



# Online Rental Payments

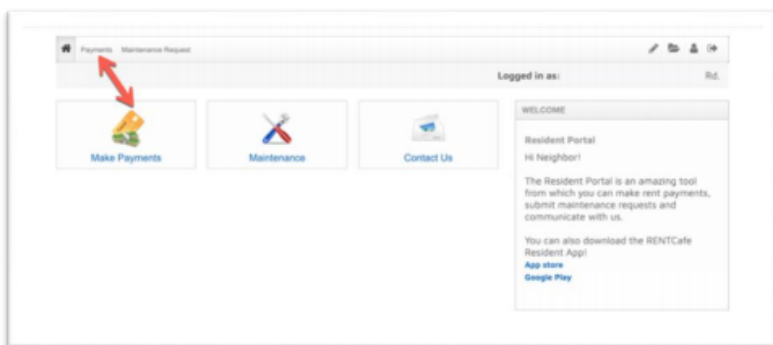


You don't have to own your home to call it home™

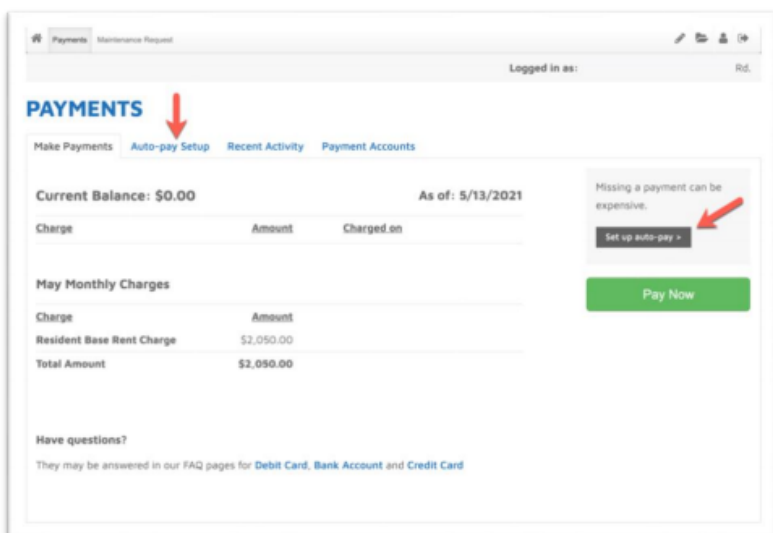
# How to Pay Rent

To simplify rent payments, Sparrow has an online resident portal. To access your portal, visit [sparrownow.com](https://sparrownow.com) and use the email provided during the application process. Your registration code is in the document provided at the time you signed your lease.

Within the Resident Portal you can set up Auto-Pay so your payment can automatically be processed every month. The Auto Pay feature will pay the balance due on your account on the day you choose. A payment account needs to be added prior to setting up Auto Pay. To get started click, the Make Payment button, or Payments on the menu bar.



From the Payment screen click the Auto-Pay Setup tab or the Set up auto-pay button



On the Auto-pay Setup screen select the account you would like to use, a start date, an end date, the day you would like the payment withdrawn, a max amount if desired, and click next.

\*Please note if you enter a max amount and the balance due is greater the payment will not be withdrawn, and you will need to make a one-time payment.

The screenshot shows the 'PAYMENTS' section of the 'Auto-pay Setup' screen. At the top, there are tabs for 'Make Payments', 'Auto-pay Setup' (which is selected), 'Recent Activity', and 'Payment Accounts'. Below the tabs, a blue box contains a service fee notice. Below that, a blue box states the average monthly charges. A table with five columns is shown: 'Payment Account', 'Start Date', 'End Date', 'Pay on Day', and 'Max Pay Amount'. The 'Payment Account' column has a dropdown menu with 'Select Payment Account' selected. The 'Start Date' and 'End Date' columns have empty text boxes. The 'Pay on Day' column has a dropdown menu. The 'Max Pay Amount' column has an empty text box. A blue 'Next' button is located below the table.

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount
Select Payment Account				

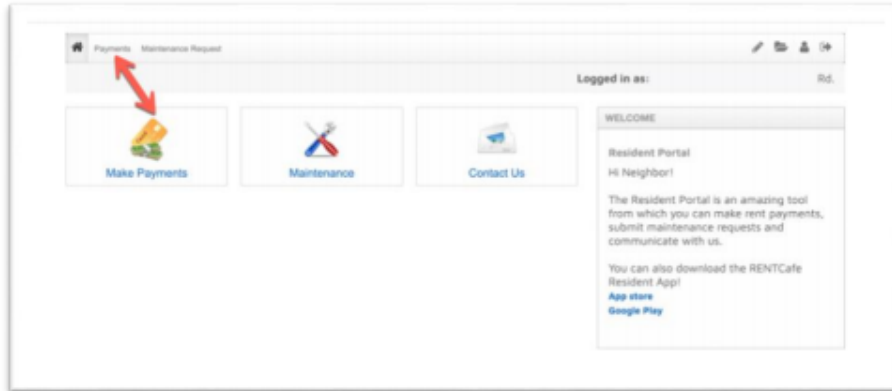
Review the Auto-Payment details and if everything is correct read and accept the Terms and Conditions then click Set Up Auto-Pay. If you would like to make changes click Cancel to go back to the previous screen.

