

I clicked the “Forgot Your Password?” link, but I never got an email...?

There are a couple of reasons why your tenants might not get the password reset email. Explore the following possibilities with them to see if the answer is an easy one.

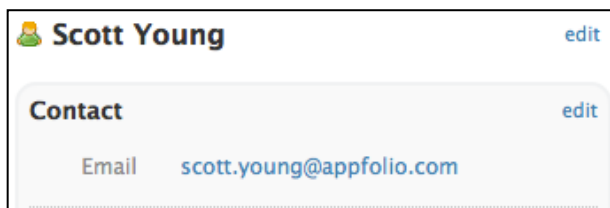
- 1) The password reset email is being blocked by a spam or junk mail filter. Ask the tenant to check their spam or junk mail folders for the email.
- 2) The tenant hasn't activated their account yet. Tenants create their password when they activate their account, so if they've never activated their account, there's no password to reset. Go to the tenant's page in AppFolio and review the “Tenant Status” section:



Tenant Status edit	
Type	Financially Responsible
Status	Current
Move In	06/18/2010
Move Out	--
Notice	--
Tenant Portal Activated	No
Auto Payments	0
Auto Payment Total	0.00

If “Tenant Portal Activated” equals “No,” then you'll need to send the tenant an activation email. They'll need to create a password and activate their account before they can log into the tenant portal.

- 3) The tenant is asking to have the password reset email sent to a different email address than the one they activated their account with. For security reasons, the password reset emails will only go out if the email address entered matches the one the account was activated with. Go to the tenant's page in AppFolio and make sure the email they're entering matches the first email on the tenant page:

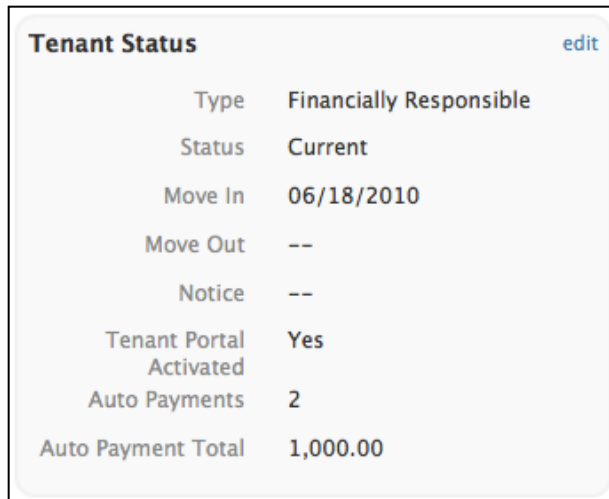


Scott Young edit	
Contact edit	
Email	scott.young@appfolio.com

My account was debited more than once for rent. What happened?

There are a couple of reasons why this might be happening. Explore the following possibilities with your tenant to see if the answer is an easy one.

- 1) The tenant set up more than one automatic (recurring) payment. In this case, go to the tenant's page in AppFolio and review the "Tenant Status" section:



Tenant Status		edit
Type	Financially Responsible	
Status	Current	
Move In	06/18/2010	
Move Out	--	
Notice	--	
Tenant Portal Activated	Yes	
Auto Payments	2	
Auto Payment Total	1,000.00	

Take a look at the "Auto Payments" field. If the value in this field is greater than 1, you'll know that the tenant has set up more than one recurring payment. This may not always be a bad thing since the tenant may have set up one payment for rent and another (for example) for a parking space charge.

However, using the above example, if we know the tenant's rent is \$500 per month and "Auto Payment Total" equals \$1,000, it's a relatively safe bet that the tenant has set up two \$500 payments.

In this situation, there's nothing to be done but wait for both checks to clear and then cut a check to the tenant for the overpayment (AppFolio cannot stop a payment once it's gone out for processing). Alternatively, you can keep the overpayment and apply it to the next months rent. Keep in mind that you'll want to wait for both checks to clear before cutting a check to the tenant since one of the payments may very well end up NSF'ing.

To prevent this same situation from happening next month, have the tenant log into their tenant portal and delete one of the recurring payments. From the main page in the tenant portal, direct the tenant to the "edit auto pay" link for the payment they're going to delete:

Scheduled Payments

Monthly Rent Payment
Amount \$500.00
Next Payment 10/01/2010
[edit auto pay](#) [skip this payment](#)

Monthly Rent Payment
Amount \$500.00
Next Payment 10/01/2010
[edit auto pay](#) [skip this payment](#)

After clicking on this link, the tenant will be taken to a page where they can make changes to the recurring payment. In the bottom left corner of this page is a button called "Delete this auto pay." Have the tenant click this button and the duplicate payment will be deleted.

The next two payments will be made on **October 01, 2010**.

You may cancel this payment at any time. If you move out, it will be canceled automatically.

[Delete this auto pay](#)

Elite Properties • (619) 237-4122 • [www.YourCompany.com](#) »

continued on the next page...

My account was debited more than once for rent. What happened?

- 2) The tenant set up an automatic payment, forgot they set one up, and when it came time to pay rent, they went online and made a manual payment. At roughly the same time, their automatic payment went out and, as a result, they were debited more than once. In this case, go to the tenant's page in AppFolio and review the "Tenant Status" section:

Tenant Status		edit
Type	Financially Responsible	
Status	Current	
Move In	06/18/2010	
Move Out	--	
Notice	--	
Tenant Portal Activated	Yes	
Auto Payments	1	
Auto Payment Total	500.00	

Take a look at the "Auto Payments" field. If the value in this field is equal to 1, you'll know that the tenant has set up a recurring payment.

