



UnionWest Resident Portal Guide: Pay Rent

Welcome to UnionWest!

We use Active Building, a modern Resident Portal, with features like the ability to pay rent and other charges online using a checking account, savings account, or credit card, and view balances online! The Resident Portal can be used on any web browser or via the Active Building App for Android or Apple devices.



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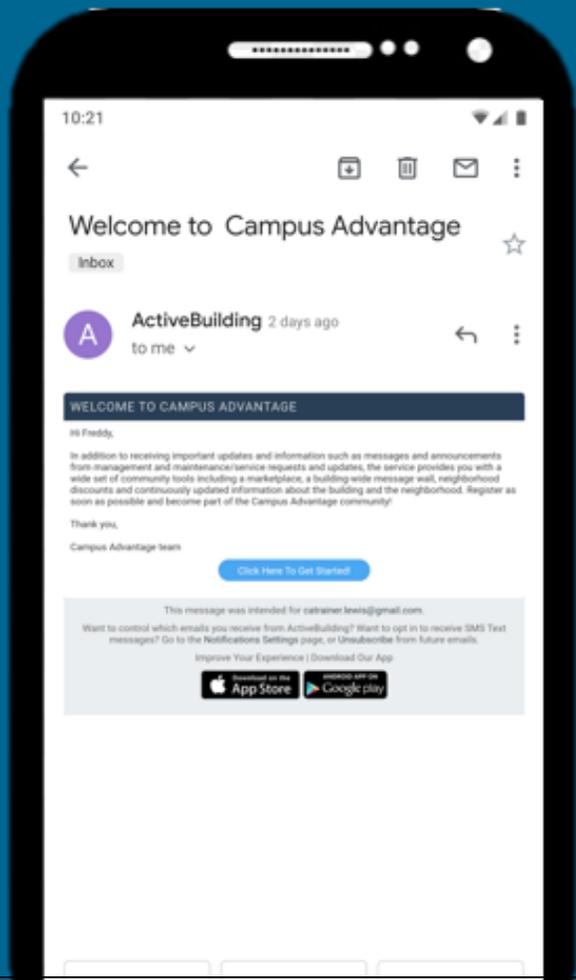
PORTAL REGISTRATION (WITH INVITATION EMAIL)

Use the received Welcome email to register before using the resident portal.

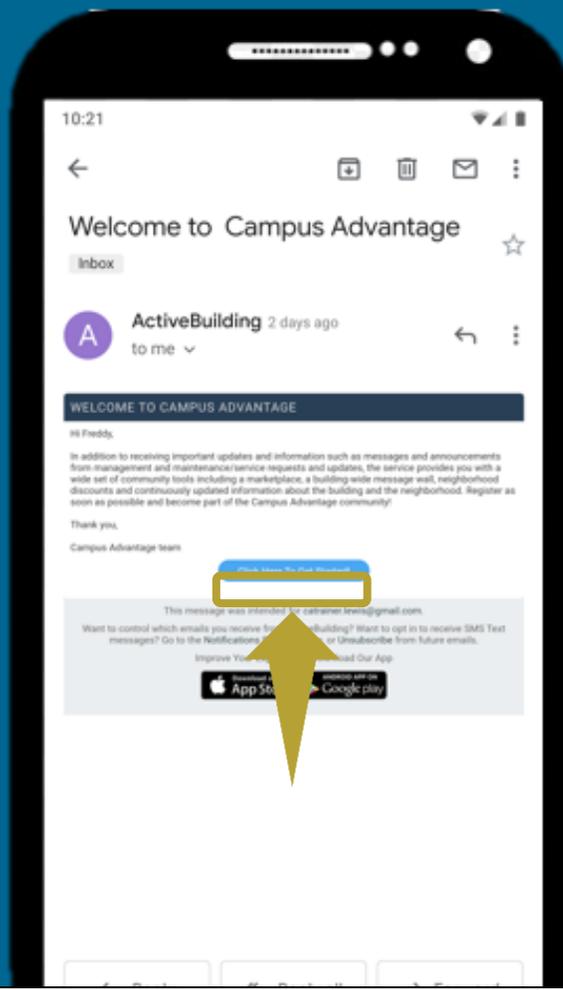
Unable to locate the invitation email? See the [PORTAL REGISTRATION \(SELF REGISTRATION\)](#) section below!

Field	Enter (this information must be used to register the account)
Name:	First Name and Last Name on your account
Unit	Unit Number you are currently living in
Email:	Email used on your account

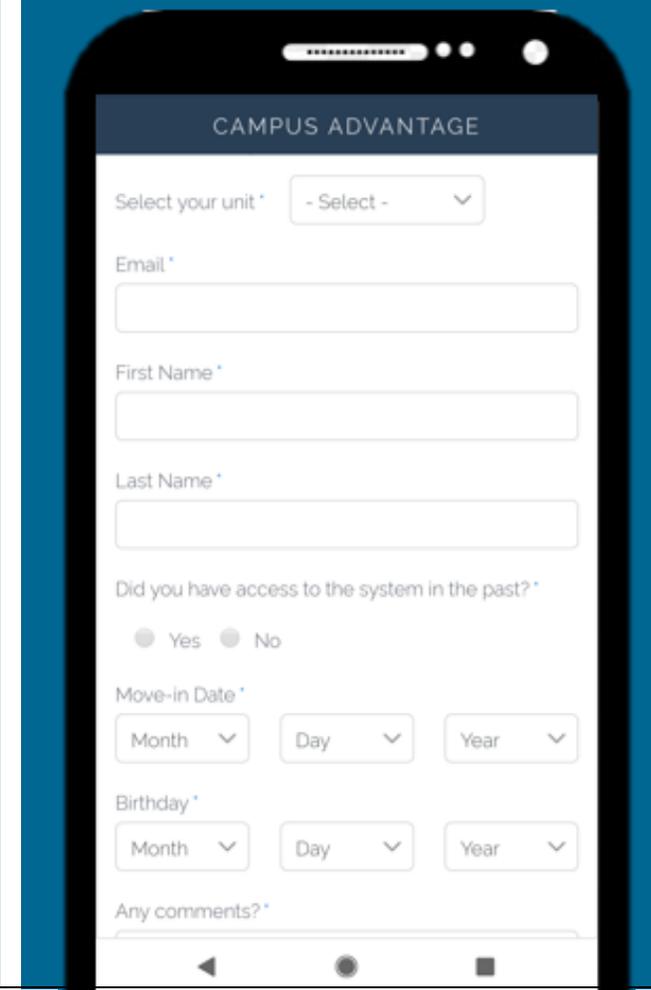
Locate the invitation email received from Active Building.



