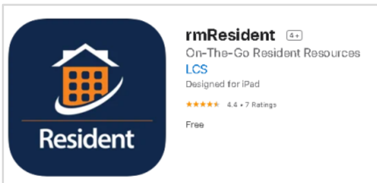
TENANT PORTAL MOBILE APP INSTRUCTIONS

We are pleased to offer a way for our tenants to access their account information and make payments using your Android^{TM} or iOS^{TM} devices.

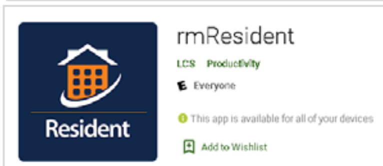
Download the mobile app

1. Go to either Apple's App Store (iOS^{TM} devices) or from Google Play (Android^{TM} devices) and search for "rmResident".

Apple Store:



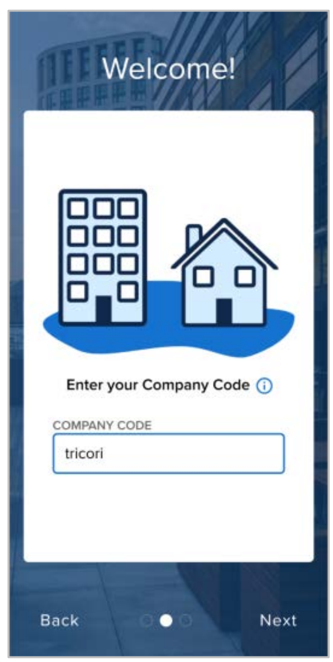
Google Play:



2. Download/Install the app on your mobile device.

3. Open the app which will bring you to the Initial Screen page 1.
   Click on the "Next button" (bottom right)

4. On the 2nd Initial Set-up screen,
   enter the company code (required): **tricori**
   Then click the "Next" button.



Initial Setup Screen #2

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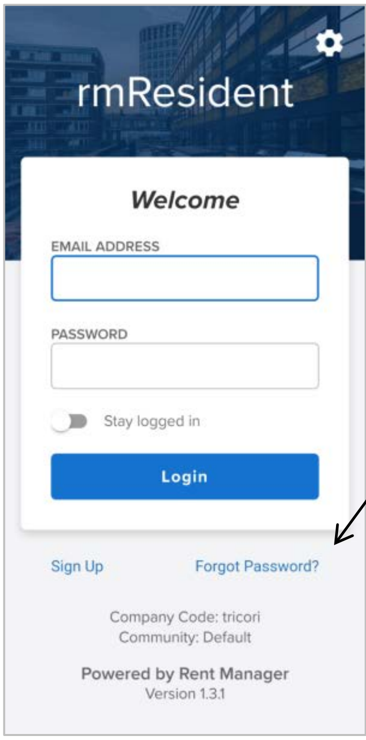
5. On the Login Screen,

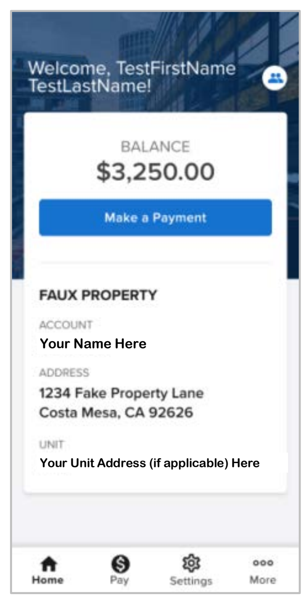
a. If you have already signed up for the Tenant Portal (web access), enter your User Account information (Email Address and Password) and click the blue Login button.



b. If you have forgotten your password, please click the blue "Forgot Password?" link underneath the existing account login area.

c. If you have not already signed up for the web version of the Tenant Portal, please go to the website and sign up for an account. Once you have created the account, come back to the app to finish logging in to the app.

6. You are now logged in to your account in Mobile App!



Home Screen View

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Frequently Asked Questions

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Account Basics

Q: How do I create my Tenant Portal Account in the Mobile App?

A: Unfortunately, the Mobile App currently doesn't allow for creating new accounts within the app. If you have not already created your Tenant Portal account for web (internet browser) access, please go to our website www.tricorealty.com and click the "Tenant Portal" button to create your Tenant Portal User account. Once you have created an account from the web version, please use that to log in to the app.

To login to the Mobile App after you have created a User account:

1. Download & open "rmResident" app from either Google Play or Apple's App store
2. Open the app which will bring you to Initial Screen page 1. Click on the "Next button" (bottom right)
3. On the 2nd Initial Set-up screen, enter the company code (required): **tricori** Then click the "Next" button.
4. On the Login Screen, enter your User Account information (Email Address and Password) and click the blue Login button.
   - If you have forgotten your password, please click the blue "Forgot Password?" link underneath the existing account login area.
   - **If you are unsure of which email address to use, please contact us at 714-751-4420 or by email at info@tricorealty.com**
5. You are now logged in to your account in Mobile App!

Q: Where do I find my account number?

A: Your account number can be found on your monthly digital statement in the top right area. If you cannot locate it, please contact us at info@tricorealty.com.

Q: What if I forgot my password? How do I reset my password?

A: Click on the "Forgot Password" link on the login screen for the Tenant Mobile App and follow the prompts to reset your password. It is located under the field where you enter your password.

Q: What is my Username?

A: Your Username is an email address registered to your account. If you are unsure of which email address to use, please contact us at info@tricorealty.com or 714-751-4420.

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Q: Why am I getting “invalid Username or password” when I try to log in?

A: Please make sure you are using an email address registered to your account that was associated with your Tenant Portal and your most recent password. If you are not sure of your Username please contact us at info@tricorealty.com or 714-751-4420. If you are not sure of your password, please use the “Forgot Password” link on the login screen.

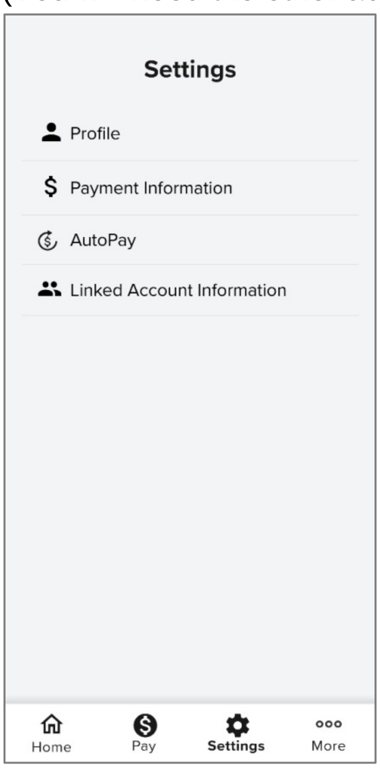
Q: I have my email address and reset my password but I still cannot login?

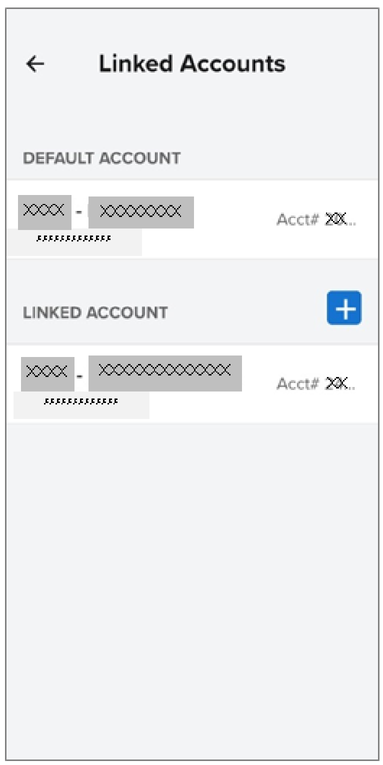
A: If you are still having trouble, please email us at info@tricorealty.com or 714-751-4420.

