

TENANT PORTAL OVERVIEW

Online Portal:

- Tenants can send themselves an activation link from the Online Portal login page by visiting our website www.c21jfp.com, hovering over the **Tenants** menu bar option, and selecting **Tenant Portal**. Then, click on **Sign Up**. After clicking on **Sign Up**, you will be prompted to enter your first and last name, email address, phone number, and the address of the home you are leasing. App Folio will then email you an activation link.
- Please ensure that the information you provide matches what we have in our system. If AppFolio cannot match the information you provided, we will receive an email notification requesting us to verify the information and send you an activation link.

Make a One-Time Payment or Set Up an Auto Payment:

If you see a message stating you cannot make online payments, please contact our office at 972-780-5380.

One-Time Payment:

- Once you have logged in, you can view your current balance owed and details of current and future charges by month.
- Click "**Pay Now**" to make a one-time payment or Set Up Autopay to create an automatically recurring payment.
- The two available payment methods are eCheck (direct withdrawal from a bank account) or a Credit/Debit Card.
- eCheck and Credit/Debit Card payments carry a non-refundable online portal convenience fee charged by a 3rd party. This fee is added to the total of your payment. See the FAQs for more information about these fees.
- **Pay Now** - Continue through the steps to submit payment directly to our office. You will receive a confirmation email once the payment is successfully submitted. **This does not mean it has cleared your bank account.** Please note that if you **do not** receive a confirmation email, you **did not** fully complete all the necessary steps to submit the payment.

Set Up Auto Payment:

- Continue through the steps and specify the account, date, and amount to pay (specific amount or balance in full). You cannot schedule an auto payment to begin the same day. You will receive a confirmation email on the day the payment is submitted each month.

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Edit or Delete an Auto Payment:

*Please note, once an auto payment is submitted for the month, you **CANNOT** make changes to it. The following instructions will help you update the details of the auto payment that is submitted each month, such as the amount and date.

Once your auto payment is set up, the details are displayed in the Home or Payments tabs in the **Scheduled Payments** section.

- To skip the next month's payment, click **Skip this payment**. The auto payment will resume after the skipped month.
- To update the payment name, bank account, or credit card, click **Edit** in the **Scheduled Payments** section. Update the necessary information, then click **Update**.
- To change the date the payment processes each month, you must delete and recreate the auto payment. Click **Delete** in the **Scheduled Payments** section, then return to the **Home** or **Payments** tab to create a new auto payment.
- To completely delete an auto payment, click **Delete** in the **scheduled payments** section on the Home or Payments tabs.

View Payment History:

- Click the **Payments** tab, then click **View full account ledger**. This will show you a detailed ledger of all charges and payments posted to your account.

Please contact your property manager if you have any questions about the transactions displayed.

Update Your Contact Information:

Click the **Account Profile** tab to view or update the following information:

- **Email Address** - Change the email address you use to log in to the Online Portal.
- **Phone Number** - Change the phone number your property manager has on file to contact you.
- **Choose Your Language** - Change the default language of your Online Portal to Spanish.
- **Contact Preferences** - Set up payment reminder emails to be sent to you 2 days before the 1st of every month.
- **Saved Payment Methods** - Delete a saved bank account or credit card.
- **Password** - Reset your Online Portal login password.
- **Signature** - Edit the electronic signature and initials used when signing lease documents online.

FAQs

Can my property manager see any of my payment information?

No. Your property manager cannot see any of the payment information you have saved or have previously entered.

I no longer rent with this property management company. How do I delete my account?

Please contact our accounting department at 214-217-4245. and ask them to delete the login information associated with your account.

What type of credit or debit card can be used?

Credit or Debit Card payments can be made from a Visa, Mastercard, JCB, Diners Club, 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 to pay by eCheck?

You can use a personal or business checking or savings account. Please ensure that you enter the routing and account number exactly as they appear on your checks and confirm the account has sufficient funds before paying.

Is there a maximum amount I can pay with an eCheck payment?

For fraud protection purposes, the maximum amount allowed for a single eCheck payment is whichever sum is greater: **3x the amount of your monthly recurring charges, 3x the amount of charges due now or set to post in the next 15 days, or \$5,000.** This is the maximum for a single transaction. You can make multiple payments if necessary. Please note, if your move-in charges are dated in the future, you will only be able to pay up to \$5,000 in a single payment until those charges are due.

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

You can pay 2x your monthly rent charge or \$3,000 in a single credit/debit card payment, whichever sum is greater. If 2x your monthly rent charge exceeds \$10,000, you cannot pay more than \$10,000 in a single payment. **Please note**, if your monthly charge amount increases or if you start paying for a new unit in the same Online Portal, the max allowed for a credit or debit card payment will not change. This only applies to payments made via credit or debit card. You can switch to eCheck to pay a larger amount in one payment. If you would like to increase the max amount allowed to match your current monthly charge amount, please ask your property manager to contact AppFolio about the issue, but please know that your convenience fee will also increase.

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What will an online payment look like on my bank statement?

eCheck payments appear as “C21JFPM”. Credit or debit card payments plus the online portal convenience fee appear as “AF*C21JFPM”.

Can I get a printed receipt for my payment?

Please contact our accounting department, and they can provide you with a receipt. You can also see a record of your payments on the Account Ledger in your Online Portal.

Can I change the language of my Online Portal?

You can change the language to Spanish. Click the Account Profile tab on the left, then in the Choose Your Language section, use the menu to select Spanish, then click Save.

How do I update my electronic signature for signing documents?

You can update your electronic signature in the Account Profile tab.

I do not have a bank account or a 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 PaySlip with a barcode to use when making cash payments at participating locations. The cost to make an electronic cash payment is \$3.99. The maximum transaction limit is \$1,500 to \$2,000, depending on the location.

I have two (or more) Online Portals, but I'd like to have them combined into one. How do I do this?

Only our accounting department can combine your Online Portals. Please contact our office at rentals@judgefite.com to make this request. The same company must manage your Online Portals to combine them.