Baselane

Renters Onboarding Guide

Step 1

Activate Your Free Renter Account

1. Open your welcome email

You will receive an email with a link to activate your account. Check your junk folder if you have not received an email.
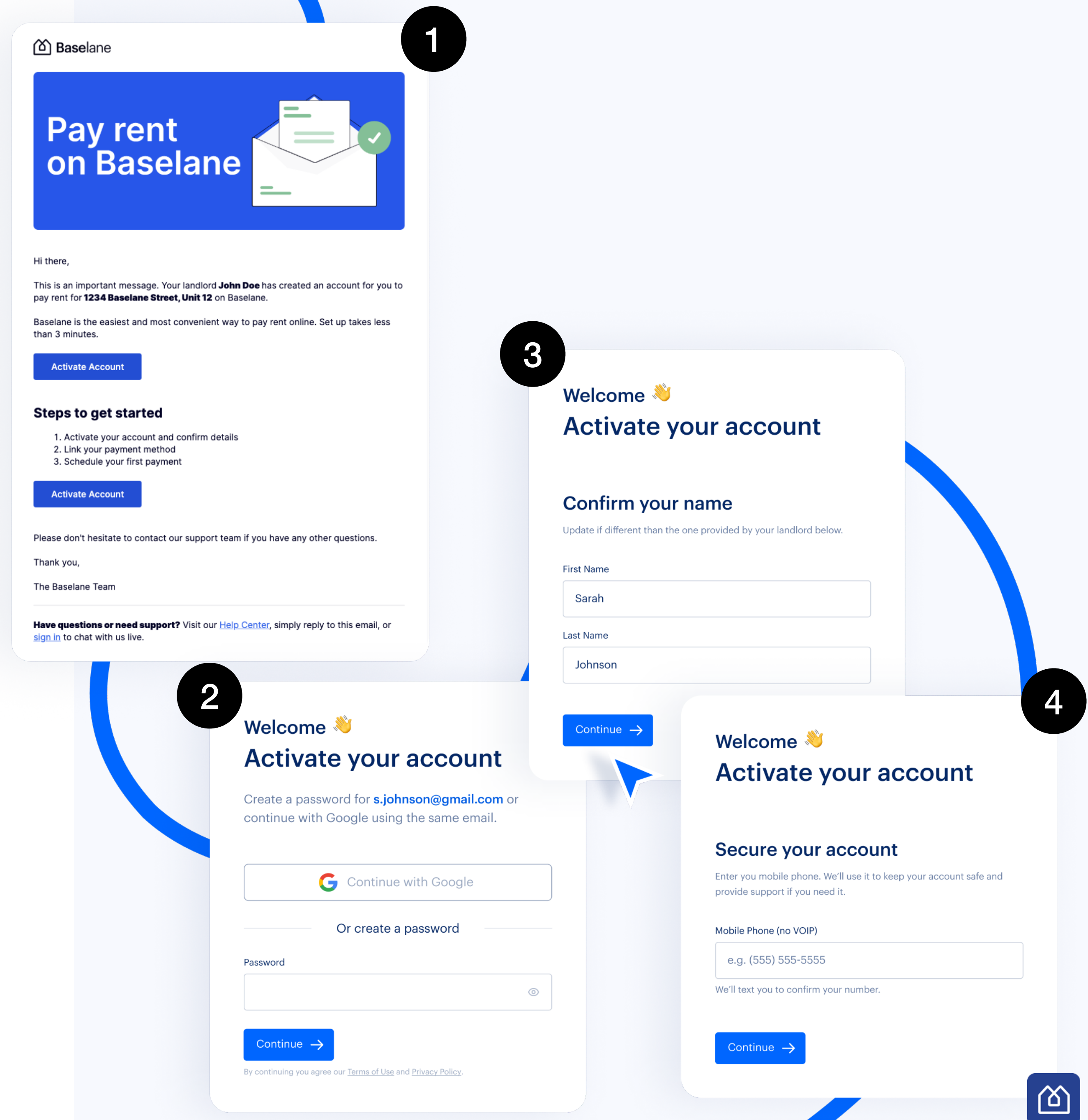
2. Activate your account

Create a password for your account.

If your email is a Google email, you have the option to "Continue with Google." Make sure you are using the same email.

3. Confirm your first and last name

4. Secure account by verifying your phone number

Enter your US mobile phone (no VOIP numbers), and you will receive an instant verification via text.

1

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Pay rent on Baselane

Hi there,

This is an important message. Your landlord **John Doe** has created an account for you to pay rent for **1234 Baselane Street, Unit 12** on Baselane.

Baselane is the easiest and most convenient way to pay rent online. Set up takes less than 3 minutes.