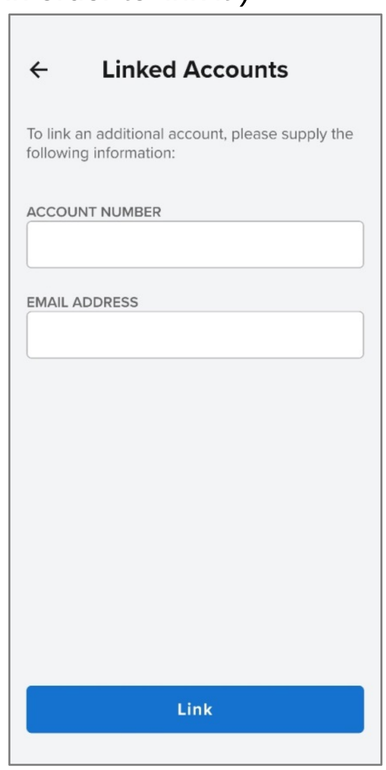
Q: Multiple Accounts: Can I combine my accounts to have 1 login?

A: Yes, you can link multiple accounts to have the same username (email address) and password to log in to all of your accounts.

Once you have created 1 account, Go to the Settings (Gearbox Icon) and click “Linked Account Information” (two person icon) then click the blue Plus Sign icon to add an account. (You will need the other account’s Trico Account number in order to link it.)







Settings – Home Screen	Settings -> Linked Account Information	Settings -> Linked Account Information Set-up New Linked Account

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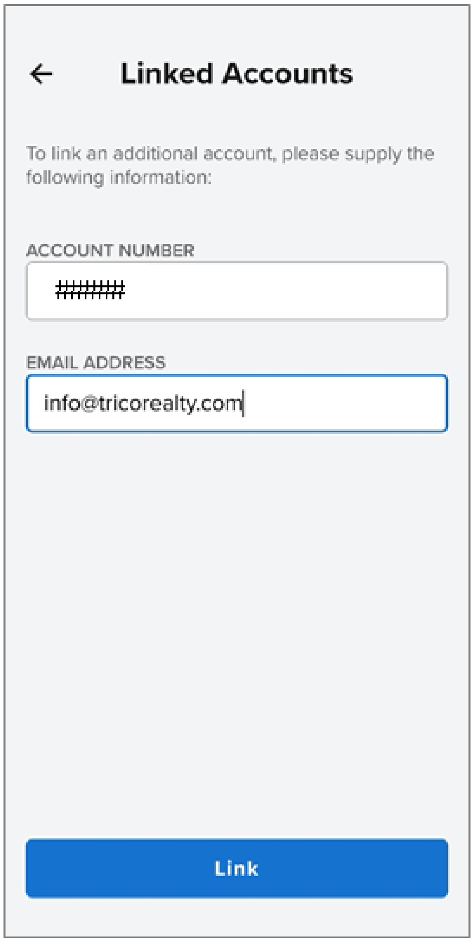
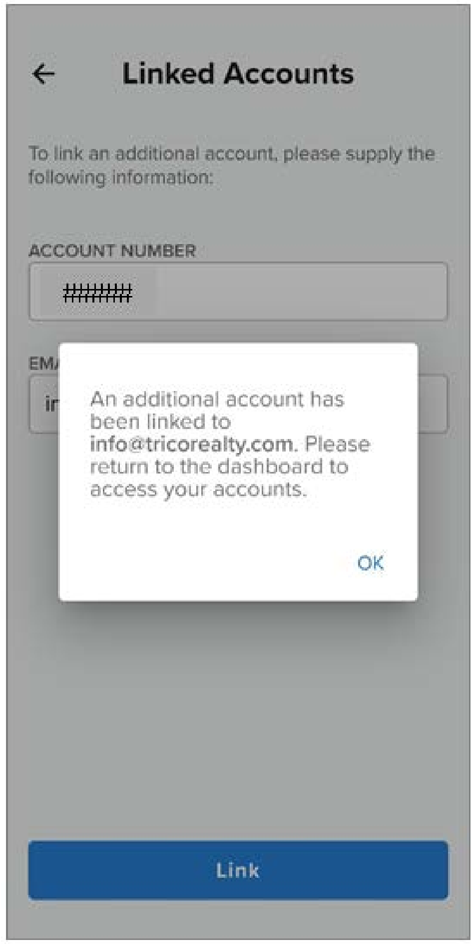
Enter in the other account's Trico Account number and the email address you are using for the current existing Tenant Portal account (your User Name), then click the blue "Link" button.





Settings -> Linked Account Information Set-up New Linked Account	Settings –> Linked Account Set-up Message after clicking Link

Or if you would like assistance, please email info@tricorealty.com or call us at 714-751-4420 asking us to link your other account(s) and we will link them on the back end for you.

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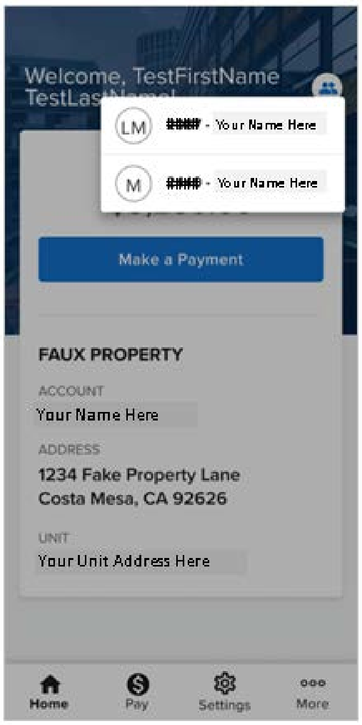
Q: Multiple Accounts: How do I view my other account(s) once I log in to one of my accounts?

A: Once you have your accounts links, login as normal, then go to the Far Top Right of the Screen.

- You should see a 2 person icon. Click on the People Icon and a popup box should appear with your different account numbers.
- This is where you can select which account you are viewing at any given time.



Home Screen – Switch between multiple accounts.

Click on the round icon with two people – top right

Q: How do I add a User?

A: Please follow the Set-Up Instructions with an authorized email address and your account number. You are welcome to set up access to more than one user to your account, but please realize that any user you give access to the account will be able to see all of the account, excluding any saved payment information.

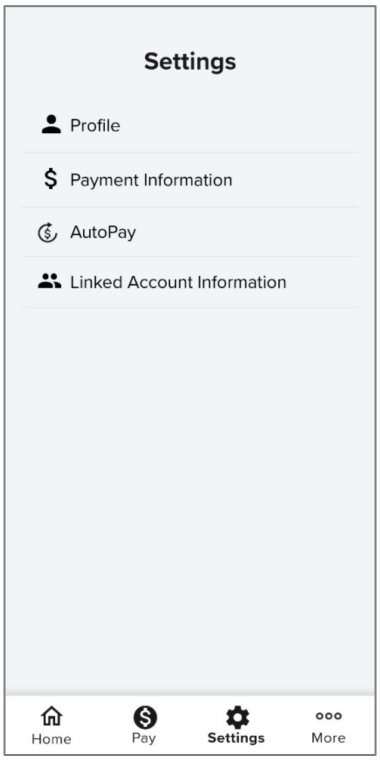
Q: How do I remove a User?

A: Please email info@tricorealty.com requesting that a specific user be removed from accessing your account.

