



### How to Access the Tenant Portal for the First Time?

To first access to the Tenant Portal please contact SGV Management at [soan@sgvmanagement.com](mailto:soan@sgvmanagement.com) or (626) 574-0828 and request that a Tenant Portal activation letter be e-mailed to you (if you have not already received one). It will contain a custom link required to setup your portal.

1. Click the link provided in the Tenant Portal Activation letter you receive from SGV Management, or copy and paste it in your browser. (Be sure to save the link as a bookmark in your browser for fast access in the future.)
2. On the Tenant Portal login page, enter your email address and password and click the Log In button. (Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account.)
3. You are logged into the Tenant Portal

### How to Log-in to the Tenant Portal?

After you have set-up your email & password you can log-in to your Tenant Portal at:  
<https://sgvmanagement.appfolio.com/connect/session/new>

### How to Make a One-time Online Payment?

1. On the Tenant Portal login page, enter your email address and password and click the Log In button. (Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account.)
2. You are logged into the Tenant Portal
3. Click the Make a Payment button
4. The Make a Payment page loads, on the page:  
Enter the amount to pay, and click the Next button  
Enter the Bank Account information and click the Next button  
Confirm the bank account and payment details and click the Next button
5. Your payment is made and you receive payment confirmation

Your Name  
Your Address

1001

DATE \_\_\_\_\_

PAY TO THE  
ORDER OF \_\_\_\_\_ \$ \_\_\_\_\_

\_\_\_\_\_ DOLLARS

Your Bank Name

MEMO \_\_\_\_\_

⑆123456789⑆0000987654321⑆ 1001

9 Digit Routing Number    Your Account Number    Check Number

Note: If online payment ability is not available or if you have questions about making online payments please contact SGV Management.

### **How to Setup Auto Pay / Recurring Online Payments?**

1. On the Tenant Portal login page, enter your email address and password and click the Log In button. Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account
2. You are logged into the Tenant Portal
3. Click the Set Up Auto Pay button
4. The Set Up Auto Pay page loads, on the page:  
Enter a name for the payment  
Enter the amount to pay  
Enter the date for first payment  
Enter your bank account details  
Click the Create Auto Pay button
5. Your auto payment is activated and will make automatic payments based upon your settings

### **How to Submit an Online Maintenance Request?**

1. On the Tenant Portal login page, enter your email address and password and click the Log In button. Be sure to use the same email address you have on file with your property management company, the first time you access the system you will be prompted to create a password and activate your account
2. You are logged into the Tenant Portal
3. Click the New Maintenance Request button
4. The Create a New Maintenance Request page loads, on the page:  
Enter a description of the problem and what needs to be done to fix it.  
Select the radio button to authorize the management company to enter with their key  
Click the Submit Request button
5. Your maintenance request is submitted and you will be able to track status of your request within the Maintenance portion of the Tenant Portal

### **Frequently Asked Questions**

What is required to setup and use online payments?

Online payments are essentially electronic checks, you need an active checking or saving accounts Routing and Account numbers to setup the service.

I submitted a payment and want to cancel, what do I do?

Please contact your bank immediately to stop any payment.

Once I schedule an auto payment, can I change the date the payment will submit?

No, once an auto payment is scheduled on a certain date each month, the only way to change that date is to edit the auto pay and delete it (scroll down the page), then re-create the auto pay for the correct date.

Can I see my complete payment history once I am in the portal?

Yes, you can see a full history of all payments, both made in person and online.

<https://help.appfolio.com/help/Default.htm#Tenants.htm>