Activate Account

Steps to get started

1. Activate your account and confirm details
2. Link your payment method
3. Schedule your first payment

Activate Account

Please don't hesitate to contact our support team if you have any other questions.

Thank you,

The Baselane Team

Have questions or need support? Visit our Help Center, simply reply to this email, or sign in to chat with us live.

3

Welcome 👋
Activate your account

Confirm your name

Update if different than the one provided by your landlord below.

First Name

Sarah

Last Name

Johnson

Continue →

2

Welcome 👋
Activate your account

Create a password for **s.johnson@gmail.com** or continue with Google using the same email.

G Continue with Google

Or create a password

Password

Continue →

By continuing you agree our Terms of Use and Privacy Policy.

4

Welcome 👋
Activate your account

Secure your account

Enter you mobile phone. We'll use it to keep your account safe and provide support if you need it.

Mobile Phone (no VOIP)

e.g. (555) 555-5555

We'll text you to confirm your number.

Continue

Step 2

Review Your Rent Payments

See all the details of your rent payments here:

• Monthly Rent & fee amounts
• First and last rent payment dates
• Late fee (if applicable)
• One-time fees (if applicable)

If there are issues with the details of your rent payments, please contact your landlord. Only they can make changes.

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SET UP STEPS

1 Review Rent Payments

2 Add Payment Method

STEP 1 OF 2

Review Your Rent Payments

You'll be able to schedule payments once you add a payment method in the next step.

Monthly Rent & Fees

Total Monthly Rent	$1,070.00
	Rent is due on the 1st of every month

Number of Rent Payments	12
● First Payment Due	Nov 1, 2022
● Last Payment Due	Oct 1, 2023

