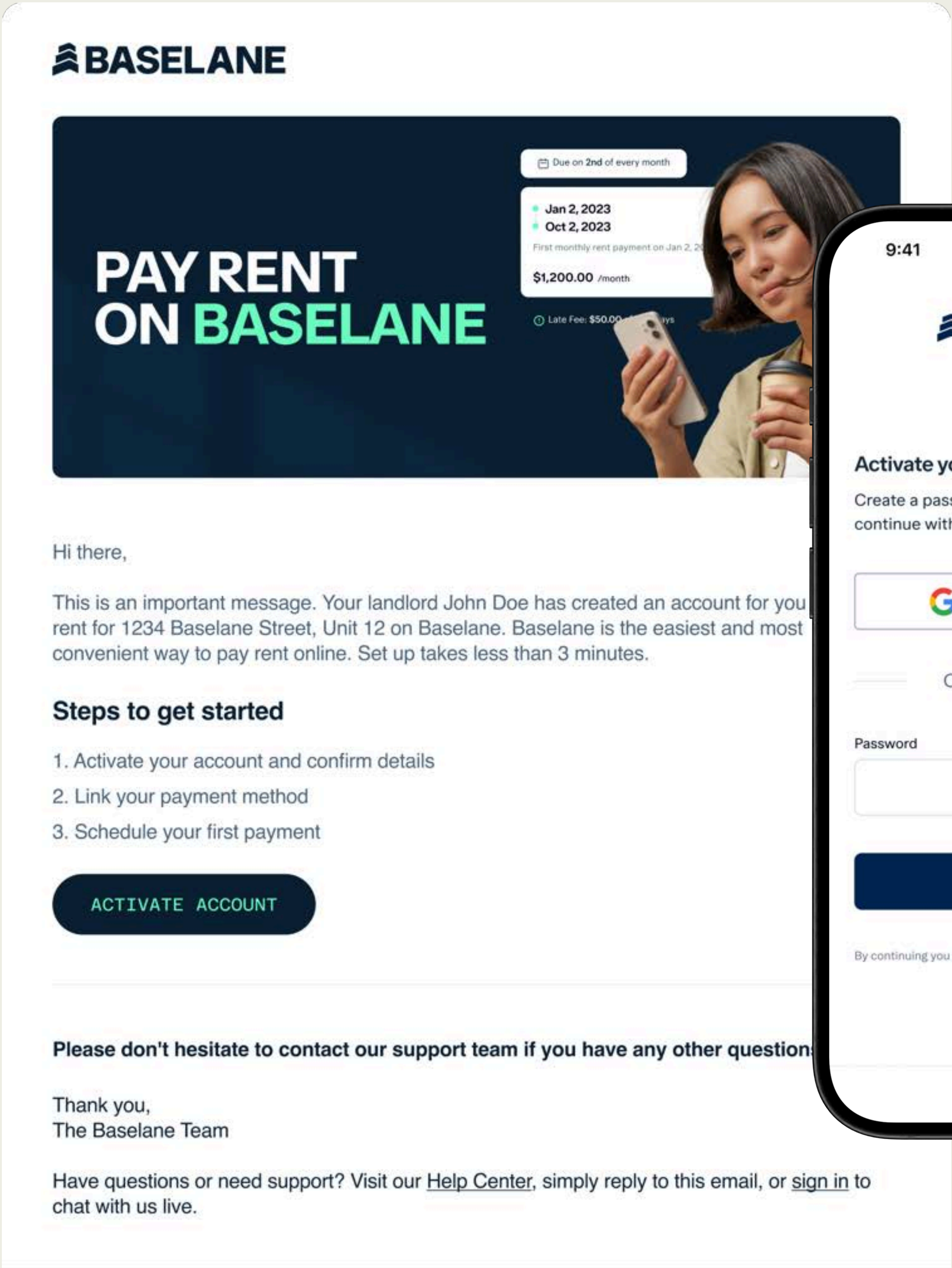


# RENTER ONBOARDING GUIDE

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 using a Google email, you have the option to “Continue with Google.” Make sure you are using the same email as your invite.
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.



