



TRIUMPH

Online Portal Overview

The Online Portal is an easy, fast, and secure way to pay rent and other charges online, view your account ledger, and submit maintenance requests. Access your Online Portal from any mobile device.

Download Portal:

Available on [Google Play](#)

or

Available on the [App Store](#)

Video Overview

This overview recording walks through the steps to activate the Online Portal for the first time, how to make payments, and how to submit maintenance requests.



FAQs

I made a payment online by mistake. How do I stop the payment?

You must call your bank and issue a stop payment. Neither AppFolio or your property manager has authority to gain access to your Online Portal or bank account to stop the payment on your behalf.

How do I edit or modify my scheduled auto payment?

Your auto payment information will be displayed on the Home tab or Payments tabs. Click **Edit** to change the payment name, payment amount, or account information. If you wish to change the scheduled payment date, click **Edit**, then click **Delete**, and return to the Home tab to create a new auto payment.

Is there a cost to make payments online?

eCheck payment fees are instantly-rebated, while credit or debit card payments carry an online portal convenience fee that is non-refundable and is in place to comply with current card network regulations.

The online portal convenience fee is a fixed, flat amount based approximately on your monthly rent amount. The fee amount will stay the same for the entirety of your occupancy, no matter the amount of your payment.

[See All FAQs Here.](#)

Step-by-Step Guide

- [Sign In to Your Online Portal](#)
- [Make a One-Time Payment or Set Up an Auto Payment](#)
- [Edit or Delete an Auto Payment](#)
- [View Account Ledger](#)
- [Manage Account Settings](#)
- [Submit a Maintenance Request](#)
- [View and Download Shared Documents](#)
- [View and Download Your Lease](#)
- [View Tenant Liability Insurance Coverage](#)
- [View Another Unit](#)

Sign In to Your Online Portal

Download Portal:


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You will receive an Online Portal Activation email or text message from your property management company.

1. Click **Activate Now** in the email, or tap the **link** in the text message to establish a strong password to activate your portal.
2. Bookmark or create a shortcut icon for the login page so it is easy to return at any time.
3. You will receive a confirmation email once your portal is activated.

 Make payments online by eCheck (**FREE**)¹ or Credit Card².

 Submit maintenance requests from any device.

Activate Now

paperless, no trees harmed

Benefits:

- Secure - Online payments are more secure than mailing a check.

Make a One-Time Payment or Set Up an Auto Payment

If you see a message stating you cannot make payments online, your property manager has not enabled this feature. You can see your balance, but will not see the “Pay Now” or Setup Auto-Pay” buttons. Please call your property manager with any questions.

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.
1. Click **Pay Now** to make a one-time payment, or **Setup Auto-Pay** to create an automatically recurring payment.

My Balance


\$1,209.50

Due on October 01, 2015

Pay Now

Setup Auto-Pay

1. You have two options of payment methods. Select **eCheck** (direct withdrawal from bank account) or **Credit or Debit Card**.
1. The eCheck method is free to you, while the Credit or Debit Card option carries 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.

 How would you like to pay?

E-check

Credit or Debit Card

E-check withdraws your payment directly from your bank account using the account and routing numbers you provide.

1. If making a **one-time payment**, 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.
2. If creating a recurring **auto payment**, continue through the steps and select a date for the recurring payment to begin. You cannot schedule an auto payment to begin the same day.
3. You will receive a confirmation email on the day the payment is submitted each month.

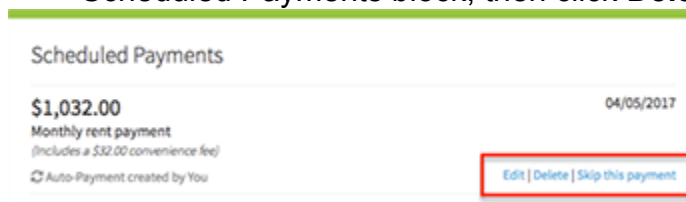
Tip: With the auto pay option, you specify the account, date, and amount to pay.