RENT BREAKDOWN

Monthly Rent	$900.00
Parking Fee	$100
Pet Fee	$50
Other	$20

ⓘ A Late fee of $50.00 will be charged if rent is 5 days past due

One Time Fees

Security Deposit	$900.00
ⓘ Collected outside of Baselane	

Prorated Rent	$450.00
Due on: Nov 1, 2022	

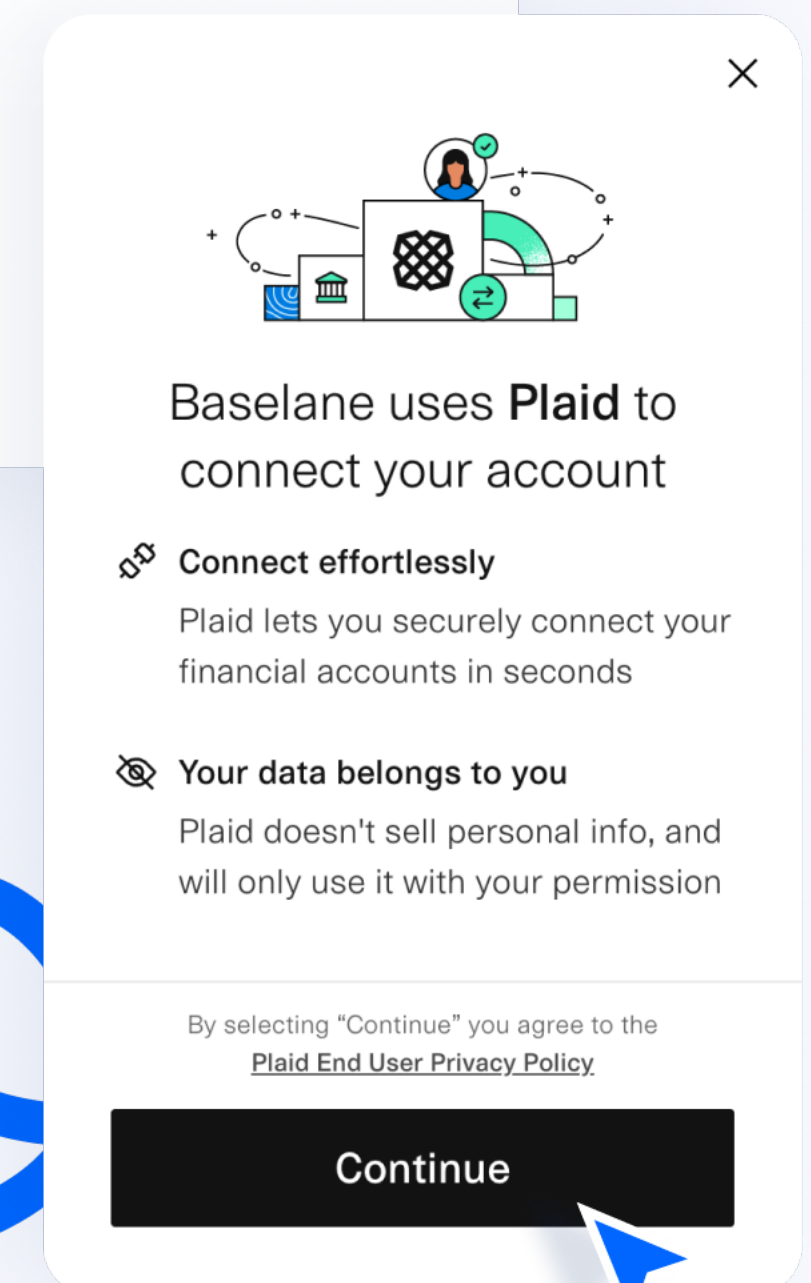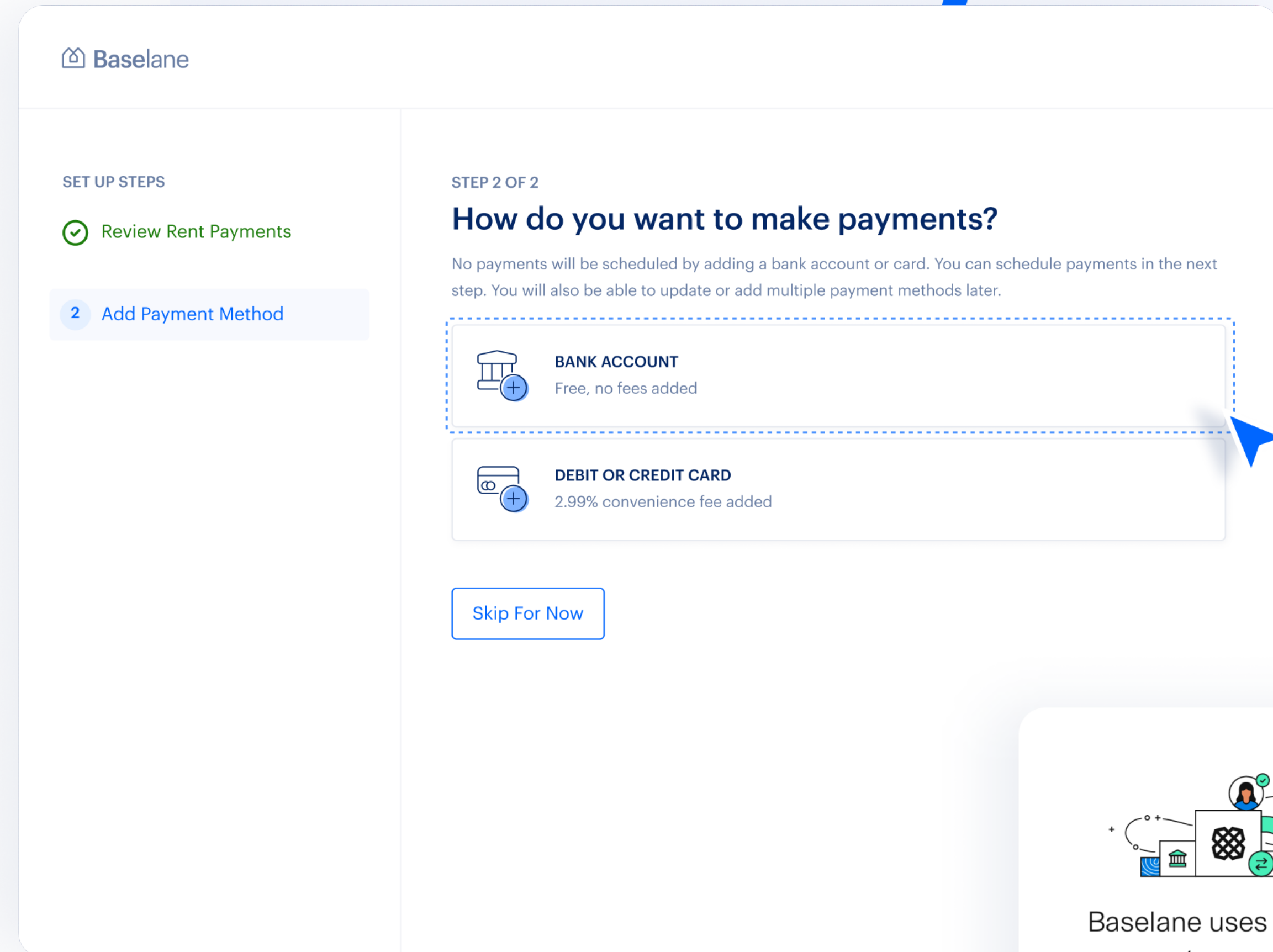| Move In Fee	$100.00
Due on: Nov 1, 2022	

Continue →

Step 3A

Add Payment Method: Bank Account

Click "Bank Account"

A pop-up will open. Press "Continue" and choose either the "Instant" or "Manual" method to connect your bank account securely using Plaid.