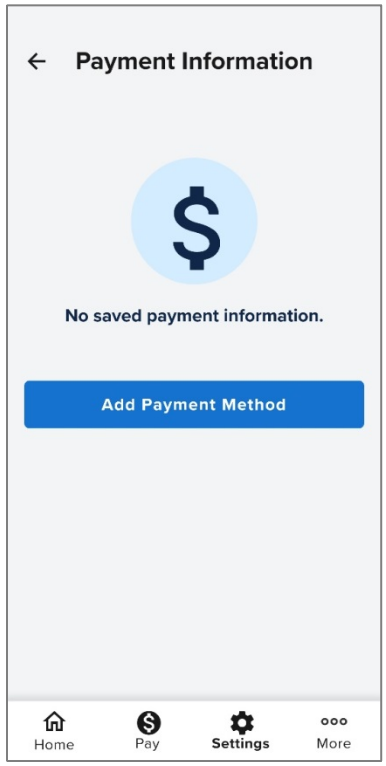
Payment Set-Up and Auto-Pay

Q: Where do I go to set up my saved Payment Information?

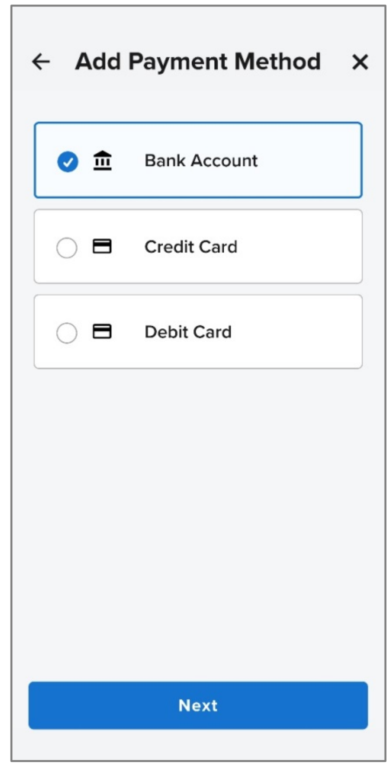
A: Go to the Settings Icon (Gearbox) from the Home Screen, then click on the "$ Payment Information" Icon to get a new menu.



Settings – Home Screen



Settings> – Payment Information Initial View: No Payment Method Set-up



Add Payment Method – Choose from 3 choices: Bank Account, Credit Card, or Debit Card

Click the Blue "Add Payment Method" button to go to the next screen to continue the setup process.

Note: The "Account types" defaults to Bank Account as it is the first in the list of 3 choices. To select another payment choice (such as a credit card or debit card) please click the radial button icon for either Credit Card or Debit Card listed below.

3 Payment Choices:

1. Bank Account (ACH – Checking or Savings)– you will need your routing number and bank account number,
2. Credit Card – Visa, MasterCard, Discover, and American Express accepted
3. Debit Card

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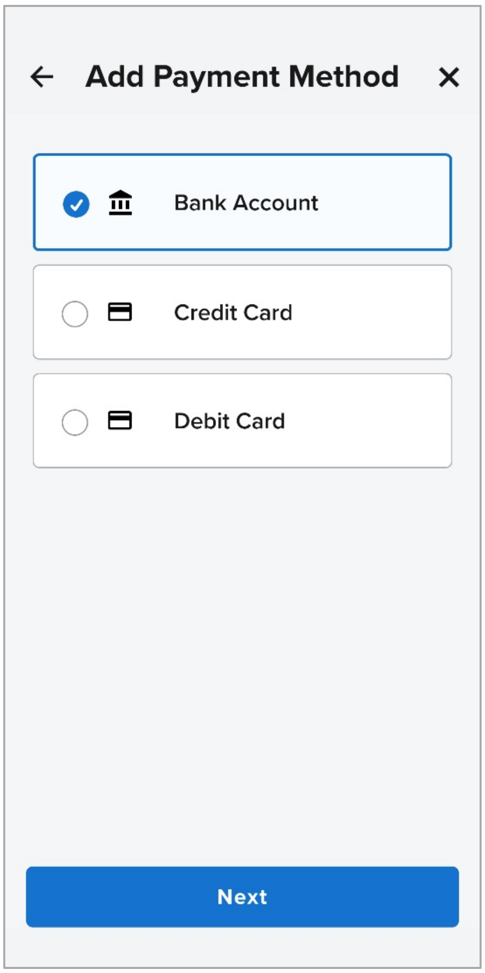
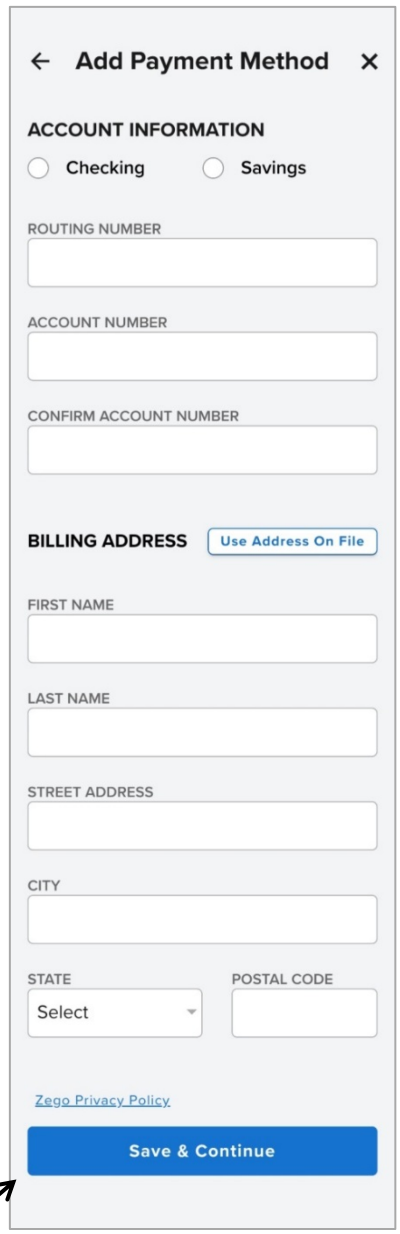
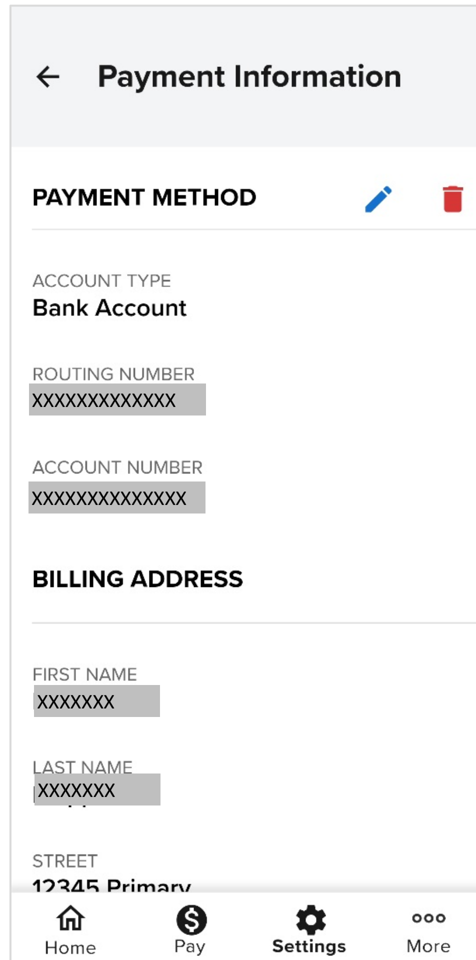
Add Payment Method: Bank Account (Checking/Savings)

If you would like to use a Bank Account (either Checking or Savings Account), select "Bank Account" from the 3 choices and click the blue "Next" button, then follow the prompts on the next screen to finish setting up the saved payment method. Be sure to select if this is a Checking Account or a Savings Account. If the Bank account is in a company's name and not an individual's name, break up the company's name into the First Name and Last Name fields.







Click the "**Save & Continue**" blue button.

