

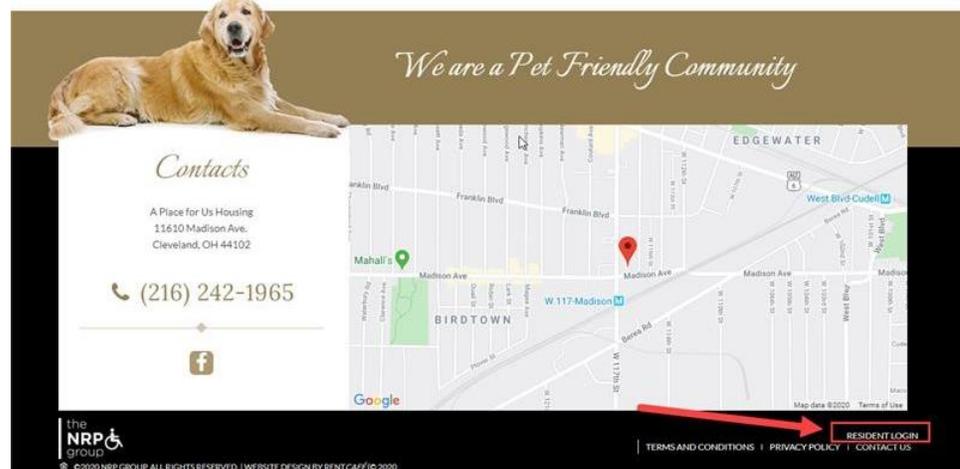
3 Easy Ways to Pay Rent Online

Dear Residents,

Recently we informed you on some of the current initiatives we are taking to maintain a healthier environment for our community during the COVID-19 pandemic. One initiative is we are encouraging the use of online payment methods. This transition may be new to many; to help make this easier and more user friendly we have created a few videos and easy step-by-step instructions on how to make an online payment. If you have any questions or have any issues, please do not hesitate to call the leasing office or reach out to COVID19info@nrpgroup.com.

How to pay online using the property website:

This first step in paying online is going to your property website and clicking the “Login” icon in your portal. This will be located in various areas depending on your property. Example shown below:



Welcome to Resident Services

Email

Password

[Sign In](#)

[Forgot password?](#)
Click here to register.
Send Verification Email

 **Make Payments**
Pay online, check the status of your payments and review your payment history.

 **Maintenance Requests**
Submit online maintenance requests.

 Download on the
App Store

 **Google Play**

Continued...

From there you will want to type in your email and password used to access the portal if you are currently registered. If you do not have an account, you can request an invitation from your Community Manager, and you will receive another email to create an account and password.

Once logged in, the next step to making an online payment is adding a credit card, debit card, or a bank account. Click on this video to learn how to add a payment option to your resident portal: [Creating a Payment Account](#)

Once you have created a payment option you can now proceed to the last step and pay your bill. This link will show you how to make a one-time payment: [Making a One-Time Payment](#)

Want to make paying online even easier?

Check out this link to learn how to make your payment option of choice automatically pay your bill every month: [Set Up Auto-Pay](#)

What if I do not have a computer?

There are two other easy methods you can use to pay rent. Option one is using the RentCafe App on your smartphone or tablet. You can contact your leasing office for an email of instructions with just 6 easy steps on how to make a payment with the app. If you don't have a cell phone or tablet there is still another option.

What if I do not have a smartphone or tablet?

If you do not have a smart phone or tablet, option 2 is to pay using WIPS. It is very comparable to an electronic money order. If you are trying to pay with WIPS but need an account or want more information, contact your leasing office for an account number. You can simply pay by going to a big box store such as Kroger, Wal-Mart or HEB. When there you can pay your rent with the account number. To find a store near you [click on this link](#).

What if I cannot do any of these payment methods?

If you cannot pay using any of these methods, please contact your leasing office for other payment options or reach out to the NRP COVID19 Information hotline at covid19info@nrpgroup.com.