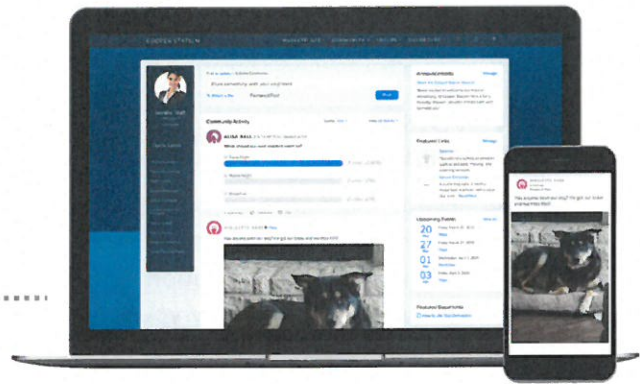**ACTIVEBUILDING**

# Now That You've Moved In, Log In.

**Check your email for an invitation link** to sign up for the ActiveBuilding® resident portal. If you haven't received an invitation yet, please call your leasing office and provide your email address.

## GETTING TO KNOW YOU

Fill out your profile and general contact information so our team can easily reach you.

## THE HEART OF OUR COMMUNITY

Get involved in the community by checking out the Community Wall—a private, online space where you can swap news, make recommendations and plan events with other residents. You can even join interest groups to connect with neighbors that share the same interests.

## BOOKING AMENITIES IS A SNAP

You can book amenities right from the portal! Check the availability of the area you want to reserve, fill out your information and we'll ensure that the area you've booked is ready for your use on the date and time you want.*

## CHOOSE HOW YOU WANT TO BE REACHED

Our community messaging feature lets you choose your preferred method of contact—whether by email, text or phone.

**REALPAGE**
OUTPERFORM

### MAINTENANCE PROBLEMS? NO PROBLEM!

It's never convenient when something doesn't function the way it should, but ActiveBuilding lets you place maintenance requests 24/7. You'll get an email, text or voice message to let you know the status of your request. Not home? You can also give maintenance teams permission to enter in your absence.*

### AUTHORIZE GUESTS AND MORE

Easily register guests with electronic logins, print parking passes and release keys. The key tracking feature automatically alerts you when the keys have been picked up.

### DON'T WORRY ABOUT DELIVERIES

The staff accepts packages on your behalf and will notify you of their arrival by your preferred method of communication — email, text or voicemail. This way you'll know exactly when your package arrives without having to follow up.

### PAY WITHOUT DELAY

Register for online recurring rent payments to pay automatically every month and avoid getting hit with late fees.*

