Welcome to Northpoint Asset Management’s
Tenant Portal

CURRENT TENANT INFORMATION

TENANT PORTAL LOGIN

Tenants can create an account with Northpoint to pay for rent online, change contact information, check payment history, and submit other requests. For questions about setting up your account contact your local office.

Select Region

Choose Your Location

SUBMIT
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MY ACCOUNT Tab
When you first log in to your Northpoint Asset Management’s portal, you will land on the “My Account Tab”

As you can see, you have several options on this main screen. You may want to click through each set of buttons to become completely familiarized with all of the features. When making your payments, please keep the following items in mind:
Using the Tenant Portal

As a Reminder....

1 - Acceptable forms of rent payment include:
   a. Online eCheck Payment using this Tenant Portal site
   b. Personal Check, Cashiers Check, or Money Order received at the Northpoint Office
   c. Northpoint WILL NOT accept CASH payments!
2 - Northpoint WILL NOT make house calls to pick up rent.
3 - Rent is due on the 1st of the month and is considered late after the 5th of the month.
4 - Rent is considered "received" when it arrives in the Northpoint Office - not when it is postmarked. NO EXCEPTIONS.
5 - Online rent payments can be made 24/7 - we highly encourage tenants to pay online to avoid postage delays and late fees.
6 - Rent paid online using eChecks can take up to 3 business days to clear. Because online payments are not instantaneous, they can still bounce. Please ensure that your bank account has adequate funds to cover your payments.
7 - A Returned Check Fee will apply to any eChecks that are returned for non-sufficient funds (NSF) or as a result of a bad account information entered by the tenant
8 - Tenants who bounce a payment made by personal check or eCheck will be required to make rent future payments by certified funds (cashiers check/ MO) for the duration of their lease.

These are the different tabs available.

These are your options from the My Account tab:
**MAKE PAYMENT**
The first time you login, clicking on the Make Payment button will result in the following warning:

![Warning message](image)

You will then be prompted to fill in your banking information.

![Payment details](image)

**NOTE:** Northpoint only accepts rent payments from US bank accounts. Northpoint does not accept Credit Cards payments to cover rent due.
Using the Tenant Portal

When making future online payments the following screen appears:

This will show your rental property address, your balance and the options you can choose for payment. Your address will show next to “Rental”.

Then you enter the amount you wish to pay and click “next”
Using the Tenant Portal

The following screen will ask you to confirm your payment.

NOTE: ePayments are not instantaneous!! It will show on your ledger (MY RENTALS Tab) as “Pending Settlement” until funds clear. Funds will withdraw from your account in 1-2 business days and settle to Northpoint’s accounts in 3-4 business days.

NOTE: A tenant may only make one ePayment at a time. The ePayment must first clear in order to make another ePayment.
NEW SERVICE REQUEST
When you click on this button, it takes you to the maintenance request page (see page 5) where you can enter and submit the information regarding your issue. This information will then be transmitted to your maintenance manager and you will be contacted to make arrangements for the repair.

Just fill in the information and follow the prompts.
AUTO ePAYMENTS

NOTE: Auto e-payments are a way to ensure you never incur a late fee.

To avoid a non-sufficient funds
Using the Tenant Portal

On the right hand side of the screen, you can choose to “view detail,” “edit,” or “Delete.”

Once you save the Auto ePayment, you are automatically scheduled to pay this way through the end of your lease term on the specified day of the month you’ve chosen. You can change this any time you want. There is a $1 convenience fee.

This is the screen where you will confirm your auto e-Payment by clicking on “Save.”
ADD INSURANCE

Take a moment to review the benefits of renter’s insurance.

Why You Need Renter's Insurance

- To protect your possessions
  Your property owner's insurance does not cover your belongings. Everyday, residents just you are hit with the financial reality of a kitchen fire, theft, or the careless neighbor who overflowed their bathtub. Without renter's insurance you are responsible for replacing your possessions even if you aren't responsible for the accident.

- To protect yourself from liability
  If you are responsible for an accident that causes bodily injury or property damage to others, you could be held liable, even to the property owner!

- To protect yourself financially
  If your neighbor's unattended candle starts a fire that burns your apartment or home, can you afford to replace everything? From your flat screen television down to your toothbrush, the cost of your belongings adds up quickly.

- To provide emergency living expenses if your apartment is damaged
  If you are forced to move out of your apartment because of a covered loss, eRenterPlan will help pay for additional living expenses.

- It's affordable!
  For the monthly price of two movie tickets, you can protect your lifestyle.
Northpoint offers a quick and easy way to make sure you are in compliance with your lease.

**NOTE: Most Landlords require Renter’s Insurance**

The Best Renter’s Insurance Coverage You Can Get

eRenterPlan offers the most comprehensive renter’s insurance protection on the market.

**Pre-approved Coverage**
Your management company has arranged for all residents to have pre-approved renter’s insurance. So you can start protecting your lifestyle today.

**Personal Property Protection at Replacement Cost**
Your personal possessions are insured against fire, water and smoke damage, vandalism, burglary, lightning, windstorm and explosion. That means that the sofa you may have purchased 10 years ago will be replaced at the cost to purchase a new one today.

* Replacement cost coverage varies by policy.

**Personal Liability Protection**
Protection for up to $100,000 for personal liability claims for bodily injury or property damage to others, with no deductible.

**Additional Emergency Living Expenses**
Reimbursement for additional living expenses if you are forced to move out of your home as the result of a covered loss.

**Coverage for Roommates**
Your policy includes coverage for up to five roommates, as long as they are listed on your lease. So you can purchase one policy and split the cost, making eRenterPlan even more economical.

**Prompt claims resolution**
eRenterPlan specializes in renter’s insurance exclusively, and our customer service representatives are dedicated to serving you. In the event of a serious loss, our team is onsite promptly to ensure that you’re taken care of quickly.

**Solid Underwriters**
Our partners are rated “A+” (excellent) for financial stability by A.M. Best Company, the insurance industry’s foremost independent information provider.
When you click on “Add Insurance,” you will be asked to agree to leave our web-site and go to the site where you can purchase the insurance.

This is what the insurance web-site looks like:

Just follow the prompts to complete your transaction.
MY RENTALS Tab
You will be able to make a payment, set up your payment account, add an auto-e-payment account, give move-out notice, and print. Your address will show where the blue rectangles are.

As you can see, this tenant choose e-payment as the method of paying her rent. You can also see the payment is pending settlement.
Using the Tenant Portal

Additionally, your payment history resides on the “My Rentals” tab. On this screen, you have chosen to edit your payment account. You have clicked on “Payment Account”

Next, you will choose your payment method, bank name, and account type. Then you will fill in all of the information asked for as indicated by the gray rectangular boxes. **Again, we strongly recommend automatic e-payments**

Be sure to save your information.
MAINTENANCE Tab
We have already reviewed the maintenance tab. Be sure to go here if you need any service work done. Just follow the prompts after clicking on “New Service Request.”
DOCUMENTS Tab

Here you will find any documents related to your rental. They have been uploaded by an employee of Northpoint. In this case, there is a lease agreement and a move-in inspection form. You can view these at any time.
RENTER’S INSURANCE Tab

We have already discussed this.

NOTE: Most landlords require renter’s insurance.

NOTE: You will be surprised at how affordable this coverage is. Premiums are based on the amount of coverage you wish to purchase, but it is not uncommon for tenants to insure their belongings against theft and damage for as little as $12/month!