

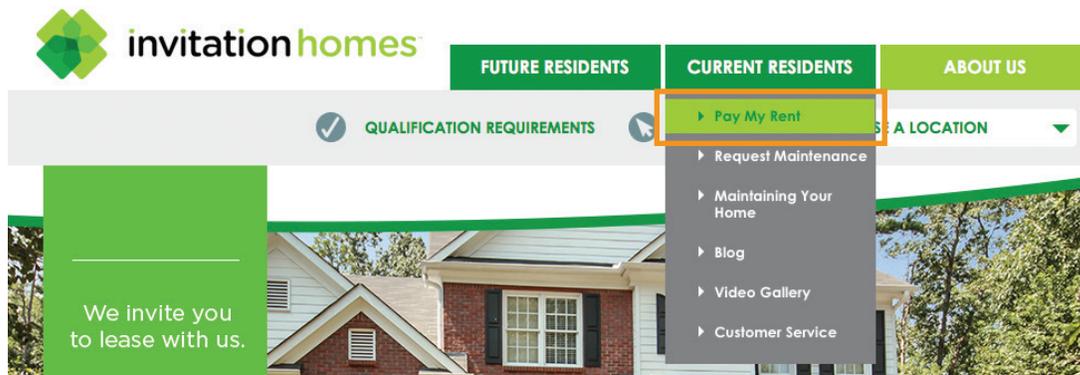
Resident Payment Guide



Paying your rent is fast and easy with The Invitation Homes online portal. You have the option to make “One-Time Payments” as well as an option to set up a recurring, automatic payment.

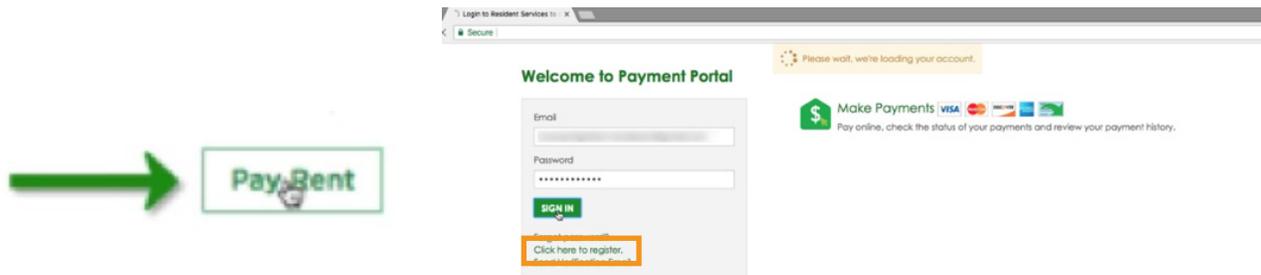
Step 1:

Login to your account on the resident payment portal at www.invitationhomes.com. Hover over the Current Residents tab and select “Pay My Rent.”



Step 2:

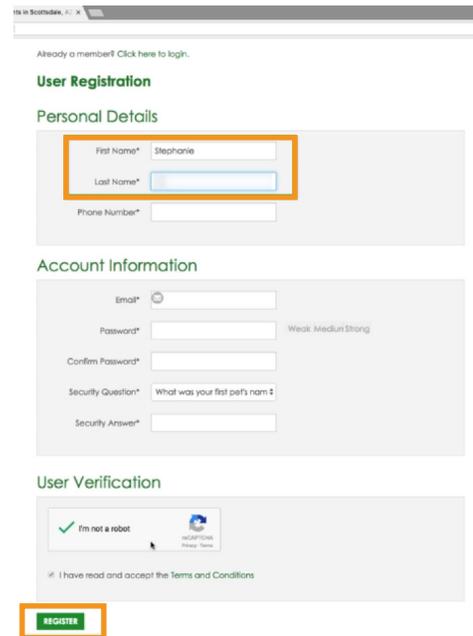
Scroll down the page and select the “Pay Rent” button to continue to the payment portal. If you have not set up a payment portal account, you can do so from the log in screen. Simply select “Register.”



Step 2a: Payment Portal Registration

Fill in the following details to register for a payment account. The information needs to be exactly the same as when you completed the application for leasing your home.