Select the **Click Here to Get Started** button.



Proceed through the registration form fields.



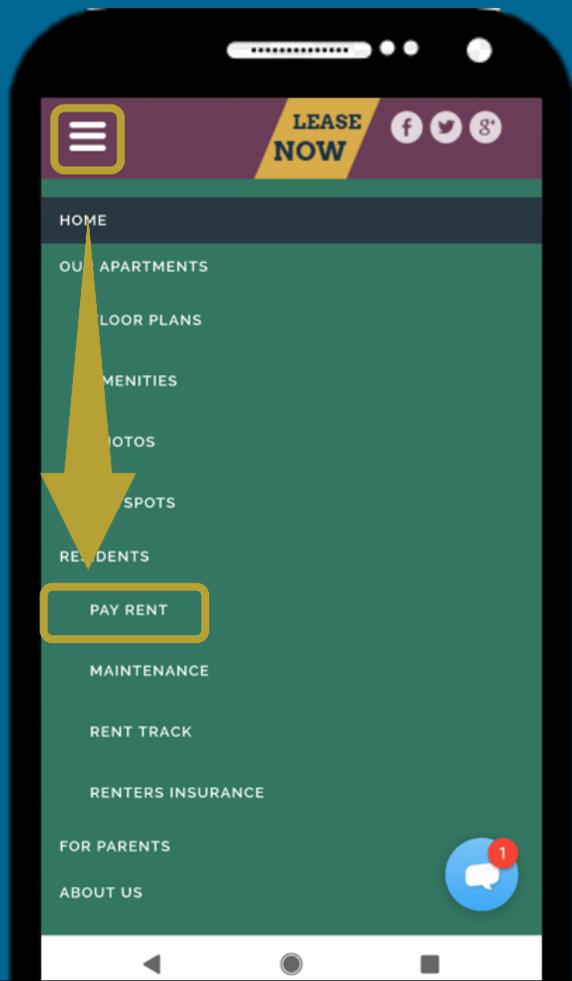
PORTAL REGISTRATION (WITHOUT INVITATION EMAIL)

No Welcome email? No problem!

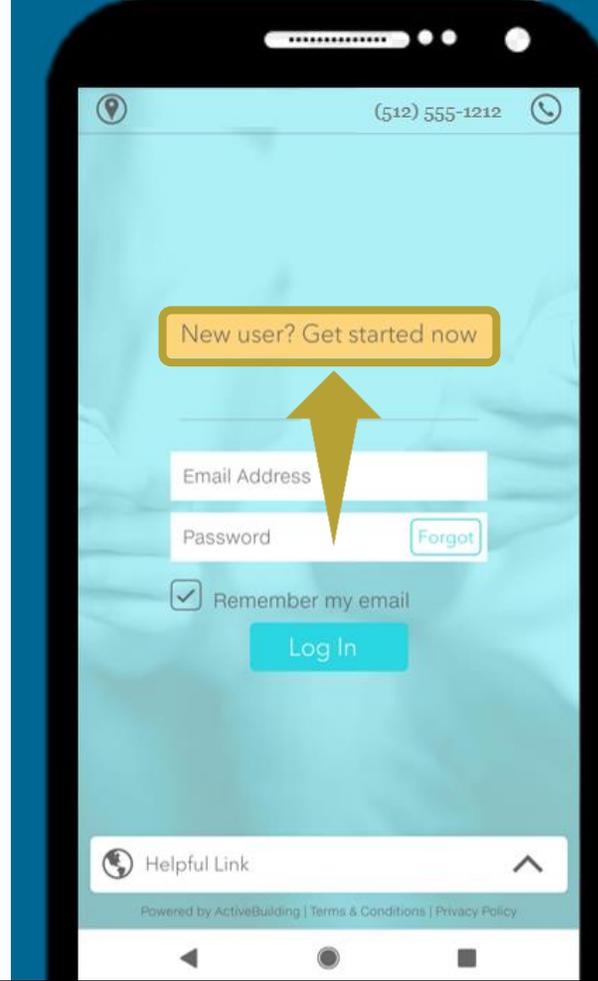
Visit <https://unionweststudenthousing.activebuilding.com> to begin!

Field	Enter (this information must be used to register the account)
Name:	First Name and Last Name on your account
Unit	Unit Number you are currently living in
Email:	Email used on your account

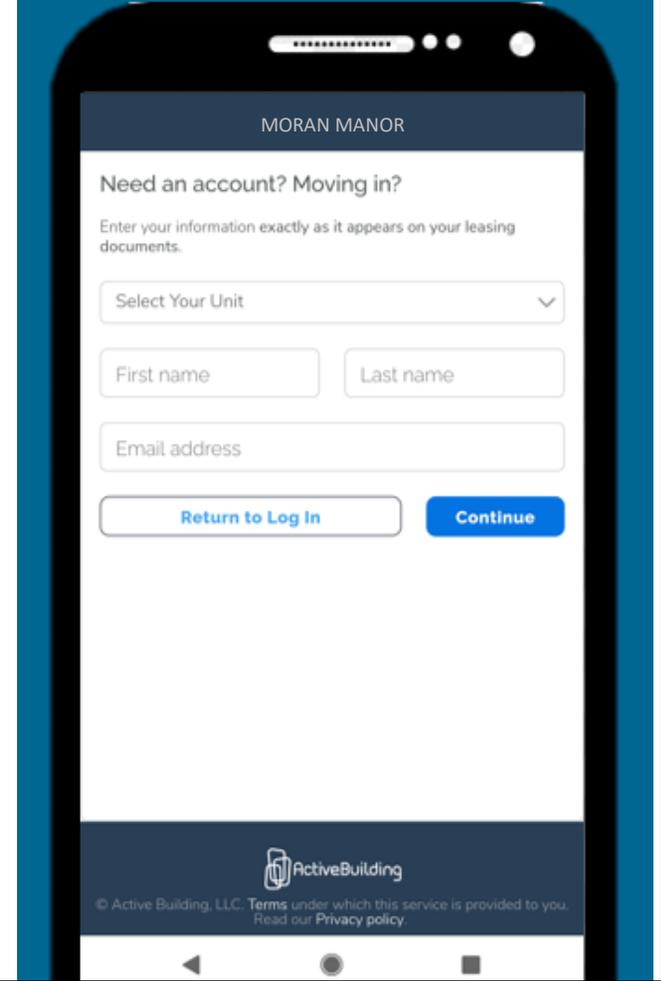
Select **Menu** → **Residents** → **Pay Rent** button.



Select the **New User? Get Started Now** button.



