Dear Home Owner,

For your convenience, we have activated your online owner portal and you should have received an email with your default password. This system is available for you to access important information about your property 24 hours a day and 7 days a week. A new statement will be posted around the 16th of each month and you will be notified via email.

Provided below are step by step instructions to help you navigate through your owner portal.

- I.   **How do I log onto my owner portal / reset my password?**
- II.   **How do I change my password?**
- III.   **How do I pay unpaid bills / make an owner's contribution?**
- IV.   **How do I set-up / change my payment method / banking information?**
- V.   **How do I change my contact information?**
- VI.   **How do I view my statement?**
- VII.   **How do I use the conversation function?**
- VIII. **How do I view my reports?**

I.   How do I log onto my owner portal / reset my password?

Step 1: Go to www.rpmmidwest.com
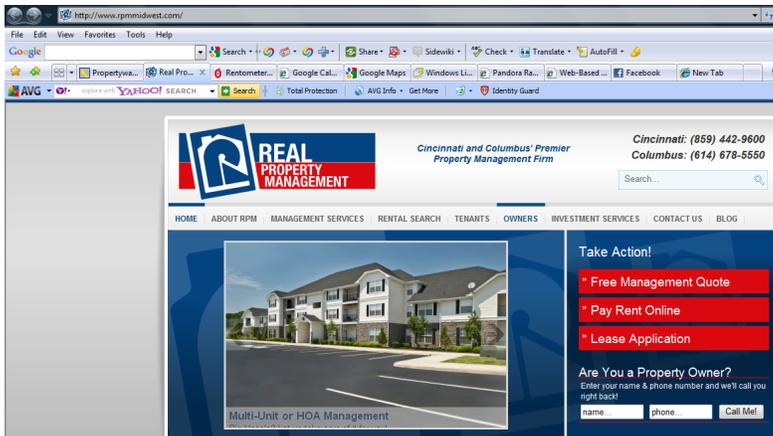
Step 2: Click on the "Owner" tab
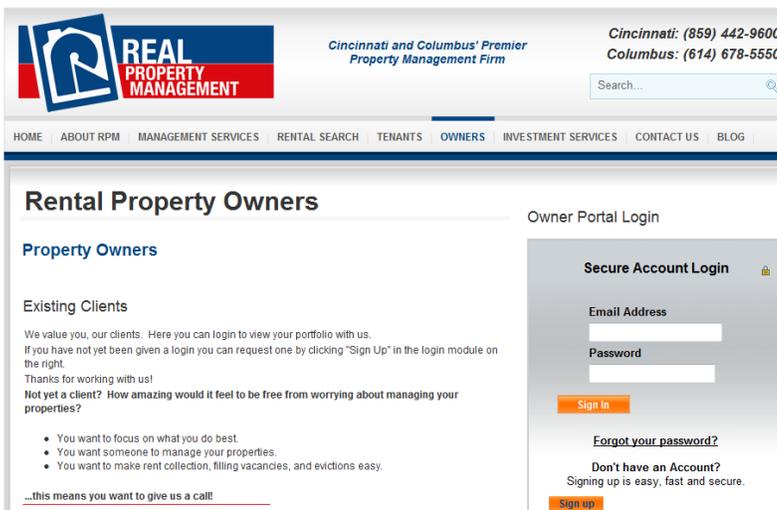
Step 3: Type in your Email Address and Password then click the "Sign In" button

(If this is your first time logging on, check your email for your default password or if you do not remember your password go to Step 3a to reset it)

My Account	Statements	Reports	Bills	Documents	

Welcome Adrianne Melendez

Community Message

Please note that effective 3/9/10, any payments you make with a credit/debit card will incur a 3% finance charge. We hope you understand that this fee to you is necessary as RPM is charged a fee by *our* bank to process the credit/debit cards.

Also note that payments made directly through your bank account incur a much smaller , nominal fee. As a courtesy RPM **will not charge you** to make a payment through your checking account. Payment to us made through the checking account will be the same account that money will be sent to you, once tenant payments come in. Please email us with questions. All emails should be directed to heather.m@rpmmidwest.com.

Thanks, as always, for your understanding.

Sam Thompson
Manager
RPM

My Alerts

No Unpaid Bills

My Contact Information   View Detail Edit
Home Phone
Work Phone   (859) 442-9600

Step 3a: If you do not remember your password click on the "Forgot your password?" link.

Secure Account Login   🔒

Email Address

Password

Sign In

Forgot your password?

Don't have an Account?
Signing up is easy, fast and secure.

Sign up

Step 3b: Type in your First and Last Name, as well as your Email, then click on the "Submit" button

Forgot Password

Request a new password	Help
First Name	All fields are required. Please provide the same first name, last name and email used to setup the account. If you don't have this information please contact management.
Last Name	
Email	

Submit   Cancel

II.   How do I change my password?

Step 1: Once in your portal, click on the "View Detail" link to the right of the "My Contact …" section

My Contact Information		View Detail Edit
Home Phone		
Work Phone	(859) 442-9600	

Step 2: Click on the "Change Email and Password" button

Home > View Contact Info

Edit	Change Email and Password

Contact Information

First Name	Adrianne
Last Name	Melendez
Email	Adrianne.M@rpmmidwest.com

Step 3: Enter in the current, new and confirm new password fields, then click on the "Save" button

Home > Edit Email and Password

Save   Cancel

Email and Password

Email	Adrianne.M@rpmmidwest.com
Current Password	
New Password	
Confirm New Password	