Next, bring up the tenant's ledger. If you notice multiple payments for the same month's rent and the payments have different confirmation numbers, you'll know that the tenant made multiple payments (one of which would be accounted for by the automatic payment they set up).

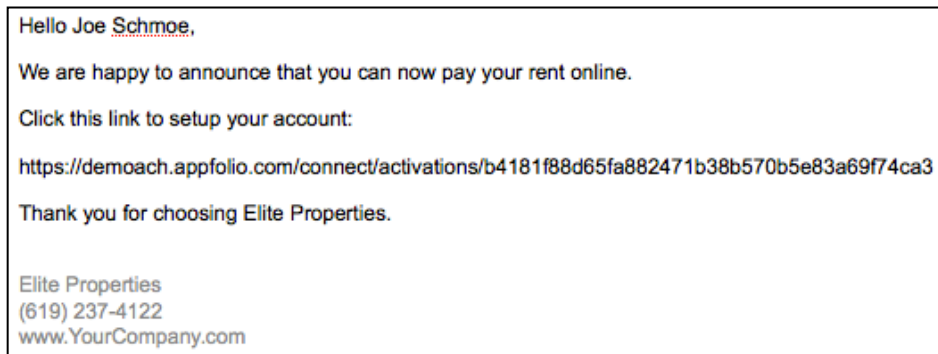
09/22/2010	Brian Deignan	Check #T0ER-FMNS Payment
09/22/2010		Late Fee
09/22/2010		Rent
09/22/2010	Brian Deignan	Check #LA72-I4OF Payment

Again, there's nothing to be done but wait for both checks to clear and then cut a check to the tenant for the overpayment (AppFolio cannot stop a payment once it's gone out for processing). Alternatively, you can keep the overpayment and apply it to the next months rent. Keep in mind that you'll want to wait for both checks to clear before cutting a check to the tenant since one of the payments may very well end up NSF'ing.

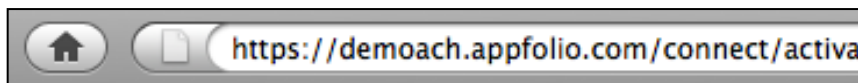
You sent me a link to set up my tenant portal, but it's not working...?

There are a couple of reasons why this might be happening. Explore the following possibilities with your tenant to see if the answer is an easy one.

- 1) Occasionally, the program a tenant is using to read their email will automatically disable the links in an email from a company the program doesn't recognize. In this scenario, the tenant may not realize that the URL in the activation email is a link to the activation page.

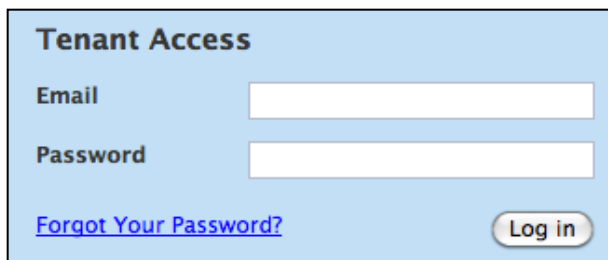


Have the tenant highlight the URL ([https://...](https://demoach.appfolio.com/connect/activations/b4181f88d65fa882471b38b570b5e83a69f74ca3)), copy it, go to their internet browser (Internet Explorer, Firefox, etc.), and paste the address into the address bar:



When they follow the link, they'll be taken to a web page where they can create a password and activate their account.

- 2) The tenant is on the wrong page. For example, they may have followed a link on your website that takes them to the tenant portal login page. If the tenant is looking at a page that asks for their email address, a password, and which has a "Log in" button on it, they're in the wrong place for activating their account.



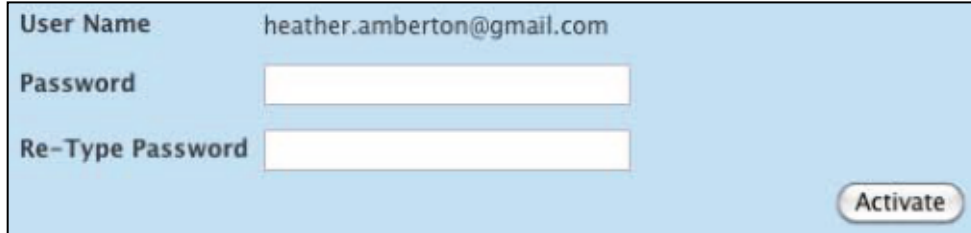
Tenant Access

Email

Password

[Forgot Your Password?](#)

When activating their account the first time, the tenant should be looking at a page that asks them for a password, asks them to “re-type” the password, and which has an “Activate” button on it.



The image shows a screenshot of a web form for account activation. The form has a light blue background and a thin black border. It contains the following fields and elements:

- User Name:** heather.amberton@gmail.com
- Password:** A white text input field.
- Re-Type Password:** A white text input field.
- Activate:** A rounded rectangular button with the word "Activate" in a light blue font.

Ask your tenant what the page they’re trying to sign up on looks like. If it doesn’t look like the above, make sure they’re clicking on the link in the activation email you sent them.

One of my tenants recently moved to a different unit. I sent them a new activation email, but they can’t get their account set up successfully. Why not?

This one is actually pretty straightforward. When a tenant sets up their tenant portal, a “link” is formed between the tenant, the tenant’s email address, the property/unit the tenant lives in, and the tenant’s portal. From that point on, that email address is “tied” to that property and cannot be used to set up a tenant portal at a different property.

You can get around this restriction by just asking the tenant for a different email address. Make the new address the primary address on their tenant page and send out a new activation email. The tenant shouldn’t have any trouble activating their account from that point forward.