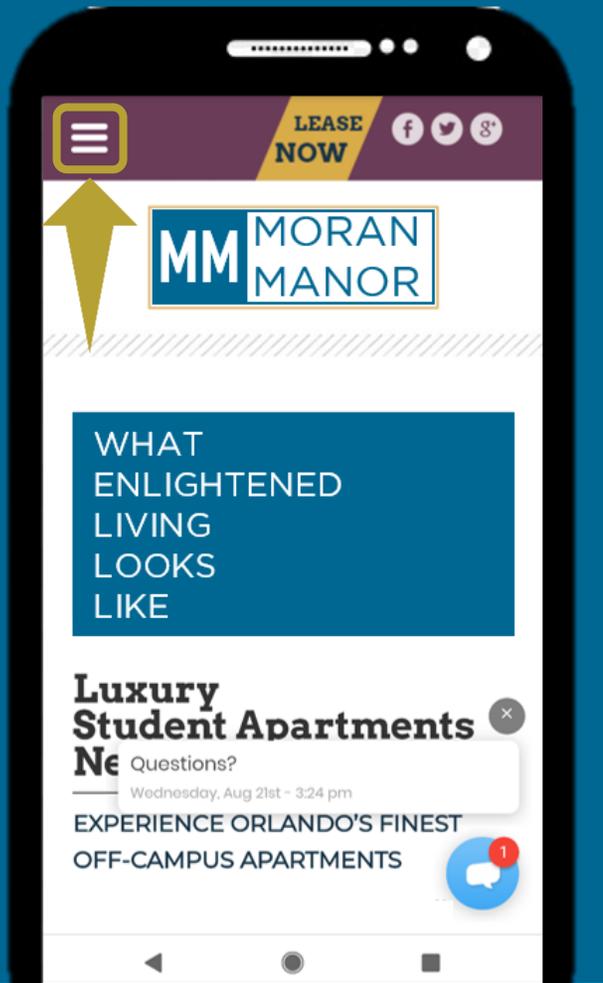
Use above information for the fields and click the **Continue** button.



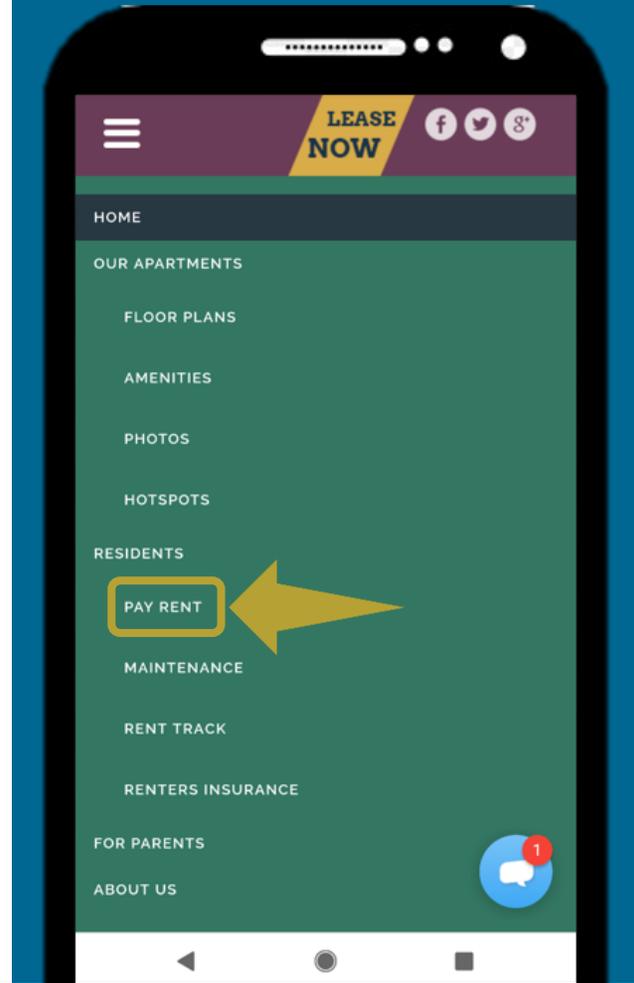
PORTAL LOCATION AND SIGN-IN

Already registered? Log-in!

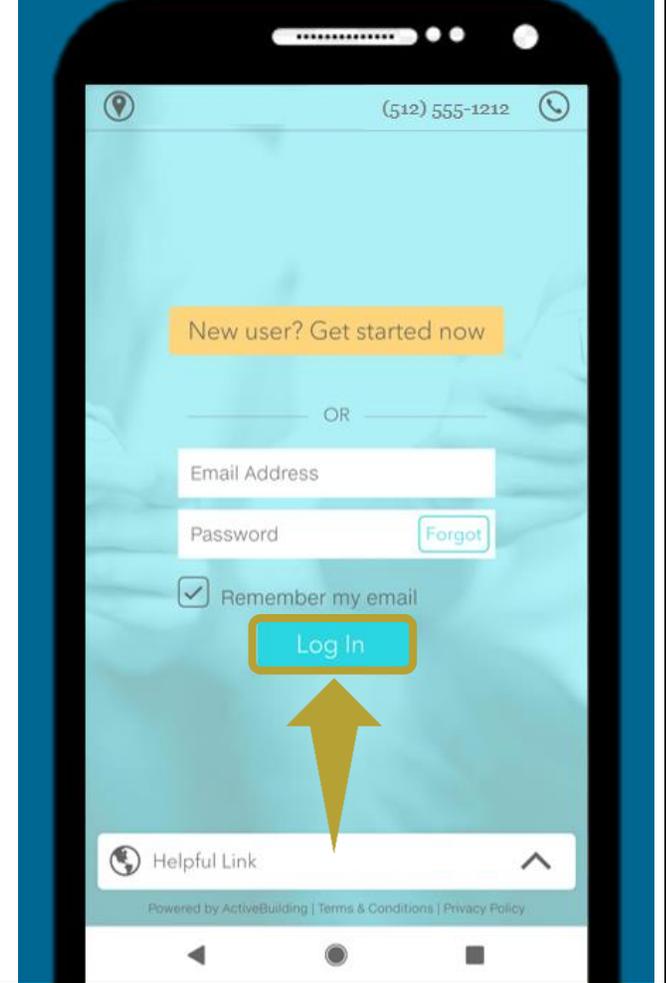
Access the Resident Portal at the property website anytime!



Select **Menu** → **Residents** → **Pay Rent** button.



