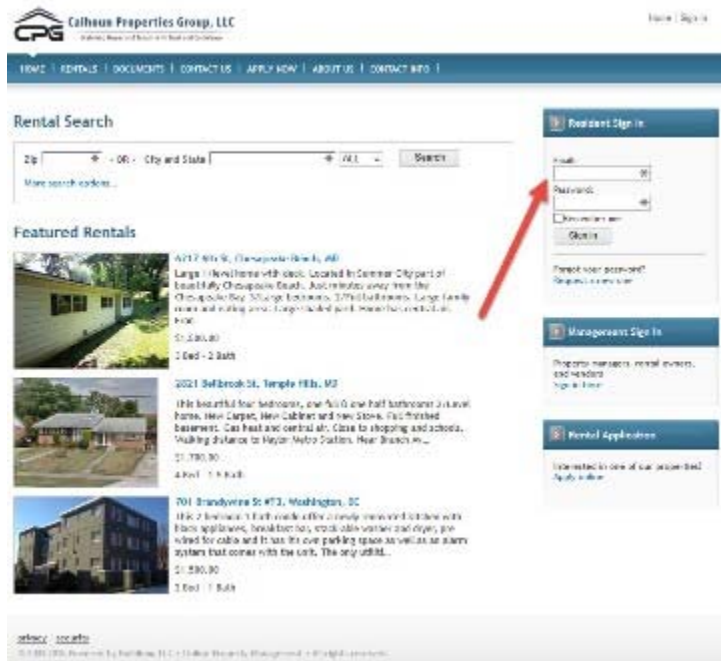


# Tenant site instructions

## Get your password and sign in

Your password will be sent by email. The email will contain the website, login ID, and temporary password to use when you sign in the first time. Sign in at the **Resident sign in** box on the right side of the screen.



You will be prompted to change your password the first time you sign in.

## General Settings

You can use the **My info** page to keep your contact information up-to-date and to change your password.



Documents    Contacts    Bob ▾  
 My info  
 Sign out

Payments    Messages    Community

Owed: **\$750.00**    Contact us    Post to board

**Transactions history**     Email statement

Date	Memo	Amount	Balance
10/1/2014	Charge – Rent	\$750.00	\$750.00
9/15/2014	Payment – September Rent Payment	(\$800.00)	\$0.00
9/5/2014	Charge – Late fee	\$50.00	\$800.00
9/1/2014	Charge – Rent	\$750.00	\$750.00
8/1/2014	Payment – August Rent Payment	(\$750.00)	\$0.00
8/1/2014	Charge – Rent	\$750.00	\$750.00
7/7/2014	Charge – Late fee	\$50.00	\$0.00

Show more

Email statement

Balance:  
**\$750.00**

**Lease information**  
 Lease expires: 12/31/2014  
 Account: 00068885  
 Payment is due by the 1st of the month. A one time late fee of \$50.00 will be charged on the 5th of each month.  
**Prefer to pay by mail?**  
 Checks and Money Orders must be sent to:  
 Buildium  
 38 Chauncy Street  
 Boston, MA 02210

## Payments tab

The **Payments tab** shows ledger history - charges, payments, refunds, and so on.

Make a payment online by clicking the **Make payment** button. You have the option to make a one-time payment or set up an automatic payment to process on a regular basis.

Once you make a payment, it will be credited instantly to your account. It may take a day or two for the charge to affect your bank account or credit card. If an online payment is refused by your bank, the **Payments tab** will be updated automatically.

Payments Messages Community

Owed: \$750.00 [Make payment](#) [Contact us](#) [Post to board](#)

**Scheduled payments**  
No payments scheduled

**Transactions history** [Email statement](#)

Date	Memo	Amount	Balance
10/1/2014	Charge - Rent	\$750.00	\$750.00
9/15/2014	Payment - September Rent Payment	(\$800.00)	\$0.00
9/5/2014	Charge - Late fee	\$50.00	\$800.00
9/1/2014	Charge - Rent	\$750.00	\$750.00
8/1/2014	Payment - August Rent Payment	(\$750.00)	\$0.00
8/1/2014	Charge - Rent	\$750.00	\$750.00
7/7/2014	Charge - Late fee	\$50.00	\$0.00

[Show more](#) [Email statement](#)

**Balance:**  
**\$750.00**  
[Make payment](#)

**Lease information**  
Lease expires: 12/31/2014  
Account: 00068885  
Payment is due by the 1st of the month. A one time late fee of \$50.00 will be charged on the 5th of each month.

**Prefer to pay by mail?**  
Checks and Money Orders must be sent to:  
Buildium  
38 Chauncy Street  
Boston, MA 02110

1 Payment info 2 Review payment 3 Receipt

**Make a payment**

Pay with  
eCheck

Pay this amount: \$750.00 On this date: 10/16/2014 Frequency: One time payment

Account owner name  
Bob Robinson

Account type  
Checking Savings

Routing number: 9 digits number Account number: Account number Help?

Save my Banking info for next time

[Review](#) [Cancel](#)

## Messages tab

The **Messages tab** allows for the submission of maintenance requests and other contact requests.

In addition, resident site announcements will appear under the **Messages tab**.

To add a request, come to this page, click **Contact us** and complete the form.

Once submitted, your request is saved and available here. When we update your request, we'll let you know by email and on this page.



Payments	Messages	Community
Owed: <b>\$750.00</b> <a href="#">Make payment</a>	<a href="#">Contact us</a>	<a href="#">Post to board</a>

Open conversations

★ Online payment functionality is here!  
 We are pleased to announce that the ability to make online payments is here! You will no longer have to mail us checks or rent payments.  
 10/14/2014

[Contact us](#)

🔧 The kitchen faucet is dripping, again!  
 7/18/2014 0573810

🔧 The faucet is leaking!  
 12/4/2012 COMPLETED 0197711

[Show closed conversations](#)



Payments	Messages	Community
Owed: <b>\$750.00</b> <a href="#">Make payment</a>	<a href="#">Contact us</a>	<a href="#">Post to board</a>

The kitchen faucet is dripping, again! ID: 0573810

**Bob Robinson** 7/21/2014 2:48 PM  
 Thanks for the prompt response!

Status: **IN PROGRESS**  
[Reply](#)

Status: **IN PROGRESS**  
**Sam Paul** 7/18/2014 3:10 PM  
 Hi Bob, We will send the plumber over ASAP. Thanks! Sam

Shared with:  
 Buildium

Status: **NEW**  
**Bob Robinson** 7/18/2014 3:04 PM  
 Please have Hank come fix the faucet. Thanks! Bob

[Back to top](#)

## Documents

The **Documents** section shows all files that have been shared with you. For example, you might find a scanned copy of your lease, move in report, and local maps of the area on this page.

[< Home](#)

## Documents

**Payment\_Receipt** (9KB PDF)  
Updated 10/16/2014 **front door lock** (19KB JPG)  
Updated 10/16/2014

## Contacts

The **Contacts** section helps you find your way in your new neighborhood. You will find phone numbers and websites for local utilities, municipal services, restaurants, and other useful stuff.

[< Home](#)

## Contacts

Sort by: **Favorite pizza joint** Restaurants/Take out  
☎ 555-9874**Hank the Handyman** Maintenance  
☎ 555-1234 ☎ 555-9999 ✉ hank@buildium.com 🌐 http://hankhandyman.com**Local Electric Utility** Utilities  
☎ 555-1212**Local Natural Gas Utility** Utilities  
☎ 555-5555 🌐 http://localutility.com