Online Resident Portal FAQs

General Account Questions:

1. What are the benefits of having an Online Resident Portal account?

- With the Online Resident Portal, you can:
  - Update personal, emergency, or employer contact information.
  - Make full, one-time payments to charges that are presently due.
  - Make full or partial, one-time payments to charges that are not yet due.
  - Submit service requests.
  - Submit/update vehicle information.

2. Who can register for an Online Resident Portal account?

- All leaseholders at a Pedcor-managed apartment community have the ability to create an Online Resident Portal account.

3. How can I change my password?

- Click "Sign In".
- Click "Can't access your account."
- Follow instructions on screen to reset password.

4. How can I change my email address?

- Residents cannot change the email address that is linked to their portal registration. Instead, your account will need to be deleted. Please reach out to Online Resident Portal Support by phone at (866) 746-1556 or email portal@pedcor.net to have your account deleted. Once your account has been deleted, you will be able to re-register using a new email address.

5. I have transferred to different unit. Do I need to create a new account?

- If you have transferred to a new unit but your portal account is still showing your old address, send us an email at portal@pedcor.net or give us a call at (866) 746-1556 so that we can have your portal registration linked to your new apartment.

6. Who should I contact if I have additional questions?

- Questions regarding your account balance, service request status, or specific questions about your community should be directed to your leasing office.
- Questions regarding technical support should be directed to Online Resident Portal Support by phone at (866) 746-1556 or by email at portal@pedcor.net.

PEDCOR COMPANIES

Online Resident Portal FAQs

Online Payment Questions:

1. Can I set up *automatic* payments (Autopay)?

- All payments submitted through the portal are one-time (non-recurring) payments. This means that a resident who chooses to pay via the Online Resident Portal will need to log in during the payment window each month and schedule their payment.

2. I would like to make an online payment. How do I get started?

- To make one-time payments via the Online Resident Portal, you can start by submitting your banking information (checking or savings account) for validation. To submit your banking information for validation:
    - Navigate to the “Account” screen.
    - Click “Manage Bank Accounts”.
    - Click “Add New”.
    - Enter your banking information for either a checking or a savings account.
    - Click “Save”.

3. When will I know if my payment method has been validated?

- After 5 business days, you will receive an email notification that your payment method has either been approved or rejected. The most common reasons for a payment method being rejected are as follows:
    - The account number or routing number was entered incorrectly.
    - The checking or savings account has been closed or frozen.
    - The checking or savings account does not allow electronic transactions.

4. Can I edit/add/remove a payment method at any time?

- Yes. However, newly submitted or edited banking information will always have to be validated before it can be used as a payment method (which will take 5 business days). To make changes:
    - Navigate to the “Account” screen.
    - Click “Manage Bank Accounts”.
        - Click “Add New” if you would like to add a new bank account.

          or
        - Click on the account that you would like to edit/delete and then click “Edit” / “Delete”.

Online Resident Portal FAQs

Online Payment Questions (Continued):

5. How do I submit a payment online?

- The following steps will need to be completed each month:
    - **Navigate to the "Account" screen.**
    - **Check the box next to each charge that you would like to pay.**
        - If the charges that you have selected are due that day (or are past due) you will be required to pay the charge in full.
        - If the charges that you have selected are not yet due, you will be able to submit a partial payment by typing the amount that you wish to pay in the "Enter payment amount" box beneath each selected charge.
            a. To unlock the ability to make payments toward future charges, your remaining past due balance must first be paid in full.
    - **Click the button that reads "Make One Time Payment"**
            a. If you are paying a future charge, the button will read "Make One-Time Payment Towards Future Charge(s) Below"
    - **Select the payment method that you would like to use.**
    - **Select the payment date.**
    - **Click "Confirm Payment"**

6. When can I make an online payment?

- The Online Resident Portal will stop accepting payments at 3:00am (Eastern Time) on the "late fee date" listed on your lease (typically between the 4th and 6th of the month) and will open back up once late fees have been assessed. Once late fees have been added, a resident's ability to make online payments (including the late fee itself) will be restored.

7. Will the funds be pulled from my bank account immediately after clicking "Confirm Payment"?

- The funds will be pulled from your bank account within 3 business days of the payment date that is selected. If your payment is scheduled to be processed on or before the late fee date listed on your lease — but is not pulled from your bank account until *after* the late fee date — you will not be charged a late fee.
    - For example, if the late fee date on your lease is the 4th, and you schedule a payment for the 3rd of the month — but the funds are not pulled from your bank account until the 6th — you will not be charged a late fee. You will, however, be charged a $25 Non-Sufficient Funds fee if the payment is declined (i.e., insufficient funds, account frozen, etc.).

Online Resident Portal FAQs

Online Payment Questions (Continued):

8. Will I receive a payment confirmation email once my payment has been submitted?

- Yes. You will receive two payment confirmations via email. The first email will confirm that your payment was submitted. The second email will confirm that your payment is being processed. These emails will come from fmainfo@pedcor.net and will contain the last four digits of the payment method that was used.

9. I think I may have accidentally paid twice. What should I do?

- This is highly unlikely. The Online Resident Portal prevents residents from making more than one online payment per charge (unless the original payment that was submitted was rejected due to insufficient funds). You may have received two payment confirmation emails, however, the first is a notification that the payment was *submitted* and the second is a notification that the payment was *processed*.

10. What should I do if I have more than one payment method validated on my account, and I submitted a payment using the wrong one?

- We cannot stop the payment on your behalf. Contact your bank as soon as possible and request that the payment be stopped so that the funds are not pulled from your account.
- Keep in mind that your bank may charge you a fee to stop the payment. In the event that the payment cannot be stopped, residents may also be charged an NSF (Non-Sufficient Funds) fee if there are not enough funds in the account to cover the transaction.

11. Can I submit a payment for a portion of a charge?

- All charges that are due (or past due) on the day that you login to the portal will have to be paid in full. However, once paid in full, you will have the ability to make full or partial payments towards *future* charges. This gives households the flexibility to pay future charges at their own pace and easily split monthly charges between two or more residents. Keep in mind that a charge is only considered a future charge if the "Charge Date" has not yet been reached. Once the "Charge Date" has been reached, those charges must be paid in full.

12. Who should I contact if I have additional questions?

- Questions regarding your account balance, service request status, or specific questions about your community should be directed to your leasing office.
- Questions regarding technical support should be directed to Online Resident Portal Support by phone at (866) 746-1556 or by email at portal@pedcor.net.