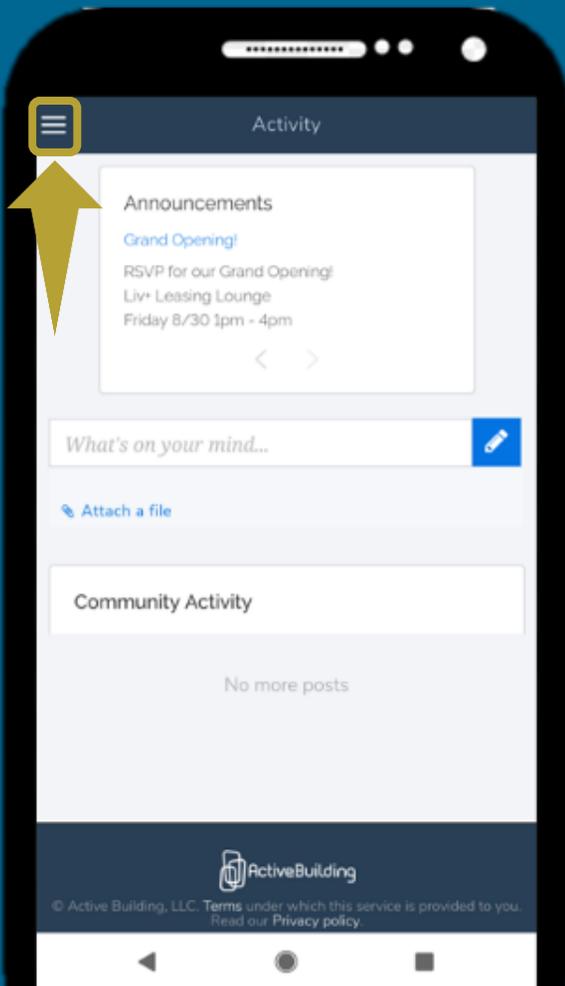
Enter credentials and select the **Log In** button



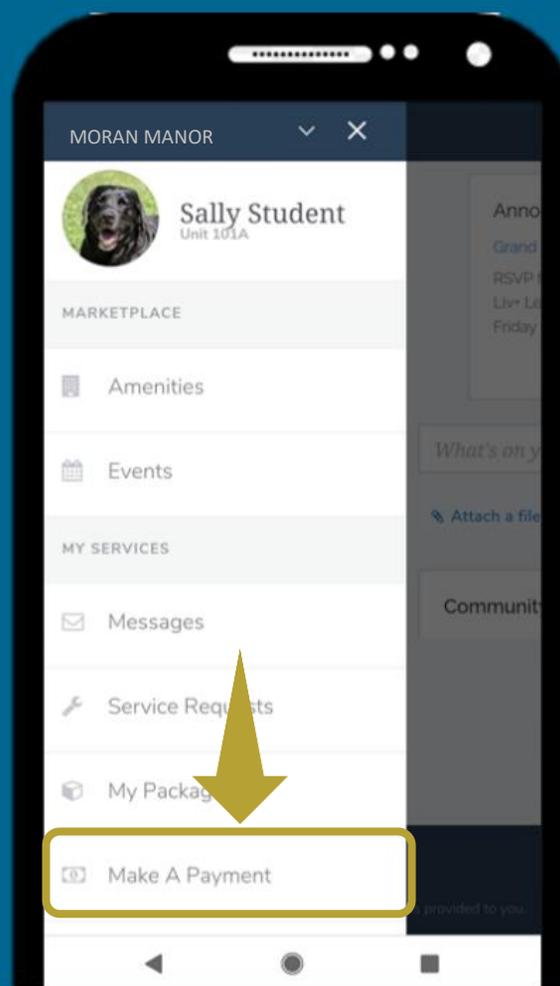
ADD PAYMENT ACCOUNTS (PAGE 1 OF 2)

A payment account must be added before payments can be made.

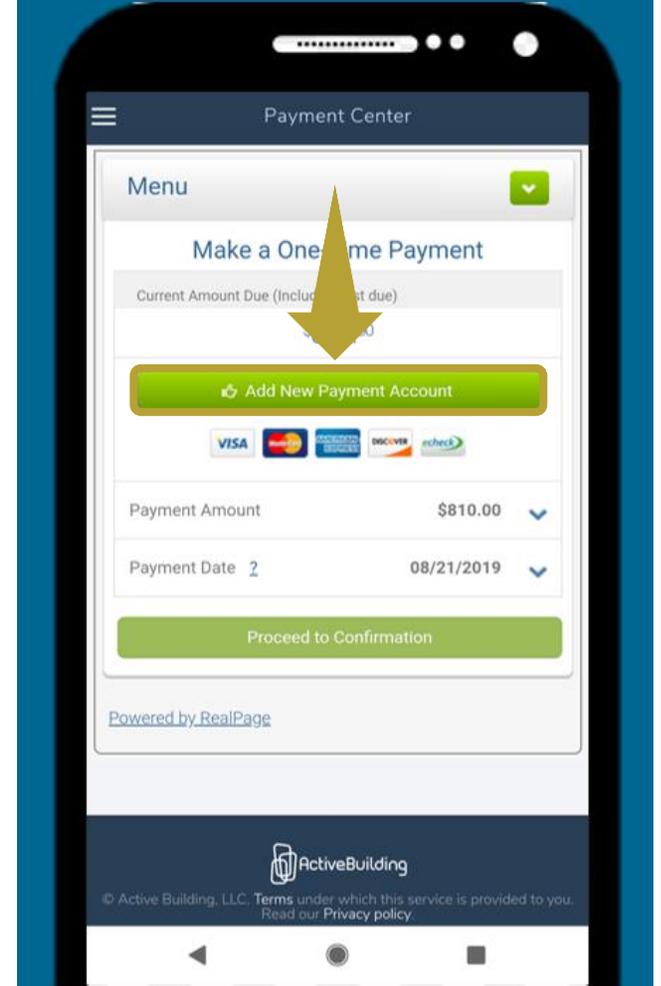
Select the **Menu** icon.



Then the **Make a Payment** option.



