



FirstKey
HOMES™

Unlock More

Resident
Portal Activation



LOCAL RESIDUAL OPPORTUNITY

Let's Get Started

Get set up through our resident portal in a few easy steps.

By registering, you will be able to pay your rent, submit service requests and see your payment history.

After set up, download the iOS or Android app!



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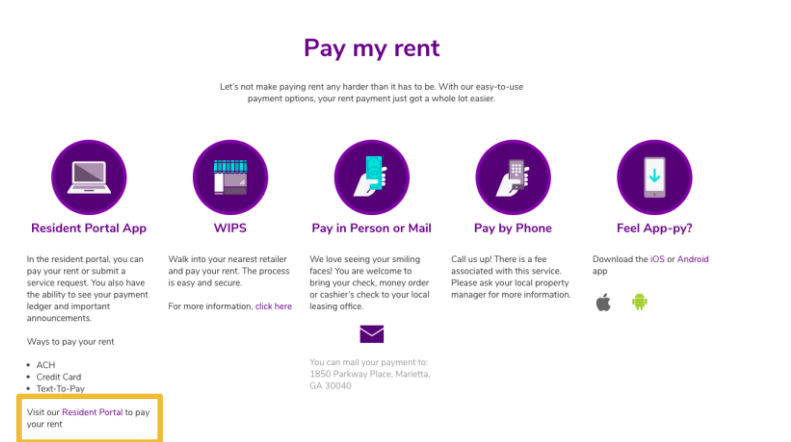
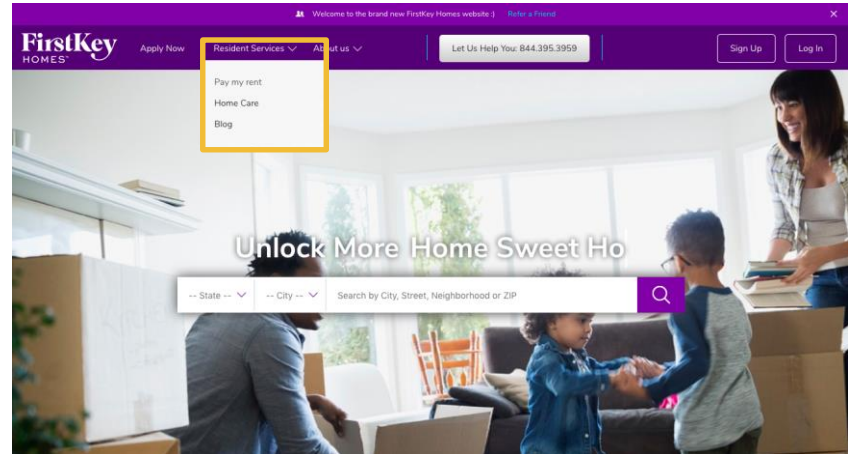
Activating Your Account

1. Activating Your Account

Go to www.firstkeyhomes.com and hover over Resident Services in the dropdown menu.

Click on the Pay My Rent link.

On the Pay My Rent page, click on the Resident Portal link.



2. Activating Your Account

Select [Click here to register.](#)



844.395.3959

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.



Technical Support

For technical support please email ResidentServices@firstkeyhomes.com or call (844) 395-3959.



3. Activating Your Account

Complete the user registration information.

Note: Your registration code (tcode) is a seven digit code beginning with the letter “t”.

This code would have been included on your welcome letter. If you do not have this code, please contact your local leasing office.

After you click register, you will receive a confirmation email. Click on the link in the email to activate your account.

* Please check your spam folder if you can't find the email in your general inbox.