Note: Plaid is the leading solution to securely connect your bank account to various apps. Plaid is trusted by over 400 million accounts across 11,000 banks and financial institutions. Your information will never be shared or sold.

Go to the next page for how to add a Card.

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SET UP STEPS

✓ Review Rent Payments

2 Add Payment Method

STEP 2 OF 2

How do you want to make payments?

No payments will be scheduled by adding a bank account or card. You can schedule payments in the next step. You will also be able to update or add multiple payment methods later.

BANK ACCOUNT
Free, no fees added

DEBIT OR CREDIT CARD
2.99% convenience fee added

Skip For Now

✕

Baselane uses **Plaid** to connect your account

Connect effortlessly
Plaid lets you securely connect your financial accounts in seconds

Your data belongs to you
Plaid doesn't sell personal info, and will only use it with your permission

By selecting "Continue" you agree to the
Plaid End User Privacy Policy

Continue

Step 3B

Add Payment Method: Card

Click "Debit or Credit Card"

Enter your card information and billing address.

Note: Payments by debit or credit card will incur a 2.99% fee.

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SET UP STEPS

✓ Review Rent Payments

2 Add Payment Method

STEP 2 OF 2

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BANK ACCOUNT
Free, no fees added

DEBIT OR CREDIT CARD
2.99% convenience fee added

Skip For Now

Add Payment Method   ✕

Let's Add Your Card

Enter your card information

Cardholder Name

Card Number   Expiration Date   Security Code
                    VISA   MM/YY

Billing Address

Street Address

Apt, Suite, Building (Optional)

