

Resident Portal #allthethings

The Resident Portal creates a central location for residents to pay online and communicate with the office. Services currently offered include On-line Debit/Credit Card payments, eCheck/ACH payments, MoneyGram payments, On-Line Maintenance Requests, Concierge and other Services.

Access the Resident Portal at www.lincolnapts.com or download the ResidentPortal app through your itunes store.

To enroll via Mobile:

1. Go to the itunes store and search ResidentPortal as one word.
2. Download and/or update your current app
3. Search for your community
4. Enroll with name, email and tenant ID. Contact your leasing office for your tenant ID or alternate instructions if no tenant ID. If already enrolled just enter your user name and password

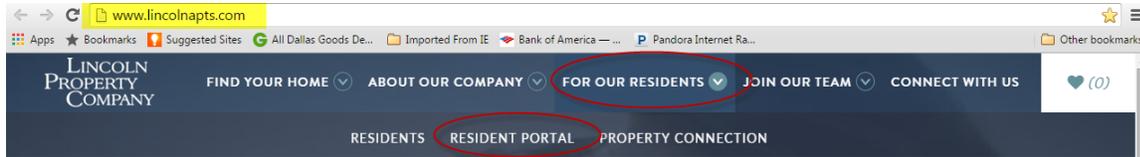
You can watch a video by going to

<https://www.entrata.com/resident-portal-app>

App benefits:

1. Free download
2. Pay by Voice option
3. Photo Pay
4. Rent Notify with push notifications
5. Submit work orders
6. One tap pay





Go to www.lincolnapts.com > Select For our Residents > Then click on Resident Portal.

To enroll via desktop:

1. For first time users, go to the Create a New Account section. You will only need to Enroll once.
2. Contact your Leasing Office for your Tenant ID number. If you have a roommate, they will have their own registration and ID number. Your leasing office will know if you have a tenant ID or not. If you do not, then enter the Unit number in the Tenant ID field.
3. All fields are required. If you get another screen to enter last 4 of ss# and unit number, please enter both to proceed.
4. A new screen will display to confirm your account.

NOTE: If you experience any difficulty while in the Resident Portal, please contact your leasing office or Entrata at 877-826-9700 for customer support.

WELCOME TO RESIDENTPORTAL

If you experience any problems during the enrollment process, please contact your management office.

Please fill in your name, email address, and one of the other fields.

CREATE A NEW ACCOUNT

Select Property *

First Name *

Note: The name you enter has to match exactly what's on your lease

Last Name *

Email Address *

Password *

REQUIREMENTS: 6 CHARACTERS | LOWERCASE | UPPERCASE | NUMBER

Confirm Password *

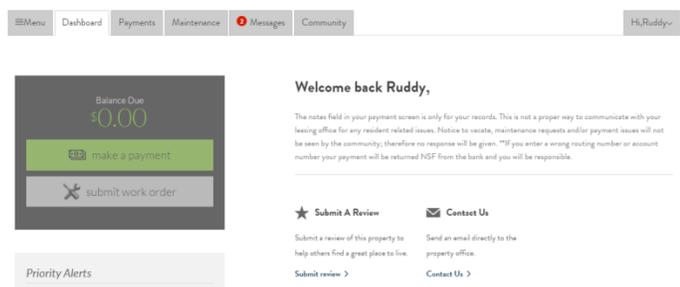
Tenant ID *

Note: If you do not have a tenant ID just enter your Unit number

I agree to the terms and conditions. *

General Information:

1. Your resident home page is called a Dashboard.
2. There will be more tabs to click through and will be different with every property. So, you may not have all the tabs seen in this screen shot.



Payments

1. All available payments options will display with the associated Convenience Fee.
2. Not all communities have integrations with the accounting software. This means some will have balance due correct and some will always show \$0 balance. If that is the case you have to get the balance due from your leasing office to pay the amount due. You can always type over the \$0 balance or suggested amount and enter the amount you want.

PLEASE NOTE: If available, Visa payments will require a phone authorization to complete the transaction. The number is 866-756-0188 along with payment ID. All credit card convenience fees come from a 3rd party provider. The management company does not collect any of these fees.

3. From the Payment screen, click on the Recurring Payments link to view, add or delete Recurring Payments. The Visa option is not available for recurring payments because of the phone verification.

* You can have more than 1 recurring payment set up at a time. Once you have created a recurring payment the date is set and cannot be changed. If you need to change the date you will need to delete and create a new one. Do not try to edit as the payment is bookmarked with the info and date.

