

How To Get Started?

You will be receiving an email invitation to setup and access your unique online portal.

If we already have your email address, please look for the separate email invitation.
(note: the email may be in your spam folder)

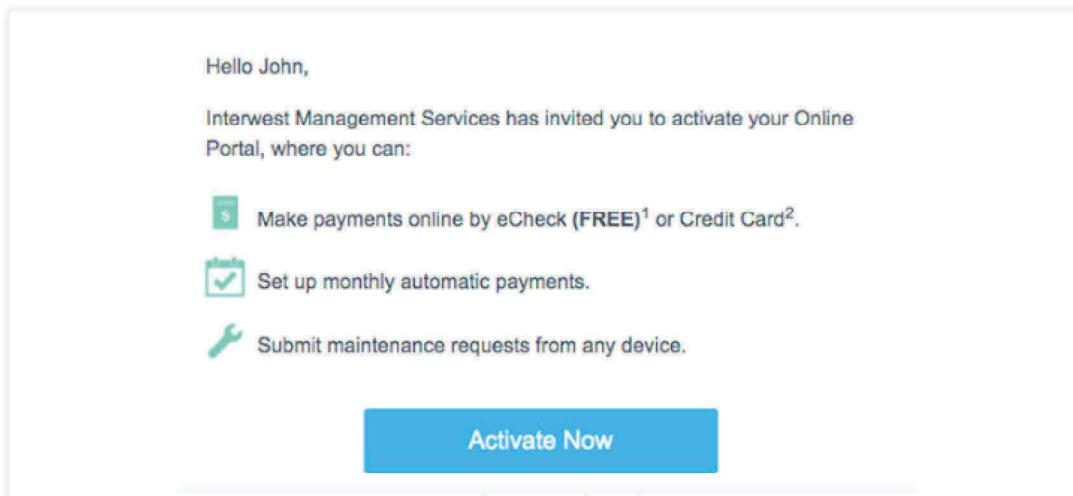
For the best experience, Firefox or Chrome are the suggested browsers.

If you do not receive the separate email invitation today, please send your name and email address to csr@swpropmgt.com
Type in the **Subject: ACTIVATE MY PORTAL** and we will send out your invitation.

How to Access Portal / Sign In

▼ Activate Your Account Online

- You'll receive an Online Portal Activation email or text message from your property management company. Click **Activate Now** in the email, or tap the **link** in the text message to establish a strong password to activate your portal.
- You can also self sign up for the Online Portal at <https://Your-Property-Managers-Account-Name.appfolio.com/connect>. Click **Request access to the portal** and input your information.
- Bookmark, create a shortcut icon for the login page or download the mobile app so it is easy to return at any time.
- You will receive a confirmation email once your portal is activated.



▼ Download the Mobile App

Download the Mobile app to stay logged in to your Online Portal. Make payments, submit maintenance requests and review important documents 24/7.

- **Download the iOS app from the App Store®:**



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- **Download the Android app from Google Play™:**



Android, Google Play, and the Google Play logo are trademarks of Google Inc.

