. **Priority:** Identify how serious the problem is. **Primary Phone**: Choose or edit your contact phone number. **Do you have a pet?** Select "Yes" or "No." **Do you acknowledge the trip fee?**: If your management team charges a service trip fee, you must acknowledge the fee.	
Click the **Save** button to save and notify the management company via email.	Save Cancel

If you leave a required field blank, an error message displays. Correct the errors and click the **Save** button again.

Reviewing, Cancelling, and Editing Existing Service Requests

If your management company is using online service requests on the Tenant Portal, you can view your service requests on the **My Account** page. You can also review, cancel, and edit the existing service requests. The *My Open Service Requests* section of the **My Account** page displays the SR # (service request number), the date the request was created, and provides an **Action** drop-down list with options to review, edit, or cancel the request.

My Open Service Requests   View All

SR #	Date Created	Action
1	02/15/2010	-- Choose -- View Detail Edit Cancel
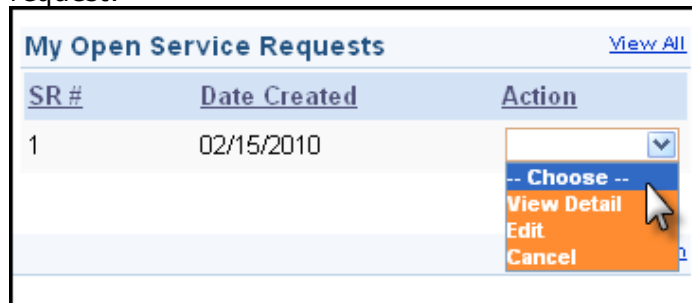
- **View Detail** takes you to the **Maintenance** page and lets you review the details of the service request.
- **Edit** allows you to edit the fields in the request.
- **Cancel** option cancels the request.

My Rental

The **My Rental** page allows you to review the details of your lease(s). The page is divided into two sections: *Rental Detail* displays information about your lease and the *Ledger* shows charge and payment detail on your account. Buttons at the top of the page allow you to give notice or print your lease summary. If your management team has enabled electronic payments, you can also set up an online payment account, make a payment, and set up an automatic payment schedule here.

Setting Up an Online Payment Account

If your management team has activated electronic payments for the Tenant Portal, you will be able to set up an online payment account and pay your rent online. First, you need to set up your payment account. Depending on how the management team has set up the Tenant Portal, you will be able to set up automatic checking (E-Check), credit card payments, or both.

Step	Action/Page
Click the **Payment Account** button.	
Select your payment method. You can store both credit card and e-	

check information. The selected radio button determines the payment method that is used as the default method.	**Payment Method** ○ ACH E-Check ○ Credit Card
If you select the **E-Check** option, enter either your driver's license or Social Security number for verification purposes. The system verifies that the routing number is an active routing number. Always double-check the account number to make sure you have entered the correct information. Incorrect information can result in a returned check.	**Payment Method** ○ X None ● ACH E-Check ○ Credit Card Please enter your bank account information exactly as it appears on your check. ACH payments submitted without accurate routing and account numbers will be not be processed and subject to a non-sufficient funds fee. **Bank Name** CityBank **Account Type** Checking ▼ **Routing Number** 307075259 **Account Number** 987767765489 ⑈000067694⑈ ⑆234678 9⑈ ⑈001 Routing Number Account Number Check Number **SSN/SIN** 999777669 **Drivers License #** 7788877665 **Drivers License State/Province** CA
If you select the **Credit Card** payment method, you need to complete all of the fields.	**Payment Method** ○ X None ○ ACH E-Check ● Credit Card **Card Number** 9898999977771111 **Card Expiration** 1 - January ▼ 2015 ▼
For both methods, enter your billing address.	
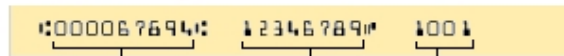
Click the **Save** button.	

