

Tenant Services Portal

Instruction Guide



<https://NTCFoundation.eTenantCare.com>

Welcome to the Tenant Services Portal

NTC Foundation is proud to introduce the Tenant Services Portal. We invite you to join our online portal, please register at <https://ntcfoundation.etenantcare.com>. In our effort to go green, NTC Foundation has moved to this online system to provide real time Tenant balances and payments. Additionally, NTC Foundation online services including Work Order Requests, Online Forms and Documents, and News & Announcements.

Please take a moment to register using the instructions provided within.

Thank You,

NTC Foundation



<https://NTCFoundation.eTenantCare.com>

Tenant Services Portal

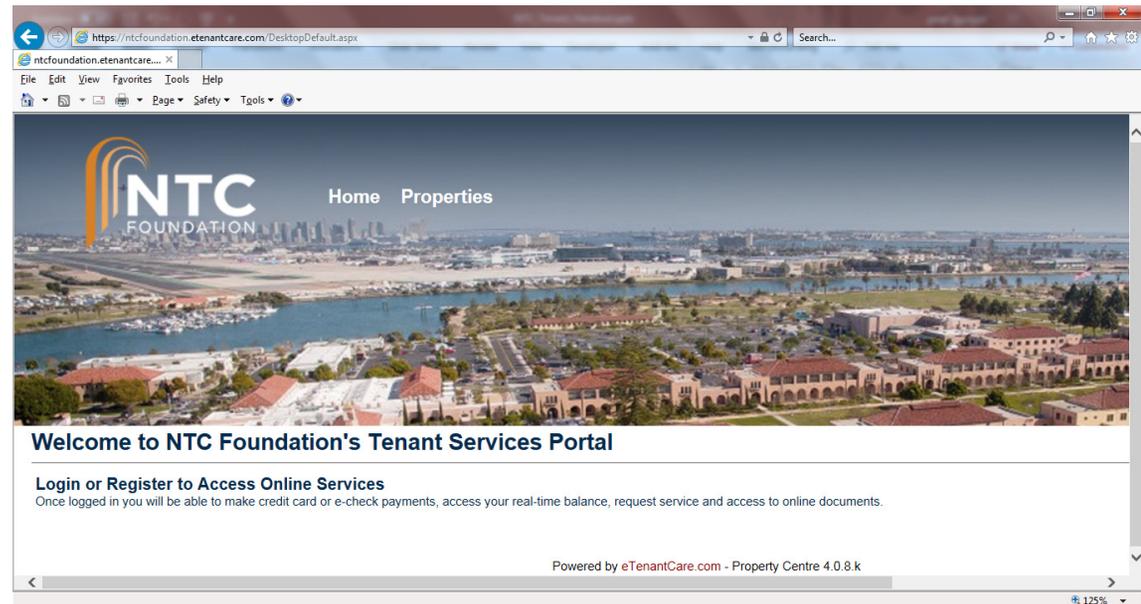
Online Services

- Online Credit Card Payments
- Statements balances
- View Work Order History
- View Property Documents
- Receive News & Announcements

Paperless Online Balances

Online Service Requests

Download Property Forms



<https://NTCFoundation.eTenantCare.com>

How To Register

4 EASY STEPS TO REGISTER

- 1) Navigate internet browser:
<https://NTCFoundation.eTenantCare.com>
- 2) Click “Register”
- 3) Fill out new account form User ID --
> your email address
- 4) Click submit button to register

Once you have registered, you will be notified by email once your account has been approved

Note: If you are an existing “Registered” Tenant of NTC you will not need to re-register. Simply login with your existing credentials

Welcome to NTC Foundation's Tenant Services

Login or Register to Access Online Services

Once logged in you will be able to make credit card or e-check payments, access your real-time account information, and more.

Create a New Account

First Name: *
Last Name: *
Company Name: *
Unit/Suite Address: Please Select a Value *
Unit/Suite Number: Please Select a Value *
Billing Address: *
Billing Address2: *
City: *
State: *
Zip Code: *
Work Phone: *
10 Digit Cell Phone: * Used for Emergency Text Communications Only
Cell Carrier Co.: AT&T Wireless/Cingular *
Email: *
Password: *
Confirm Password: *
Announcement Notify:

All fields marked with an asterisk (*) are required.



<https://NTCFoundation.eTenantCare.com>

Online Payments

- 1) Verify your Billing Address
- 2) Enter amount to pay
- 3) Click Continue
- 4) Follow the on screen instruction to complete your payment

Please Note: A conveniences fee will be assed.