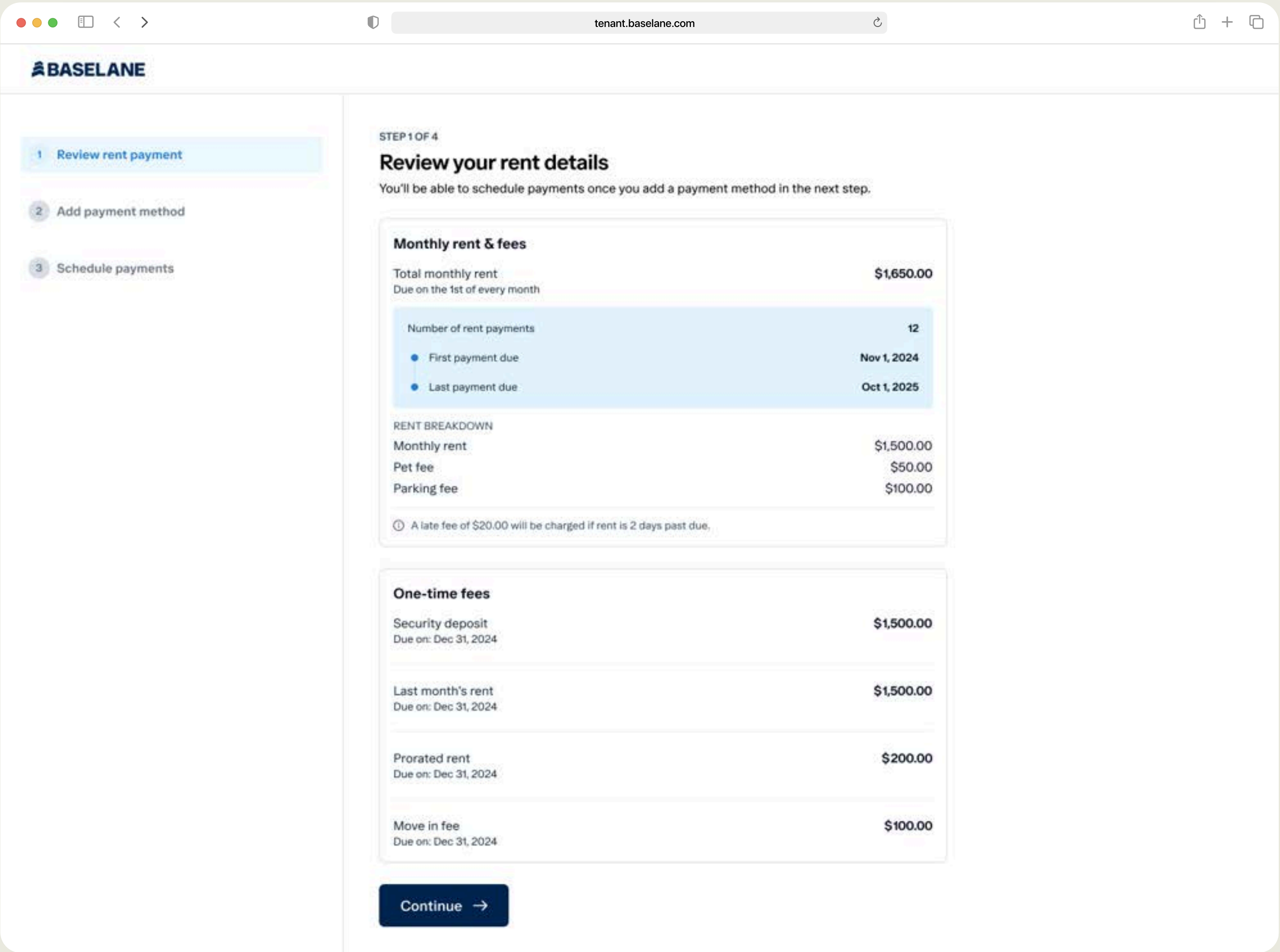
STEP 2

# 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)

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





STEP 3A

