



2121 Midpoint Drive, Suite 302, Fort Collins, CO 80525 ♦ Office: (970) 282-8281 ♦ Fax: (970) 797-1015

How To: Log In To Online Tenant Portal & Make Payments

Below is a step-by-step breakdown of how to log in to the tenant portal for the 1st time and make your rent payments. Please reach out to Onsite's Residential Department for assistance at any time.

IMPORTANT: We are open from 9:00 a.m. to 5:00 p.m. Monday through Friday and cannot assist for rent payments after business hours or on the weekends. It is your responsibility to ensure that you have made your rental payment on time OR contacted Onsite about any issues prior to the due date (1st of each month & your grace period is no later than 5:00 p.m. on the 3rd)

Using emailed instructions from info@onsiteproperty.com:

1. Go to Onsite website (www.onsiteproperty.com)
2. Select "Tenants" in blue bar across top
3. Select "Tenant Login & Payments" in dropdown menu
4. Enter email address & temporary password provided in email (this temp. password does expire)
5. SKIP TO STEP #10 BELOW

If temporary password has timed out OR you did not receive the instructional email:

1. Go to Onsite website (www.onsiteproperty.com)
2. Select "Tenants" in blue bar across top
3. Select "Tenant Login & Payments" in dropdown menu
4. Enter email address
5. Select "Forgot your password?" link (below Sign in button)
6. Check your email immediately in separate window for auto-generated temporary password
 - a. This will come from "info@onsiteproperty.com"; be sure to check your spam folder
7. Return to "Tenant Login & Payments" window
8. Enter email address and temporary password
9. Follow prompts for changing password

Payment portion

10. Once logged into portal, select green "Make payment" button
11. Enter payment information into following screen
 - a. "eCheck" option is recommended for only \$3.00 flat-rate fee
 - b. Verify amount to pay, date, and frequency (you may adjust to be automatically paid each month or just a one-time payment manually each month)
 - c. Be sure name on 3rd row matches name on bank account
 - d. Select type of account (checking or savings)
 - e. Enter routing number and account number
 - f. Select "Review" tab
 - g. Select "Send payment" tab on following window
 - h. Receipt will be generated to your email address