### TURN ON UTILITIES

We don't want you wasting time searching for utility providers. Just go to Community > Set Up Utilities and you can shop, compare and set up utilities—all before you get your couch through the door!*
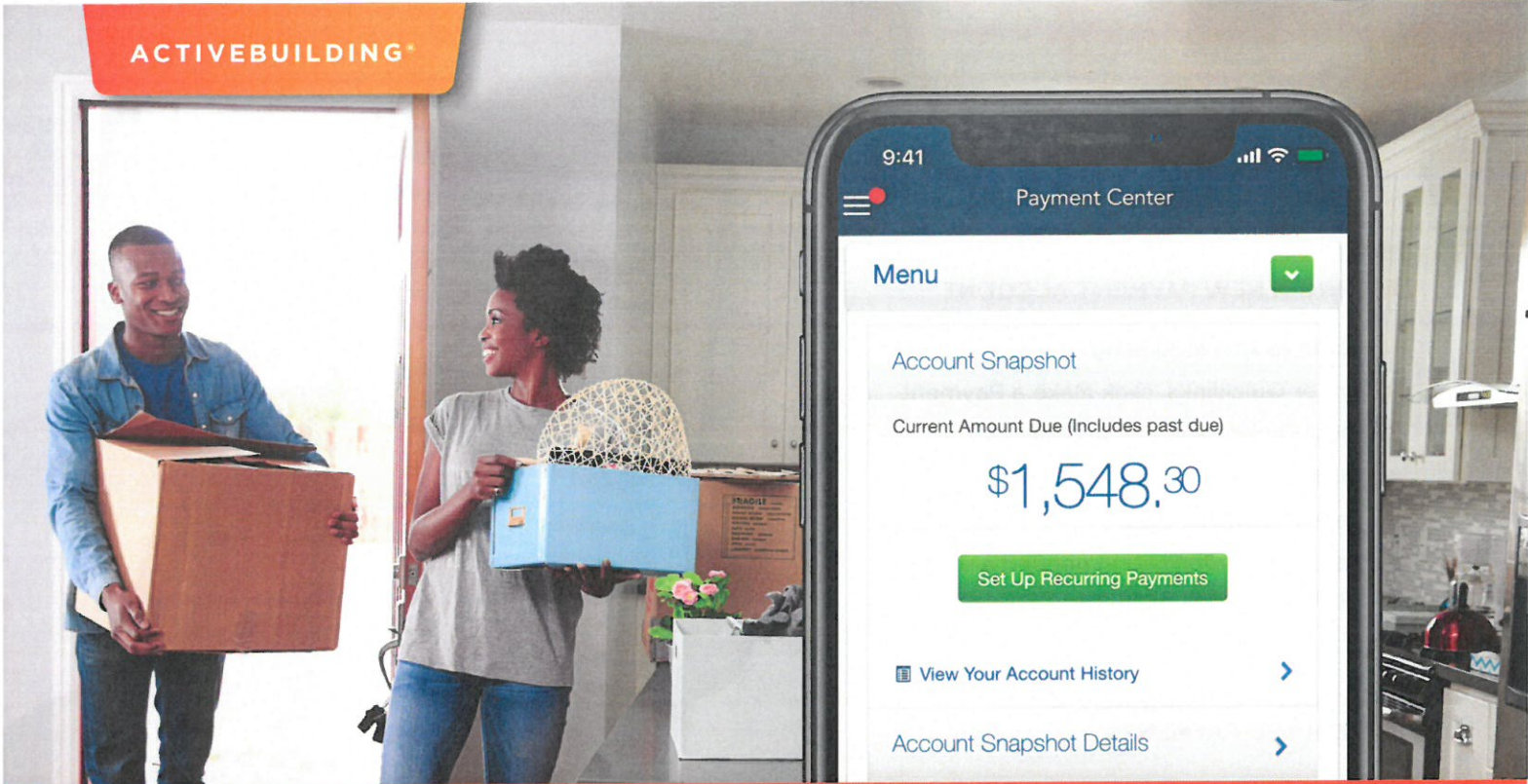
### GET IT TO GO. GET THE APP.

Connect with your community, anytime, anywhere. Download the ActiveBuilding Mobile App. Visit the Apple App Store or Google Play Store to install.

# You're going to love it here.

* Community participation varies; this feature may not be available at your community.

9:41

**Payment Center**

**Menu**

Account Snapshot

Current Amount Due (Includes past due)

