Welcome to your new rental! In order to keep up to date with payments, communicate with us quickly, and submit maintenance requests, you will need to access your account on our Customer Web Portal. This packet will give you all the information you need to make your rental simpler. Read on as we give you the basics on how to set up your user account, make payments, and so much more!

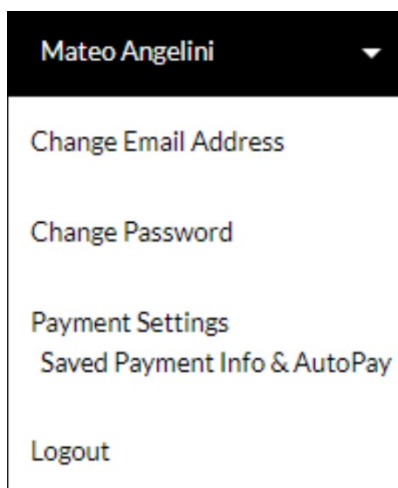# THE BASICS

Log Into the Customer Web Portal

Once you've created your password, you're ready to take advantage of everything the portal has to offer! To log into your account:

1. Open a web browser and return to the Tenant Portal (http://lpc.twa.rentmanager.com)

2. Enter the **Email Address** that was used to create your login.

3. Enter your **Password**.

4. Check **Remember Me** to avoid re-entering this information each time you log in.

5. Click **Login** and you're in! You may also want to "bookmark" this web page so that you can quickly return to this web page in the future.

Change Your Customer Web Portal Password

If you need to change your password in the portal, log into your account and follow the steps below:

1. Click the drop-down menu next to your name in the top-right corner of the screen.

2. Click the **Change Password** option.

3. Fill out the form and click **Change Password**.

4. Your password has now been changed. You will also receive an email letting you know that your password has been successfully updated.

How to Communicate with Your Property or Facility Manager

Communicating with us is essential, especially when you have questions about your unit, your lease, our policies, etc. Fortunately, you can do all of this via the Customer Web Portal.

On the portal dashboard, you'll find the name of your rental facility or property manager, our phone number, and our address. You can also email us directly from this screen by doing the following:

1. Click the **Email Property Manager** box on the dashboard.

2. Enter your email address, subject, and the message you'd like to send.

3. When you're finished, click **Send Email** and we will get back to you as soon as possible.

PAYMENTS

How to Make a Payment

Making payments within the Customer Web Portal is easy—just follow these quick steps!

1. In the **Charges** tile on your home dashboard, click **Make a Payment**. Alternatively, you can click **Make a Payment** from the main menu bar at the top of the portal.

2. Enter a **Payment Amount** and choose your **Payment Type**, then click the **Make a Payment** button. Please note, there may be certain restrictions as to whether you can partially pay or overpay your balance. **FYI - <u>Due to the nature of our business and agreement with MC/VISA, prepayments over 30 days cannot be made via credit card payment.</u>**

3. Once your **Payment Method Information** is entered, you'll need to provide your **Billing Address**.

4. To save your payment information, check the box that says **Store as saved payment information for One-Time and Autopay payments**. Be sure to read the disclaimer and check the verification box, then click **Pay Now**.

5. A page confirming your payment will then display. You can print this page to keep a record of your transaction.

Edit Saved Banking Information

If you didn't save your bank information during a previous payment or want to start paying from a different account, you can edit your banking information within our Tenant Portal. To edit your saved payment information:

1. Click the **Settings** drop-down menu next to your name in the top-right corner of the screen.

2. Click the **Payment Settings** option.

3. On the **Payment Settings** screen click **Change** under a saved payment method, which allows you to edit your existing information.

4. Enter the new data in the **Payment Method** section.

5. Click **Save** to store the information.

To delete information that already exists, click **Remove** under the given payment method.

Set Up Automatic Payments

If you prefer not to make manual payments each month, you can set up automatic payments within our Customer Web Portal.

To set up **Automatic Payments**:

1. Click the drop-down menu next to your name in the top-right corner of the screen.

2. Click the **Payment Settings** option.

3. Click **Add** to include a new payment method, or click **Update** to edit existing payment information.

4. Check the **Enable Your Automatic Payment** box.

5. Choose which **Day of Month** the automatic payment should be made.   Please note that rent is due on the 1st of each month. Storage contracts are late after the 7th (payment made online by 4th of the month) and commercial and residental rentals are late after the 5th (payment made online by 2nd of the month) so monies are received prior to late date.

6. Then choose the **Payment Type** and, if applicable, the **Max Amount** that can be withdrawn each month.

7. If a disclaimer displays, be sure to read it and check the verification box.

8. Click **Save**, and you're all set up!

MAINTENANCE REQUESTS

Submit a New Maintenance Request

1. In the navigation menu at the top of the screen, click **Service Issues**.

2. Click **Add Service Issues** in the top-right corner of the **Service Issues** screen.

3. Fill out the form, including a title for your maintenance request, a description of the problem, and any additional information you feel is relevant.

4. Optionally, click **Attach** to include a picture or document to your service request.

5. Finally, click **Add Service Issues** to submit your maintenance request.

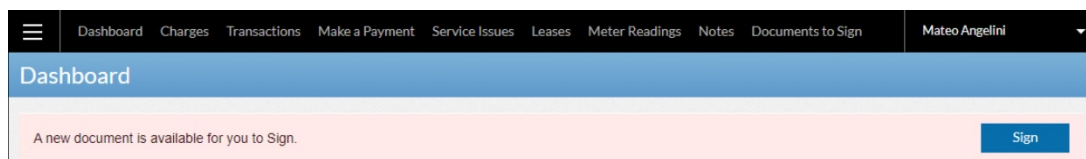## View Previous Maintenance Requests

1. In the navigation menu at the top of the screen, click **Service Issues**.

2. On this page, you can see every maintenance request you've made, including the date it was created, whether it's open or closed, the status, the issue, and its description.

DOCUMENT SIGNING

Electronically Sign Documents (Leases, Addendums, Etc.)

If you are required to sign a document through the Customer Web Portal, you will receive an email from us that lets you know the document is available.

1. This email will prompt you to sign into your account.

2. After logging into your account, you will notice a banner at the top of the page that states a new document is available for you to sign.

3. Click the banner's **Sign** button.

4. The document will then open, with the sections that require a signature highlighted in yellow. All you need to do is click the highlighted sections to sign electronically.

5. After following the prompts, you will get a pop-up box telling you to check your email for a copy of the document.

6. Click **Okay**.

Once you return to your dashboard, you will notice the box previously marked **"Sign"** will now display **"View."** If you need to see the document in the future, simply click this box.

We hope this packet helps answer your questions about our Customer Web Portal. We are so pleased that you chose to rent from our company and we hope our property fulfills your needs! In the meantime, if you have any more questions, comments, or concerns, please feel free to contact your property or facility manager via the portal.

Welcome!