Making a One-Time ePayment

Once your online payment account has been set up, you can make a one-time payment. Note that online transactions can take up to five business days to process, depending on the transaction type.

When you make an online payment, the information that is shown to you and the way you make the payment can vary, depending on your account and the way the management company has set up online Payments. You may see some or all of the following features:

- **Minimum Payment:** If you have an open balance, you may not be allowed to make a partial payment. In this case, you will see a **Minimum Payment** amount on the payment page.

- **Convenience Fee:** If your management company charges a convenience fee for online payments, you will see the fee amount displayed beneath the **Amount** field.

Step	Action/Page
Click the **Make Payment** button.	
Enter the payment amount, adding the	

amount for the convenience fee, if one is shown. Click the **Next** button.	**My Rentals > Make a Payment** **Payment Amount** Rental 40 Cervantes Blvd Unit 1 - Active Balance $6,225.00 Amount *Enter payment amount* **Convenience Fee** A convenience fee of will be added to your payment. **Payment Account** Payment Method E-Check Bank Name Bank Of America *Confirm payment account* Account Type Checking Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. [Next] [Cancel]
Confirm the payment amount and click the **Confirm** button to process the payment. To change the payment amount, click the **Previous** button. To prevent duplicate billing, click the **Confirm** button only once.	**Please Confirm Your Payment** **Payment Confirmation** Rental 40 Cervantes Blvd Unit 1 - Active Amount $6,225.00 Convenience Fee $3.00 Total Amount $6,228.00 *Confirm Payment Amount* Confirm Payment Amount **Payment Account** Payment Method E-Check Bank Name Bank Of America Account Number XXX4567 Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. ⚠ **Click Confirm Only Once!** [Previous] [Confirm]
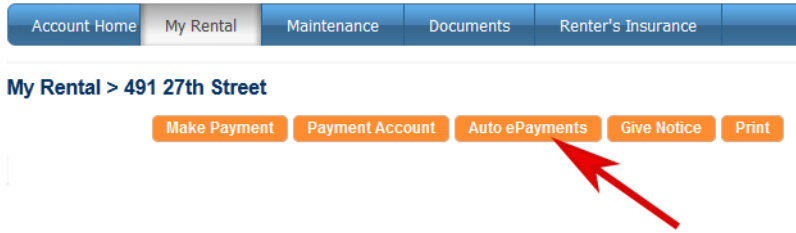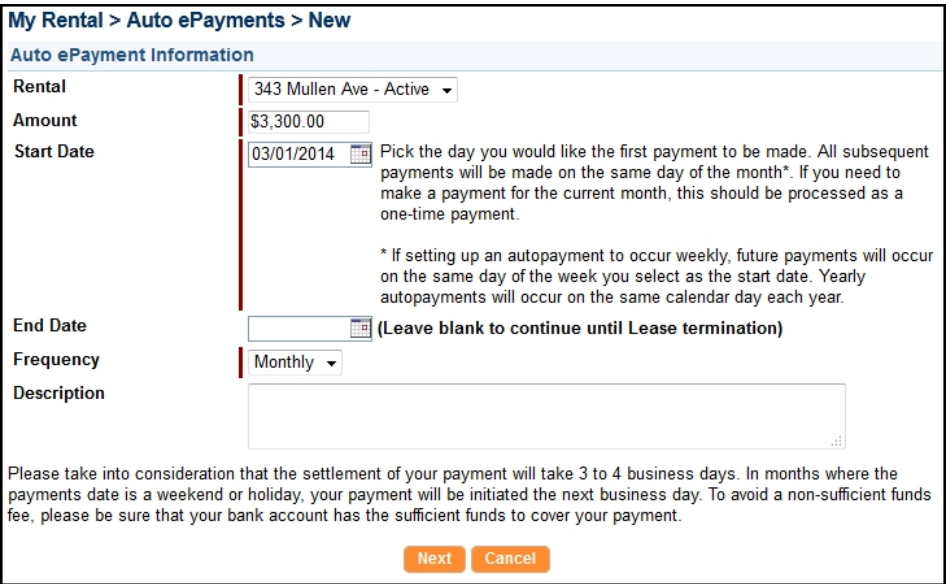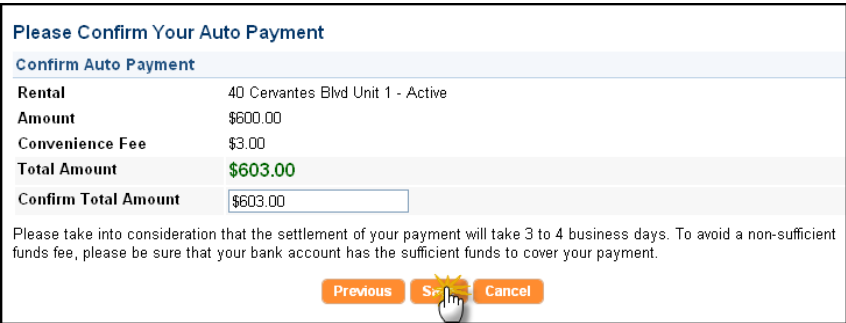
Setting Up Auto ePayments
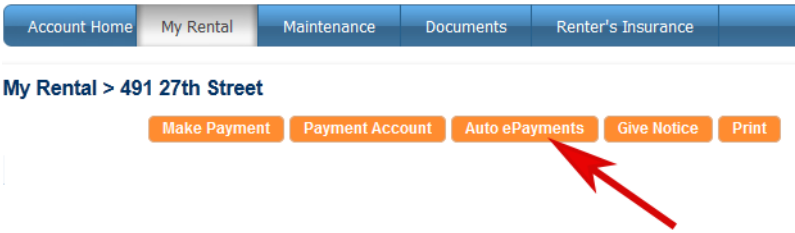
Once you have set up an online payment account, you can schedule an auto ePayment to automatically pay your rent from your credit card or checking account. You can choose a start date for recurring payments. You can cancel the auto ePayment at any time.