City   State   Zip Code
                               Select ⌄

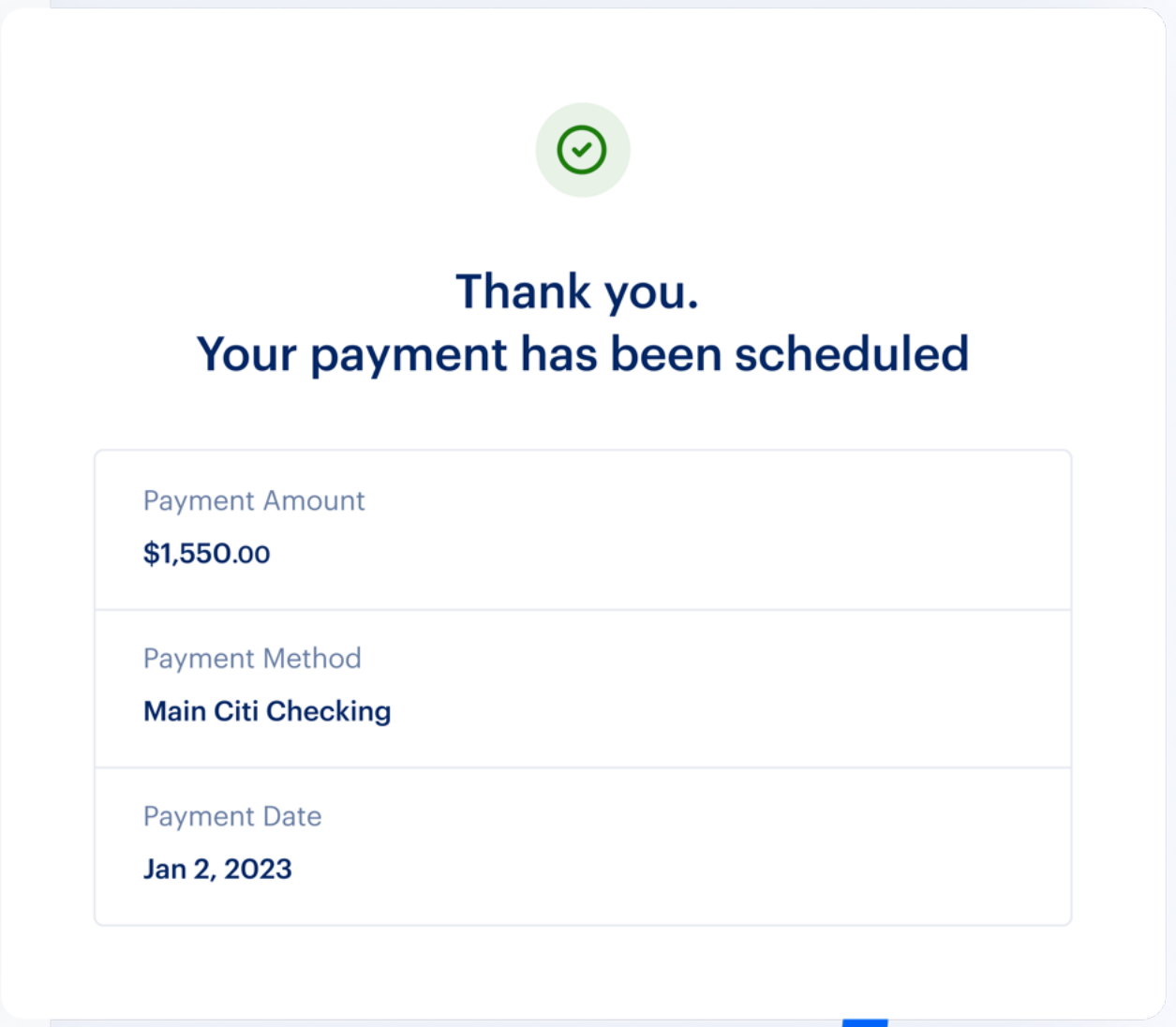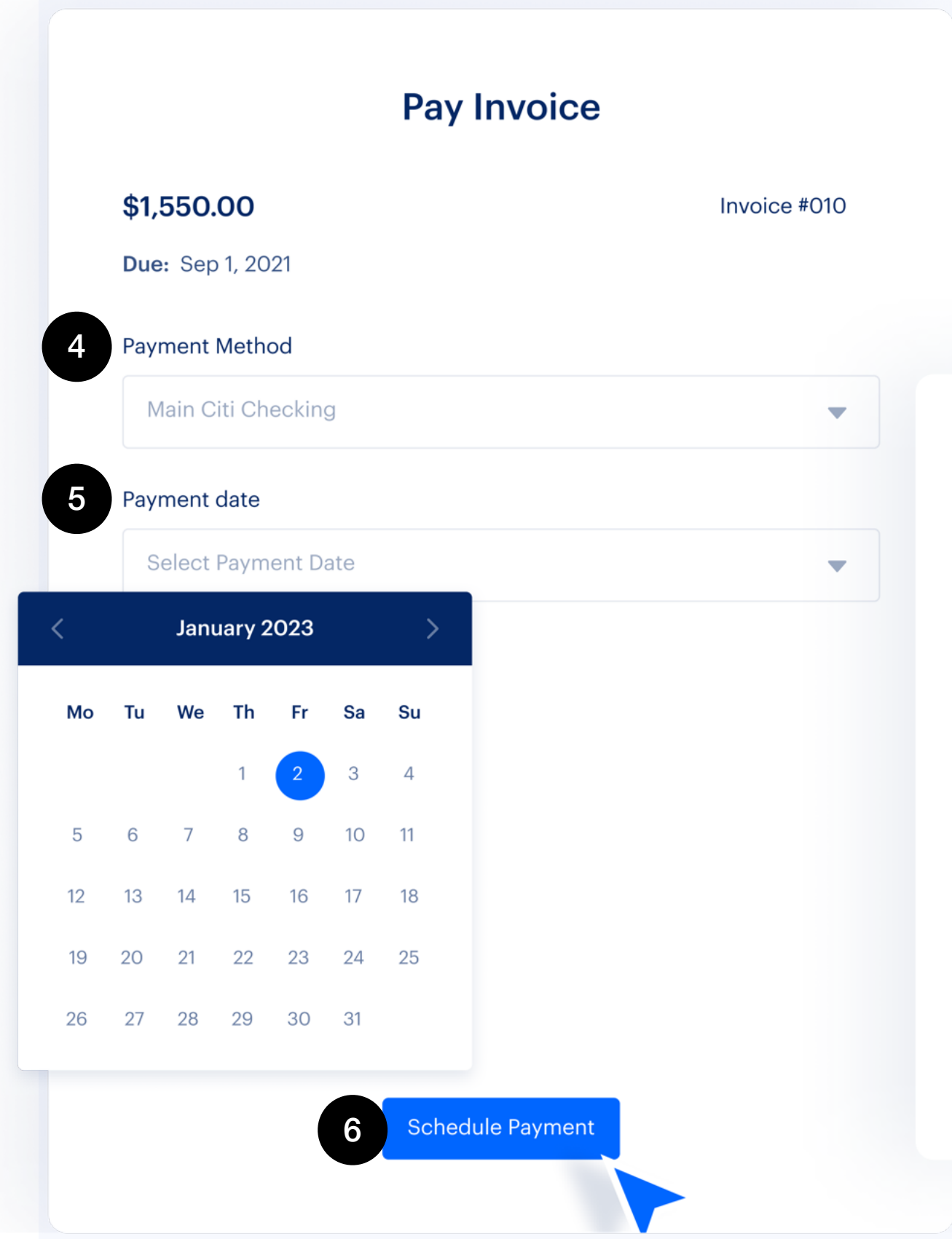