Recurring payments are canceled automatically after your scheduled move out. This is a simple, easy, and secure way to make regular monthly payments.

Edit or Delete an Auto Payment

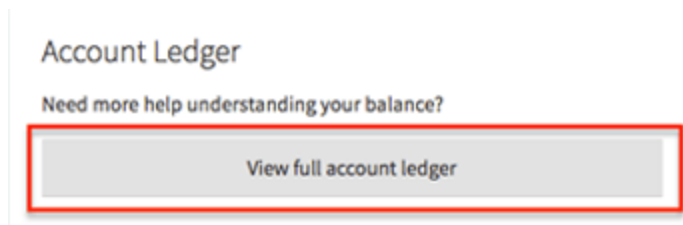
Once your auto payment is scheduled, the details are displayed in the Payments tab.

1. To skip the next month's payment, click **Skip this payment**. The auto payment will resume after the skipped month.
2. If you need to edit the payment name, bank account or card attached to the auto payment, click **Edit** in the **Scheduled Payments** block. Update the necessary information, then click **Update**.
3. To change the date the payment processes each month, you must delete and recreate the auto payment. Click **Edit** in the scheduled payments block, then click **Delete**.
4. To stop the auto payment from processing each month, click **Edit** in the Scheduled Payments block, then click **Delete**.



View Account Ledger

1. View a detailed ledger of all charges posted to your account and all payments you have submitted either online or in person.
 1. Click the **Payments** tab then click **View Full Account Ledger**.



1. Please contact your property manager if you have any questions about the transactions displayed.

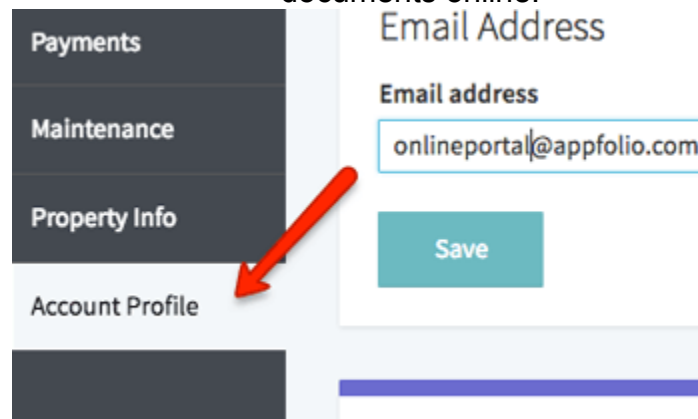
Showing all transactions

| Date | Description | Paid By | Charge | Payment | Balance |
|------------|---|---------|--------|---------|---------|
| | Starting Balance | | | | 0.00 |
| 12/01/2014 | Insurance Services - December 2014 - Tenant Liability Insurance | | 9.50 | | 9.50 |
| 12/11/2014 | Electricity | | 142.85 | | 152.35 |
| 01/01/2015 | Insurance Services - January 2015 - Tenant Liability Insurance | | 9.50 | | 161.85 |

Manage Account Settings

From the menu on the left click **Account Profile**. Here you can manage various settings in your Online Portal.

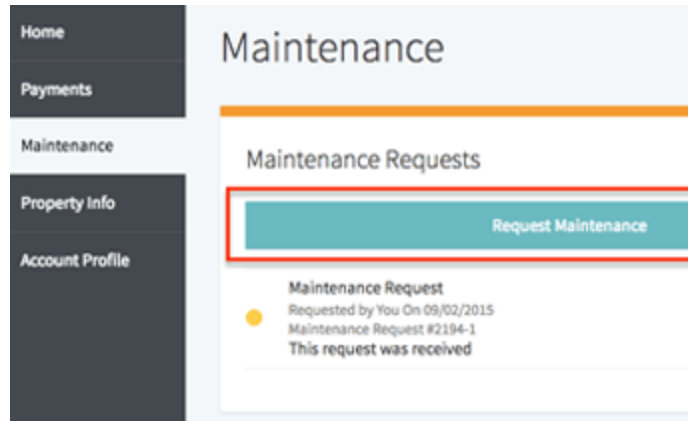
1. **Email Address** - Change the email address you use to log in to the Online Portal.
2. **Choose Your Language** - Change the default language of your Online Portal to Spanish.
3. **Contact Preferences** - Set up monthly payment reminders emails to be sent to you 3 days before the 1st of every month.
4. **Password** - Reset your Online Portal login password.
5. **Signature** - Edit the electronic signature and initials used when signing lease documents online.