4. Check with your community to see if they allow Variable Recurring Payments which will allow you to enter an estimated amount provided by the system (which is your rent) that will deduct the total balance due. This amount would vary every month if you have utilities paid through the office.

5. On the Payment screen, under the Stored Billing Info, you can view, add or delete Credit/Debit Card Account info and eCheck Accounts so that payments can be made faster without having to re-type account info for future transactions. It is not recommended to edit payments but rather delete and set up as new.

Note: You are responsible for deleting your recurring payment before you transfer, move or no longer occupy your apartment home. You do not have access once you have moved out.

6. Use the Recent Payments link on the Payment Screen to track payments made to your account.

* The payment history is a good place to double check Payments. If you don't get a confirmation or you get a system error it is good to check this tab before submitting another payment.

2 PAYMENT METHOD

PAYMENT TYPE

Convenience fees – ACH | Credit



Free



\$18.25



\$24.16



\$18.25



\$3.99

The screenshot shows a user interface for the 'Payments' section. At the top, there is a navigation menu with options: Menu, Dashboard, Payments, Maintenance, Messages, and Community. Below the menu, the 'PAYMENTS' section is displayed. It features a large dark grey box with the text 'Balance Due \$0.00' in green. At the bottom of the screen, there are two yellow buttons: 'Recent Payments' and 'Balance History'.

MoneyGram

PAYMENT TYPE

Convenience fees — ACH | Credit



Free



\$18.25



\$24.16



\$18.25



\$3.99

BILLING INFORMATION

MoneyGram

Use the MoneyGram® ExpressPayment® service at approximately 35,000 agent location nationwide whenever you want to make your rent payment. It's safe, fast, and convenient. With MoneyGram® your property manager will be notified of your payment within 2 hours*.

Bring your cash payment plus these items to a MoneyGram® agent location:

Name	Acct. #	Agent ID	Fee	Total
Ruddy	[REDACTED]	[REDACTED]	\$3.99	\$503.99

You can print in English and Spanish for MoneyGram instructions

PRINT INFORMATION

EMAIL INSTRUCTIONS

IMPRIMIR INSTRUCCIONES

ENVIAR INSTRUCCIONES POR EMAIL

Call 1-800-926-9400 or visit www.moneygram.com/locations to find a convenient location today.

*Payment notification is made to Entrata within 10 minutes. Check with Entrata for actual payment posting time and availability.

1. Prior to paying rent with a MoneyGram Agent, the resident will need to retrieve his or her account number. The account number can be generated in ResidentPortal™ or through Entrata by the community. To access this information:
 - a. Log into ResidentPortal. Select “Make A Payment” and proceed with the payment process.
 - b. Select “Pay with Cash using MoneyGram” as the payment method.
 - c. The information required to submit a payment will appear below (receive code, account number, and name on account).
 - d. Click Print or Email Information tabs for detailed instructions.

2. Once the resident retrieves the account number, they will need to find their nearest MoneyGram Agent location.
 - a. The resident will fill out the MoneyGram Blue Form and hand it to the agent.
 - b. The agent will enter that information into the computer.
 - c. The resident will then pay with cash and the agent will process the payment and give the resident a receipt.
 - d. Payment info is then sent to your property.
 - e. You will then receive an email notification of confirmation.

MoneyGram® ExpressPayment® Service

Bills Paid Today, Cards Loaded Now Facturas pagadas hoy, tarjetas cargadas ahora



TO BE COMPLETED BY THE CUSTOMER DATOS QUE DEBE COMPLETAR EL CLIENTE

Sender's Full Name John Smith Sender's Main Telephone Number | 214 | 555-1212

Nombre completo del remitente (Dist. Name/Octable Name/Last Name/First Name/Second Name/Initial) Numero telefonico principal del remitente

Sender's Address 1234 Main Street

Comendador del remitente

City Dallas State TX Zip Code 75201

Ciudad Estado C.P.

Sender's Signature John Smith Date _____

Firma del remitente Fecha

CUSTOMER COPY

PAY A BILL (Inter-day notification) PAGAR UNA FACTURA (Notificación al mismo día)

Company Name ResidentPay Nombre de la compañía

City & State (optional) Lehi, UT Ciudad y estado (opcional)

Receive Code (required) 9 8 1 7 Código de Recibo (requerido)

Account Number of the Bill to Pay _____

Numero de control de la factura a pagar

Amount to Pay \$ 100.00 Monto a pagar

Message to Biller or Beneficiary Name _____

(Maximum of 40 characters. Not all computers have the ability to transmit this message.)