Step	Action/Page
Click the **Auto ePayments** button.	Account Home My Rental Maintenance Documents Renter's Insurance **My Rental > 491 27th Street** [Make Payment] [Payment Account] [Auto ePayments] [Give Notice] [Print]
Click the **Schedule	

Auto ePayment button.	My Rental > Auto ePayments Schedule Auto ePayment
Complete all required fields and click **Next**. If there is one, the convenience fee is displayed under the **Amount** field.	My Rental > Auto ePayments > New **Auto ePayment Information** Rental — 343 Mullen Ave - Active Amount — $3,300.00 Start Date — 03/01/2014 — Pick the day you would like the first payment to be made. All subsequent payments will be made on the same day of the month*. If you need to make a payment for the current month, this should be processed as a one-time payment. * If setting up an autopayment to occur weekly, future payments will occur on the same day of the week you select as the start date. Yearly autopayments will occur on the same calendar day each year. End Date — (Leave blank to continue until Lease termination) Frequency — Monthly Description — Please take into consideration that the settlement of your payment will take 3 to 4 business days. In months where the payments date is a weekend or holiday, your payment will be initiated the next business day. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. Next Cancel
Confirm the total amount to be paid each time and click the **Save** button.	Please Confirm Your Auto Payment **Confirm Auto Payment** Rental — 40 Cervantes Blvd Unit 1 - Active Amount — $600.00 Convenience Fee — $3.00 Total Amount — $603.00 Confirm Total Amount — $603.00 Please take into consideration that the settlement of your payment will take 3 to 4 business days. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. Previous Save Cancel

Deleting Auto ePayments

You can delete your auto ePayments at any time.

Step	Action/Page
From the **My Rentals** or **My Account** page, click the **Auto ePayments** button.	Account Home My Rental Maintenance Documents Renter's Insurance My Rental > 491 27th Street Make Payment Payment Account Auto ePayments Give Notice Print
Choose	

Delete from the **Action** drop-down list.	
Click the **OK** button to confirm.	