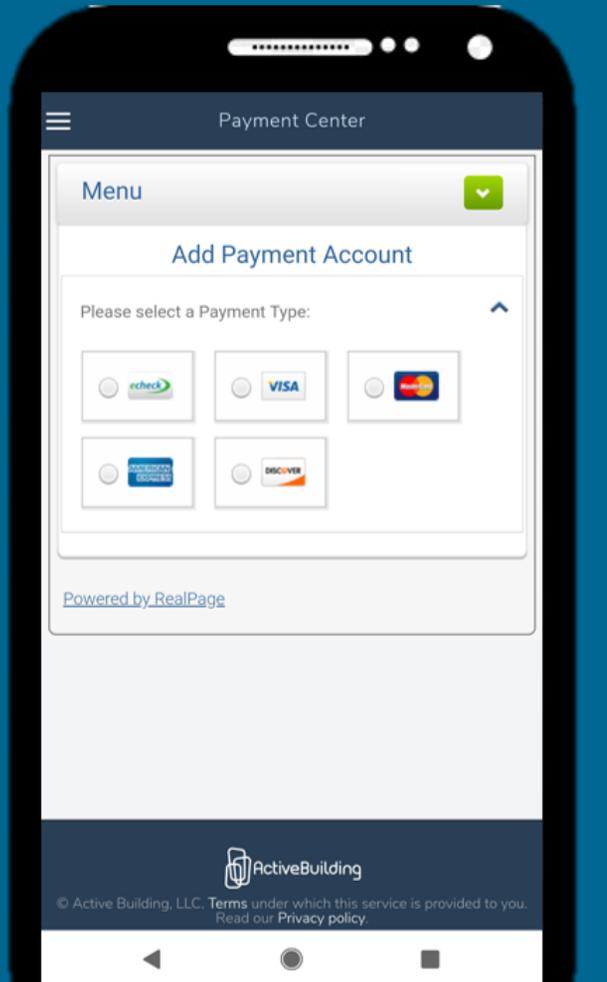
Select the **Add New Payment Account** button.



ADD PAYMENT ACCOUNT (PAGE 2 OF 2)

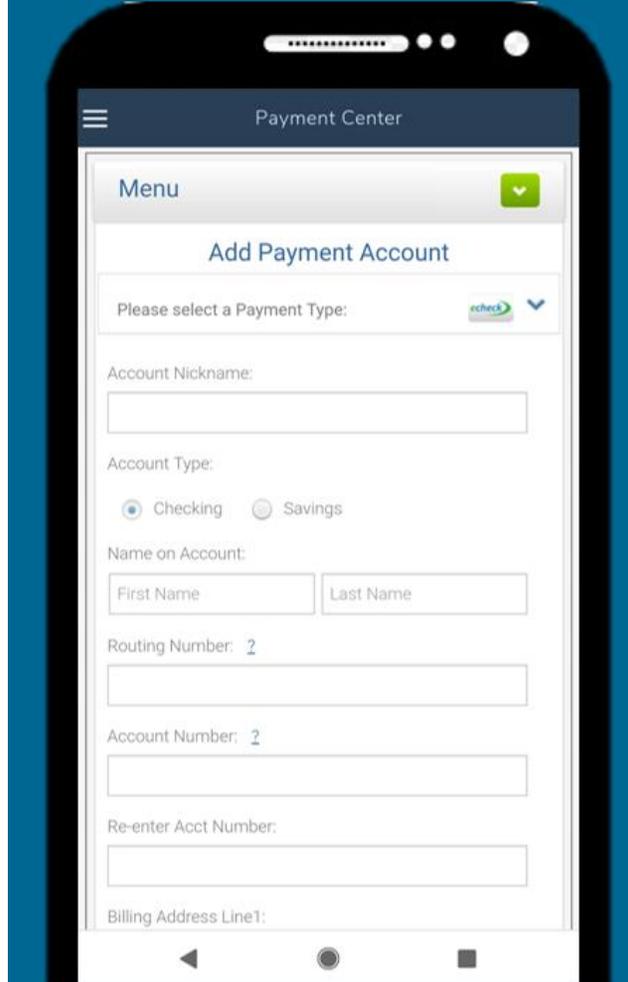
After a payment account is setup, proceed to either the [MAKE A ONE-TIME PAYMENT](#) or [SET UP RECURRING PAYMENTS](#) process.

Select any of the payment types.



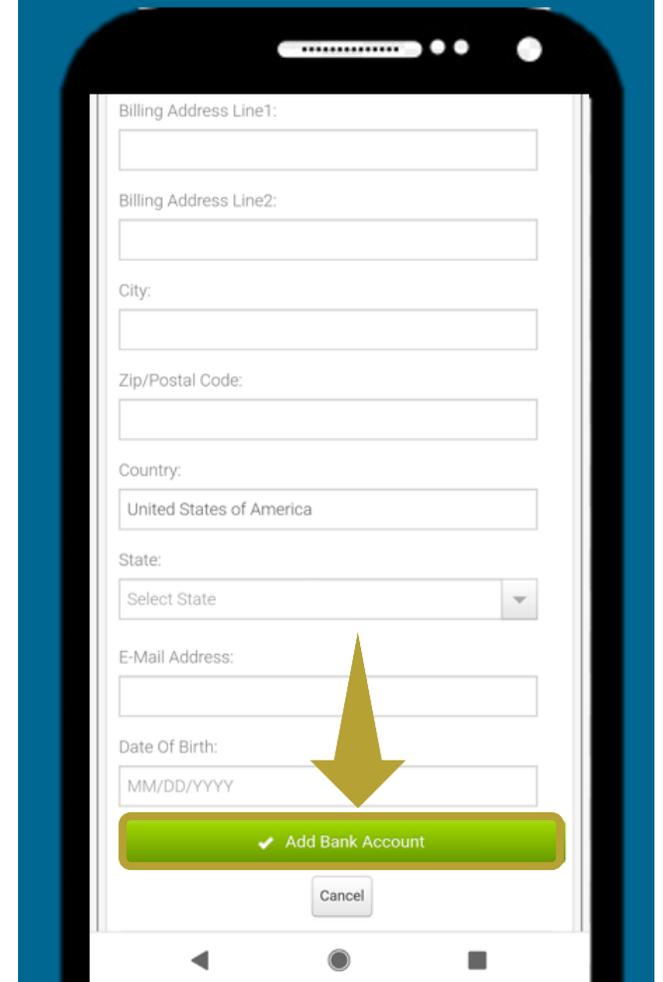
The screenshot shows the 'Payment Center' app interface. At the top, there is a 'Menu' dropdown and a title 'Add Payment Account'. Below this, a section titled 'Please select a Payment Type:' contains five selectable options: echeck, VISA, MasterCard, American Express, and Discover. At the bottom of the screen, the 'ActiveBuilding' logo and copyright information are visible.

Complete the **Add Payment Account** form fields.



The screenshot shows the 'Add Payment Account' form with the following fields: 'Please select a Payment Type:' (with 'echeck' selected), 'Account Nickname:', 'Account Type:' (with 'Checking' selected), 'Name on Account:' (with 'First Name' and 'Last Name' sub-fields), 'Routing Number: 2', 'Account Number: 2', 'Re-enter Acct Number:', and 'Billing Address Line1:'. The 'echeck' logo is visible next to the payment type selection.