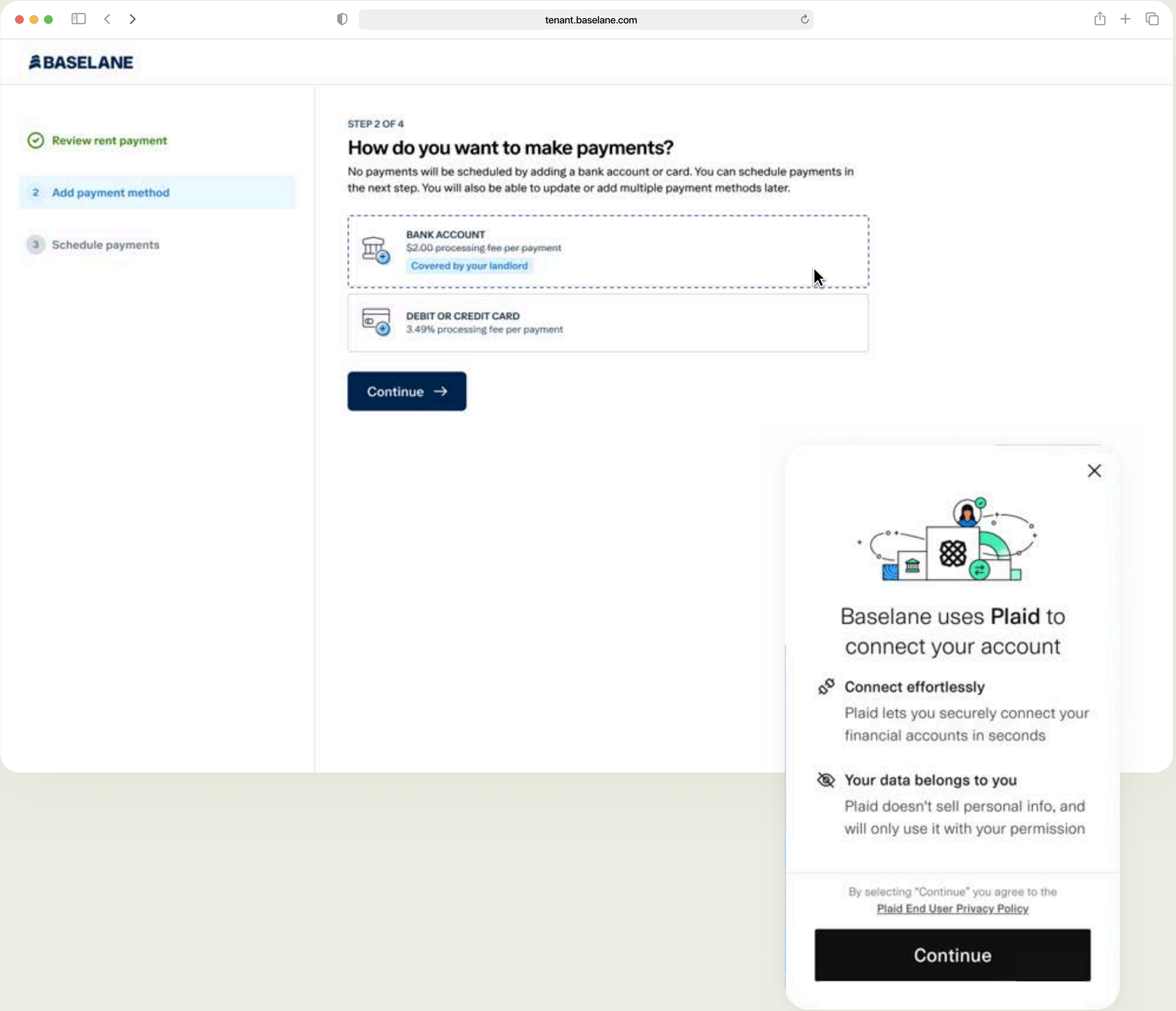
# ADD PAYMENT METHOD: BANK ACCOUNT

## If adding by 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 if adding a Debit or Credit Card.