Editing Auto ePayments

You can also edit your auto payments at any time.

Step	Action/Page
From the **My Rentals** or **My Account** page, click the **Auto ePayments** button.	
Select **Edit** from the **Action** drop-down list.	

Change the payment information, as needed, and click **Next**.	**My Rental > Auto ePayments > New** **Auto ePayment Information** Rental 343 Mullen Ave - Active ▼ Amount $3,300.00 Start Date 03/01/2014 Pick the day you would like the first payment to be made. All subsequent payments will be made on the same day of the month*. If you need to make a payment for the current month, this should be processed as a one-time payment. * If setting up an autopayment to occur weekly, future payments will occur on the same day of the week you select as the start date. Yearly autopayments will occur on the same calendar day each year. End Date (Leave blank to continue until Lease termination) Frequency Monthly ▼ Description Please take into consideration that the settlement of your payment will take 3 to 4 business days. In months where the payments date is a weekend or holiday, your payment will be initiated the next business day. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. [Next] [Cancel]
Confirm the total amount to be paid each period and click the **Save** button.	**Please Confirm Your Auto ePayment** **Confirm Auto ePayment** Rental 343 Mullen Ave - Active Amount $3,300.00 **Total Amount** **$3,300.00** Confirm Total Amount First Payment Date 03/01/2014 Next Payment 04/01/2014 End Date Frequency Monthly Please take into consideration that the settlement of your payment will take 3 to 4 business days. In months where the payments date is a weekend or holiday, your payment will be initiated the next business day. To avoid a non-sufficient funds fee, please be sure that your bank account has the sufficient funds to cover your payment. [Previous] [Save] [Cancel] Selecting "Save" indicates your agreement to schedule the Auto ePayment indicated above, and authorizes the automatic debit of your bank or credit account on file. If you do not agree, select "Previous" to edit your Auto ePayment, or "Cancel" to return to Auto ePayments menu.

Editing Payment Accounts

You can edit the payment account settings, if necessary. For example, you may get a new credit card with an extended expiration date, or you may want to change your payment account from a credit card to a checking account. Once you change the account information, all payments are drawn from the new account moving forward.
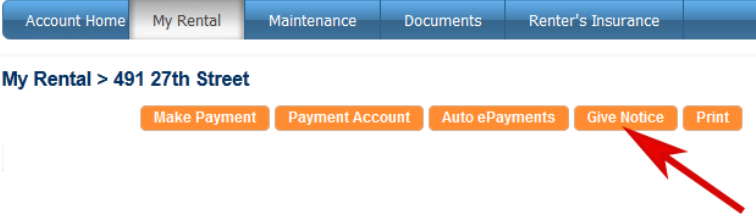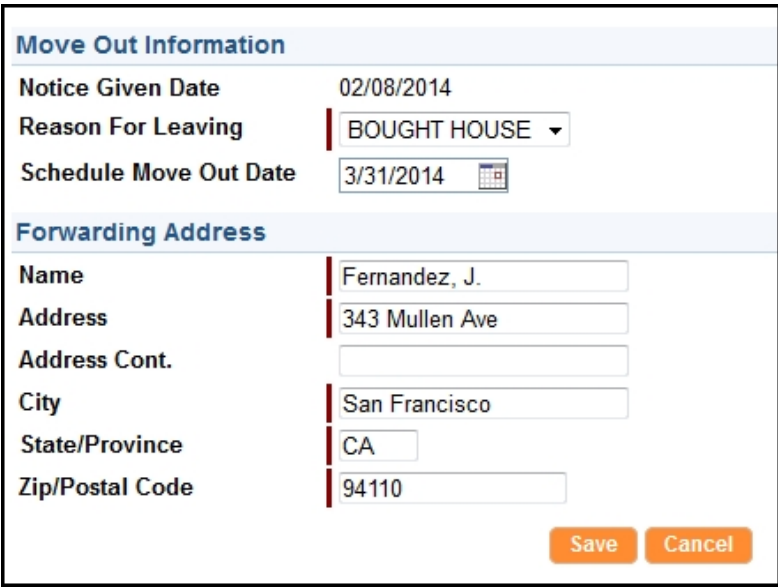
Step	Action/Page
From the **My Rentals** page, click the **Payment Account** button.	Account Home My Rental Maintenance Documents Renter's Insurance **My Rental > 491 27th Street** [Make Payment] [Payment Account] [Auto ePayments] [Give Notice] [Print]