- Choose your desired password.
- Select your security question and answer.
- Select the checkbox confirming you are not a robot.
- Occasionally, an image preview will appear. Follow the directions from the caption to continue.
- Review the terms and conditions. You must accept the terms and conditions to continue the registration process.
- Once all fields are complete, select the register button.



Step 2b:

Verify your account through the registered email address. Click the link on the confirmation email to verify your account and open the resident payment portal login.

Step 2c:

Log in with your email and password and click “Authenticate User”.

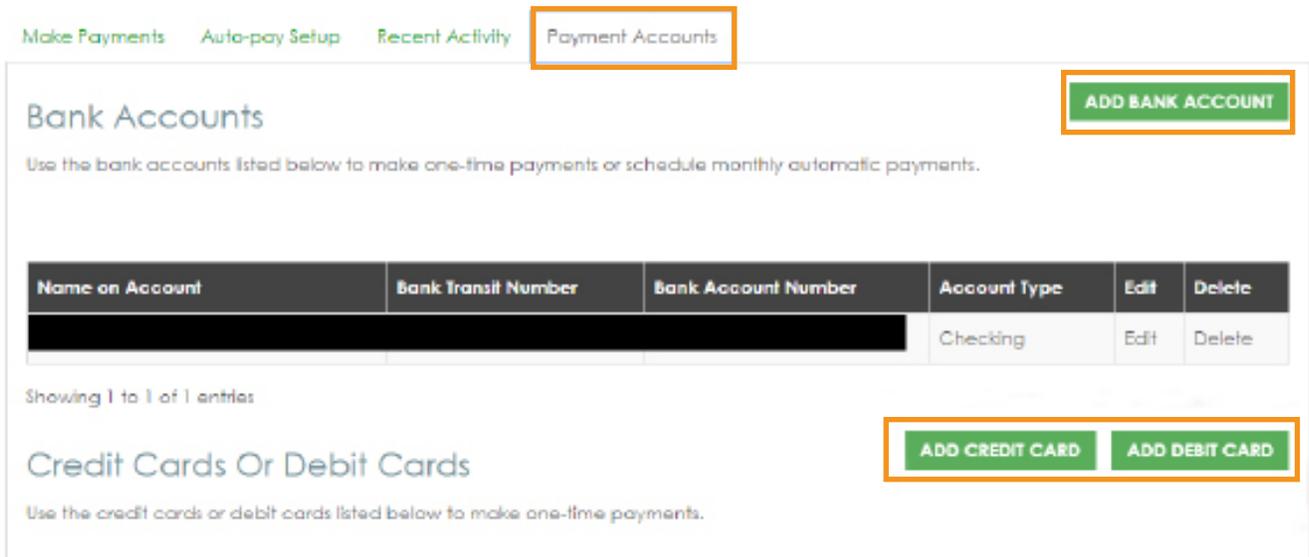
Dear Stephanie,

Thank you for registering on the Invitation Homes Resident Payment Portal. Your new resident account has been added to your existing account. Click this link to login:
<https://securecafe.com/residentservices/apartmentsforrent/userconfirmregistration.aspx>

Your resident payment portal account will provide you online access to:

Step 3:

Once you are logged in to the resident portal, select **“Make a Payment”**. To add a bank account, credit card, or debit card select the **“Payments Account”** tab and click the **“Add Bank Accounts,” “Add Credit Cards,”** or **“Add Debit Cards,”** button.



Make Payments Auto-pay Setup Recent Activity **Payment Accounts**

Bank Accounts

Use the bank accounts listed below to make one-time payments or schedule monthly automatic payments.