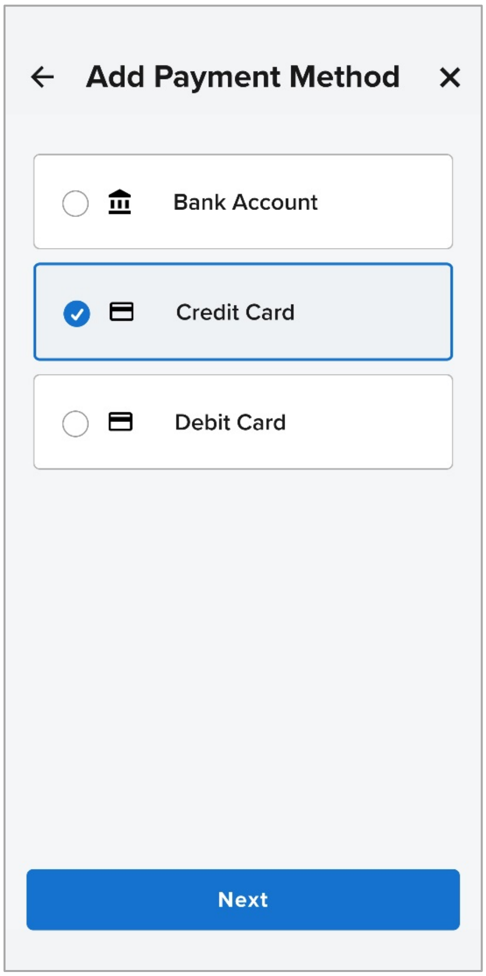
This is the screen AFTER you hit save when entering your payment information.

If you want to edit your saved payment information, you would click the pencil icon to edit.

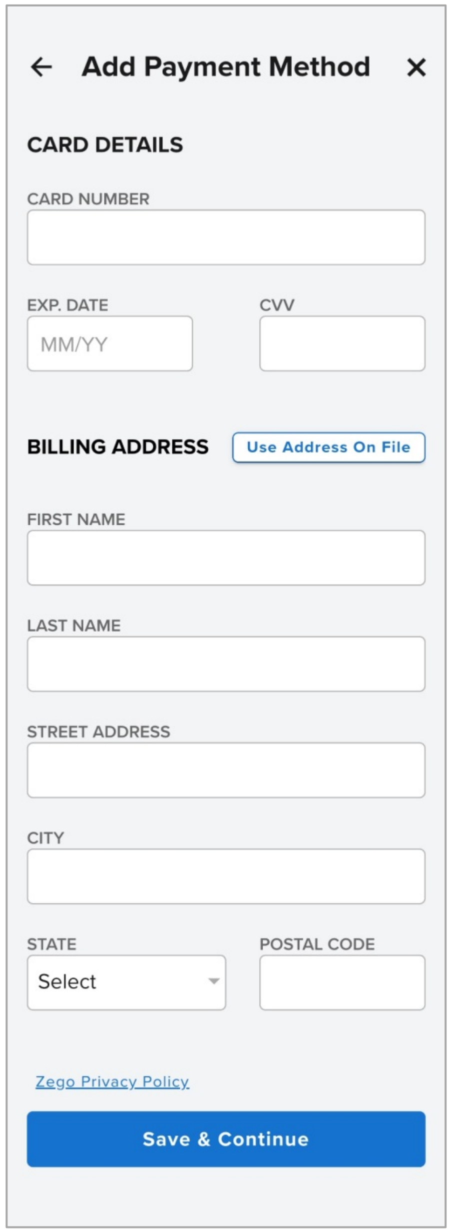
The Red Trash Icon deletes your saved payment information.

Add Payment Method: Credit Card

If you would like to use a Credit Card (Visa, MasterCard, Discover, and American Express accepted), select “Credit Card” from the 3 choices and click the blue “Next” button, then follow the prompts on the next screen to finish setting up the saved payment method.



Add Payment Method
Credit Card



Click the “**Save & Continue**” blue button.

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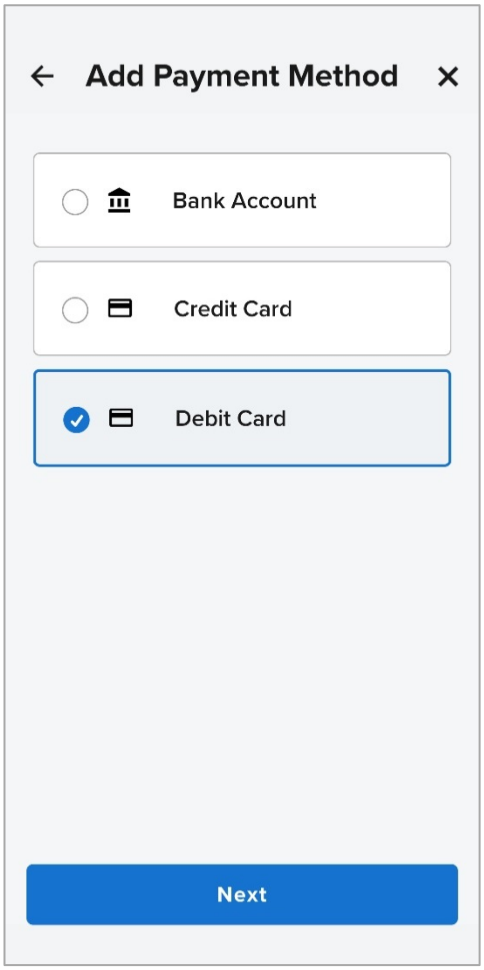
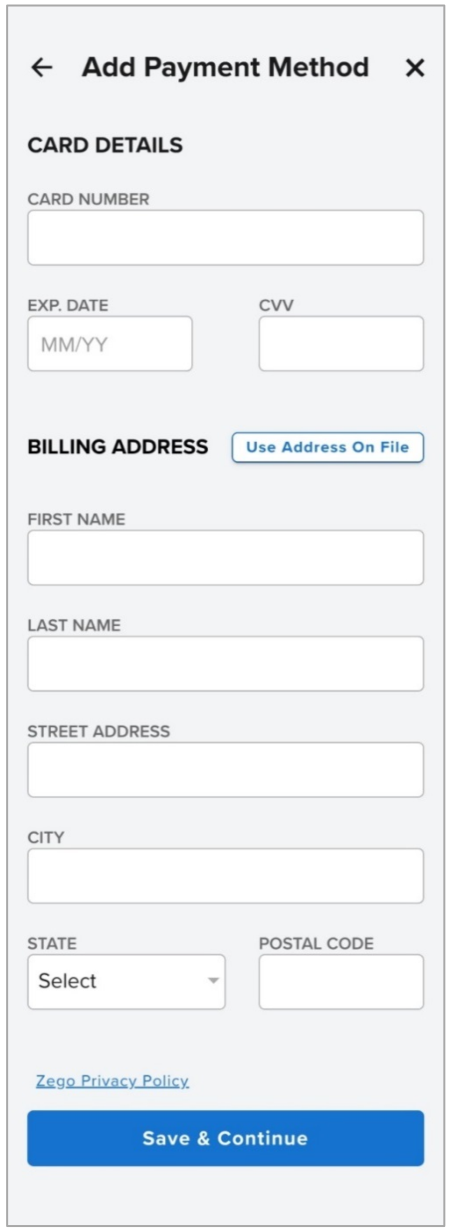
Add Payment Method: Debit Card

If you would like to use a Debit Card, select “Debit Card” from the 3 choices and click the blue “Next” button, then follow the prompts on the next screen to finish setting up the saved payment method.



Add Payment Method
Debit Card



Click the “**Save & Continue**” blue button.