Click the **Edit Payment Account** button.	My Rental > Payment Account Edit Payment Account **Payment Account Detail** Payment Method E-Check Bank Name Viewpoint test Account Type Checking Routing Number 307075259 Account Number XXXXXX9879 Social Security # XXXXXXX1111 **Billing Information** Billing Address 1612 East 7th Street Address 2 City Austin State/Province TX Zip/Postal Code 78702 Billing Email email@email.com
Select the option for the type of payment.	**Payment Method** ◉ ACH E-Check ○ Credit Card
Edit the account details.	**E-Check** Bank Name Viewpoint Account Type Checking ▾ Routing Number 307075259 Account Number 89897776544321 ⑊000067694⑊ ⑊23467891⑊ ⑊001⑊ Routing Number Account Number Check Number Social Security # Drivers License # Drivers License State/Province **Credit Card** Card Number 6767555540016565 Card Expiration 1 - January ▾ 2015 ▾
Click the **Save** button.	Save Cancel

Giving Notice

The **Give Notice** button allows you to notify your management team that you are moving out. This feature automatically notifies the management team that you have given notice.

Step	Action/Page

From the **My Rentals** page, click the **Give Notice** button.	
Complete all relevant fields.	
Click the **Save** button.	

Maintenance

If your management company is using online service requests on the Tenant Portal, you will have a **Maintenance** tab. The **Maintenance** page allows you to view both open and closed service requests, edit current requests, and open a new service request. The requests are listed in chronological order with the most recent requests at the top. For each request, you can see the date it was entered, the issue, and its status.

The **Action** field allows you to "View Details" of the service request or "Edit" to change an Open service request.

Viewing a Service Request

To view a service request in any status, select "View Details" in the **Action** list for that request. In addition to viewing the details of the request, you can also view any documents or photos attached to the service request or have a conversation with the management team.

Changing a Service Request

To make changes to an existing service request, choose "Edit" in the **Action** list for that request. Make any needed changes to the request and click **Save**.

Cancelling a Service Request

If you want to cancel a request, begin by selecting "View Details" in the **Action** list for that request. While viewing the request, click the **Cancel Service Request** button.

Documents

Use the **Documents** tab to view building, lease, or other important documents shared by your management team. You management company may or may not include Inspection documents, as shown here. When a new document is uploaded to the Tenant Portal, you receive an e-mail notification.

Click the **Documents** tab to see a link to the document along with its size, date uploaded, and the name of the person who uploaded the document. To open the document, click the link.

You need the appropriate software installed on your computer to view the document.

Renter's Insurance

The **Renter's Insurance** tab is only available if your property management company offers renter's insurance through the Tenant Portal. If this tab is available, your management company may offer insurance as an option or may require that your have renter's insurance as part of the terms of your lease. Once you purchase a policy and report that policy to the management team, the policy information is posted on the **Renter's Insurance** tab.

Account Home	My Rental	Maintenance	Documents	Renter's Insurance	

Insurance

My Policies

Policy Holder	Policy Number	Provider	Status	Effective Date	Next Renewal	Last Status Update	Policy Docs
Scott Michaels	9989887765541	Farmers Insurance	Active	10/15/2013	10/15/2014	02/08/2014	

The eRenterPlan

If you do not have a renter's insurance policy on file with the management team, the **My Account** page includes an insurance marketing banner at the bottom and an **Add Insurance** button at the top. Use these options to research and purchase an insurance policy.