Name on Account	Bank Transit Number	Bank Account Number	Account Type	Edit	Delete
			Checking	Edit	Delete

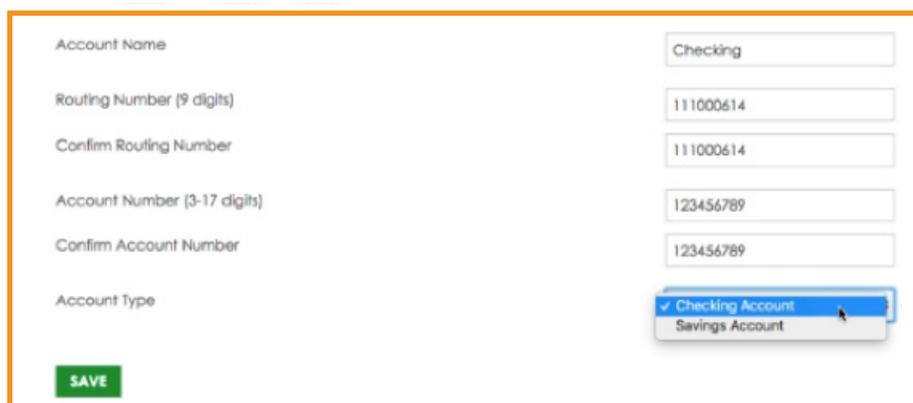
Showing 1 to 1 of 1 entries

Credit Cards Or Debit Cards

Use the credit cards or debit cards listed below to make one-time payments.

Step 4:

Enter the required information for bank account processing and click the **“save”** button.



Account Name:

Routing Number (9 digits):

Confirm Routing Number:

Account Number (3-17 digits):

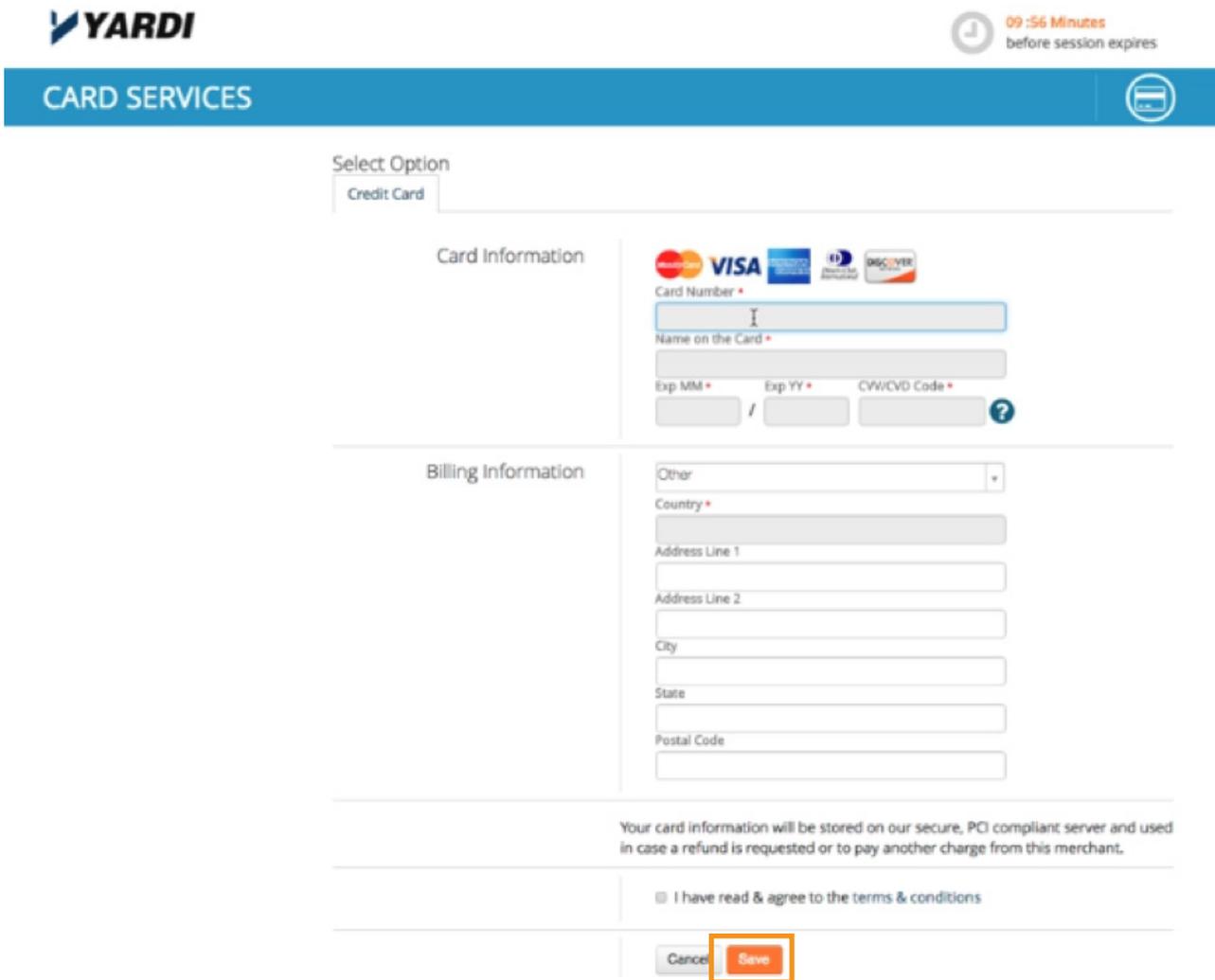
Confirm Account Number:

Account Type: Checking Account Savings Account

SAVE

Step 5:

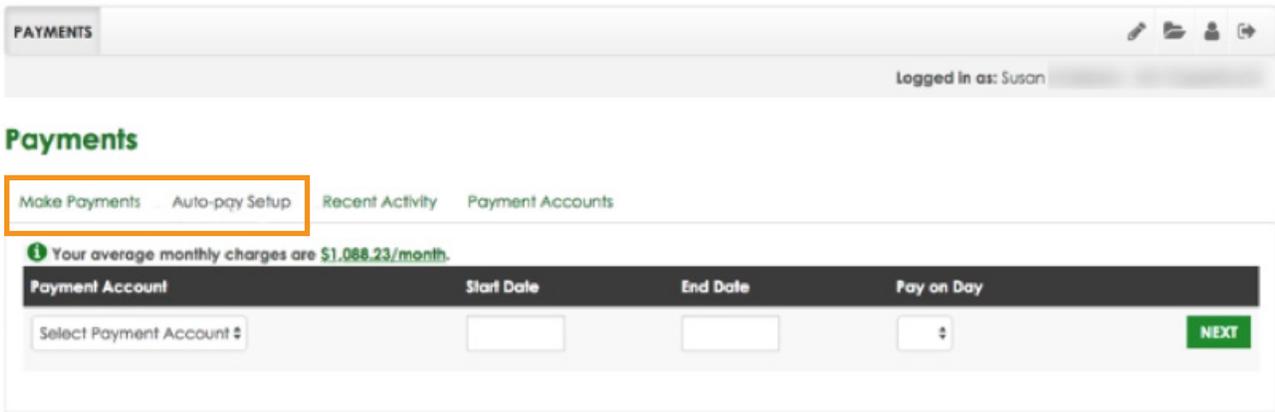
Enter the required information for credit card account processing and click the “save” button.



The screenshot shows the YARDI CARD SERVICES interface. At the top left is the YARDI logo. At the top right, a timer indicates '09:56 Minutes before session expires'. Below the header is a blue bar with 'CARD SERVICES' and a card icon. The main form area is titled 'Select Option' and has 'Credit Card' selected. It is divided into two sections: 'Card Information' and 'Billing Information'. The 'Card Information' section includes logos for VISA, American Express, and DISCOVER, followed by input fields for Card Number, Name on the Card, Exp MM, Exp YY, and CVV/CVD Code. The 'Billing Information' section includes a dropdown menu set to 'Other', and input fields for Country, Address Line 1, Address Line 2, City, State, and Postal Code. Below the form, there is a disclaimer: 'Your card information will be stored on our secure, PCI compliant server and used in case a refund is requested or to pay another charge from this merchant.' and a checkbox for 'I have read & agree to the terms & conditions'. At the bottom, there are 'Cancel' and 'Save' buttons, with the 'Save' button highlighted by an orange box.