Then select the **Add Bank Account** button.



The screenshot shows the 'Add Bank Account' form with the following fields: 'Billing Address Line1:', 'Billing Address Line2:', 'City:', 'Zip/Postal Code:', 'Country:' (with 'United States of America' selected), 'State:' (with a 'Select State' dropdown), 'E-Mail Address:', 'Date Of Birth:' (with 'MM/DD/YYYY' format), and a large green 'Add Bank Account' button with a checkmark. A yellow arrow points down to the button. A 'Cancel' button is located below the main button.

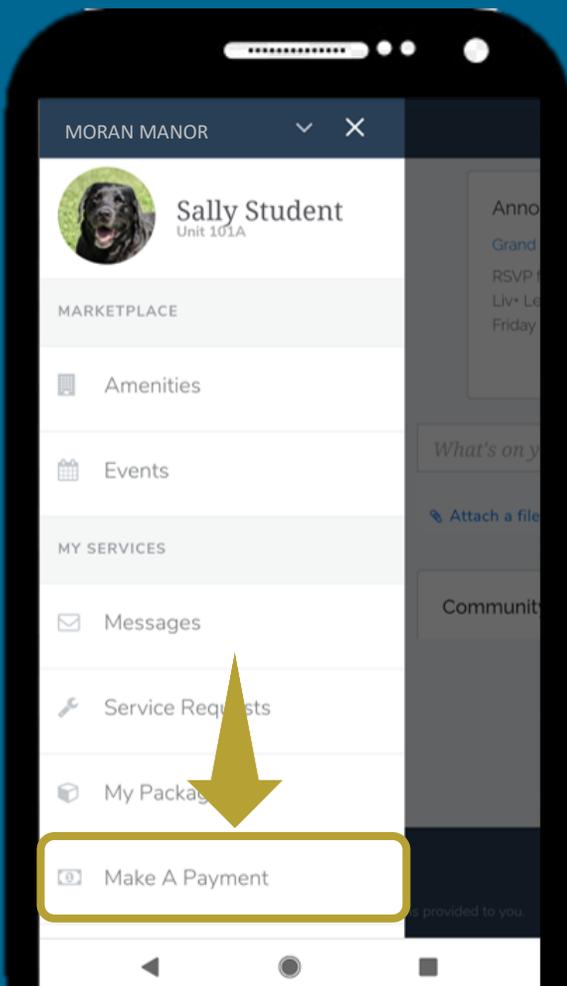
MAKE A ONE-TIME PAYMENT

All payment types accepted! Transaction Fee based on payment type:

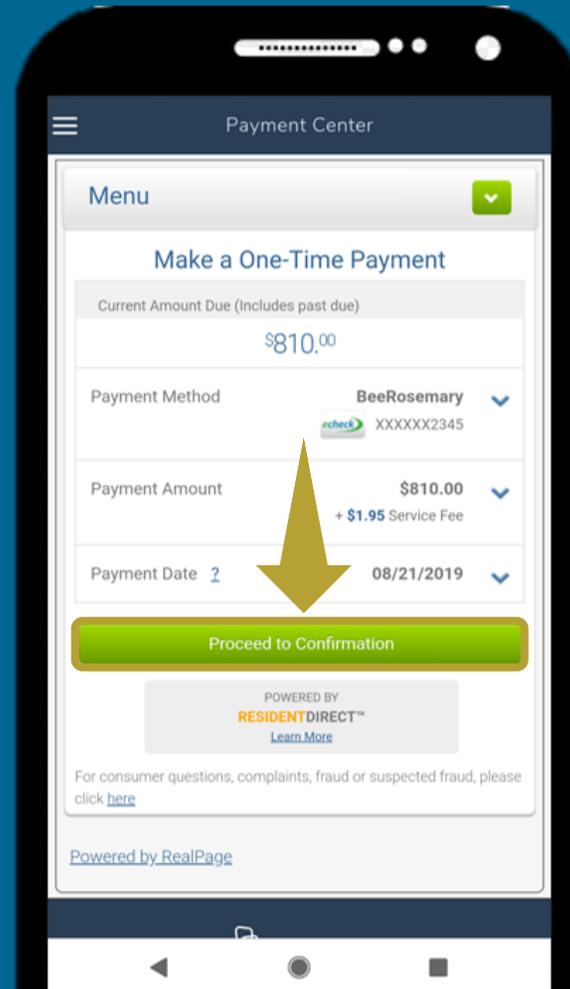
Type	Fee
   	2.95% (of the Transaction Amount)*
	\$1.95 (up to)

* Visa transactions will have a fee equal to 2.95% of resident's installment amount.

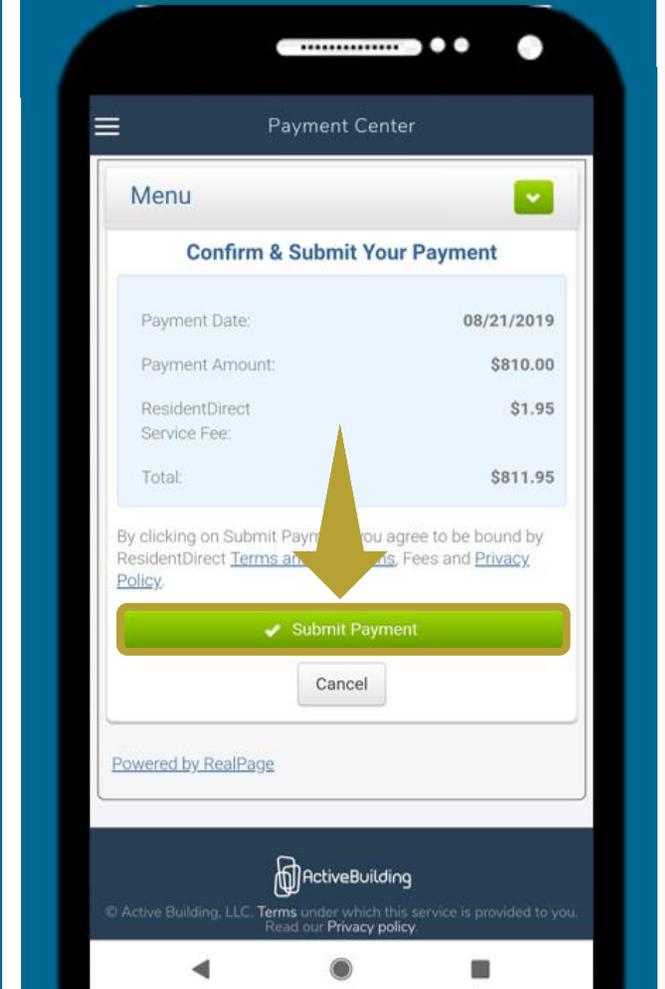
Select the **Menu** → **Make a Payment** option.