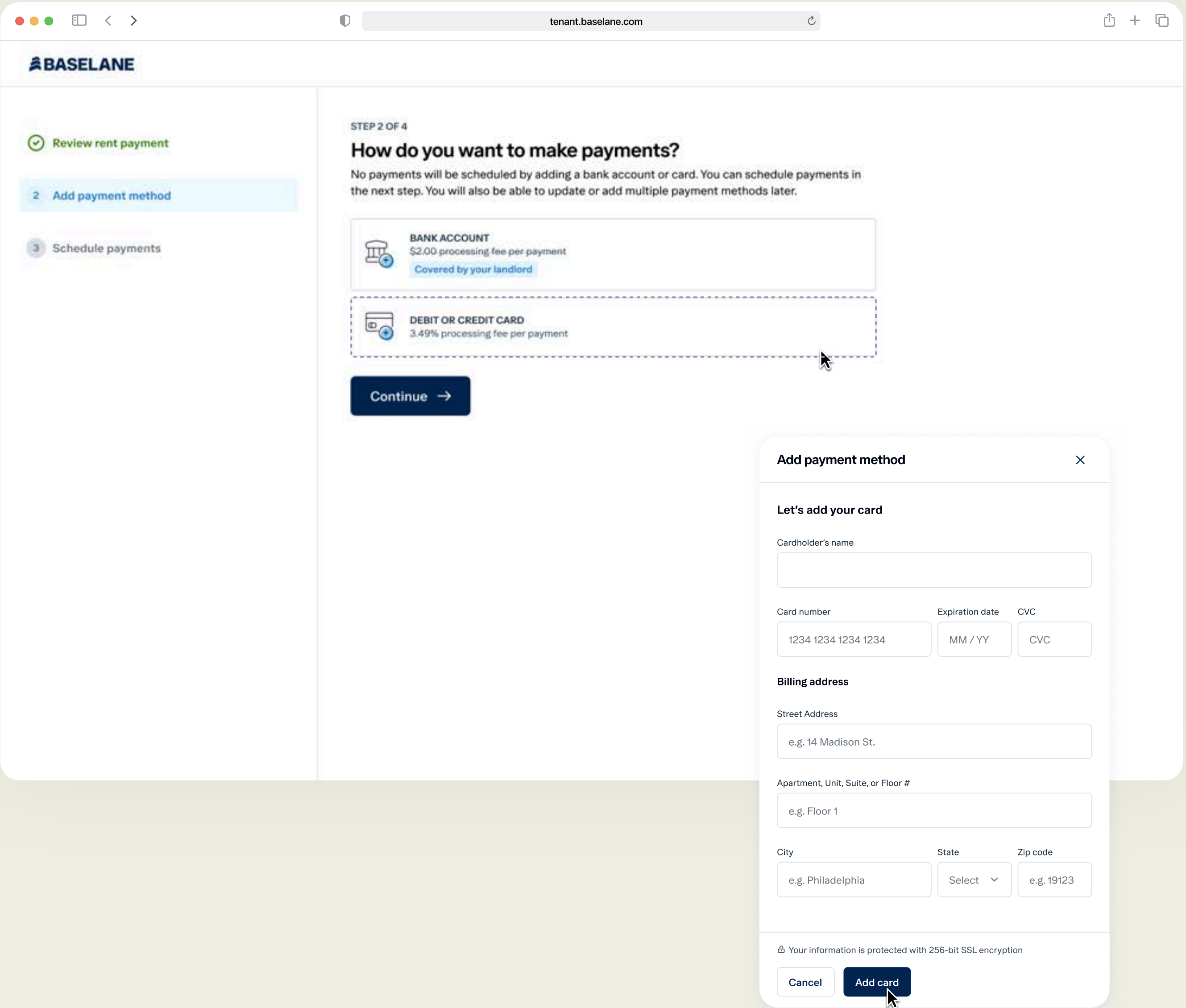
STEP 3B

# ADD PAYMENT METHOD: CARD

## If adding a Debit or Credit Account

Enter your card information and billing address.