Instructions

Please verify your billing information and enter your payment amount. Once you submit your payment you will be re-directed to a secure website for credit card input. We accept Debit Cards, Visa, MasterCard, American Express, Discover and PayPal.

For better protection and security, please note that your credit card information will not be stored.

NOTE: Statement Balances may not reflect recent charges or credits applied to your balance

Online Invoice Display

Current Statement Balance:
Not Available

Select Month to View:

Step One: Verify Billing Information

Email:

First Name: *

Last Name: *

Company Name: *

Suite Number: *

Billing Address: *

City: *

State: *

ZipCode: *

Property Name:

Step Two: Enter Amount

Amount: x

*Please note a convenience fee of 3% will be added to your paym

Step Three: Continue To Secure Site



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How to View Rent Statements

1) Click “Online Payments and Statements” *

2) Select Month to View

Your Statement/Invoice will pop up in a new browser window.

*Online Payments and currently disabled

Instructions
Please verify your billing information and enter your payment amount. Once you submit your payment you will be re-directed to a secure website for credit card input. We accept Debit Cards, Visa, MasterCard, American Express, Discover and PayPal.
For better protection and security, please note that your credit card information will not be stored.

Step One: Verify Billing Information

Email: psc@test.com
First Name: test *
Last Name: tenant *
Company Name: test *
Suite Number: N01 *
Billing Address: xx *
City: xx *
State: xx *
ZipCode: xx *
Property Name: Pacific Station Commercial As

Online Invoice Display
Current Statement Balance:
\$77.36
Select Month to View:
December 2012 - Stateme
[View Invoice/Statement](#)

Step Two: Enter Amount
Amount:

Step Three: Continue To Secure Site
 This property is not currently accepting Online Payments

Powered by eTenantCare.com - Property Centre 4.0.3.n

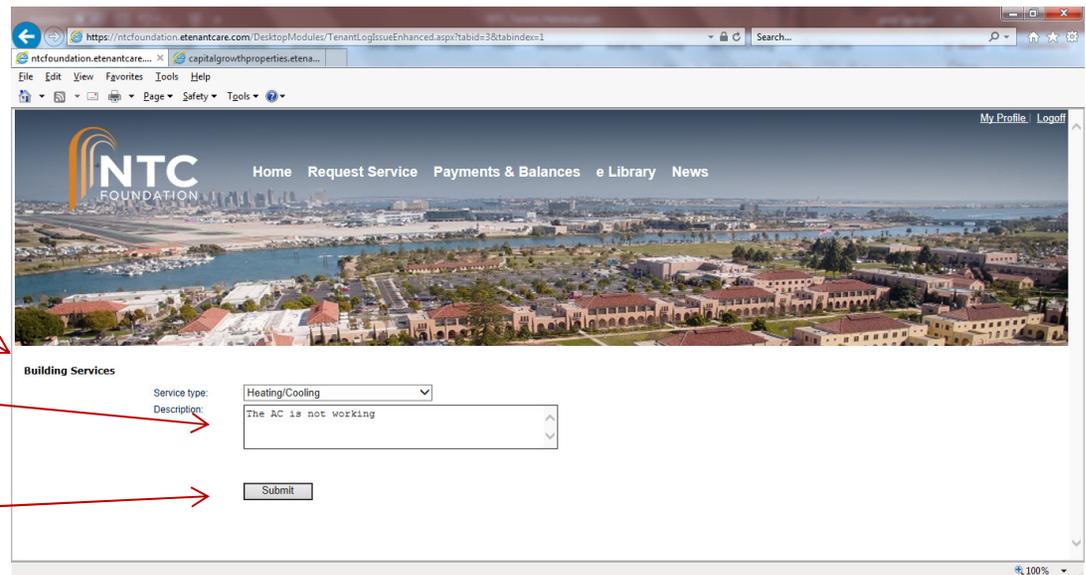


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How to Submit A Service Request

- 1) Click “Request Service”
- 2) Select Type of Service
 - Building Services
- 3) Select Service Type (from dropdown menu)
- 4) Enter Description of Request
- 5) Click “Submit” to log request

Property Management is instantly notified and a copy is emailed to you.



