

# Tenant Services Portal

## Instruction Guide



<https://Heritage.eTenantCare.com>

# Welcome to the Tenant Services Portal

The Heritage Companies is proud to introduce the Tenant Services Portal. We invite you to join our online portal, please register at <https://Heritage.etenantcare.com>. In our effort to go green, The Heritage Companies has moved to this online system to provide online Payments. Additionally, The Heritage Companies online services including Work Order Requests, Online Forms and Documents, and News & Announcements. Please take a moment to register using the instructions provided within.

Thank You,

The Heritage Companies

# Tenant Services Portal

## Online Services

- Online Payments
- View Work Order History
- View Property Documents
- Receive News & Announcements

E-Checks and Credit Cards

Online Service Requests

Download Property Forms

The screenshot shows the top of the Heritage Tenant Service Portal. At the top left is the Heritage logo with the tagline "DEVELOPMENT • MANAGEMENT • CONSTRUCTION". To the right of the logo is the text "Tenant Service Portal". Further right, there are links for "Client Login" and "Register". Below the logo, there are navigation links for "Home" and "Availability". The main heading reads "Welcome to the Heritage Companies Tenant Portal". Below this, a paragraph of text invites existing tenants to register and get approved to access the portal, listing services like payments, auto-pay, service requests, and document access. A "User Guide" link is provided. At the bottom of the main content area, there is a horizontal strip of eight small images showing various modern and historic buildings. A green horizontal bar is at the bottom of the page, with a small "100%" indicator on the right.

# How To Register

## 4 EASY STEPS TO REGISTER

- 1) Navigate internet browser:  
<http://Heritage.eTenantCare.com>
- 2) Click “Register”
- 3) Fill out new account form  
User ID --> your email address
- 4) Click submit button to register

**Once you have registered, you will be notified by email once your account has been approved**

The screenshot displays the Heritage Tenant Service Portal. At the top, the logo for HERITAGE (DEVELOPMENT • MANAGEMENT • CONSTRUCTION) is visible, along with the text 'Tenant Service Portal'. In the top right corner, there are links for 'Client Login' and 'Register', with the 'Register' link circled in red. Below the header, there are navigation links for 'Home' and 'Availability'. A 'Welcome to' message is displayed, followed by a 'Create a New Account' form. The form includes fields for First Name, Last Name, Company Name, Unit/Suite Address, Unit/Suite Number, Billing Address, Billing Address 2, City, State, Zip Code, Work Phone, 10 Digit Cell Phone, Cell Carrier Co. (set to AT&T Wireless/Cingular), Email, Password, and Confirm Password. A checkbox for 'Announcement Notify' is checked. A red arrow points from the 'Register' link in the header to the 'Create a New Account' form.

# Online Payments

Setup an Auto payment

View Payment History

**Making a Payment**

Enter Payment Amount

Continue to Step 2

**About Security**

We use SSL and TLS  
1.2. The latest  
Security Protocols

## Instructions

NOTE: We accept Debit Cards, Visa, MasterCard, Discover and e-checks. Please verify your billing information and enter your payment amount. Select your Payment method and acknowledge the Payment Fee. Enter your Payment details and submit your payment.

## Payments

[Setup/Manage Autopay](#)  
[Payment History](#)

### One Time Payment: Verify Your Information

Email:	<input type="text" value="tenant@heritage.com"/>
First Name:	<input type="text" value="Tenant"/>
Last Name:	<input type="text" value="Account"/>
Company Name:	<input type="text" value="N/A"/>
Select Unit:	<input type="text" value="154-1"/>
Address:	<input type="text" value="154 Granite Street"/>
City:	<input type="text" value="Irvine"/>
State:	<input type="text" value="Ca"/>
ZipCode:	<input type="text" value="92692"/>
Phone:	<input type="text" value="949-466-4288"/>
Property Name:	<input type="text" value="154 Granite Street"/>
Payment Amount	<input type="text" value=""/>
<a href="#">Continue to Step Two</a>	

# Entering Payment Details – Step 2

## Step 2 -Payment Method

1. Select your payment method
2. Note the associated fees.
3. Continue to Step 3

Step Two: Select Payment Options

Fee Notice: **3% for Debit/Credit Cards. e-Checks are \$2**

Select Payment Type:  Pay by Debit/Credit Card  
 Pay by Checking/Savings(ACH/e-check)

Fee **\$2**

Total Payment to Submit: **\$113**

Step Three: Payment Details

[Back](#) [Continue to Step Three](#)

Powered by eTenantCare.com - Property Centre 4.0.8

Step Two: Select Payment Options

Fee Notice: **3% for Debit/Credit Cards. e-Checks are \$2**

Select Payment Type:  Pay by Debit/Credit Card  
 Pay by Checking/Savings(ACH/e-check)

Fee **\$3.33**

Total Payment to Submit: **\$114.33**

Step Three: Payment Details

[Back](#) [Continue to Step Three](#)

**Fee Notice**  
**\$2.00 Fee for e-Check Payments**  
**3% Fee for all Debit and Credit Card Payments**

# Payment – Step 3

## Step 3 -Payment Entry

1. Fill out your Payment details
2. Submit your Payment.
3. Review Confirmation
4. Email receipts will be sent

Enter Your Payment Information

Your Name:

Account Type:

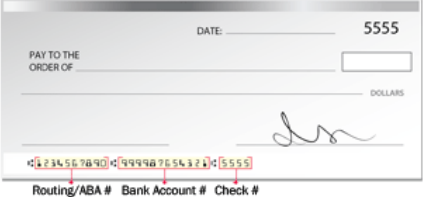
Bank Account Number:

Re-enter Account Number:

Routing Number:

Amount to submit: **\$1,202**

[Submit for Processing](#)



Routing/ABA # Bank Account # Check #

Enter Your Payment Information

Credit Card Number:


Expiration Month:

Expiration Year:


CVV:

Amount to submit: **\$1,236**

[Submit for Processing](#)



CVV



American Express:

# How to set an Auto-Pay

## Create and Auto payment

- 1) Click “Setup/Manager Autopay”
- 2) Enter effective date the Autopay should start. Must be in the future
- 3) Enter the Day of the Month the Auto-Pay be Processes.
- 4) Enter the Amount to Charge
- 5) Click Continue to enter Payment Details

**Instructions**

NOTE: We accept Debit Cards, Visa, MasterCard, Discover and e-checks. Please verify your billing information and enter your payment amount. Select your Payment method and acknowledge the Payment Fee. Enter your Payment details and submit your payment.