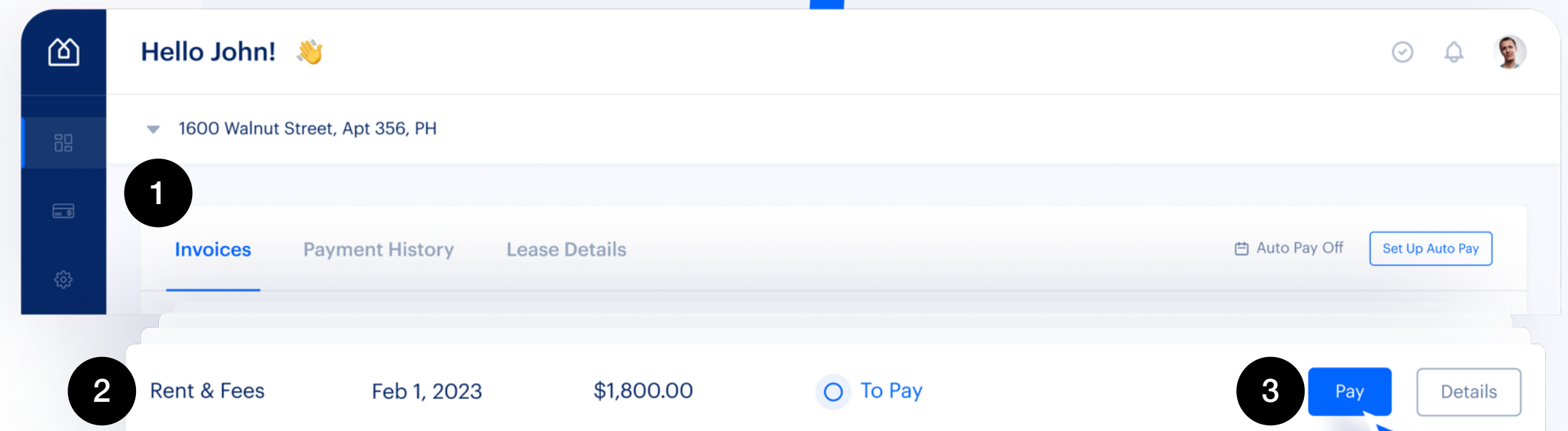Cancel   Add Card   🔒 Your information is protected with 256-bit SSL encryption.