The screenshot shows a web browser window displaying the NTC Foundation eTenantCare portal. The page features a navigation menu with links for Home, Request Service, Payments & Balances, Library, and News. Below the navigation is a large banner image of a residential complex. The main content area is titled "Building Services" and contains a form with the following fields:

- Service type:** A dropdown menu with "Heating/Cooling" selected.
- Description:** A text area containing the text "The AC is not working".
- Submit:** A button to submit the request.

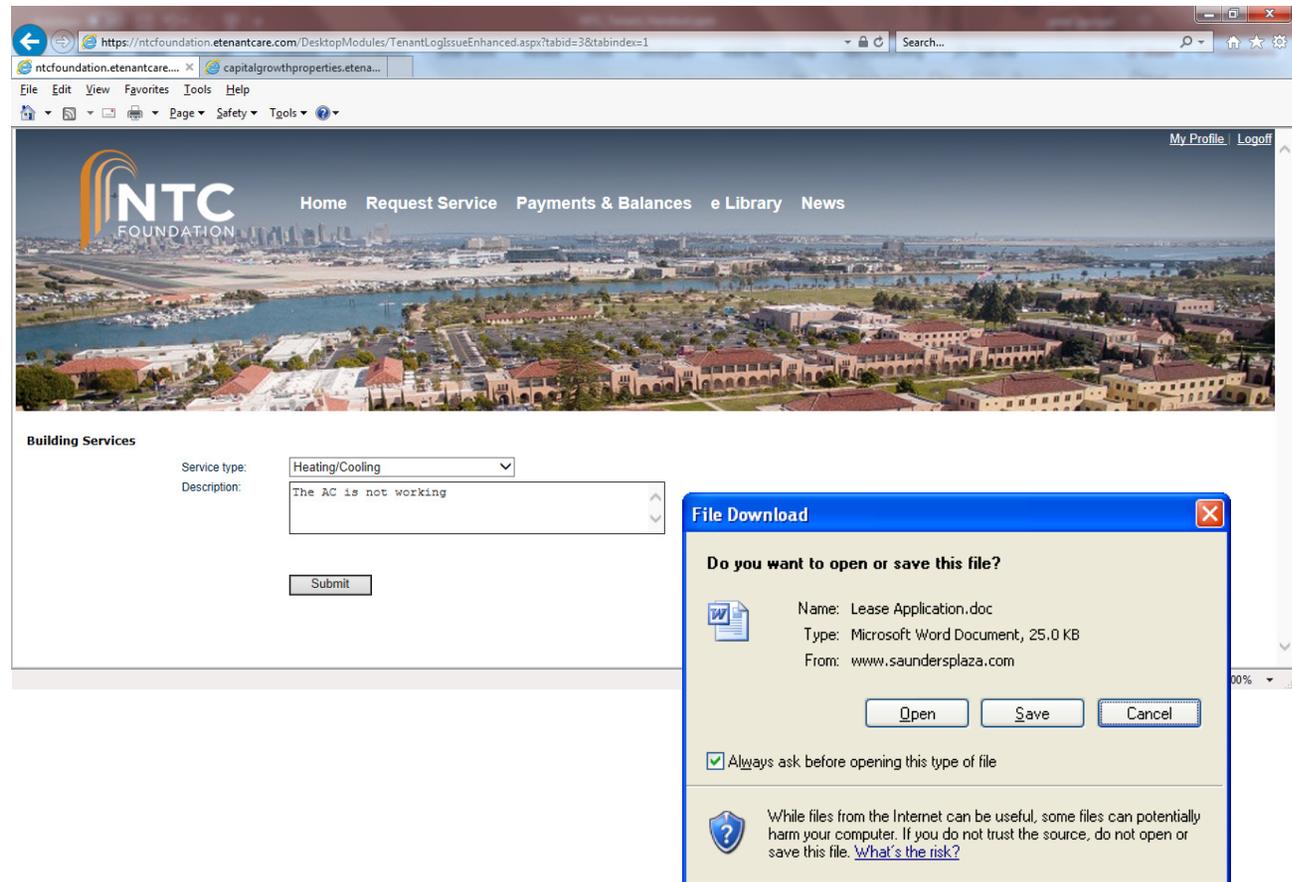
Red arrows from the list on the left point to these specific elements: the "Request Service" link, the "Building Services" section, the "Service type" dropdown, the "Description" text area, and the "Submit" button.



<https://NTCFoundation.eTenantCare.com>

How to Download Property Forms

- 1) Click “Document Library”
- 2) Click to “View” the form you want
- 3) Open or Save to Form



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