

Add a Payment Account

1. Select **Manage**.
2. Select **Payments**.
3. Select **Make a Payment**.
4. Select **Add New Payment Account**.
5. Select payment type.
6. Enter payment information.
7. Select **Add Card Account**.

Submit a One-Time Payment

1. Select **Manage**.
2. Select **Payments**.
3. Select **Make a Payment**.
4. Enter amount to pay.
5. Enter preferred date.
6. Click **Review & Confirm Payment**.
7. Click **Submit Payment**.

Submit a Recurring Payment

1. Select **Manage**.
2. Select **Payments**.
3. Select **Make a Payment**.
4. Select **Set Up Recurring Payments**.
5. Select **Schedule a New Payment**.
6. Enter amount to pay.
7. Enter frequency, date of first payment, and number of occurrences.
8. Click **Review & Confirm Payment**.
9. Accept any waiver acknowledgements.
10. Click **Submit**.

Identify Online Payments in OneSite

1. From the Resident at a Glance page, click **Ledger**.
2. Online payments will have a transaction code of PMTOPCARD or PMTOPACH.

Identify Recurring Payments in OneSite

1. From the Resident at a Glance page, click **Ledger**.
2. At the bottom of the Summary tab, click **Preauthorized payment**.
3. Click **View** to see details.

Submit a Service Request

1. Select **Manage**.
2. Select **Service Requests**.
3. Select **Submit a Service Request**.
4. Enter service issue information.
5. Enter access information.
6. Click **Submit Service Request**.

Monitor a Service Request

1. Select **Manage**.
2. Select **Service Requests**.
3. Select **Current Service Requests** drop down and select a status.

Accept and Sign a Renewal Offer

1. Select **Manage**.
2. Select **Manage my Lease**.
3. Select a lease term and click **Continue**.
4. Select upgrades and click **Continue**.
5. Select additional terms and click **Continue**.
6. Click **I Accept** and click **Continue**.
7. Read and accept documents.
8. Enter your name and click **Accept**.

Log a Package

1. Select **MY DASHBOARD**.
2. Select **Package Tracking**.
3. Select **Add Packages**.
4. Select package type from drop down.
5. Enter unit or resident information and select resident name or All Residents in Unit.
6. Enter tracking #.
7. Repeat for packages of same package type and click **Submit**.

Sign Out a Package

1. Select **MY DASHBOARD**.
2. Select **Package Tracking**.
3. Click **Sign Out**.
4. Get resident signature and click **Submit**