

## TENANT PORTAL FAQ

### Portal Information and Access

#### How do I get access to the Portal?

Submit a Payment Portal New Account set up through Boxer's Tenant Center (<https://www.boxerproperty.com/tenant-center/my-account>). List the property, suite, and role.

#### Do I need multiple logins if I have several leases?

No. You can link all your leases under one login. Submit a Payment Portal New Account set up through Boxer's Tenant Center (<https://www.boxerproperty.com/tenant-center/my-account>). List all properties and suites that should be linked.

#### How do I change or reset my password?

- If you have forgotten your password, click on the Forgot Password link on the login screen.
- If you know your password and want to change it, go to the User Profile screen within the Portal.
- Refer to the Password section of the Tenant Portal Guide for details.

#### On which browser can I access the Portal?

The Portal works on all browsers but we recommend Chrome or Firefox.

#### What do I do if I receive error 500 when logging in?

There are multiple ways to troubleshoot.

- Clear your cache and reload the webpage.
- Try a different browser or device.
- Come back at a later time.

#### Can I access the Portal from my cellphone?

Yes, the Portal is mobile enabled.

#### What is the advantage of using the Portal?

When you make ACH payments through the Portal, it ensures payments are applied promptly per your request. You can also easily view your ledger and account information.

#### How can I view my ledger?

You can view your ledger by going to the My Account tab within the Portal.

#### Can I print my statement?

Yes. You can print and download your statement from the Lease Documents tab within the Portal.

#### How do I update the contact(s) on my account?

Please contact your property manager.

#### My account is pulling up my old lease information.

Request a new Portal invitation for the new lease by submitting a Payment Portal New Account set up through the Boxer's Tenant Center (<https://www.boxerproperty.com/tenant-center/my-account>). List the property and suite.

## Payments

### Do you take credit cards/debit cards?

Yes. Credit cards and debit cards are not accepted in the state of Colorado. Subject to change at any time.

### What are the acceptable forms of payment?

Boxer Property Management accepts payment made directly from your bank account, credit cards, debit cards, money orders, and cashier's checks.

### Is there a cost to pay through the Portal?

There is no charge for ACH payments made directly from your bank account. A service fee is charged for the use of credit cards/debit cards.

Bank Accounts	No service fee
Credit Cards	Service fee of 2.50% at the time of payment
Debit Cards	For payments up to \$999.99 the service fee is \$3.95 at the time of payment For payments greater than \$999.99 and up to \$1,999.99 the service fee is \$4.95 at the time of payment For payments greater than \$1,999.99 the service fee is \$9.95 at the time of payment

### Can you setup my bank account information for me?

No. For privacy purposes, we cannot.

### When do recurring charges appear on the Portal?

Next month's charges are posted on the Portal on the 15<sup>th</sup> of the current month. For example, October's charges will appear on the Portal on the 15<sup>th</sup> of September.

### Can I adjust my payment amount?

- For one-time payments, yes. You can adjust the amount by using the payment amount field and extra payment field.
- For auto-pay payments, no. The auto-pay pulls what is owed.

### What is auto-pay?

Auto-pay automatically pays all current monthly recurring charges on the 1<sup>st</sup> of every month.

### How do I register for auto-pay?

To register for auto-pay, navigate as follows:

- Make Payments>Auto-pay Setup>Select a Payment Account>Enter Start Date>Enter End Date>Select Pay on Day (1<sup>st</sup>)>Save>Check the agreement box>Click Set Up Auto Pay.
- Refer to the Auto-pay section of the Tenant Portal Guide for details.

### Can I set auto-payments on another date?

No. Rent is due on the 1<sup>st</sup> of each month.

### How do I cancel auto-pay?

To cancel auto-pay, navigate as follows:

- Make Payments>Delete Auto Pay.

### How do I delete a payment account?

To delete a payment account, navigate as follows:

- Payment Accounts>Delete Account
- Please note a payment account must be removed from Auto-pay before it can be deleted.

### When do payments show up on the ledger?

- For one-time payments, payments show up immediately.
- For auto-pay payments, payments show up after 3pm on the 1st banking day.

### When are funds withdrawn from my account?

- For one-time payments, funds are withdrawn on the same day or next banking day.
- For auto-pay payments, funds are withdrawn on the 1<sup>st</sup> banking day of the month.

### I renewed my lease, will my auto-pay continue?

If you've entered an end date when you setup the auto-pay, remember to update it to continue payments through auto-pay.

### If I submitted a payment, can I stop it?

Contact your bank and notify your property manager that you are stopping payment. Please note there may be a NSF charge from Boxer.

### Why did my payment get returned?

There could be several reasons.

- There is insufficient funds or the account has been closed. Please verify with your bank.
- The bank account information was entered incorrectly. Confirm your bank routing number and account number with your bank. Reenter the account information as a new bank account in the Portal and delete the old account.

### I made a payment and it is still showing as late.

Verify if you're paying under the correct suite. For questions, email [tenantportal@boxerproperty.com](mailto:tenantportal@boxerproperty.com).

### What will my payment look like on my bank statement?

The charge on your bank statement will start with a description similar to:

*BOXER-####-XXXX SIGONF*

Replacing the "####-XXXX" with your property address.

### I do not have a bank account. How do I make payments?

Please submit money orders or cashier's checks made payable to the landlord listed on the lease. Be sure to include the suite and tenant name.

## **Contact Us**

Who can I contact if I have questions?

Contact your property manager or email [tenantportal@boxerproperty.com](mailto:tenantportal@boxerproperty.com).