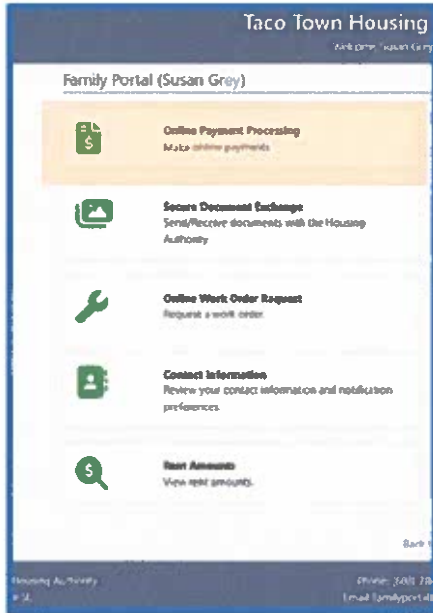


# HOW TO: MAKE ONLINE PAYMENTS IN TENANT PORTAL



01

## STEP ONE

Log into your Online Portal & click on Online Payment Processing

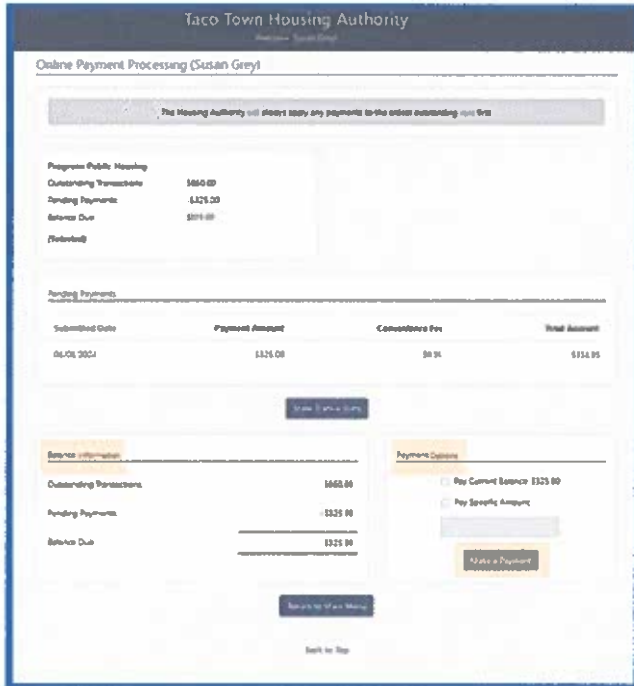
02

## STEP TWO

The Program card will show your Balance Due. To start making a payment click 'Click to Select'



# HOW TO: MAKE ONLINE PAYMENTS IN TENANT PORTAL

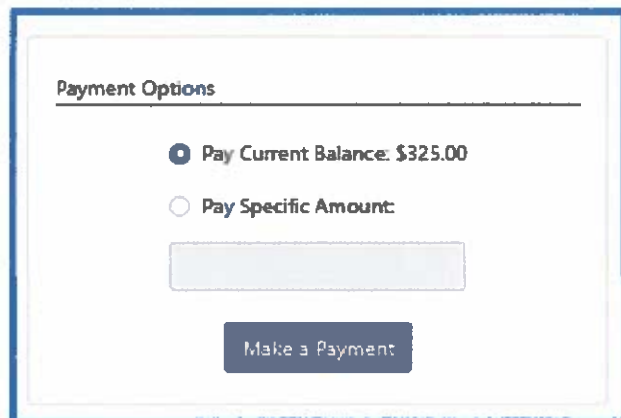
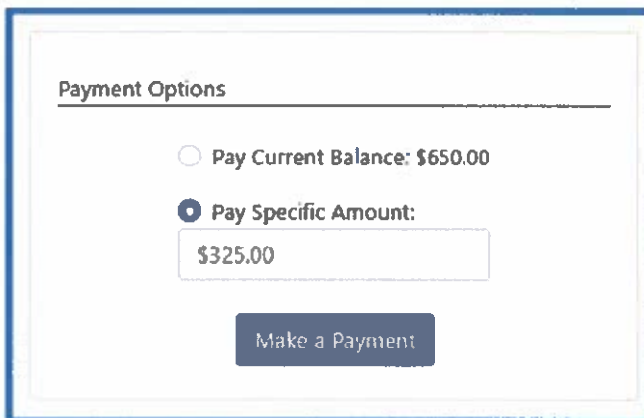


