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Tenant Online Portal FAQs

I made a payment online by mistake. How do I stop the payment?

You must call your bank and issue a stop payment. Neither AppFolio or your property manager has authority to gain access to your Online Portal or bank account to stop the payment on your behalf.

Is there a cost to make payments online?

eCheck payment fees are instantly rebated, while credit or debit card payments carry an online portal convenience fee that is non-refundable and is in place to comply with current card network regulations.

The online portal convenience fees is a fixed, flat amount based approximately on your monthly rent amount. The fee amount will stay the same for the entirety of your occupancy, no matter the amount of your payment.

What type of credit or debit card can I use?

Credit or debit card payments can be made from a Visa, MasterCard, JCB, or Discover branded card from any country. American Express, gift cards, or prepaid cards are not accepted.

What type of bank account can I use if paying by eCheck?

You are free to use a checking or savings account. Accounts can be personal or business. Make sure you enter the routing and account number exactly as they appear on your checks and confirm the account has sufficient funds.

Is there a maximum amount I can pay with a credit or debit card?

For fraud protection purposes, the maximum amount allowed for one credit/ debit card payment is twice your monthly rent amount. You can make as many payments as necessary to satisfy your balance.

What will my payment look like on my bank statement?

eCheck payments are shown as a line item under the name of your property management company. Credit/ debit card payments typically list the property management company name for the base payment, and AppFolio under the online portal fee line item.

How is my information protected?

We take privacy and security seriously and invest in state of the art systems to protect payment information. All sensitive data is encrypted and our redundant infrastructure ensures the highest levels of service availability. It is bank-grade security. [Click here](#) to learn more about our security.

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How do I view my balance and past payments?

You can see your balance due and any outstanding charges in the Home or Payments tabs. You can also see all past payments under the Payments tab. Each payment will have a unique confirmation number for reference.

How do I edit or modify my scheduled auto payment?

Your auto payment information will be displayed on the Home tab or Payments tabs. Click the Edit to change the payment name, payment amount, or account information. If you wish to change the scheduled payment date, click Edit, then click Delete, and return to the Home tab to create a new auto payment.

I do not have a bank account or credit card, is there another option?

Contact your property manager to learn about your payment options. In most locations, you are able to pay your rent in cash at a local 7-Eleven or Ace Cash Express. Your property manager can provide you with a unique and reusable pay slip with a barcode to use when making cash payments at participating locations. The cost to make an electronic cash payments is \$3.99 for up to \$1,500.00 in cash.

I get a "file too large" error message when adding a photo to my maintenance request. What is the size limit?

Individual photos attached to maintenance requests in your Online Portal cannot exceed 10mb.