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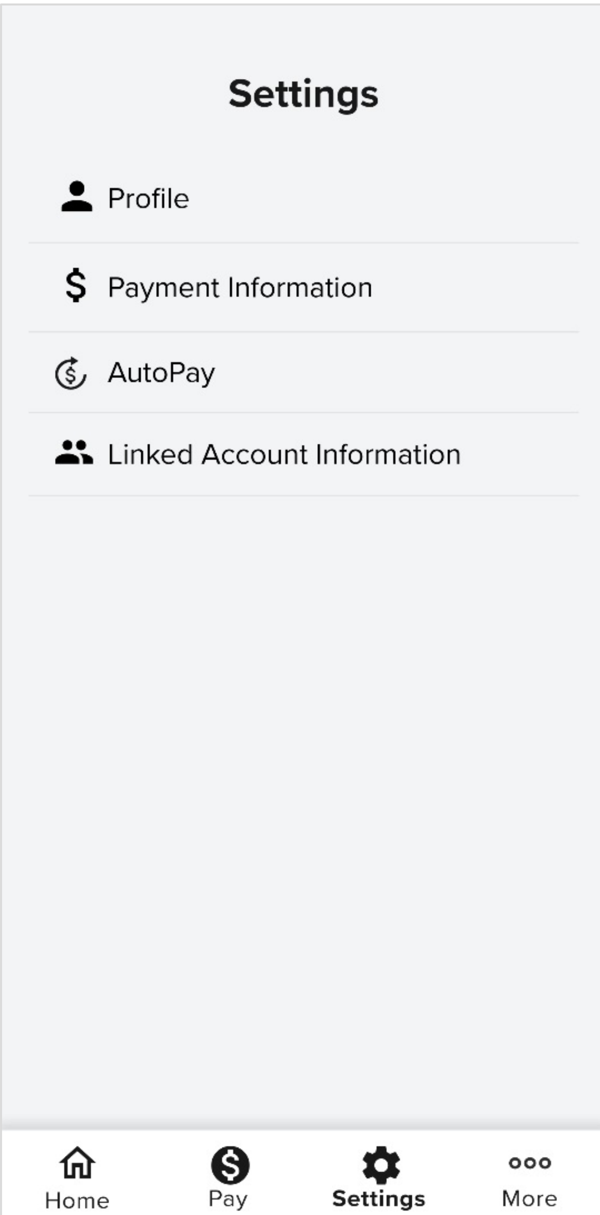
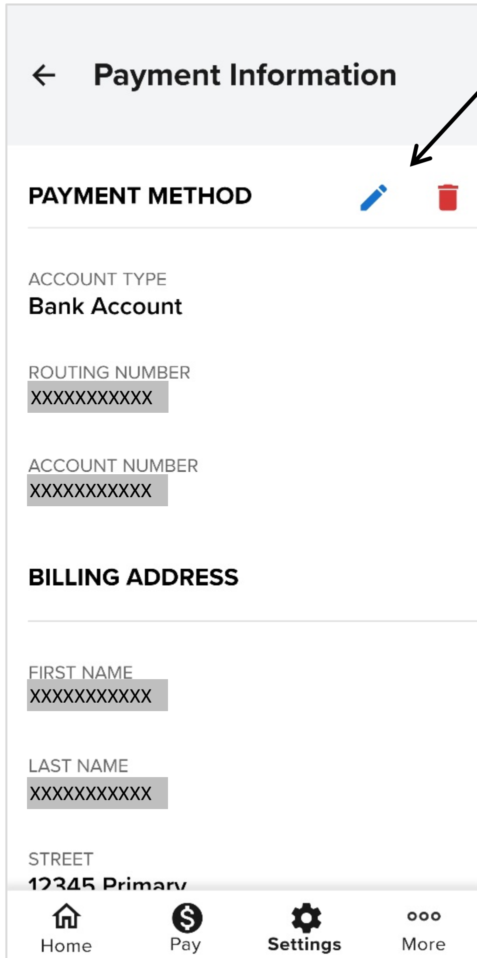
Q: Where do I go to Edit/change my saved Payment Information?

A: Go to the Settings Icon (Gearbox) from the Home Screen, then click on the “$ Payment Information” Icon to get a new menu.





This is the screen showing your current saved payment information.

1. Click the blue pencil icon to Edit.

2. Hit “Save” to save your changes when done.

NOTE: The Red Trash Can icon will delete your saved payment information!

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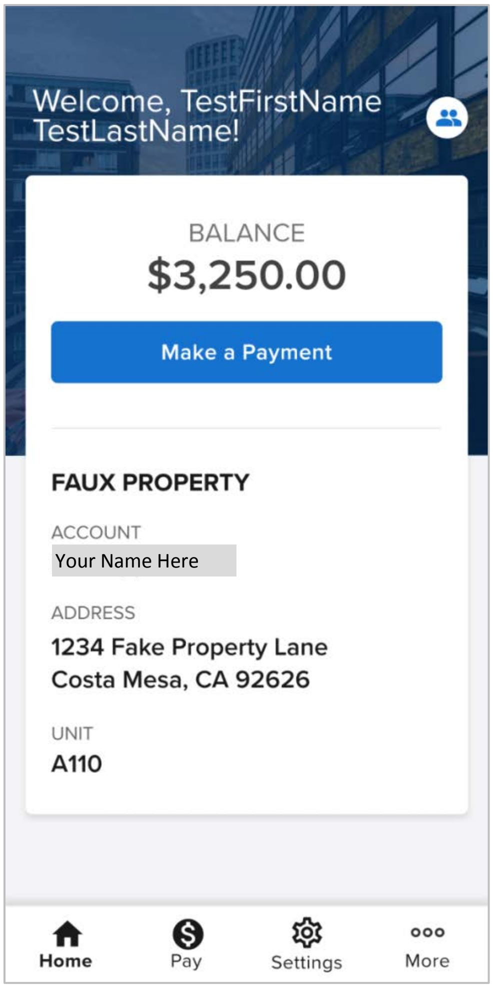
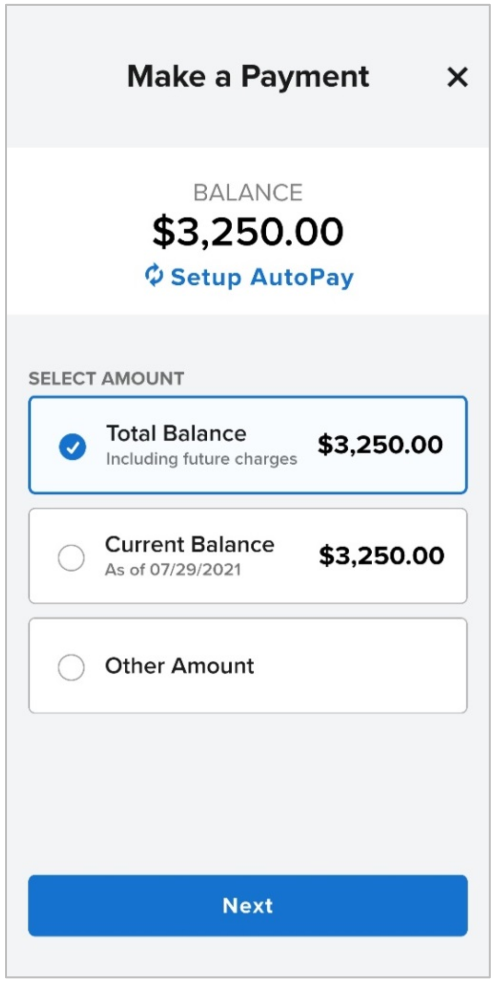
Q: Where do I go to make a one-time payment?