Step 6:

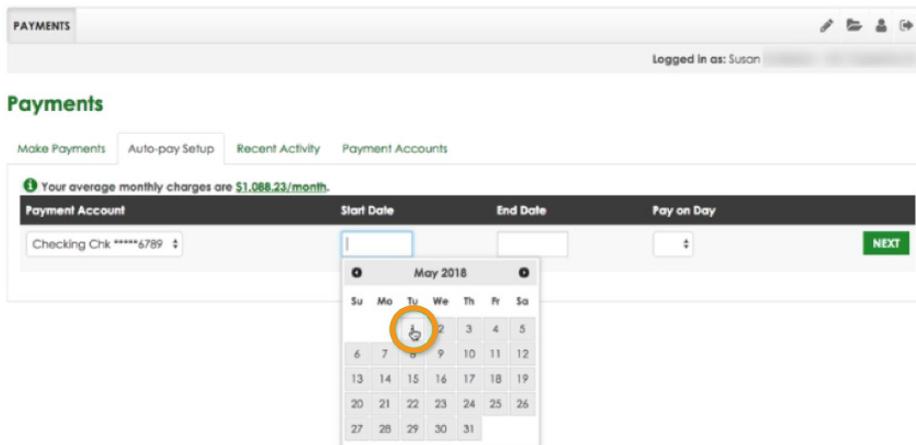
On the next screen, you have a choice for “Auto-pay Setup” or a “One-Time Payment”.



The screenshot shows the 'PAYMENTS' header with a 'Logged in as: Susan' indicator. Below the header, the 'Payments' section has four tabs: 'Make Payments', 'Auto-pay Setup', 'Recent Activity', and 'Payment Accounts'. The 'Auto-pay Setup' tab is highlighted with an orange border. Below the tabs, a message states: 'Your average monthly charges are \$1,088.23/month.' Below this message is a form with four fields: 'Payment Account' (a dropdown menu showing 'Select Payment Account'), 'Start Date' (an empty text box), 'End Date' (an empty text box), and 'Pay on Day' (a dropdown menu). A green 'NEXT' button is located to the right of the 'Pay on Day' field.

Step 7: Automatic Payments

Select the account, start date, end date, payment day, and click next.



This screenshot is similar to the previous one, but the 'Payment Account' dropdown menu is now populated with 'Checking Chk ****6789'. A calendar pop-up for May 2018 is displayed over the 'Start Date' field, with the 8th of the month circled in orange. The 'NEXT' button remains visible to the right of the 'Pay on Day' field.

Step 7a: Automatic Payments

Review the confirmation on screen to ensure accuracy. Accept the Terms & Conditions and click “**Set Up Auto-Pay**” button.

Auto-pay Setup

- Your first payment is scheduled for **5/1/2018**
- The selected end date is after your move-out date. (3/30/2018)

Payment Account	Start Date	End Date	Pay on Day
Checking Chk *****6789	5/1/2018	3/22/2019	1st

You authorize to have the above amount withdrawn from your selected payment account every month under the specified Terms and Conditions until you cancel your authorization.