Already a member? [Click here to login.](#)

User Registration


Personal Details

First Name*	<input type="text"/>
Last Name*	<input type="text"/>
Phone Number*	<input type="text"/>
Registration Code ⓘ*	<input type="text"/>

Account Information

Email*	<input type="text"/>
Password*	<input type="password"/> WeakMediumStrong
Confirm Password*	<input type="password"/>
Security Question*	What was your first pet? ↓
Security Answer*	<input type="text"/>

User Verification

<input type="checkbox"/> I'm not a robot	
<input type="checkbox"/> I have read and accept the Terms and Conditions	

Register



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Set up a Payment Account

Before you can set up an automatic recurring payment, text payment or make a one-time payment, you have to set up a payment account.

Let's get started...

1. Set up a Payment Account

From the payments page, click on Payment Accounts.

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.

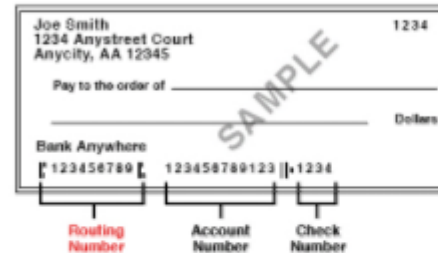
2. Set up a Payment Account

Add a bank account – Be sure to have a check handy.

- Add account name
- Add routing number
- Confirm routing number
- Add account number
- Confirm account number
- Select account type
- Click save

Add A Bank Account

[Back to Payment Accounts](#)



Account Name	<input type="text"/>
Routing Number (9 digits)	<input type="text"/>
Confirm Routing Number	<input type="text"/>
Account Number (3-17 digits)	<input type="text"/>
Confirm Account Number	<input type="text"/>
Account Type	<input type="text" value="Checking Account"/>


Save

3. Set up a Payment Account

Add a credit or debit card



- Add card number
- Add name on card
- Add expiration date on card
- Add CVV code (found on the back of your card)
- Add billing address information
- Read the terms & conditions, then select the box next to: I have read & agree to the terms & conditions.
- Click save

Card Details

CARD INFORMATION	BILLING ADDRESS
	Country <input type="text" value="United States"/>
Card Number * <input type="text"/>	Street Number <input type="text"/>
Name on the Card * <input type="text"/>	Street Name <input type="text"/>
Exp Date * <input type="text" value="Month"/> <input type="text" value="Year"/>	City <input type="text"/>
CVV Code * <input type="text"/>	State <input type="text" value="State"/>
	Zip <input type="text"/>

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

Fields marked with (*) are required.

The information on this form is collected to process a payment card transaction. It will be stored on our secure servers in Texas. For information about this collection or how to obtain access to or correct your personal information you may contact our privacy officer at privacy@yardi.com.



Text-To-Pay

Love to text? Cool! Text us your payment.

1. Text-To-Pay

After setting up your payment account, create a pin, select the applicable payment account and save.

Text **BALANCE TO 85938** and follow the instructions.

Text To Pay

Pay your outstanding balance at any time with only a text message. Save a PIN and payment account below, then text **BALANCE** to 85938 at any time, and follow the instructions.

PIN (alphanumeric allowed):

Payment Account: --Select Payment Acco

Save



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One-Time Payment

Follow these instructions to make a one-time payment

1. Make a One-Time Payment

From the payments page, click on Make Payments, then the Pay Now button.

- Select Payment Account
- Enter extra Payment Amounts if applicable
- Click Next

Payments

Make Payments

Auto-pay Setup

Recent Activity

Payment Accounts

Pay Now

One-Time Payment

Payment Options » Payment Details » Review Payment » Confirmation

A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Add Credit Card

Add Debit Card

Add Bank Account

Date	Description	Payment Amount
12/1/2017	Rent (12/2017)	\$1,300.00
12/1/2017	Employee Rent Concession (12/2017)	-\$260.00
	Account Balance	\$1,040.00

Enter Payment Details

Select Payment Account

Payment Amount \$1,040.00

Extra Payment Amount

Total Amount \$1,040.00

Next

2. Make a One-Time Payment

- Review your information
- Read the terms & conditions, then check the box by: I have read and accept the Terms & Conditions.
- Click **Submit Payment** or **Back to Payment Details**.