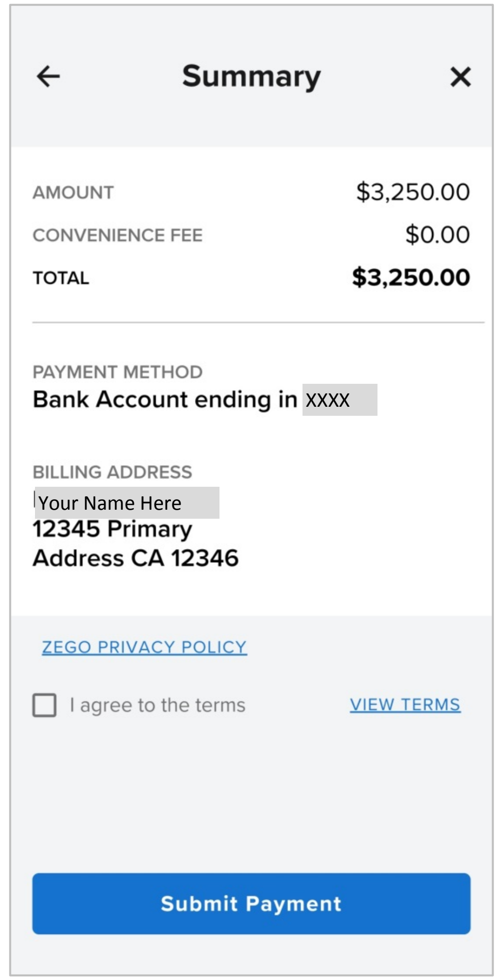
A: Go to the Pay Icon ($ in a circle) from the Home Screen or click the “Make a Payment” blue button on the Home Screen (only appears if you have an Open Balance).



Home Screen



Home Screen – Pay -> Make a Payment



Home Screen – Pay -> Submit Payment

1. Make a Payment Screen: select an Amount (“Total Balance”, “Current Balance”, or “Other Amount”) and click Next.
2. Summary Payment Screen: review the information, then click “I Agree to the terms”, and then click the blue “Submit Payment” button

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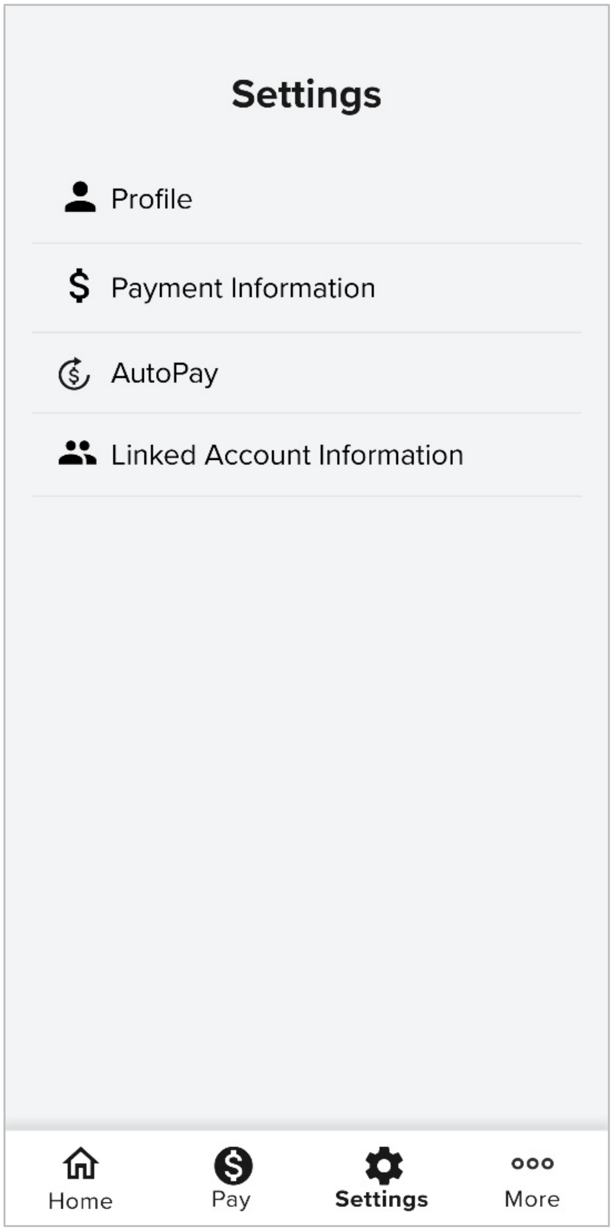
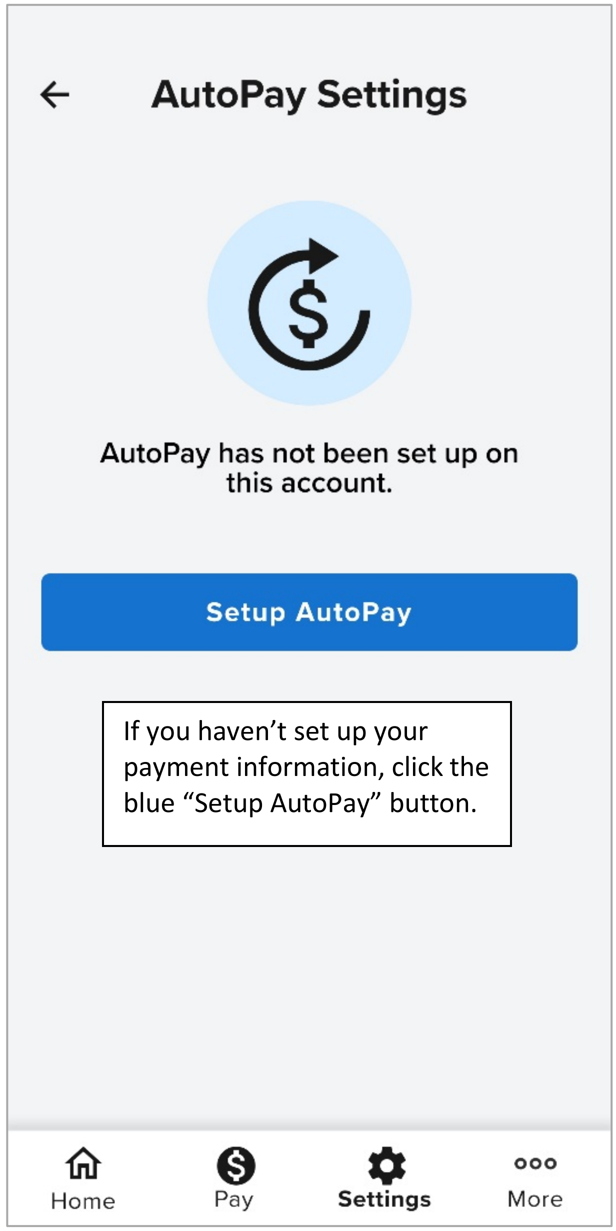
Q: How do I set up a Recurring Payment (AutoPay)?

A: Go to the Settings Icon (Gearbox) from the Home Screen, then click on the “AutoPay” Icon to get a new menu.





Settings –> AutoPay
Initial View – No Auto Pay Set-up

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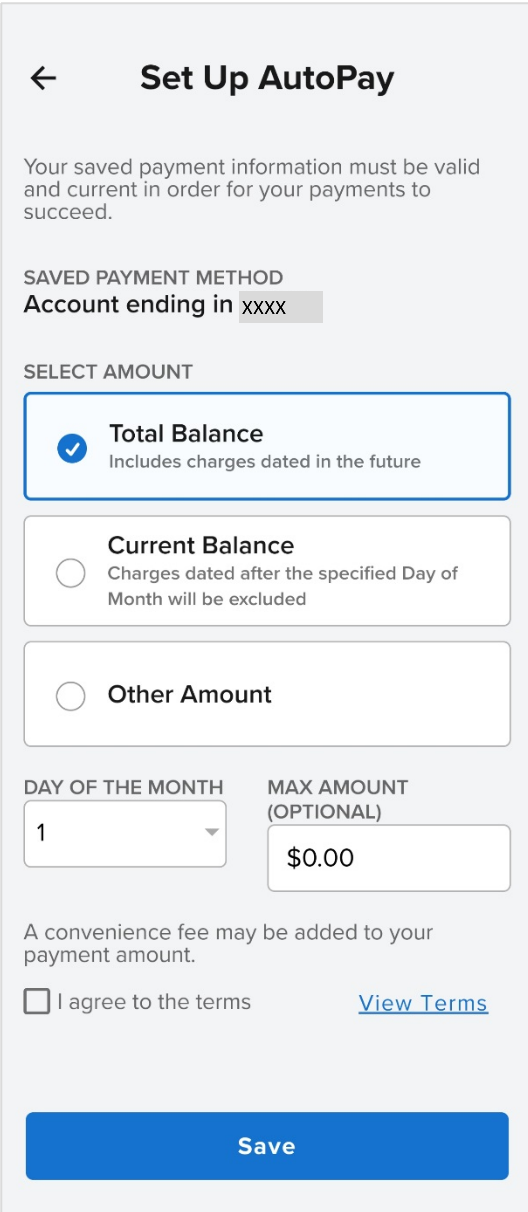