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

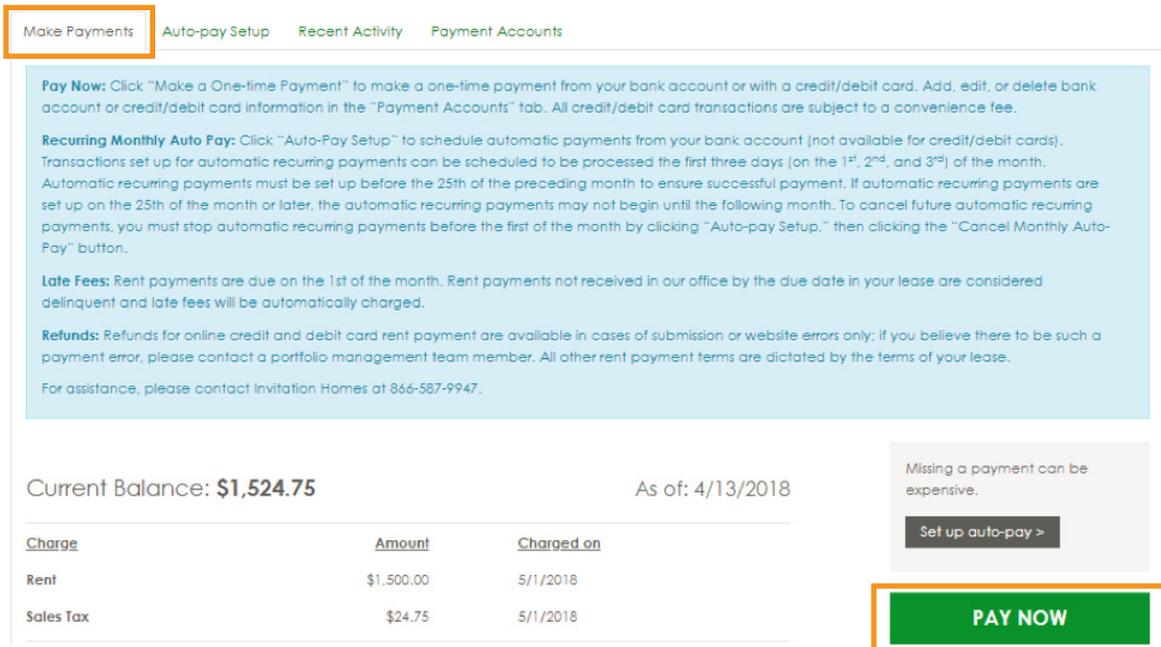
CANCEL

SET UP AUTO-PAY

Congratulations! Your auto-payment setup was successful. Read on for a “**One-Time Payment**”.

Step 8: One-Time Payments

To Make a One Time Payment, select the **“Make Payments”** tab or **“Pay Now”** button and select to pay by credit card or bank account.



Make Payments | Auto-pay Setup | Recent Activity | Payment Accounts

Pay Now: Click “Make a One-time Payment” to make a one-time payment from your bank account or with a credit/debit card. Add, edit, or delete bank account or credit/debit card information in the “Payment Accounts” tab. All credit/debit card transactions are subject to a convenience fee.

Recurring Monthly Auto Pay: Click “Auto-Pay Setup” to schedule automatic payments from your bank account (not available for credit/debit cards). Transactions set up for automatic recurring payments can be scheduled to be processed the first three days (on the 1st, 2nd, and 3rd) of the month. Automatic recurring payments must be set up before the 25th of the preceding month to ensure successful payment. If automatic recurring payments are set up on the 25th of the month or later, the automatic recurring payments may not begin until the following month. To cancel future automatic recurring payments, you must stop automatic recurring payments before the first of the month by clicking “Auto-pay Setup,” then clicking the “Cancel Monthly Auto-Pay” button.

Late Fees: Rent payments are due on the 1st of the month. Rent payments not received in our office by the due date in your lease are considered delinquent and late fees will be automatically charged.

Refunds: Refunds for online credit and debit card rent payment are available in cases of submission or website errors only; if you believe there to be such a payment error, please contact a portfolio management team member. All other rent payment terms are dictated by the terms of your lease.

For assistance, please contact Invitation Homes at 866-587-9947.

Current Balance: **\$1,524.75** As of: 4/13/2018

Charge	Amount	Charged on
Rent	\$1,500.00	5/1/2018
Sales Tax	\$24.75	5/1/2018

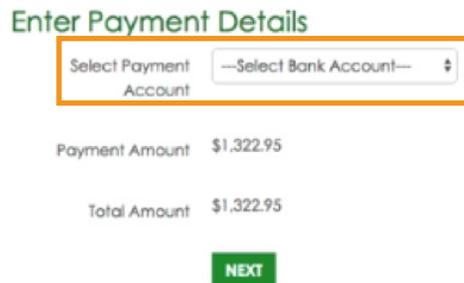
Missing a payment can be expensive.

Set up auto-pay >

PAY NOW

Step 8a: One-Time Payments

The One-Time Payment screen with charges and fees for the month will display. Scroll to the bottom and select **payment account** and click the next button. Accept terms and condition and submit your payment.



Enter Payment Details

Select Payment Account: --Select Bank Account--

Payment Amount: \$1,322.95

Total Amount: \$1,322.95

NEXT