(Máximo de 40 caracteres. No todos los computadores tienen la capacidad de transmitir este mensaje.)

LOAD A PREPAID CARD CARGAR UNA TARJETA PREPAGADA

Company Name _____ Nombre de la compañía

City & State (optional) _____ Ciudad y estado (opcional)

Receive Code (required) _____ Código de Recibo (requerido)

Prepaid Card Number to Load _____

Numero de la tarjeta prepagada a cargar

Amount to Load \$ _____

Popular Prepaid Card Receive Codes

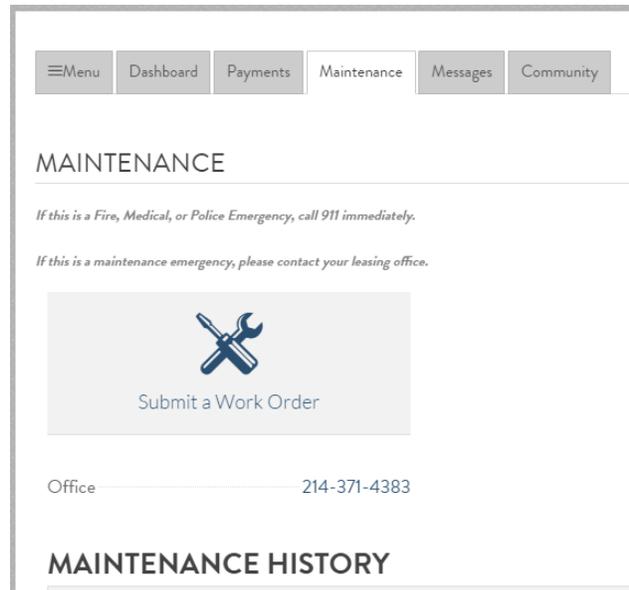
Códigos de control de tarjetas prepagadas comunes

AccountNow	4370	NetSpend	7000
BabyStep Prepaid Visa ReadyCard	2495	BankCard	2495
H&M Block Emerald Prepaid MasterCard	4541	Univision Prepaid MasterCard	7004
Money Network	7074	Visa ReadyLink	7034

You can pay thousands of bills and load hundreds of cards with MoneyGram. Puede pagar miles de facturas y cargar cientos de tarjetas con MoneyGram.

Maintenance Requests

1. Non- Emergency Maintenance can be requested in the Resident Portal. Requests are only received during business hours. If the leasing office is closed, the maintenance team will open the request the following morning.
2. To create a Maintenance Request, click on the Maintenance tab then on the Submit a Work Order button.



3. The Maintenance Request Page will display next. Please fill out all fields completely and accurately. It is important that you list as much detail as possible to help the Maintenance Team resolve your problem.

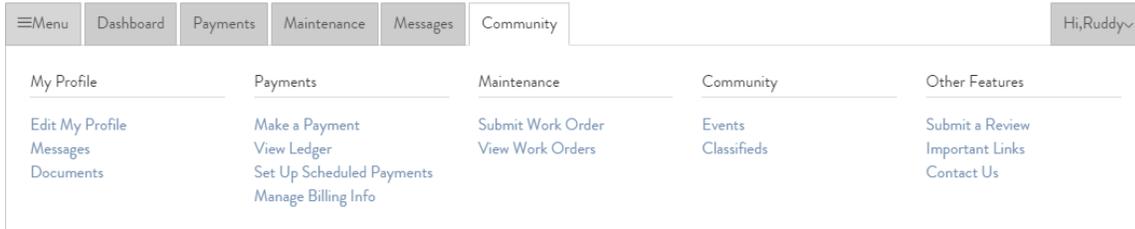
Note: All fields with a Red Asterisk are required information.

4. The Service Team will need to have Permission to Enter to complete the Maintenance Request. If you do not grant permission to enter then you will need to contact your leasing office for instructions.
5. You can attach files or images in your work order as well.
6. Be sure to click the *Submit* button to complete your request.
7. Your Maintenance Request will be logged on your Resident Portal account so that you can track the status of the work.
8. All maintenance requests will display up to 30 days.