Settings –> AutoPay Set-up Screen

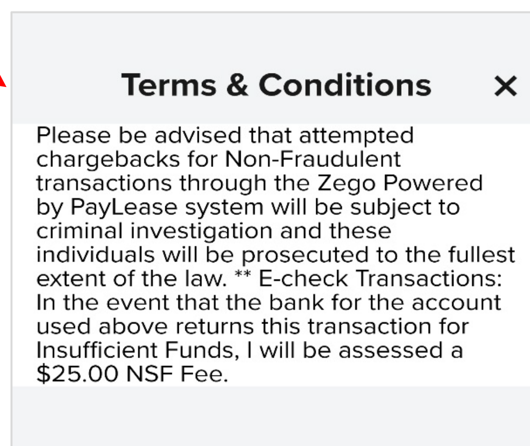
1. Select the "Payment Type":
    - Total Balance Due (default),
    - "Current Balance" or
    - Specific "Other Amount"

2. Select the Day of the Month you want the transaction to occur on. (It will happen around 2am on that day).

3. Max Amount is optional. If you want to set a limit that the payment cannot go beyond, this is where you enter the number.
    - Leave blank if you do not want to set a maximum amount.
    - If you enter $0.00, it will not pull money as it thinks the maximum is $0.00/no money.
    - If you choose to enter a Max Amount, it will not adjust if you have a scheduled rent increase.

4. Click the "I agree to term" check box

5. Click the blue Save Button to save your settings!



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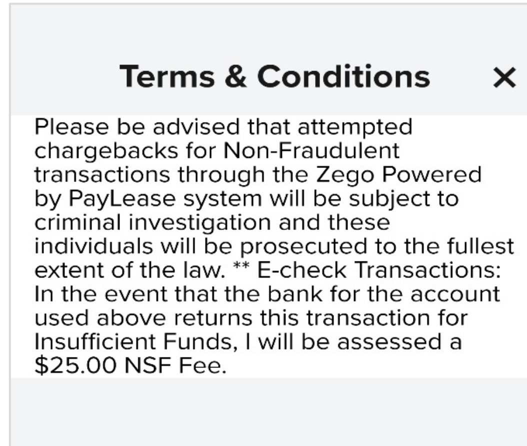
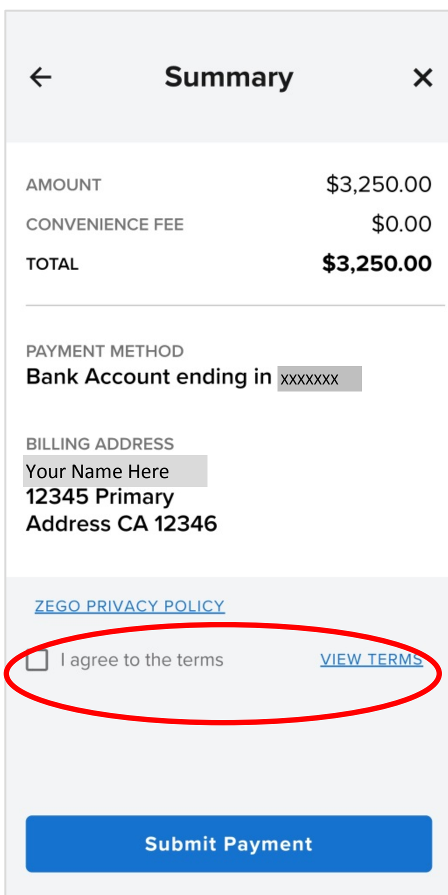
Q: Why did I get a message saying "Terms & Conditions" are required"? What are the Terms and where do I accept them?

A: You will not be able to proceed with making a payment or saving your Auto Payment information if you have not checked the "I agree to terms" checkbox to acknowledge the Terms and Conditions.

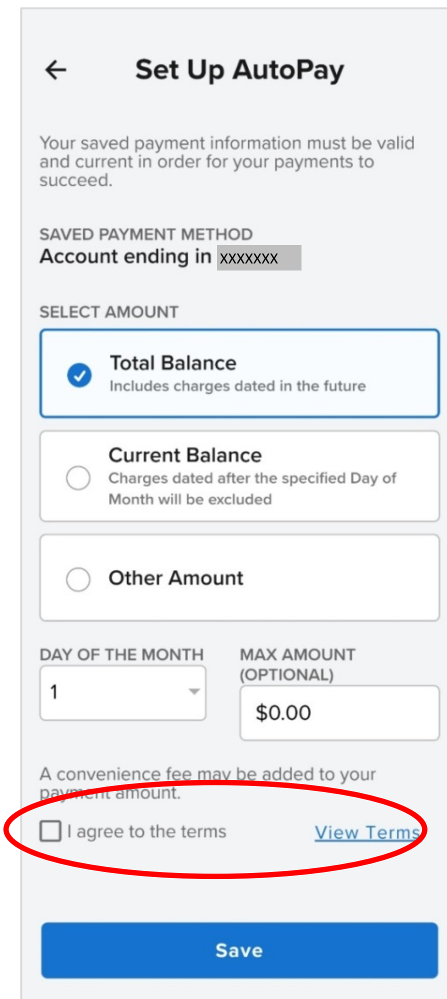


If you Opt Out of AutoPay, you will need to click the check box to accept the Terms & Conditions each time you make a payment on the payment screen.

If you Opt In to AutoPay, you will need to accept the Terms & Conditions when you initially set up your AutoPay.