Save   Cancel

III.   How do I pay unpaid bills / make an owner's contribution?

Step 1: Click on the "Statements" tab

My Account	Statements	Reports	Bills	Documents

Statements

Portfolio	Date	Beg. Balance	Income	Expense	Mgmt Fee	End Balance

Step 2: Scroll down to the bottom of the page and click on the "New Contribution" button

New Contribution   **Follow instructions in section IV if you see a "Set-up Payment Method" button**

Step 3: Enter the Amount and what it is for in the Comment field, then click the "Save" button

My Account	Statements	Reports	Bills	Documents

Statements > New Contribution

New Contribution

Portfolio	Melendez Adrianne ▼
Amount	$0.00
Comments	

Payment Account

Payment Method	E-Check
Bank Name	US Bank
Account Type	Checking

Save Cancel

IV. How do I set-up / change my payment method / banking information?

Step 1: On the My Account page, click on the "Edit" link to the right of the "My Contact …" section

My Contact Information   View Detail Edit

Home Phone	
Work Phone	(859) 442-9600

Step 2: Scroll down to the bottom of the page and select a Payment Method

Payment Method

◯ X None ◉ ACH E-Check ◯ Credit Card

Step 3: Fill out all of the required Payment and Billing Information and then click the "Save" button

Payment Method

◯ X None ◉ ACH E-Check ◯ Credit Card

Please enter your bank account information exactly as it appears on your check. ACH payments submitted without accurate routing and account numbers will be not be processed and subject to a non-sufficient funds fee.

Bank Name	US Bank
Account Type	Checking ▼
Routing Number	XXXXX0013
Account Number	XXXXXXXX4736

⑈000067694⑈ ⑈23467891⑈ 1001

Routing Number   Account Number   Check Number

SSN/SIN	111111111

OR

Drivers License #	
Drivers License State/Province	

Billing Information

☐ Same as Contact

Billing Address	XXXX Oakton Lane
Address 2	
City	columbus
State/Province	OH
Zip/Postal Code	43229
Billing Email	Adrianne.M@rpmmidwest.

Save Cancel

Note: All credit/debit card transaction will incur a 3% finance charge, but there is no charge for payments made through a checking account.

If you make a payment via credit card, make sure you switch your payment method back to E-Check or your direct deposit will NOT get deposited correctly into your checking account. If you have any issues/questions, please call our main office 859-442-9600.

V. How do I change my contact information?

Step 1: On the My Account page, click on the "Edit" link to the right of the "My Contact …" section

My Contact Information		View Detail Edit
Home Phone		
Work Phone	(859) 442-9600	

Step 2: Edit your Contact Information and then click the "Save" button

My Account | Statements | Reports | Bills | Documents

Home > Edit Contact

Save   Cancel

Edit Contact Information

First Name	Adrianne
Last Name	Melendez
Email	Adrianne.M@rpmmidwest.com
Company	
Address	XXXX Oakton Lane
Address 2	
City	columbus
State/Province	OH
Zip/Postal Code	43229
Country	
Home Phone	
Work Phone	(859) 442-9600
Mobile Phone	(XXX) 472-4471
Draw Payment Method	E-Check ▾

VI. How do I view my statement?

Step 1: Click on the "Statements" tab

My Account | Statements | Reports | Bills | Documents

Statements

Portfolio	Date	Beg. Balance	Income	Expense	Mgmt Fee	End Balance

Step 2: Scroll down to the latest statement, then from the Action column select "View" on the "Choose" drop down

Statements

Portfolio	Date	Beg. Balance	Income	Expense	Mgmt Fee	End Balance	Port. Minimum	Due To Owner	Action
Melendez Adrianne	03/20/2009 - 04/16/2009	$0.00	$350.00	$0.00	$0.00	$350.00	$0.00	$350.00	-- Choose -- ▾
Melendez Adrianne	04/17/2009 - 05/16/2009	$350.00	$695.00	$352.38	$0.00	$0.00	$0.00	$0.00	-- Choose -- / View

Note: If your statement does not pull up, check your pop up blocker settings and make sure to accept all pop-up requests from your portal. If you have any questions about items on your statement, please contact our main office at 859-442-9600.

VII. How do I use the conversation function?

Step 1: On the My Account page, click on the "New Conversation" link to the right of the "Conversation" section
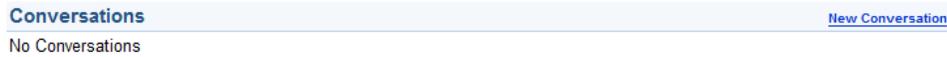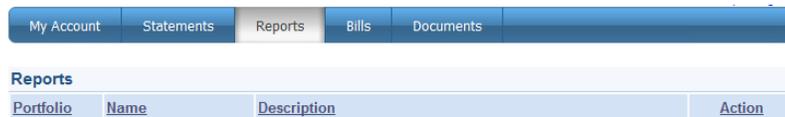

Step 2: Enter a Subject and a Description of your comment or question, then click the "Save" button. An RPM Staff member will respond within 24 hours of receiving your message.

VIII. How do I view my reports?

Step 1: Click on the "Reports" tab

Step 2: Select the report by going to the Action column and click on "View" from the "Choose" drop down

Note: If your report does not pull up, check your pop up blocker settings and make sure to accept all pop-up requests from your portal. If you have any questions about items on your report, please contact our main office at 859-442-9600.

Best Regards,

Real Property Management