Renters Onboarding Guide

Step 4A

Pay Rent

1. Click "Invoices"

2. Find the rent payment that is due

3. Click "Pay"

4. Select the Payment Method

5. Select the Payment Date

6. Click "Schedule Payment"

Hello John! 👋

1600 Walnut Street, Apt 356, PH

Invoices   Payment History   Lease Details

Auto Pay Off   Set Up Auto Pay

Rent & Fees   Feb 1, 2023 $1,800.00   ○ To Pay   Pay   Details

Pay Invoice

$1,550.00   Invoice #010

Due: Sep 1, 2021

Payment Method

Main Citi Checking

Payment date

Select Payment Date

January 2023

Mo	Tu	We	Th	Fr	Sa	Su
				1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

Schedule Payment

Thank you.
Your payment has been scheduled

Payment Amount
$1,550.00

Payment Method
Main Citi Checking

Payment Date
Jan 2, 2023

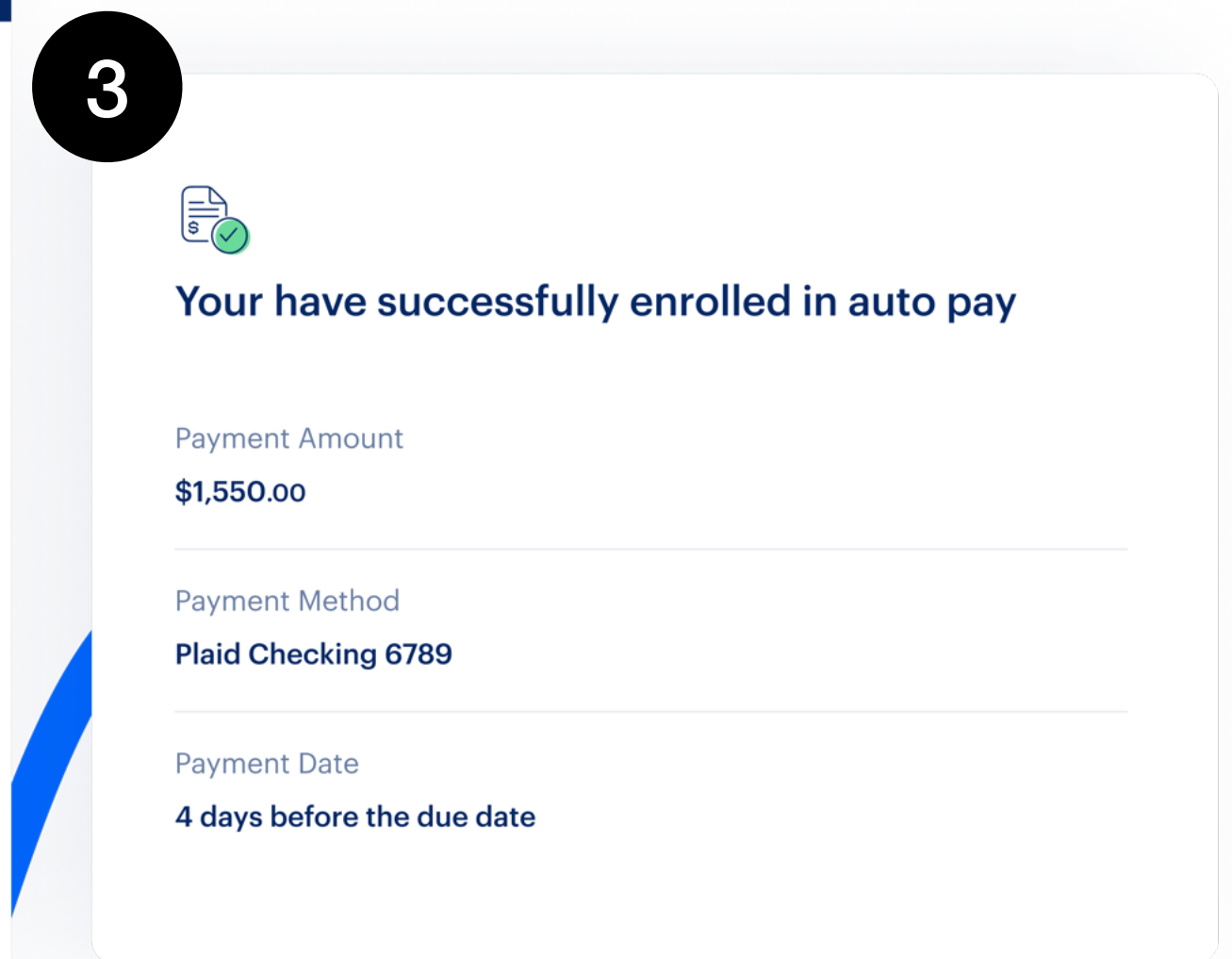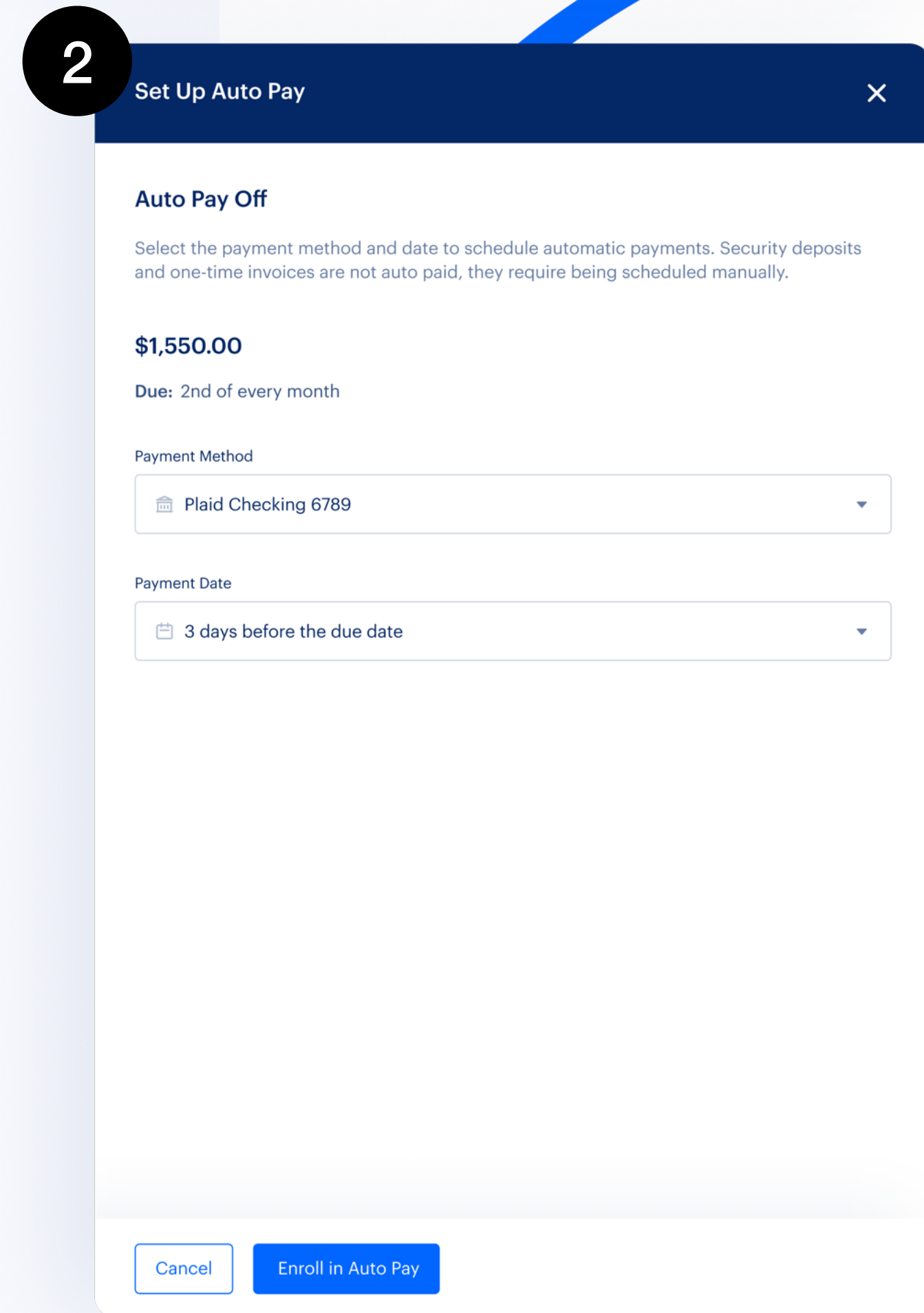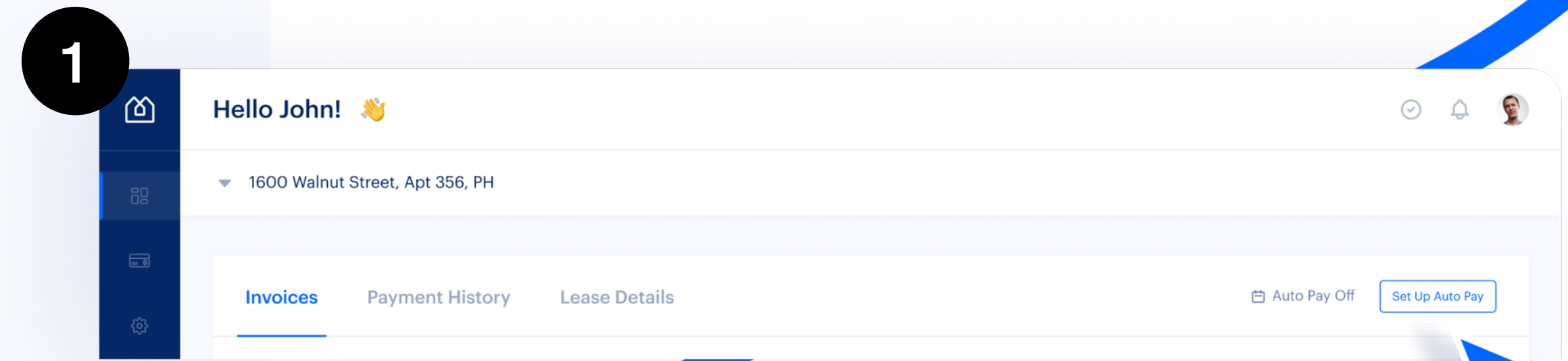Step 4B

Set Up Auto Pay

Set up Auto Pay to never miss a rent payment or get charged a late fee again:

1. Select "Set Up Auto Pay"

2. Select Auto Pay details

• Select a Payment Method
• Select Payment Date - this is the date your rent payment will be processed each month
• Click on "Enroll in Auto Pay"

3. Review your confirmation

Hello John! 👋

1600 Walnut Street, Apt 356, PH

Invoices   Payment History   Lease Details

Auto Pay Off   Set Up Auto Pay

Set Up Auto Pay

Auto Pay Off

Select the payment method and date to schedule automatic payments. Security deposits and one-time invoices are not auto paid, they require being scheduled manually.

$1,550.00

Due: 2nd of every month

Payment Method

Plaid Checking 6789

Payment Date

3 days before the due date

Cancel   Enroll in Auto Pay

Your have successfully enrolled in auto pay

Payment Amount
$1,550.00

Payment Method
Plaid Checking 6789

Payment Date
4 days before the due date

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Thank You!