Settings –> AutoPay Set-up Screen



Settings –> AutoPay Set-up Screen

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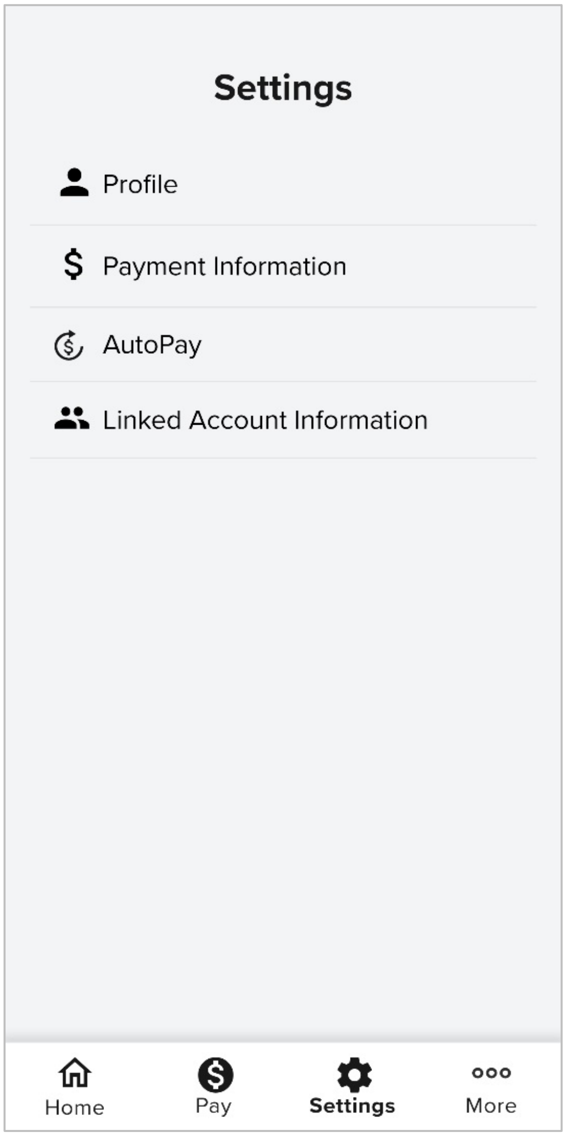
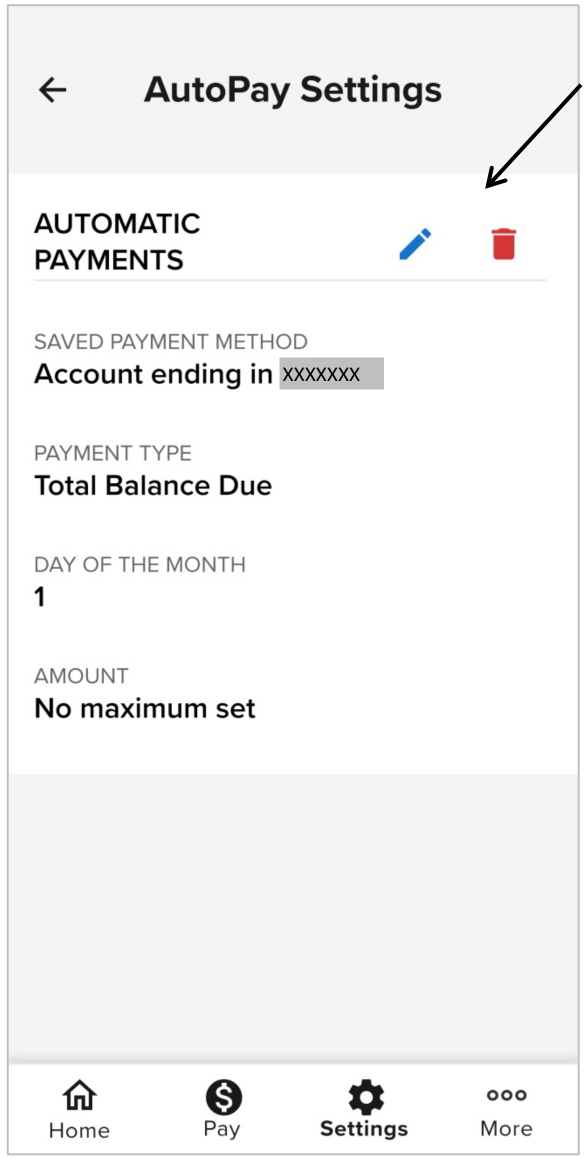
Q: How do I EDIT a Recurring Payment (AutoPay)?

A: Go to the Settings Icon (Gearbox) from the Home Screen, then click on the "AutoPay" Icon to get a new menu.





1. Click the blue pencil icon to Edit.

2. Hit "Save" to save your changes when done.

NOTE: The Red Trash Can icon will delete your saved Auto Payment information!

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Q: Are there convenience fees to pay via the Mobile App?

A: Fees depend on the Account Type selected.

Bank Account (ACH)

Checking or Savings: there is <u>no</u> convenience Fee.

Debit Card

$4.95 flat convenience fee

Credit Card

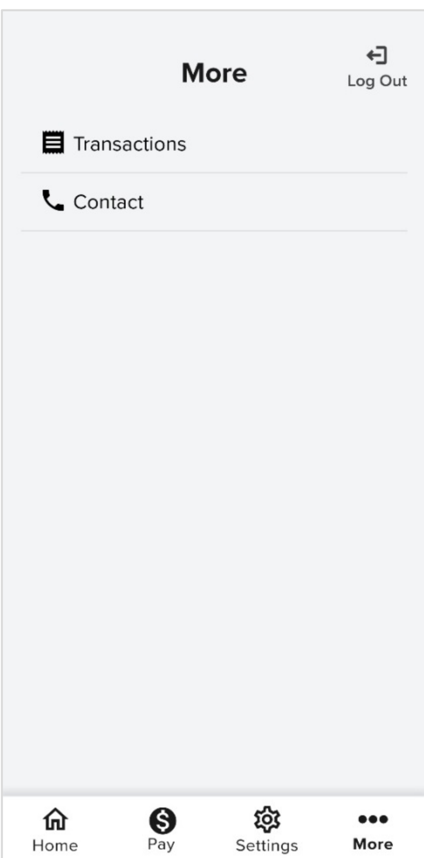
3.5% + $0.95 convenience fee (Visa, Mastercard, Discover, and American Express)

General Questions

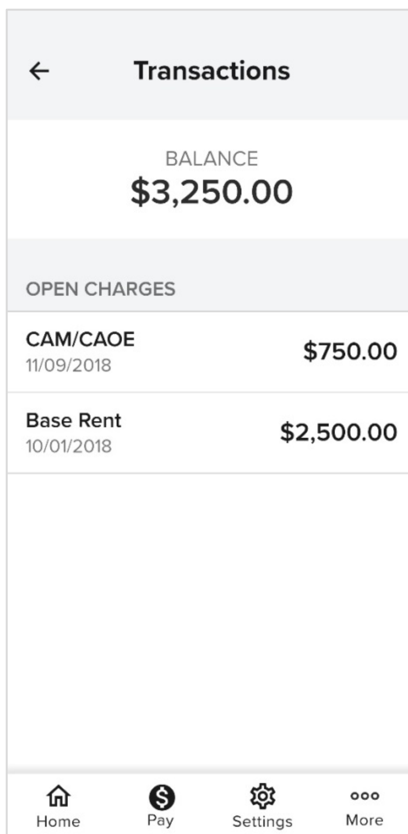
Q: How can I check my Balance? (What do I owe?)

A: At the bottom of the screen, you will see a triple dot icon with the words "More". Click on three dots, then click on "Transactions" to view a list of open charges.

Note: If you do not have any open charges, no charges will appear in this section.



More -> Home Screen



More -> Transactions –> Home Screen

Only Open Charges Display

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Q: Where do I go to find a copy of my Statement or a signed Lease Document?

A: At this time, this is a feature only available in the web version of the Tenant Portal.

To view in your web version of the Tenant Portal, please log in to your Tenant Portal account on www.tricorealty.com and click on “Notes” in the Header bar. Enter a Date Range for the Statement (around 20th of prior month, ex. September statement is run on/around August 20th) or Lease Document (fully signed date) then the blue “Filter” button.

Optionally click the checkbox for “All Dates” to view all documents uploaded to your Tenant Portal

Q: I got billed for an invoice (Electrical Usage, Repair/Rehab. Etc.). Where do I go to find a copy of the invoice?

A: At this time, this is a feature only available in the web version of the Tenant Portal.

To view in your web version of the Tenant Portal, please log in to your Tenant Portal account on www.tricorealty.com and click on “Notes” in the Header bar. Enter a Date Range for the billed item then the blue “Filter” button.

Optionally click the checkbox for “All Dates” to view all documents uploaded to your Tenant Portal

Q: I was billed a Reconciliation Charge (CAOE/CAM, Property Tax, &/or Property Insurance). Where do I go to find a copy of the charge breakdown?

A: At this time, this is a feature only available in the web version of the Tenant Portal.

To view in your web version of the Tenant Portal, Please log in to your Tenant Portal account on www.tricorealty.com and click on “Notes” in the Header bar. Enter a Date Range for the billed item then the blue “Filter” button.

Optionally click the checkbox for “All Dates” to view all documents uploaded to your Tenant Portal

Q: How do view my Transaction History?

A: Please email info@tricorealty.com requesting a copy of your Transaction History and we will email you a copy.

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