# $1,548.30

**Set Up Recurring Payments**

📖 View Your Account History  〉

Account Snapshot Details  〉

**REGISTER YOUR ACCOUNT**   **ADD A NEW PAYMENT ACCOUNT**   **MAKE A ONE-TIME PAYMENT**

# How to Pay with ActiveBuilding

## REGISTER FOR ACTIVEBUILDING

1. Open invitation email (Welcome to Property Name)
2. Click on the link
3. Complete the form

## CAN'T FIND YOUR INVITATION EMAIL?

1. Go to the property's ActiveBuilding URL (<propertyname>.activebuilding.com)
2. Click on New user? Get started now
3. Fill out the form
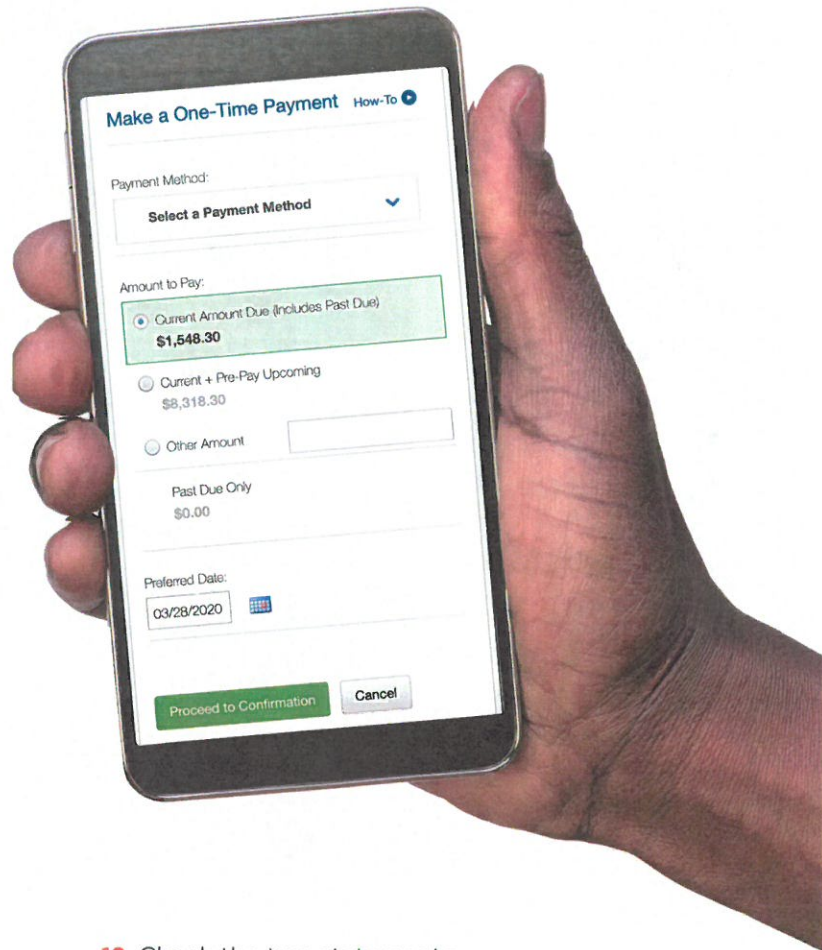4. Click Continue

## HOW TO MAKE A ONE-TIME PAYMENT

1. Log in to ActiveBuilding
2. Go to Dashboard > Payment Center
3. For first-time logins, click Select a Payment Method, then Add New Payment Account
   » Note: Enter your card number or checking and routing number for bank accounts
4. Fill out the One-Time Payment form
5. Select your option for amount to pay
6. If paying by credit card, enter your security code
7. Proceed to confirmation
8. Review details and click Confirm Payment

## ⠂⠄ REALPAGE
OUTPERFORM

## ADDING A NEW PAYMENT ACCOUNT

1. Login to ActiveBuilding
2. Under Quicklinks, click Make a Payment
3. Click Saved Payment Accounts
4. Click Add a new Payment Account
5. Select Payment Type
6. Fill out the information needed and click Add Bank/Card Account

## SETTING UP RECURRING OR SCHEDULED PAYMENTS

1. Log in to the portal
2. Click Make a Payment
3. Select Set Up Recurring Payments
4. Click Schedule a New Recurring Payment
5. Enter a Payment Nickname
   » Note: Adding a nickname for this account setup will allow you to easily distinguish this saved account from other saved accounts you may enter.
6. Select what Type of Recurring Amount
7. Select the Frequency
8. Select the Date of the First Payment
   » Note: This is the date that your payment will process. In the event this falls on a banking holiday or weekend and you are paying from a bank account, the payment will process on the next banking business day. If the first payment is indicated to fall on the 30th of the month, each future payment will fall on the last day of the month.
9. Select the Number of Occurrences
10. Check "I agree to the Terms & Conditions"
11. Click Review and Confirm Payment

12. Check the two statements:
   » I understand and agree that the amounts of my payments will vary, and that I may not receive advanced notice of those payment amounts.
   » By choosing to make a payment using your bank account, you are authorizing (property name) to debit your bank account for the total amount specified. If the debit is dishonored for any reason, you are also authorizing an additional debit for the state-allowed, returned-check fee.

13. Click Submit

### Download ActiveBuilding or Your Property's App Today!

Download on the App Store

GET IT ON Google Play

**NOTE: Payment options and applicable fees may vary.**

Contact your leasing office for more information.

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*Phone screen contents:*

Make a One-Time Payment   How-To ⓘ

Payment Method:
Select a Payment Method ⌄

Amount to Pay:
◉ Current Amount Due (Includes Past Due)
$1,548.30
◯ Current + Pre-Pay Upcoming
$8,318.30
◯ Other Amount [        ]

Past Due Only
$0.00

Preferred Date:
03/28/2020 📅

Proceed to Confirmation    Cancel