



Instructions to Make Payments Through the Tenant Web Access

1. Log on Tenant Web Access by clicking the following link: <https://patriot.twa.rentmanager.com/> or click on Tenant Login on the upper right corner of the community website.
2. There are 2 ways to set up or access your account, which are as follows:
 - a. To set up the account yourself, you will need your **account number** and the email you provided to the leasing staff on your Resident Information Form. Please ask the rental office for your account number.
 - b. If you have received an e-mail from our office to set up your payment account, it would look as follows:

donotreply@rentmanager.com

to me ▾

Tue, Mar 3, 12:13 PM (10 days ago) ☆ ↶ ⋮

TENANTWEBACCESS

Hello [REDACTED], Thank you for signing up with Tenant Web Access. You are receiving this email because you created an account for [REDACTED]. To help prevent unauthorized account creation, we need you to verify your email address. Please use the following link to finalize your account.

[Finalize](#)

If you did not make this request, no further action is required. Please contact your property manager with any questions or concerns.

Sincerely,

[REDACTED]
ppmcedarhillva@gmail.com

Cedar Hill II

This is an automatically generated email. Please do not reply to this message; replies are routed to an unmonitored mailbox

Click on the "Finalize" button in the email and create a password. You should then receive the following message and login screen.

TENANT WEBACCESS

Please create a password to finalize account creation for **dawn@ithacarenting.com**.

Password:

Confirm Password

[verify](#)

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TENANT WEBACCESS

[LOGIN](#)

Your account has been successfully created. Please login with your new credentials.

Username

Password

Remember Me

[forgot password?](#) [login](#)

[sign up](#)

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3. Once you have logged into your account it will look like this:

The screenshot displays the 'TENANT WEB ACCESS' dashboard. At the top, there is a navigation bar with links for Dashboard, Charges, Transactions, Make a Payment, Leases, Notes, and Message Board. Below this is a blue header with the word 'Dashboard'. The main content area is divided into several sections:

- Welcome, TEST TEST**
Thursday, August 11, 2016
- 108-114 E. State Street**
Unit: 108 E. State Street
Manager:
Phone:
Address: 108 - 114 E. State St. Ithaca, NY 14850
- Charges**
Open Charges: \$0.00
Open Credits: \$0.00
Balance Due: \$0.00
[view my charges](#)
- Notes**
No Notes
- Leases**

Unit	Start	End	Orig Start
108 E. State Street	08/01/16	09/01/17	08/01/16
- Messages**
Message:
If you use this portal to pay your rent, additional convenience fee charges will apply. ACH fees are \$2.95 per transaction. If you use a debit or credit card, there will be a 2.7% of the transaction amount convenience fee and \$2.95 transaction fee charged by our vendor. Should you have any

*Note: Please be sure to read the "Message" section regarding the fees that will be charged to your account for each payment. We do not accept Discover or American Express.

4. Click on the **MAKE A PAYMENT** tab to process your payment. If you are pre-paying on your account, the Open Charge will be zero but it is still ok to make your payment.

Save time and never forget a payment by [enabling AutoPay](#) for this account.

Balance Information

Open Charges:	\$0.00
Pending Late Fees:	\$0.00
Open Credits:	\$0.00
Balance Due:	\$0.00

Amount

Payment Type

Checking or Savings Account ▼

Make a Payment

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5. While logged into Tenant Web Access, click the tabs at the top of the page to:

- **View your open charges**
- **Display your transaction history**
- **Make a payment**
- **Change your password and update personal information**

If you have any questions about Tenant Web Access, please do not hesitate to call our office.