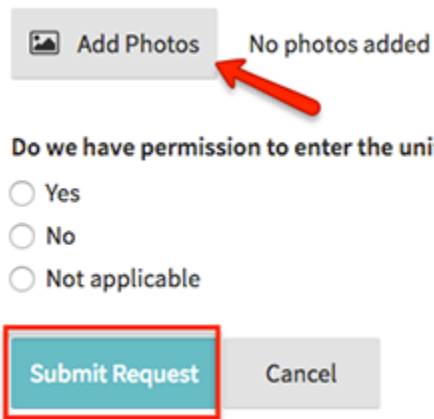
Submit a Maintenance Request

Submit maintenance requests directly to your property manager from the Online Portal along with photos of the issue.

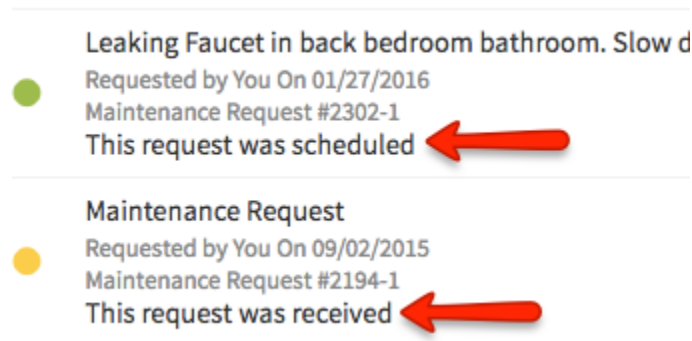
1. From the **Home** or **Maintenance** tab, click **Request Maintenance**.



1. Enter a detailed **description** of the issue, upload one or more **photos** of the item needing attention (select multiple photos at once from computer or camera roll), select whether the property manager has permission to enter with their key, then click **Submit Request**.

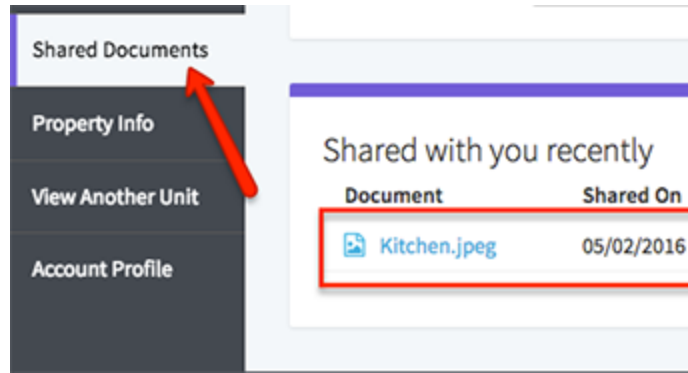


1. Check the progress of your request in the **Maintenance** tab. The status will update from received, to scheduled, to completed.



View and Download Shared Documents

1. Your property manager has the ability to share important documents and files directly to your portal.
2. If you received an email notification regarding shared documents, you can access these at any time in the **Shared Documents** tab.



View and Download Your Lease

If you signed a lease agreement online through your portal, you can view or download the completed lease documents from your portal at any time. Click **Property Info** from the menu on the left to view or download your online lease documents.



