



MAPLE WOODS MHC

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ACCOUNT# \_\_\_\_\_

## **Online Account Access and Bill Pay**

**Who can get access** – Online access is limited to current tenants. Online accounts are setup by lease so if a lease has multiple tenants there can be multiple people with online access to the account. Each person who sets up an online account will have a separate login and saved payment information is only accessible under the login that saved it.

**How do I setup my account** – First you must have an email address on record at the office to create your account. If you don't have an email address on file you will have to complete a form to update your contact information.

Go to the Maple Woods webpage ([www.maplewoodsmhc.com](http://www.maplewoodsmhc.com)) and click on the Web Portal button. Below the Login button will be a Sign up link. First you'll be prompted to enter your account number (which can be found on a payment receipt). Second you'll have to enter the email address on file with the office. An email will be sent to you that will contain a link to finish setting up online access by creating a password.

**Convenience Fees** – There is a 3% fee associated with making online payments using Visa, Mastercard, or Discover cards. There is no fee associated with ACH payments.

**Reoccurring Payments** – Please note that if you setup reoccurring monthly payments we recommend that you set a maximum amount if you choose the "pay the balance due" option.

**Lost Password** – You can reset your account password from the login page and an email will be sent to the email account on file to create a new password. If you no longer have access to the email address that you used to originally setup online access then contact the office to reauthorize the account with a new email address.

**Please note that while we can now accept credit card payments online through the web portal our office will only accept check or money order.**