**Note:** Payments by debit or credit card will incur a 3.49% fee.

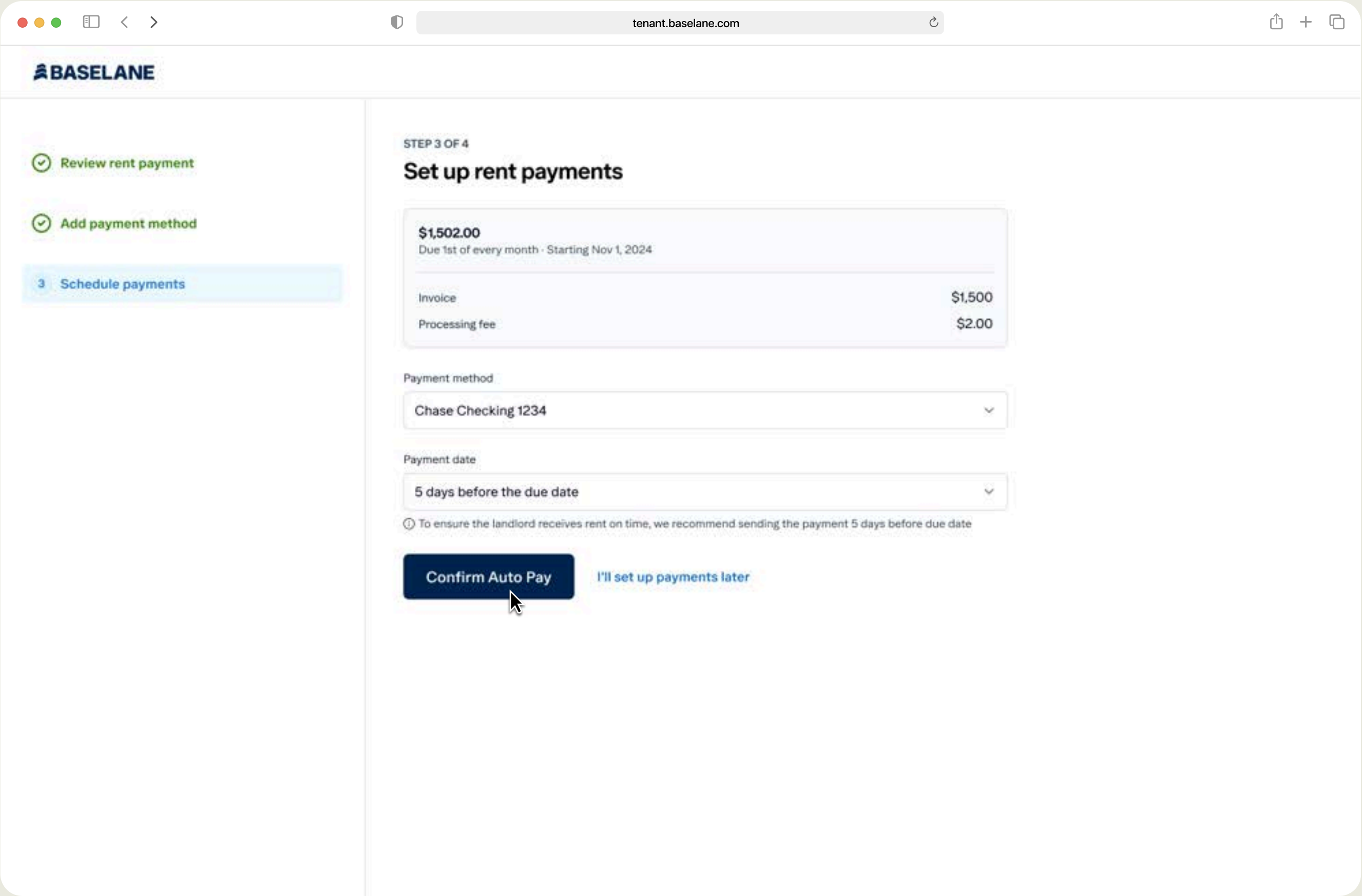


STEP 4

# SCHEDULE PAYMENTS

## Set up Auto Pay or make payments later

We recommend setting up Auto Pay to ensure your rent is always paid on time. However, if you prefer, you can manually make payments each month instead.