One-Time Payment

[Payment Options](#) » [Payment Details](#) » [Review Payment](#) » Confirmation

Payment Details

Payment Account	
Payment Amount	\$1,040.00

PLEASE READ THIS ENTIRE AGREEMENT BEFORE PROCEEDING. BY CLICKING ON THE "SUBMIT" BUTTON BELOW, YOU ACCEPT THE TERMS AND CONDITIONS. IF YOU DO NOT ACCEPT THESE TERMS, DO NOT CLICK "SUBMIT" BELOW.

I have read and accept the [Terms and Conditions](#)

[Back to Payment Details](#)

[Submit Payment](#)



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Set up Auto-Pay

Set it and forget it!

Learn how to set up recurring payments.

1. Set up Auto-Pay

From the payments page, click on **Auto-Pay Setup**

- Select payment account
- Select start date
- Select end date
- Select pay on day
- Select max pay amount
- Click **Next**

Payments

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

A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Option 1: Pay My Account In Full

i Your average monthly charges are **\$1,232.50/month**.

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount	
Select Payment Account ▼	<input type="text"/>	<input type="text"/>	<input type="text" value="▼"/>	<input type="text"/>	<input type="button" value="Next"/>

Option 2: Share Lease Costs With Roommates

2. Set up Auto-Pay

Once the confirmation screen pops up:

- Review your information
- Read the terms & conditions, then check the box by: **I have read and accept the Terms & Conditions.**
- Click **Set Up Auto-Pay** to confirm or click cancel to start over.

Payments

Make Payments Auto-pay Setup Recent Activity Payment Accounts

A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Option 1: Pay My Account In Full

Auto-pay Setup

Your first payment is scheduled for 12/1/2017

Payment Account	Start Date	End Date	Pay on Day	Max Payment
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Option 1: Pay My Account In Full

Auto-pay Setup

under the specified terms and conditions until you cancel your authorization.

I have read and accept the [Terms and Conditions](#)

Cancel

Set Up Auto-Pay



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Auto-Pay with Roommate

Have a roommate and need to split the payment?
We've got you covered.

1. Auto-Pay with Roommates

From the payments page, click on **Auto-Pay Setup**, then option 2.

- Select payment account
- Select start date
- Select end date
- Select pay on day
- Select max pay amount
- Click **Next**

Payments

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

A service fee will be charged at the time of payment for Debit Card and Credit Card transactions. The property management company does not receive any portion of this fee. Service fee is non-refundable.

Option 1: Pay My Account In Full

i Your average monthly charges are \$1,232.50/month.

Payment Account	Start Date	End Date	Pay on Day	Max Pay Amount	
Select Payment Account ▼	<input type="text"/>	<input type="text"/>	<input type="text" value="▼"/>	<input type="text"/>	<input type="button" value="Next"/>

Option 2: Share Lease Costs With Roommates

2. Auto-Pay with Roommates

From the payments page, click on **Auto-Pay Setup**, then option 2.

- Select payment account
- Select start date
- Select end date
- Select pay on day
- Select max pay amount
- Click **Next**.

Option 2: Share Lease Costs With Roommates

Fixed Monthly Charges

****IMPORTANT**** If a reoccurring ACH payment is setup between the 27th and the 2nd, online payments will not apply for the current month.
****IMPORTANT****