Account Home | My Rental | Maintenance | Documents | Renter's Insurance

Welcome Mr. Adam Bishop!

Set My Photo

Make Payment | New Service Request | Auto ePayments | Add Insurance

Community Message

Please note the management office will be closed this Friday for a huge office party.

Summary

Address	Unit	Last Payment Date	Deposit Held	Total Unpaid	Balance	Action
491 27th Street	-	04/19/2010	$0.00	$0.00	$-50.00	-- Choose --

Renter's Insurance Policy

Policy Holder	Policy Number	Provider	Status	Effective Date	Next Renewal	Last Status Update	Policy Docs
No Policies							

My Contact Information   View Detail Edit Change Email/Password

My Open Service Requests   View All

SR #	Date Created	Action

Home Phone   (408) 852-4452
Work Phone   (408) 558-9910
Mobile Phone (408) 996-3737
Email   mythili.madhavan@propertyware.com

Conversations   New Conversation

Work Order #538 — Mr. Adam Bishop please hurry
12/28/2011 12:14 PM — Comment

Mr. Adam Bishop what is the status?
10/23/2012 1:07 PM

Write a comment...

Low Cost Renters Insurance
Up to **45% Less** With Better Coverage

Personal Liability Protection for up to $100,000
Personal Property Protection at Replacement Cost
You're Pre-Approved – No Credit Checks
Coverage For Up To 5 Roommates
Pet Liability Coverage
And Much More

VIEW SPECIAL PRICES

Your landlord's insurance policy doesn't cover your belongings. Even if the damage was caused by Mother Nature or your neighbor, your landlord isn't responsible for replacing your things.
READ MORE ->>

Can you replace everything in your apartment for $200? That's about the annual cost of renter's insurance. Your flat screen television, clothes, dishes. The cost of your belongings adds up quickly.
READ MORE ->>

eRenterPlan
HAS YOU COVERED
Get a FREE QUOTE >>>

Powered by: **Propertyware** A RealPage Company

The marketing banner contains information on why Renter's Insurance is important and specific information on eRenterPlan insurance. It also includes a special link to obtain a free quote from eRenterPlan. You receive a quote within minutes of clicking the **Get a Free Quote** link.

When you click the link, a pop-up notification lets you know that you are leaving the Tenant Portal web site. Click **I Agree** to continue.

At the the eRenterPlan web site, select the insurance policy options you are interested in, including personal property coverage, deductible (if available), and optional coverage, to complete the request for a pre-approved quote.

Click the **Enroll On-Line Now** button to complete the purchase online. You can also call the Customer Service Center at (888) 205-8118.

> Referral fees for leads are earned only when you complete the purchase online. If you elect to call the toll-free number to purchase insurance, eRenterPlan cannot link the lead to your property.

Step	Action/Page

Provide your personal information. The eRenterPlan auto completes the information for this step. If the information is not available in **Online Enrollment** fields, you need to enter it. Click the **Continue to Step 2** button to proceed.

Online Enrollment: Step 1 of 5

Tell us about yourself, your spouse, and your roommates.

* First Name: Ann

* Last Name: Ruiz

Additional Occupant(s): First Name | Last Name

Ann | Ruiz

Michael | Ruiz

Daytime Tel#: (415) 556-6652

Home Tel#:

* Email Address: d.ruiz@pw.com

* Confirm Email Address:

We need to know the name of the primary insured occupant for this apartment. Please include all additional occupants over the age of 18 in the Additional Occupants section. This will ensure that coverage is extended to all occupants of this location.

*Required Fields

Continue to Step 2 >>

The address information is also filled automatically from the Tenant Portal. eRenterPlan checks that against the USPS database. You can update the street address but not the city, state, and ZIP Code. Click the **Continue to Step 3** button to proceed.