A screenshot of the "SUBMIT A WORK ORDER" form. At the top right, there is a link "Back to Maintenance". Below the title, there is a warning message: "If you have any pets please make sure they are secured for the safety of the maintenance staff." The form contains several fields: "Email*" with the value "test@iname.com"; "Phone Number*" with a dropdown menu set to "Home" and a value of "111 111 1111"; "Location" with a dropdown menu set to "Choose One"; "Category*" with a dropdown menu set to "Choose One"; "Problem*" with a dropdown menu set to "Choose One"; a checkbox "I agree to let the property staff enter my unit to work on this maintenance issue*" which is checked; "Do you have a pet?" with radio buttons for "Yes" and "No"; "Entry Note" with a text area containing "(i.e.) If you have a pet please tell us if there is anything we need to know."; "Description*" with a text area containing "(please be as specific as possible)"; and an "Attach File" button which is circled in red. At the bottom, there is a note: "Please be as detailed as possible and attach pictures if available to expedite getting your issues resolved."

Contact

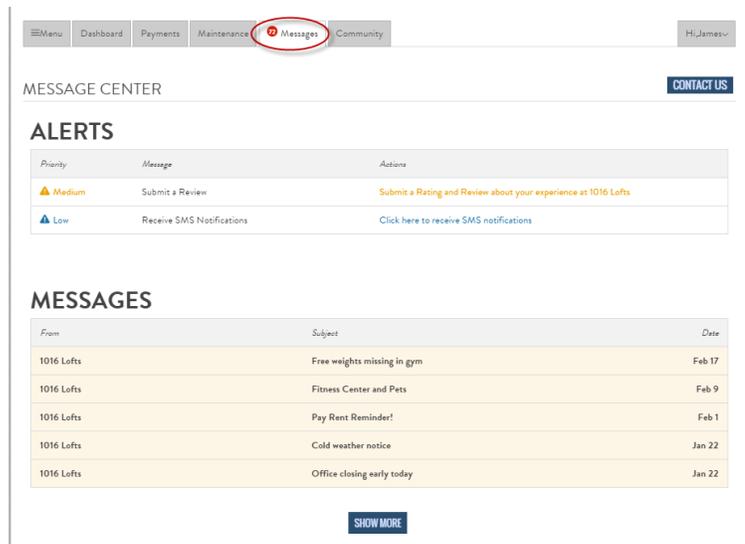
1. You can contact your leasing office through email by clicking on the Menu tab.
2. Fill out the required fields and make sure you leave a good contact email or phone number if not already listed. Then be very detailed in what you need or would like to relay to your leasing office.



3. Please note that if you submit a request to move out or notice to vacate that you will need to follow up with the property and fill out additional forms before the notice is valid. This is just a form of communication when you cannot reach the property by phone.

Messages

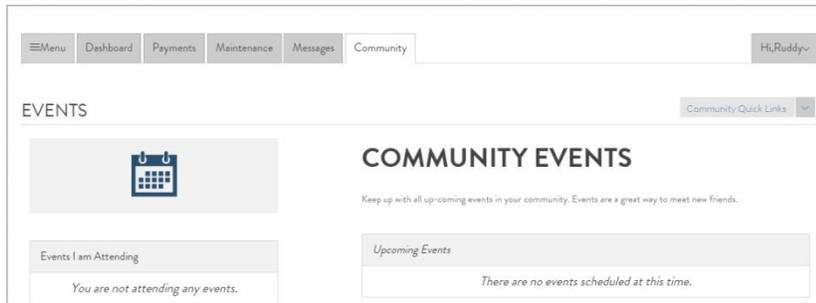
1. Your Messages tab will have any pending items from your leasing office.
2. Rent reminders will be posted here as well as emailed to you.
3. If you have any leases documents needing to be signed you will sign them through the messages tab.
4. Alerts will be posted here.
5. You can also contact the office by the Contact Us button.



Community & Events

1. If your community has Associated Wall Categories you can view them from the Resident Portal. You will find things like area attractions, things for sale and community announcements that are posted by your community or other residents.
2. If your property offers any Events you can click on this tab to view them. Common services are connecting your utilities, order newspaper, order internet service and order magazines. *These options will vary by property.

- Events posted by your community will be displayed under this section. You can view all events but you cannot create events.
- If you plan on attending the event you can click on Attend and your leasing office will be notified. This is so they can accommodate food and/or drinks if offered.



Leave Feedback

- You can fill out a quick survey at any time by clicking the Leave a Review under the Menu tab > Other features > Submit a Review. This section works like any online review and we would love to hear your comments and feedback about your community.

Profile

- We strongly suggest changing your password periodically.
- You can also edit your email if you needed.
- If you transfer to another unit in the same community the leasing office will have to assist you in removing your email from the past account. Then you can re-enroll with your new unit and new tenant ID.

