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## TENANT PORTAL & RENT PAYMENTS

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Welcome to MACE Property Management! We are pleased that you have chosen to rent in one of our managed units! We hope you enjoy your tenancy. Below are steps/tips to help you access your portal and to use the portal to pay your rent!

When your lease is uploaded and created into our system (Propertyware), you will receive an email from Propertyware notifying you that your portal has been created. Please make sure to check spam, as your email might not allow the email to come through.

1. Click on the link (in the middle of the email) under your email address
2. The link will take you to a page where it will ask you to create a password
  - a. Password must contain at least three of the following four characters:
    - i. Uppercase
    - ii. Lowercase
    - iii. Number
    - iv. Special Characters: ! @ # \$ % ^ & \* ( ) - \_ = + { } [ ]
3. Once you have created your password, click "Go to Login Page"
4. It will ask for your email address and password - **\*\*BOOKMARK THIS PAGE SO YOU CAN RETURN TO IT AS NEEDED!\*\***
5. Once logged in, you will be greeted by the front page of the tenant portal – click through the links at the top of the page to view details of your rental, check your rental ledger (rent and what has been received), Documents (a copy of your lease will be here as well as any lease renewals)
6. Hover your mouse over "My Payments" and select "Payment Accounts"
7. This is where you will enter in your account information for the account you would like to pay rent out of. Please be aware of the nominal service fees associated with these options:
  - a. eCheck/ACH - charges \$1.95 per transaction
  - b. Credit/Debit Cards – charges approximately \$22 per transaction**\*\*Service fees are subject the change at the discretion of Real Page Payment Services (RPPS)\*\***
8. Make sure to fill out all your information correctly, including the billing information to the right of the "Payment Method"
9. Once finished, you can now either set up recurring payments and/or one-time payments!
10. If you click on "Scheduled Payments", you can see any recurring payments you have set up or a future one-time payment

If you have any questions about the portal or paying rent through the portal, please contact your property manager.  
Any questions with the payment processing services, please contact *RealPage Payments Services*

Tenant(s) Initial: \_\_\_\_\_