




Outlook

Coupon Books

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 1 attachment (211 KB)

Appfolio Instructions.pdf;

Just wanted to send out a reminder that The Fairways at Fieldcreek will no longer be sending out coupon books. You can set up auto pay through you bank and have the assessments sent directly to our office. If your assessment is 10 days late you account will be charged a late fee of \$35.

Please see attached Appfolio instructions.

Happy Holidays

How to Use Appfolio

Activate Your Account Online

- You'll receive an Online Portal Activation email or text message from your community management company. Click, **Activate Now**, in the email, or tap the link in the text message to establish a strong password to activate your portal.
- You can also self-sign up for the Online Portal at <https://Your-Property-Managers-Account-Name.appfolio.com/connect>. Click **Request access to the portal** and input your information.
- Bookmark, create a shortcut icon for the login page or download the mobile app so it is easy to return at any time.
- You will receive a confirmation email once your portal is activated.

Online Assessments

If you see a message stating you cannot make online assessments, please contact your community manager as this is a service, they can choose whether-or-not to offer their residents.

- 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.
- Click **Set Up Autopay** to create an automatically recurring assessments.
- Select your preferred payment method: **eCheck** (direct withdrawal from bank account) or use a **Credit or Debit Card**.
- **Pay Now** - Continue through the steps to submit assessments directly to your community management company. You will receive a confirmation email once the assessment 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.

How to Use Appfolio

****Please note****, once an auto assessment is submitted for the month you cannot make changes to it. These instructions help you update the details of the auto assessment that is submitted each month such as amount and date.

Scheduled Assessments

Once your auto payment is set up, the details are displayed in the Home or Payments tabs in the Scheduled Payments section.

To skip the next month's payment, click Skip this payment. The auto payment will resume after the skipped month.

To update the payment name, bank account or credit card, click Edit in the Scheduled Payments section. Update the necessary information, then click Update.

- To change the date the payment processes each month, you must delete and recreate the auto payment. Click **Delete** in the **Schedule Payments** section, then return to the Home or Payments tabs to create a new auto payment.
- To completely delete an auto payment, click **Delete** in the **Schedule Payments** section on the Home or Payments tabs

Click the **Payments** tab, then click **View full account ledger** to see a detailed ledger of all charges and payments posted to your account.

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

Can I delete my saved bank account or card?

Your auto payment details are displayed on the **Home** or **Payments** tabs in the **Scheduled Payments** section. To delete the auto payment, click **Delete**.

How to Use Appfolio

In my portal it says I can't make online payments. Why not?

Please contact your property manager, as this is a service they can choose whether or not to offer their residents.

Can I get a printed receipt for my payment?

Please contact your property manager and they can provide you with a receipt. You can also see record of your payments on the Account Ledger in your Online Portal.

Update Your Contact Information

Click the **Account Profile** tab to view or update the following information:

- **Email Address** - Change the email address you use to log in to the Online Portal.
- **Phone Number** - Change the phone number your property manager has on file to contact you.
- **Address** - Update the mailing address your property manager has on file.
- **Choose Your Language** - Change the default language of your Online Portal to Spanish.
- **Contact Preferences** - Set up payment reminder emails to be sent to you 2 days before the 1st of every month.
- **Saved Payment Methods** - Delete a saved bank account or credit card.
- **Password** - Reset your Online Portal login password.
- **Signature** - Edit the electronic signature and initials used when signing lease documents online.