Review/edit and click the **Proceed to Confirmation** button.



Click the **Submit Payment** button.



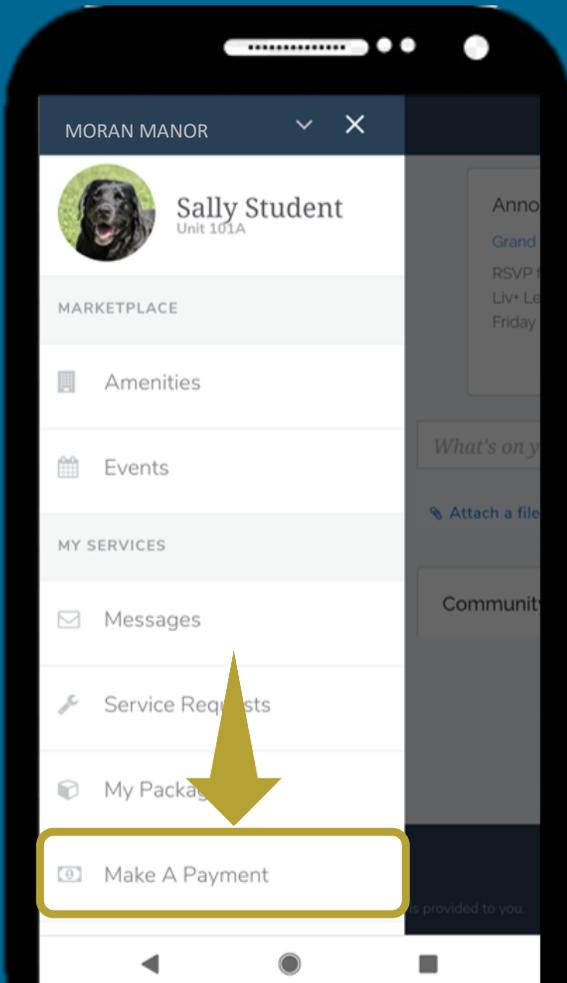
SET UP RECURRING PAYMENTS (PAGE 1 OF 2)

All payment types accepted! Transaction Fee based on payment type:

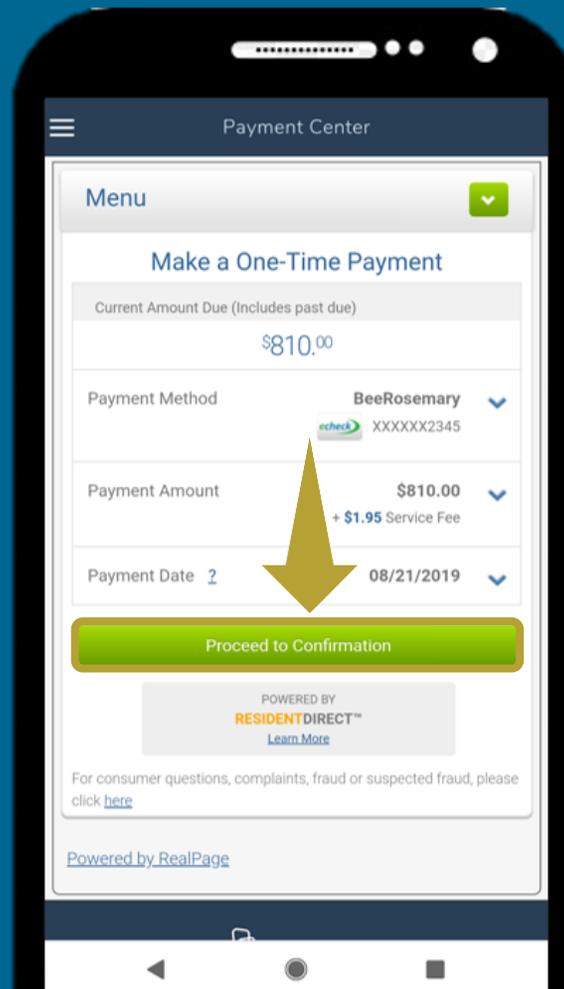
Type	Fee
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* Visa transactions will have a fee equal to 2.95% of resident's installment amount.

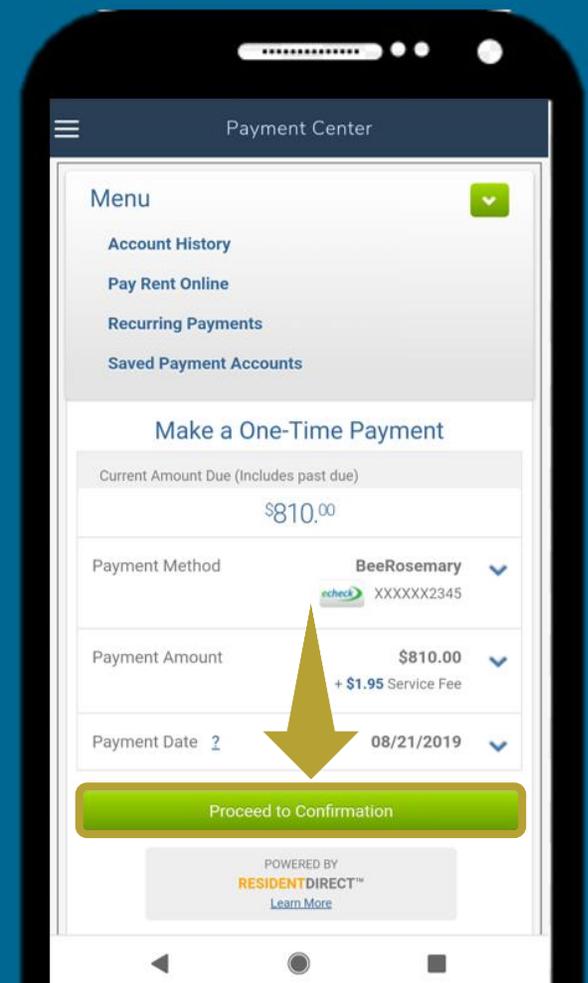
Select the **Menu** → **Make a Payment** option.



Then, the more options drop down.