Online Enrollment: Step 2 of 5

Tell us the address of your apartment or home . Optionally you can provide a separate mailing address for anything we need to mail you regarding your eRenterPlan policy.

Insured Names: Ann Ruiz
Ann Ruiz
Michael Ruiz

*Insured Location: 14 Robinhood Drive

City, State, Zip: Novato | CA | 94945

Mailing Address: (If different than Insured location)
Line 1:
Line 2:
City:
State:
Zip Code:

* Required Fields

Continue to Step 3 >>

Enter the **Policy Effective Date.**

The effective date can be the date of your move-in or you can start the policy on the next business day. Then, select a **Payment Plan**. You can choose a monthly, quarterly, semi-annual, or annual plan. Click the **Continue to Step 4** button to proceed.	**Online Enrollment: Step 3 of 5** Policy Effective Date and Premium Payment Term Insured Names: Ann Ruiz Ann Ruiz Michael Ruiz City, State, Zip: 14 Robinhood Dr # Novato, CA 94945-3408 ZIP+4 was changed Mailing Address: None specified (If different than insured location) * Policy Effective Date: 5/19/2011 ▼ at 12:01 a.m. PST. * Payment Period: ○ **Monthly**: 12 Installments of **$23.00** ○ **Quarterly**: 4 Installments of **$66.00** ○ **Semi-Annual**: 2 Installments of **$132.00** ○ **Annual**: 1 Installment of **$264.00** ** Monthly payments using a credit card, debit card, or ACH include a monthly processing fee of $1.00. * Required Fields [Continue to Step 4 >>]
Confirm and accept the *Privacy Policy and Effective Date of Acknowledgement*. If you chose your move-in date as the policy effective date, you also have to confirm that you have not suffered losses prior to that date. Click **Accept and Continue** button to proceed.	**Policy Effective Date Acknowledgement & Underwriting** You have requested your policy to be effective as of today. In order for us to process this request and issue your policy we need you to review carefully the following two questions and accept these conditions; ◉ **I am new resident of this apartment community** ☐ My move-in date is: **5/19/2011.** ☐ I certify that there have been no losses, accidents or circumstances that might give rise to a claim under this policy within the last 24 hours ○ **Begin my policy as of: 5/20/2011.** [Accept and Continue]
Select the payment type and	

click the **Finalize Enrollment** button to complete the process.

Online Enrollment: Step 5 of 5

Please let us know what payment method to use for your periodic premium installments. For your convenience we'll automatically process your premium installments via your preferred method when due so that no lapse in your insurance coverage will occur until your policy is cancelled. You may cancel your policy at any time without penalty.

We use the latest in secure internet transaction protocols to ensure the safety and privacy of your purchase. Encryption will occur prior to the transmission, protecting your information from interception.

Payment Method

- ○ Visa
- ○ MasterCard
- ○ American Express
- ○ Discover
- ○ Electronic Funds Transfer

[Finalize Enrollment]

Questions and inquiries about the policy and making claims should be directed to eRenterPlan Insurance. You receive a welcome email with contact information and a link for managing your policy online and customer service.

Viewing the Enrollment Confirmation E-mail

Once you have enrolled, you receive a confirmation e-mail as shown below:

Subject: eRenterPlan Insurance Confirmation
Attachments: 2011051911554660401042.pdf

Viewing Policy Details on the Portal

The **Renter's Insurance** page contains information about your policy purchased through eRenterPlan. If the property management team elects to record policies purchased through a third party, information on that policy is also available. Information remains available until it is deleted, even on expired or cancelled policies.

The **Policy Docs** displays the Policy Confirmation Document for policies purchased

through the eRenterPlan web site. For policies purchased through third parties, the link displays the proof of coverage document you have sent to the property manager.

An example of the eRenterPlan Policy Confirmation document is given below.