The screenshot shows the 'Auto-pay Setup' screen. At the top, there is a yellow box with two bullet points: 'Your first payment is scheduled for 6/3/2021' and 'You have not set a maximum payment amount, this means there is no payment limit'. Below this is a table with five columns: 'Payment Account', 'Start Date', 'End Date', 'Pay on Day', and 'Max Payment Amount'. The 'Payment Account' column has 'Chk \*\*\*\*\*' selected. The 'Start Date' column has '6/1/2021' selected. The 'End Date' column has '6/30/2022' selected. The 'Pay on Day' column has '3rd' selected. The 'Max Payment Amount' column is empty. Below the table, a gray box contains a service fee notice. Below that, a gray box contains an authorization statement. At the bottom, there is a checkbox labeled 'I have read and accept the Terms and Conditions' with a red arrow pointing to it. To the right of the checkbox are two buttons: 'Cancel' and 'Set Up Auto-Pay'.

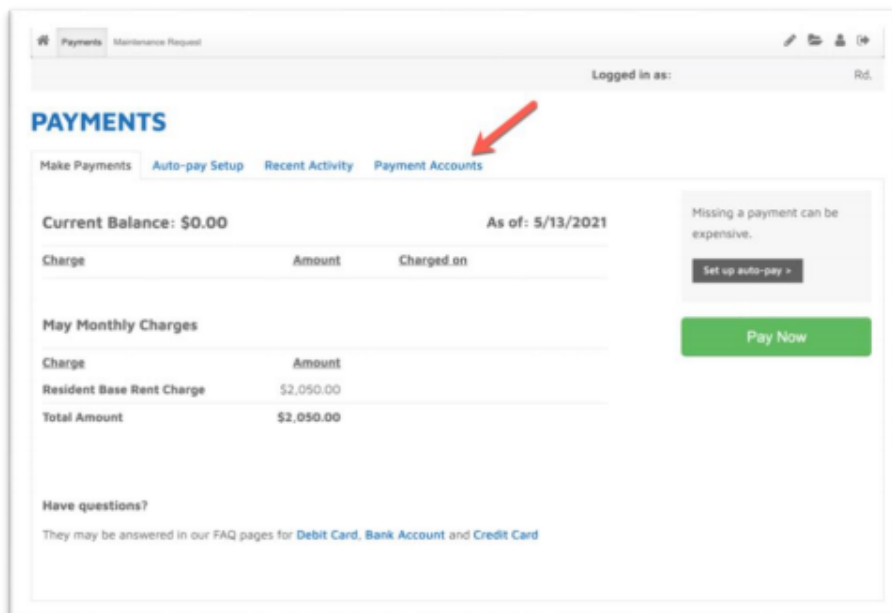
Payment Account	Start Date	End Date	Pay on Day	Max Payment Amount
Chk *****	6/1/2021	6/30/2022	3rd	

## How to Pay Rent – Adding a Payment Account

You can add or remove Payment Accounts easily within the Resident Portal. After logging in click, the Make Payment button, or Payments on the menu bar.