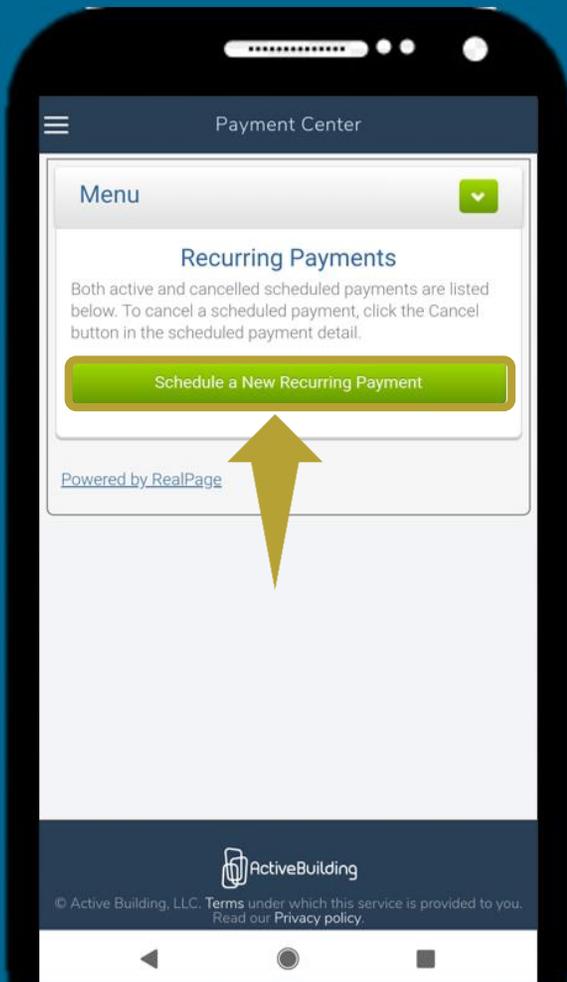
Select the **Recurring Payments** option.



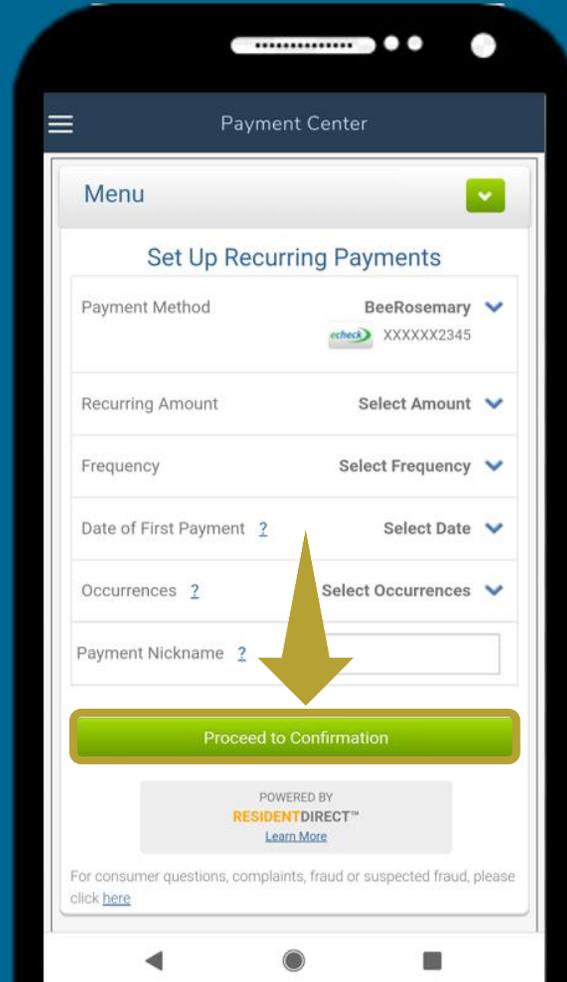
SET UP RECURRING PAYMENTS (PAGE 2 OF 2)

Set it and forget it! Flexible! Customize the **Amount**, **Frequency**, **Payment Date**, **Occurrence** and more! Edit or delete anytime!

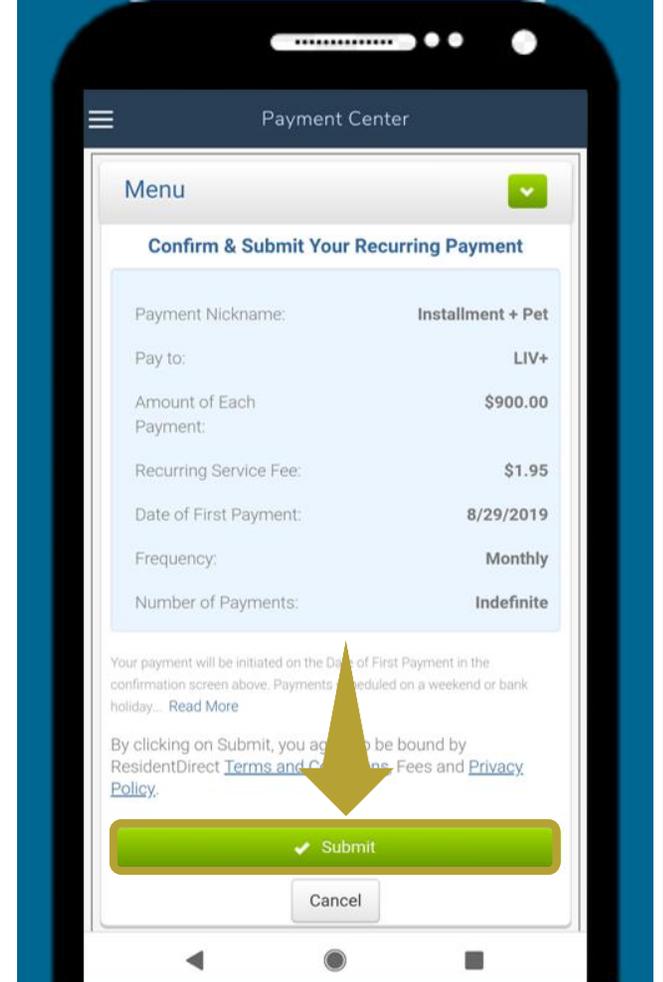
Select the **Schedule a New Recurring Payment** option.



Customize the form and then select the **Proceed to Confirmation** button.



Review setup and then click the **Submit** button.



EXPLORE MORE!

The Active Building resident portal offers great features and is a quick and easy way to access management and the community! Sure, you can pay, but please stay and play!

FEATURES

PACKAGE
TRACKING

Notifications when your package arrives!

COMMU-
NITY

Get involved with the Community Wall!

PAY
EASILY

No need for checks! Pay online!

WORK
ORDERS

Submit work orders on your schedule!

SECURE

Runs on encryption technologies!