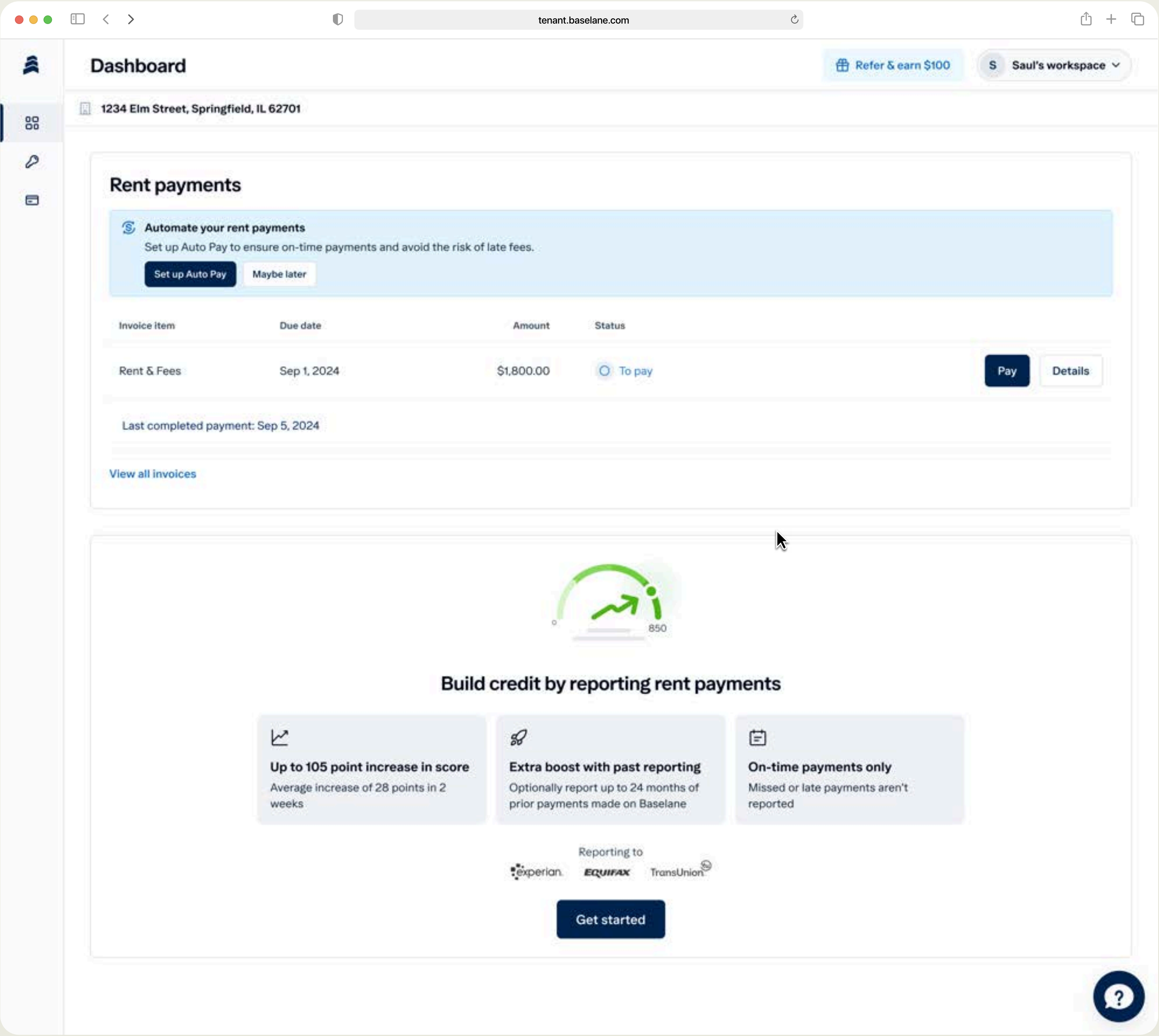
STEP 5

# WELCOME TO YOUR DASHBOARD

## An overview of your rent payments

- From your dashboard you can:
- View your current next rent payment
  - Set up and manage Auto Pay
  - Build credit by reporting on-time rent payments to the bureaus

Additional you can click on “View all invoices” to see all rent invoices.