**ACCESS YOUR ONLINE PORTAL
FROM THE MOBILE APP!**

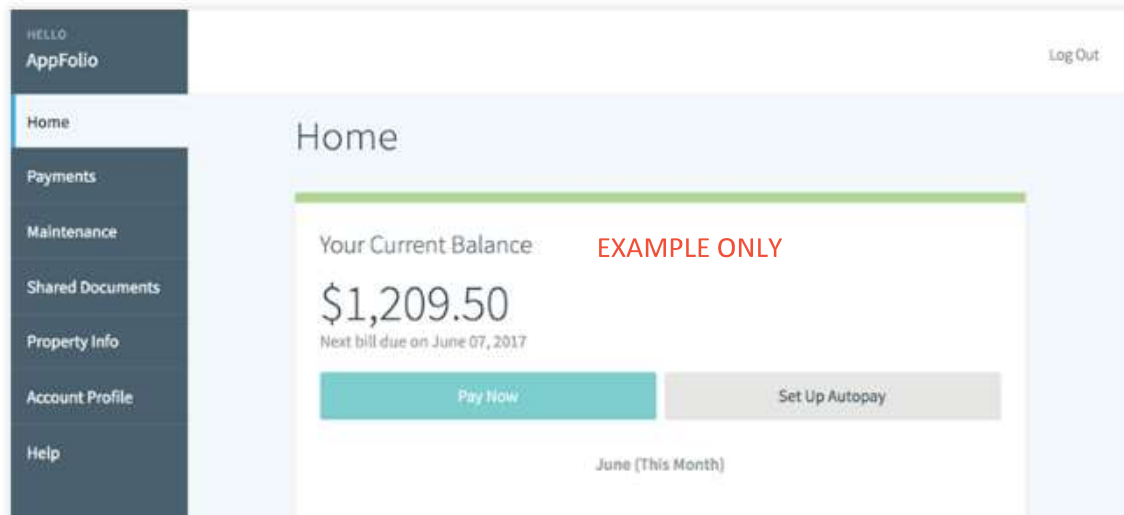


Payments

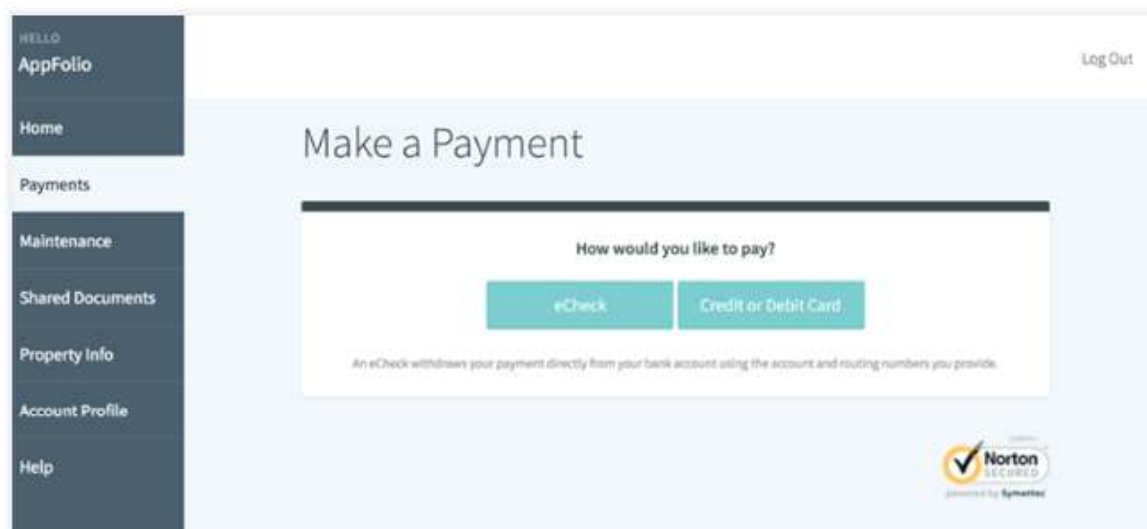
▼ Make a One-Time Payment

If you see a message stating you cannot make online payments, please contact your property manager as this is a service they can choose whether or not to offer their tenants.

1. Once logged in, you will land on the **Home** tab where you can view your current balance owed and details of current and future charges broken down by month.
2. Click **Pay Now** to make a one-time payment.



3. You have two options of payment methods. Select **eCheck** (direct withdrawal from bank account) or **Credit or Debit Card**.
4. eCheck payments are free to you, while Credit or Debit Card payments carry a non-refundable online portal convenience fee that is added to the total of your payment. See the FAQs for more information about these fees.



5. **Pay Now** - Continue through the steps to submit a payment directly to your property management company. You will receive a confirmation email once the payment is successfully submitted, although this does not mean it has cleared your bank account yet. If you do not receive a confirmation email, you did not fully complete all necessary steps to submit the payment.

▼ Set Up an Auto Payment

If you see a message stating you cannot make online payments, please contact your property manager as this is a service they can choose whether or not to offer their residents.

1. Once logged in, you will land on the **Home** tab where you can view your current balance owed and details of current and future charges broken down by month.
2. Click **Set Up Autopay** to create an automatically recurring payment.
3. You have two options of payment methods. Select **eCheck** (direct withdrawal from bank account) or **Credit or Debit Card**.
4. eCheck payments are free to you, while Credit or Debit Card payments carry a non-refundable online portal convenience fee that is added to the total of your payment. See the FAQs for more information about these fees.
5. **Pay Now** - Continue through the steps to submit a payment directly to your property management company. You will receive a confirmation email once the payment is successfully submitted, although this does not mean it has cleared your bank account yet. If you do not receive a confirmation email, you did not fully complete all necessary steps to submit the payment.

Auto-Pay Options:

*Be mindful to set your auto-pay start date **BEFORE** your Association grace period. For best results, set the start date within the first few days of the month that charges are due.

Fixed Amount Every 3 Months- This option will pay whatever fixed amount you determine every 3 months. If your Dues increase, or a Special Assessment is in place, you will need to manually adjust the amount you are paying.

Outstanding Balance in full, every month- This option will fluctuate with your Dues. It will pay any open balance you have, each time your Dues are posted. This includes any Special Assessments. **On months that you have zero balance, no charges will be processed.** For Quarterly Dues, the amount will be paid in full when Dues or Special Assessments are posted to the Owner's account.

If you need help determining which is the best option for you, please don't hesitate to contact us.

▼ Edit or Delete an Auto Payment

Please note. once an auto payment is submitted for the month you cannot make changes to it. These instructions help you update the details of the auto payment that is submitted each month such as amount and date.

Once your auto payment is set up, the details are displayed in the **Home** or **Payments** tabs in the **Scheduled Payments** section. **Quarterly Payment**

- To skip the next month's payment, click **Skip this payment**. The auto payment will resume after the skipped month.
- To update the payment name, bank account or credit card, click **Edit** in the **Scheduled Payments** section. Update the necessary information, then click **Update**.
- To change the date the payment processes each month, you must delete and recreate the auto payment. Click **Delete** in the **Schedule Payments** section, then return to the Home or Payments tabs to create a new auto payment.
- To completely delete an auto payment, click **Delete** in the **Schedule Payments** section on the Home or Payments tabs.

Scheduled Payments

\$1,032.00 **EXAMPLE ONLY** 04/05/2017

Monthly rent payment
(Includes a \$32.00 convenience fee)

Auto-Payment created by You

[Edit](#) | [Delete](#) | [Skip this payment](#)

Multiple Units or Master Association Dues

If you own multiple units or you have to pay dues to a Master Association, you will need to activate EACH unit. We will send you one activation email per unit (or one for your unit and one for your Master Association).

Please click Activate Now in each email and create the same password. This will ensure that you will see all units when you login. When you click Activate Now, you will be taken to the Online Portal login page with a notification that another unit has been added to your account. There is no need to create another password.

The payment instructions (above) will need to be followed to setup payments for each account.

Payments should NOT be combined in your Portal, especially payments to a Master Association.

Viewing Another Unit in the Online Portal

This is how the tenant or homeowner switches to another unit in their Online Portal.

- A **View Another Unit** tab is available in the Online Portal for the user to switch between units. The default unit will always be the first unit that was activated.
- There is no limit to how many units can be managed in one Online Portal.