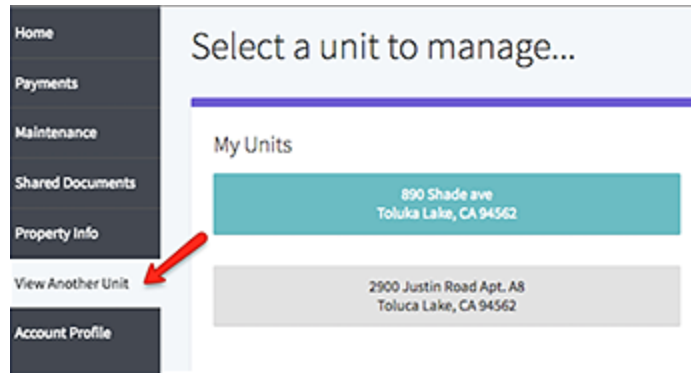
View Tenant Liability Insurance Coverage

1. If your property management company has enrolled you in Tenant Liability Insurance, you will see a **Notice of Tenant Liability Insurance** link in the **Home** and **Property Info** tabs.
2. Click **Notice of Tenant Liability Insurance** to view your summary of coverage.



View Another Unit

1. If you rent multiple units from your property management company, you can manage all of those units in a single Online Portal. You must receive a separate activation link for each unit.
1. To view information or make payments for another unit, click **View Another Unit**, then click the **button** for the unit you wish to view.



FAQs

What type of credit or debit card can I use?

Credit or debit card payments can be made from a Visa, Mastercard, JCB, or Discover branded card from any country. American Express, gift cards, or prepaid cards are not accepted.

What type of bank account can I use if paying by eCheck?

You are free to use a checking or savings account. Accounts can be personal or business. Make sure you enter the routing and account number exactly as they appear on your checks and confirm the account has sufficient funds.

Is there a maximum amount I can pay with an eCheck payment?

For fraud protection purposes, the maximum amount allowed for a single eCheck payment is whichever sum is greater: 3x the amount of your monthly recurring charges, 3x the amount of charges due now or set to post in the next 15 days, or \$5,000. This is the maximum for a single transaction, so you can make multiple payments if necessary. Please note, if your move-in charges are dated in the future, you will only be able to pay up to \$5,000 in a single payment until those charges are due.

Is there a maximum amount I can pay with a credit or debit card?

Tenants can pay 2x their monthly rent charge or \$3,000 in a single credit/debit card payment, whichever sum is greater. If 2x their monthly rent charge exceeds \$10,000, they cannot pay more than \$10,000 in a single payment.

What will my payment look like on my bank statement?

eCheck payments are shown as a line item under the name of your property management company. Credit/ debit card payments typically list the property management company name for the base payment, and AppFolio under the online portal fee line item.

Can I change the language of my Online Portal to Spanish?

Yes. Click the Account Profile tab on the left, then in the Choose Your Language section, use the menu to select Spanish and click Save.

How is my information protected?

We take privacy and security seriously and invest in state of the art systems to protect payment information. All sensitive data is encrypted and our redundant infrastructure ensures the highest levels of service availability. It is bank-grade security. [Learn more about our systems here](#)

How do I view my balance and past payments?

You can see your balance due and any outstanding charges in the Home or Payments tabs. You can also see all past payments under the Payments tab. Each payment will have a unique confirmation number for reference.

I do not have a bank account or credit card, is there another option?

Contact your property manager to learn about your payment options. In most locations, you are able to pay your rent in cash at a local 7-Eleven or Ace Cash Express. Your property manager can provide you with a unique and reusable payslip with a barcode to use when making cash payments at participating locations. The cost to make an electronic cash payments is \$3.99 for up to \$1,500.00 in cash.

I have two (or more) Online Portals but I'd like to have them combined into one. How do I do this?

Only your property manager is capable of combining your Online Portals, so please contact them directly to make this request. Your Online Portals must be managed by the same company in order to combine them.

We value all of our tenants and we appreciate you choosing TRIUMPH PROPERTY MANAGEMENT. If you have any questions, please feel free to contact our office at 702-367-2323.