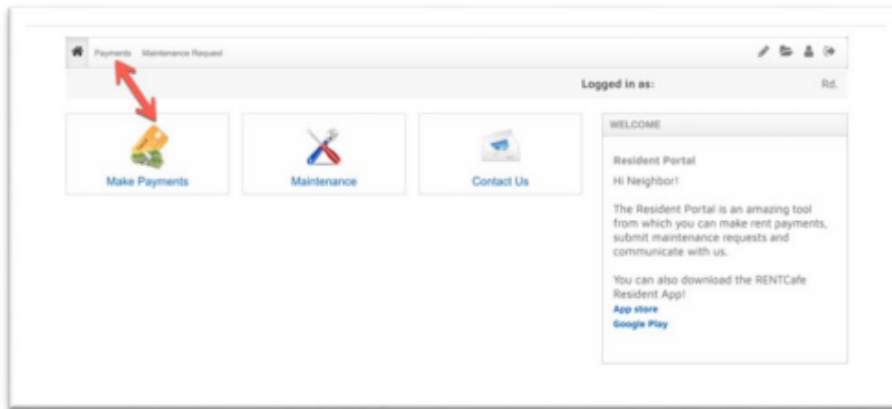


On the Payment page click the Payment Accounts tab

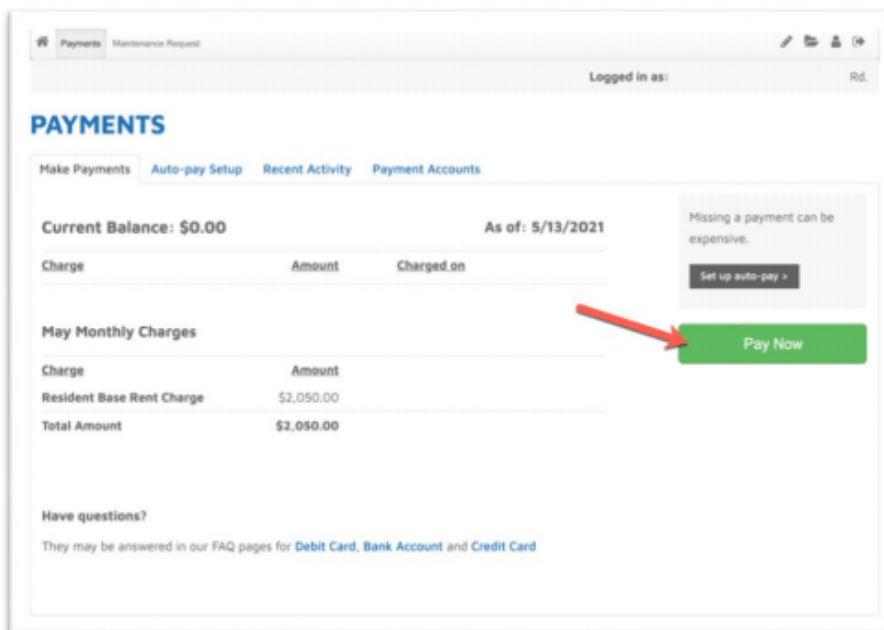


## How to Pay Rent – One Time Payment

Making a One-Time payment is quick and easy in the Resident Portal. After logging in click, the Make Payment button, or Payments on the menu bar.



From the payment screen click the Pay Now button



Payments can be made with your Bank Account, Credit Card, or Debit Card. Click the button for the payment method you would like to add.

Payments Maintenance Request

Logged in as: Rd.

## PAYMENTS

[Make Payments](#) [Auto-pay Setup](#) [Recent Activity](#) [Payment Accounts](#)

### Bank Accounts

[Add Bank Account](#)

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
				Edit	Delete

Showing 1 to 1 of 1 entries

### Credit Cards or Debit Cards

[Add Credit Card](#) [Add Debit Card](#)

Use the credit cards or debit cards listed below to make one-time payments or schedule monthly automatic payments.

Card Type	Card Number	Edit	Delete
		Edit	Delete

Showing 1 to 1 of 1 entries

[Problems adding a credit card?](#) You may need to enable TLS

For Bank Accounts complete the fields, choose account type and click Save

## Add A Bank Account

[Back to Payment Accounts](#)

For your protection, new bank accounts must be verified before you can use them to make payments. To verify that this is your bank account, Yardi Systems will make a nominal deposit labeled Bank Verify into your account in a random amount. Please allow 48 hours for the deposit to appear. After the deposit has been made, please note the amount that was deposited, log in to your Resident Portal account, click the Verify button next to your bank account, and when prompted, enter the exact amount that was deposited. After completing this verification process you can immediately begin using your bank account to make payments.

\* Denotes a Required Field

Account Name \*

Routing Number (9 digits) \*

Confirm Routing Number \*

Account Number (3-17 digits) \*

Confirm Account Number \*

Account Type

[SAVE](#)

For Credit or Debit Cards complete the fields, read, and agree to the Terms and Conditions, and click Save

Yardi

Credit Card

Fields marked with (\*) are required.

CARD INFORMATION

VISA

discover

Card Number\*

Name on the Card\*

Expiry Month\*

Month

Expiry Year\*

Year

CVV Code \*

BILLING ADDRESS

Country\*

United States

Address Line 1\*

Address Line 2

City\*

State\*

State

Zip\*

☐ I have read & agree to the [terms & conditions](#).

PCI DSS

Cancel

Save

Yardi

Debit Card

Fields marked with (\*) are required.

CARD INFORMATION

VISA

discover

Card Number\*

Name on the Card\*

Expiry Month\*

Month

Expiry Year\*

Year

CVV Code \*

BILLING ADDRESS

Country\*

United States

Address Line 1\*

Address Line 2

City\*

State\*

State

Zip\*

☐ I have read & agree to the [terms & conditions](#).

PCI DSS

Cancel

Save