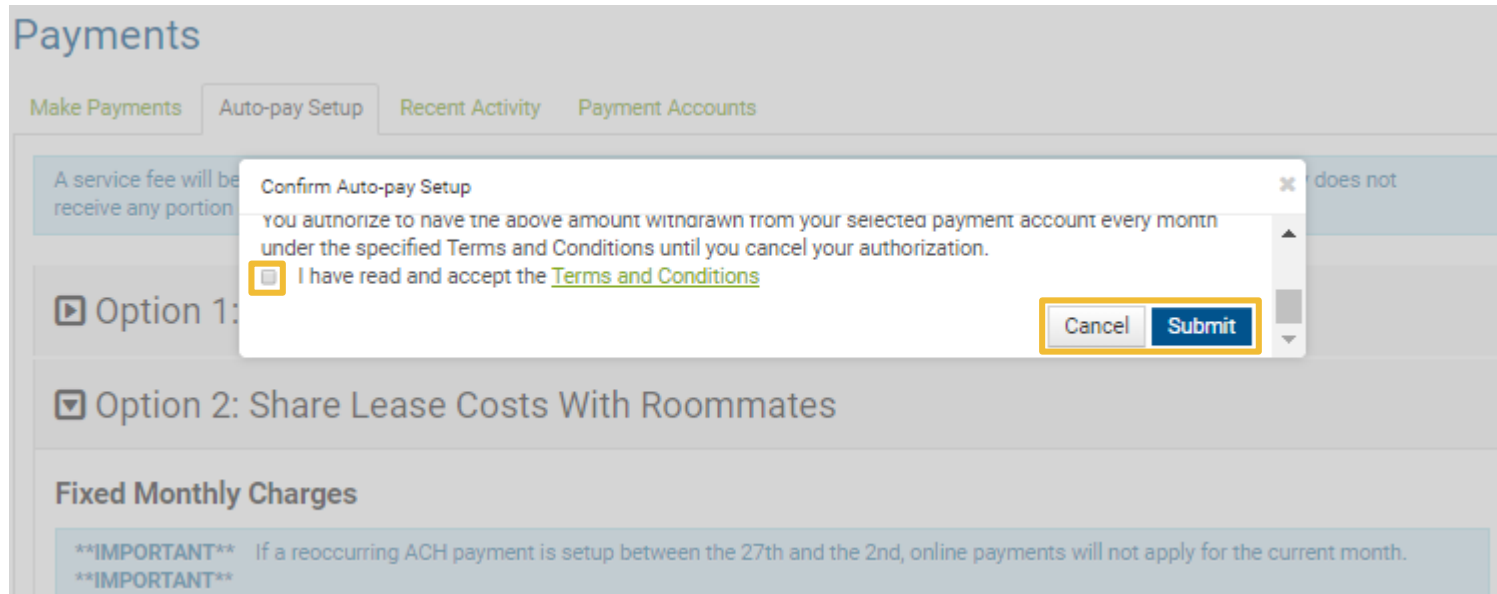
i Your monthly charges are \$1,232.50/month.

Auto-Pay Account	Start Date	End Date	Pay On	Payment Amount	
Select Payment Account ▼	<input type="text"/>	<input type="text"/>	<input type="text" value="▼"/>	<input type="text"/>	<input type="button" value="Next"/>

3. Auto-Pay with Roommates

Once the confirmation screen pops up:

- Review your information
- Read the terms & conditions, then check the box by: **I have read and accept the Terms & Conditions.**
- Click **Submit** to confirm or click cancel to start over.





Submitting a Service Request

1. Submitting a Service Request

If you are experiencing a maintenance emergency, please call your local property management office immediately. Review our maintenance guidelines to determine if the service requests falls into the emergency category.

If you have a routine service request, fill out the information. Please be as detailed as you can in your description.

Pictures are helpful! Feel free to attach a picture with your service request.

Prefer to talk to someone? Call your local property management office and follow the telephone prompts for maintenance.

*Please note: We only perform routine service requests during specified hours and in the presence of a resident over the age of 18.

Maintenance Request

Submit Maintenance Request

[Request History](#)

**** IMPORTANT - PLEASE READ ****

If you have an emergency maintenance request, please contact your property management office immediately.

Click [here](#) to get your property management contact information.

Before contacting your property management office, please read our [Maintenance Guidelines](#).

Priority*

Category*

Sub Category

Full Description*
1499 characters remaining

Access Instructions

Permission to Enter*

Attachment 

Submit