entrata

Resident Portal

SPECS

ResidentPortal™ gives residents around the clock access to pay rent, submit work orders, become more involved and find out what is happening in and around the community. With its integration to your property management software, you can track and manage all resident transactions.

BENEFITS

A MULTIFAMILY RESIDENT CRM

ResidentPortal gives property managers tools to post upcoming events, surveys, newsletters and more. It also allows properties to track the frequency of requests, communicate easier, and reduce turnover.

FACILITATE RESIDENT TRANSACTIONS

Payments and work orders submitted online are immediately posted to the accounting or maintenance system, eliminating data entry.

PROVIDE CONVENIENCE FOR RESIDENTS

ResidentPortal works 24/7 to provide residents access to view documents, check out community information, pay rent and even create an online community.

LINCOLN PROPERTY COMPANY

GREYSTAR

FAIRFIELD
RESIDENTIAL

WATERTON
RESIDENTIAL

FOR MANAGMENT

FEATURES

TOTALLY CUSTOMIZABLE
Match your templates to your website, custom text options and make the portal fit your community.

DOCUMENTS
Managers can send residents electronic documents to review in ResidentPortal.

MAKE ANNOUNCEMENTS
Alert your residents about upcoming service, changes in schedules and much more. Messages displayed upon log-in.

ADVERTISING SPACE
There is dedicated space available for properties to use for promotions or to sell to 3rd party advertisers.

INTEGRATIONS
ResidentPortal works seamlessly with ResidentUtility, ResidentInsure and Message Center. It also has 3rd party integrations with Purqz and WhiteFence.

RESIDENT RETENTION TOOLS
ResidentPortal integrates with local search services and utilities services so residents can find their way around easily.

ADDITIONAL SERVICES
ResidentPortal gives opportunities to add on additional services to residents such as renters insurance.

> "ResidentPortal has been a great tool to engage with our residents at a deeper level."
>
> **Sara Graham**
> **Dolben Company**

FOR RESIDENTS

FEATURES

SECURE LOGIN WITH EASY ENROLLMENT
Resident login provides secure access to community information, payment and maintenance portals 24/7.

INTEGRATED MAINTENANCE REQUESTS
Residents can submit and track the status of maintenance requests online and can receive automatic status email notifications

ONLINE COMMUNITY
Residents can create groups and clubs to expand their network within their community.

COMMUNITY WALL AND EVENT CALENDAR
Residents have access to an integrated community wall to help residents buy, sell, and coordinate activities with each other.

RESIDENT PAYMENTS
ResidentPortal provides a secure environment for residents to check their account balance and pay rent online.

CONTACT FORMS
Residents can also contact the management office about issues not related to a maintenance request

RESIDENTSUPPORT PREMIUM
Increase online adoption and reduce staff work load with our ResidentPay Support team.