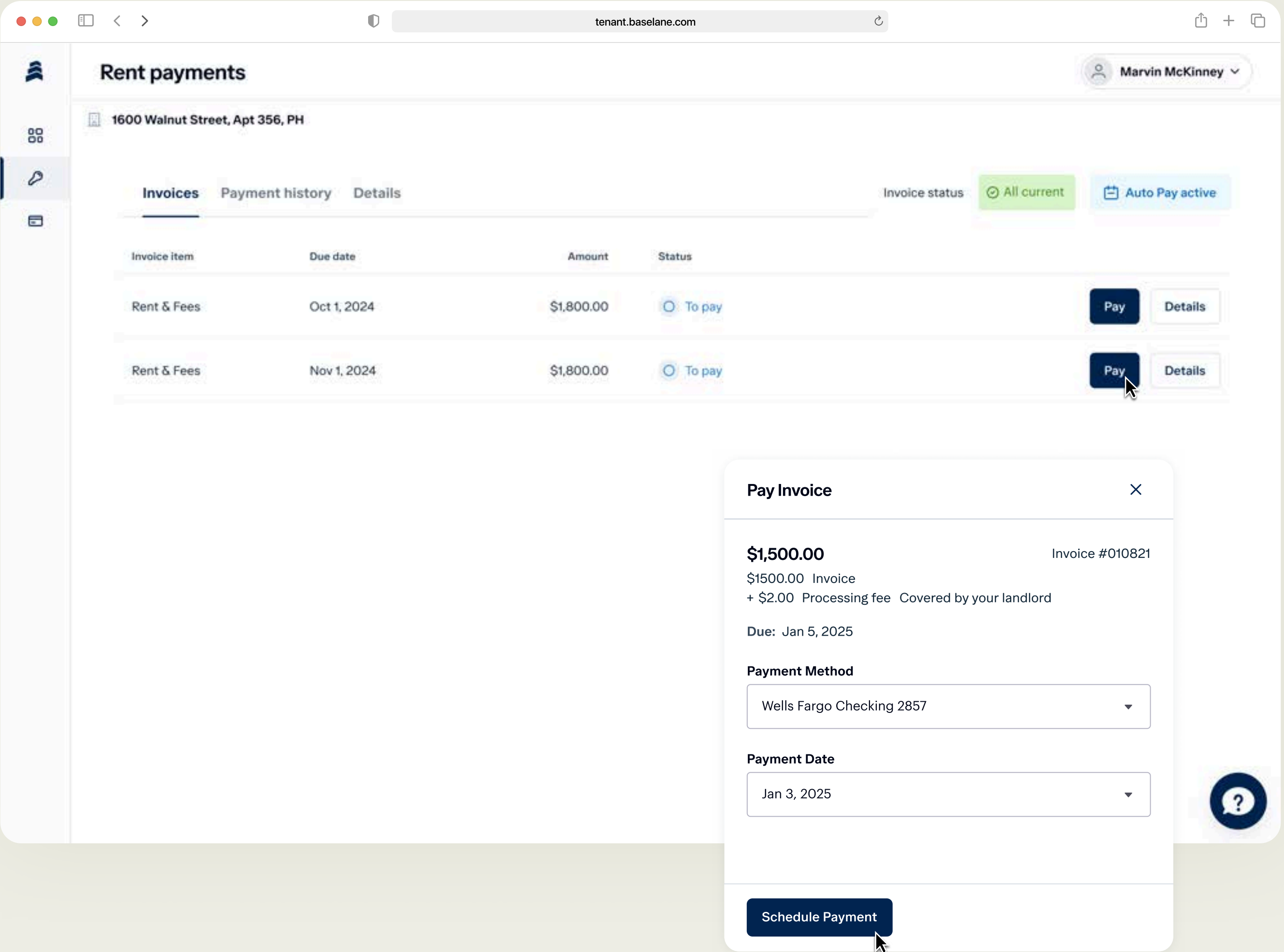


STEP 6

# PAYING RENT

Here you can view all rent invoices, payment history and rent details.

- To make a one-time rent payment:
- 1. Find the rent payment that is due
  - 2. Click “Pay”
  - 3. Select the Payment Method & Date
  - 4. Click “Schedule Payment”
  - 5. You’re all set!





STEP 7

# 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. Complete Auto Pay details
  - Select a Payment Method
  - Select Payment Date to process your rent each month
  - Click on “Enroll in Auto Pay”
3. Review your confirmation

Enroll in Auto Pay

\$1,500.00

\$1500.00 Invoice

+ \$2.00 Processing fee Covered by your landlord

Due: 1st of every month

Payment Method

Wells Fargo Checking 2857

Payment Date

3 days before the due date

Enroll in Auto Pay

✓

Auto Pay is active

Payment Amount

\$1,500.00 due the 1st of every month

Payment Method

Capital One Checking

Payment Date

1 day before the due date

STEP 6

# BOOST YOUR CREDIT SCORE

## Boost your credit score by up to 100 points!

Enroll in minutes—see results in under a month!

- We only report on-time payments, late payments are not reported
- Automatically report to Experian, Equifax & TransUnion.

