

Tenant Portal Setup Instructions

(Para Espanol: Halba Maricela 847-996-3200 ext. 103)

Riverside Offers 3 Payment Options:

1. **ACH**
2. **Rent Money**
3. **Credit Card**

Note: Riverside **does not** except cash payment, checks, or money orders for Rent payments

Important Notes:

- ✓ Tenant must have an email address on file with Riverside.
- ✓ Initial setup of account must be performed from a desktop computer (see Property Manager for assistance)
- ✓ **Charge Schedule:**
 - ACH payments will be charged a \$2.00 processing fee
 - Rent Money payments will be charged a \$3.75 processing fee
 - Credit Card payments will be charged a \$30.00 processing fee

Setting up your Tenant Portal

- 1) Go to our website at: www.riverside-mgmt.com
- 2) Select the tab at the top of the page labeled: **Tenant Info**
- 3) From the drop-down list select: **Tenant Portal Login**
- 4) This will launch the Tenant Portal Login Screen, select: **Sign up**
(after initial registration only login will be required)
- 5) Enter the information requested: First Name, Last Name, Email, Address, City, State, and Zip Code **CLICK SUBMIT**
- 6) You should receive a message that states: **“Your request has been sent to your property manager”**
- 7) Go to your email (on a desktop computer for initial setup) and **click the link** from the email you just received from Propertyware
- 8) **Create a new password** containing at least 1 upper case letter, 1 lower case letter, 1 number, and 1 symbol
- 9) **Sign back into the Tenant Portal** from Step #3: Enter email address and new password
- 10) Click: **“Agree to the Terms”**
- 11) **Portal Setup Complete**