**Payments**

[Setup/Manage Autopay](#)

[Payment History](#)

**Manage Auto Payments**

Please add a new autopay

Select Unit:

Start Date:

Day of month to be charged:

Amount to pay each month:

[Continue to Step 2](#)

If you do not see the completed Auto-Pay screen, it was not setup correctly

**Manage Auto Payments**

Id	Desc.	Day of Month to Charge	Amount	Start Date	
0934609	Autopay Lease/Rent Payment for 1120 Silverado, Unit 1116	1	\$2,002.00	08/31/2019	<a href="#">Delete</a>

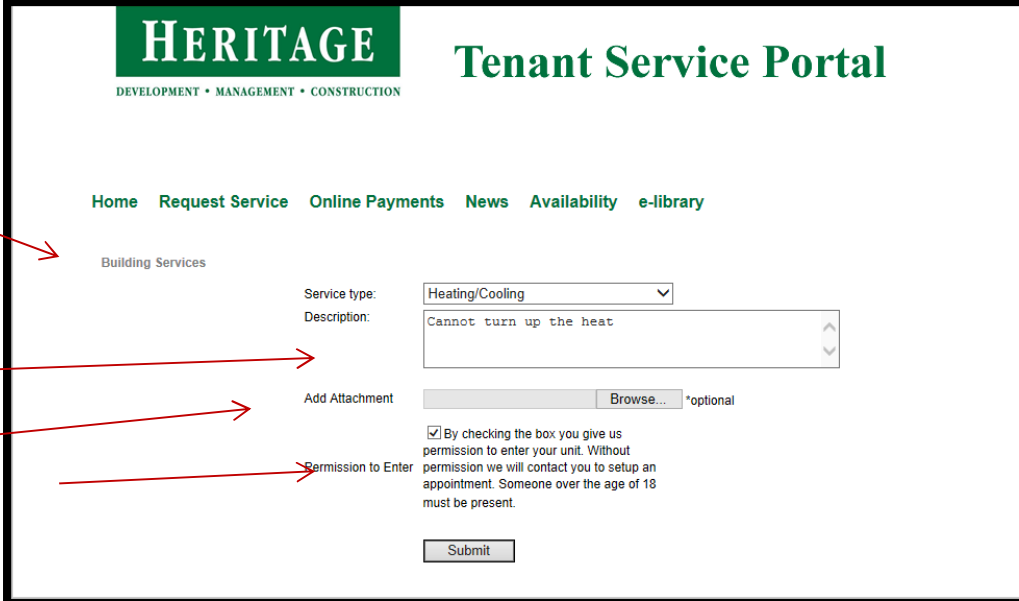
Please add a new autopay



# How to Submit A Service Request

- 1) Click “Request Service”
- 2) Select Type of Service
  - Building Services
- 3) Select Service Type (from dropdown menu)
- 4) Enter Description of Request
- 5) Upload an optional photo
- 6) Click “Submit” to log request

Property Management is instantly notified and a copy is emailed to you.



The screenshot displays the HERITAGE Tenant Service Portal interface. At the top, the HERITAGE logo is shown with the tagline "DEVELOPMENT • MANAGEMENT • CONSTRUCTION". To the right, the text "Tenant Service Portal" is displayed. Below the logo, a navigation menu includes "Home", "Request Service", "Online Payments", "News", "Availability", and "e-library". The "Request Service" option is highlighted. The main content area is titled "Building Services" and contains a form with the following fields:

- Service type:** A dropdown menu with "Heating/Cooling" selected.
- Description:** A text input field containing "Cannot turn up the heat".
- Add Attachment:** A "Browse..." button followed by the text "\*optional".
- Permission to Enter:** A checkbox that is checked, with the text "By checking the box you give us permission to enter your unit. Without permission we will contact you to setup an appointment. Someone over the age of 18 must be present."
- Submit:** A button at the bottom of the form.

Red arrows from the list on the left point to the "Request Service" link, the "Building Services" section, the "Description" field, the "Add Attachment" button, and the "Permission to Enter" checkbox.

# How to Download Property Forms

- 1) Click “Document Library”
- 2) Click to “View” the form you want
- 3) Open or Save to Form

The screenshot displays the HERITAGE Tenant Service Portal. The header includes the HERITAGE logo (DEVELOPMENT • MANAGEMENT • CONSTRUCTION) and the title 'Tenant Service Portal'. A navigation menu contains links for Home, Request Service, Online Payments, News, Availability, and e-library. Below the menu, the 'Downloadable Forms' section is visible, with a table listing documents. The 'View Document' link for the 'Tenant Portal Instruction Guide' is circled in red. A 'File Download' dialog box is open in the foreground, showing details for 'Lease Application.doc' (25.0 KB) from 'www.saundersplaza.com'. The dialog includes 'Open', 'Save', and 'Cancel' buttons, a checked option for 'Always ask before opening this type of file', and a security warning about internet files.

Property Name	Document Name	View Document
All Properties	Tenant Portal Instruction Guide	<a href="#">View</a>