03

## STEP THREE

This screen will show tenant's Balance Information, and Payment Options. In the Payment Options you can choose to make a full or partial payment to the balance and click 'Make Payment'

*Note: If tenant has a balance in other programs they can see those balances by going from the Tenant Portal home page and clicking on Tenant Payment Lookup section.*



# HOW TO: MAKE ONLINE PAYMENTS IN TENANT PORTAL

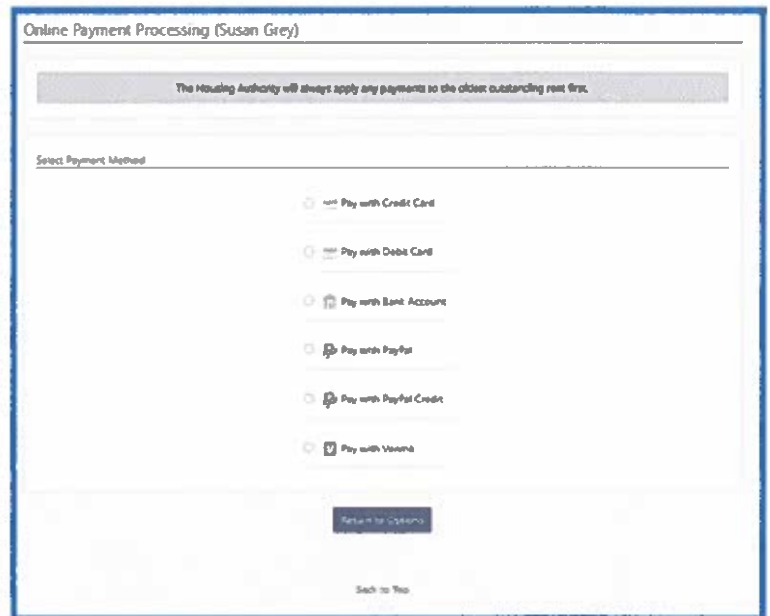
04

## STEP FOUR

After clicking on 'Make a Payment' the tenant will select a payment method to input (this process is the same as it has always been).

There are similar payment method options as before, such as debit card, credit card, and bank account, in addition to new options such as:

- PayPal
- PayPal Credit
- Venmo

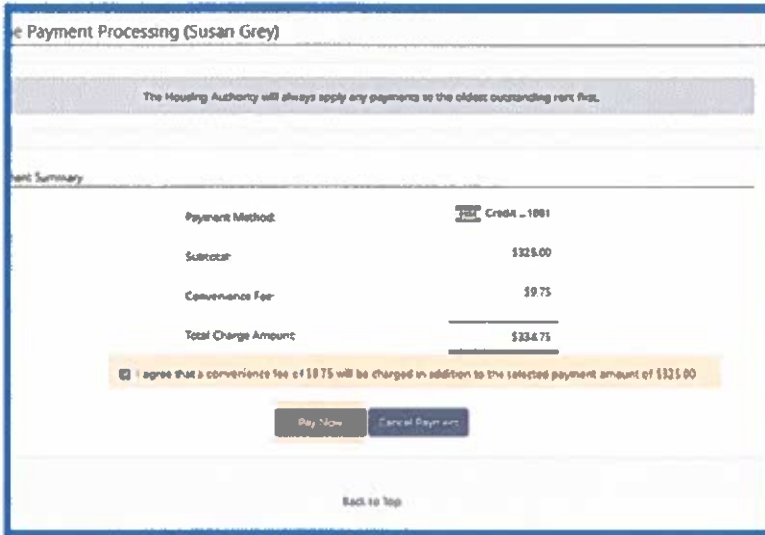


After selecting a payment method the tenant will input their payment information, and click 'Save'. This will create a "wallet" for the tenant in their portal, where the payment information you enter is saved for easy selection for future payments.

See screenshots below for what saved payments will look like to be able to select.



# HOW TO: MAKE ONLINE PAYMENTS IN TENANT PORTAL



## 05 STEP FIVE

Once the tenant has selected the desired payment method and they will have to check 'I Agree' for the convenience fee that is added to their payment before being able to click 'Pay Now' to submit their payment.

## 06 STEP SIX

The final screen the tenant will see is either a **green check mark** to show the payment was successful, or a **red X** meaning the payment was declined.

If a **red X** appears on, please go back and make sure all of the payment information was entered correctly before reaching out to your housing authority contact or case worker.

